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For Immediate Release

TRAI Assesses Network Quality Across Jammu City and Highway Route from Delhi to Jammu

The Telecom Regulatory Authority of India (TRAI) released its Independent Drive Test (IDT) findings for the J&K Licensed Service Area (LSA), covering extensive city routes during the month of Feb 2026. The drive tests, conducted under the supervision of the TRAI Regional Office, Delhi, were designed to capture real-time mobile network performance across diverse usage environments – Urban Zones, Institutional Hotspots, Public Transport Hubs, and High-Speed Corridors.

Between 02nd February 2026 to 05th February 2026, TRAI teams conducted detailed tests across 178.2 km of City Drive Test, 620.5 km of Highway Drive Test, 06 Hotspot locations, 3.5 km of Walk test & Inter Operator Calling at 01 location. Technologies evaluated included 2G, 3G, 4G, and 5G, reflecting the service experience of users across multiple handset capabilities. The findings of IDT have already been intimated to all the TSPs concerned.

Key Parameters Assessed:

a) **Voice Services**: Call Setup Success Rate (CSSR), Drop Call Rate (DCR), Call Setup Time, Call Silence Rate, Speech Quality (MOS), Coverage.

b) **Data Services**: Download/Upload Throughput, Latency, Jitter, Packet Drop Rate and Video Streaming Delay.

Call Setup Success Rate: Airtel, BSNL, RJIL and VIL have 98.83%, 81.62%, 99.12% and 99.26% call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate: Airtel, BSNL, RJIL and VIL have drop call rate of 0.74%, 7.87%, 1.18% and 0.60% respectively in Auto-selection mode (5G/4G/3G/2G).

Performance against key QoS parameters

CSSR: Call Setup Success Rate (in %), **CST**: Call Setup Time (in seconds), **DCR**: Drop Call Rate (in %) & **MOS**: Mean Opinion Score.
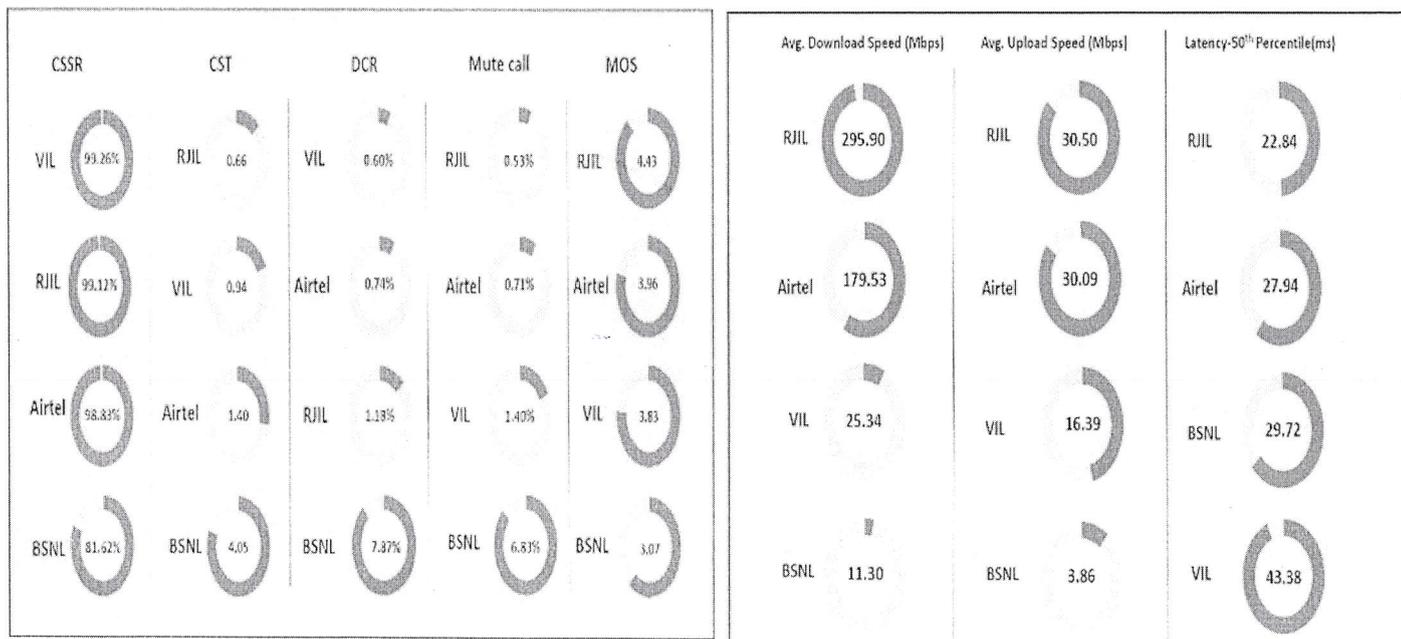
Summary-Voice services

Call Setup Success Rate: Airtel, BSNL, RJIL and VIL have 98.83%, 81.62%, 99.12% and 99.26% call setup success rate respectively in Auto-selection mode (5G/4G/3G/2G).

Call Setup Time: Airtel, BSNL, RJIL and VIL have call setup time of 1.40, 4.05, 0.66 and 0.94 seconds respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate: Airtel, BSNL, RJIL and VIL have drop call rate of 0.74%, 7.87%, 1.18% and 0.60% respectively in Auto-selection mode (5G/4G/3G/2G).

Call Silence/Mute Rate: Airtel, BSNL, RJIL and VIL have silence call rate 0.71%, 6.83%, 0.53% and 1.40% respectively in packet switched network (4G/5G).

Mean Opinion Score (MOS): Airtel, BSNL, RJIL and VIL have average MOS of 3.96, 3.07, 4.43 and 3.83 respectively.

Summary-Data services

Data Download performance (Overall): Average download speed of Airtel (5G/4G/2G) is 179.53 Mbps, BSNL (4G/3G/2G) is 11.30 Mbps, RJIL (5G/4G) is 295.90 Mbps and VIL (5G/4G/2G) is 25.34 Mbps.

Data Upload performance (Overall): Average upload speed of Airtel (5G/4G/2G) is 30.09 Mbps, BSNL (4G/3G/2G) is 3.86 Mbps, RJIL (5G/4G) is 30.50 Mbps and VIL (5G/4G/2G) is 16.39 Mbps.

Latency (Overall): Airtel, BSNL, RJIL and VIL 50th percentile latency is 27.94 ms, 29.72 ms, 22.84 ms, 43.38 ms respectively.

Data performance - Hotspots (in Mbps):

Airtel-	4G D/L: 35.93	4G U/L: 10.01
	5G D/L: 178.53	5G U/L: 47.22
BSNL-	4G D/L: 13.08	4G U/L: 5.44
RJIL -	4G D/L: 41.57	4G U/L: 9.23
	5G D/L: 298.52	5G U/L: 37.97
VIL -	4G D/L: 25.07	4G U/L: 10.81

Note- "D/L" Download speed, "U/L" Upload speed

The assessment in Jammu City included high-density neighbourhoods such Prem Nagar, Gandhi Nagar, Shastri Nagar, Miran Saheb, Gho Manhasan, Raipur Domana and Narwal etc. TRAI also evaluated real-time conditions at Govt Medical College Jammu, Jammu Bus Stand, Jammu Tawi Railway Station, Jewel Chowk Jammu, Raghunath Temple Jammu and Satwari Chowk Jammu.

The walk test, conducted on 05th February 2026 in Jammu City, focused on, Gole Market Jammu and Hari Market Jammu, capturing mobile network behaviour in crowded pedestrian environments.

The highway routes were also conducted from Delhi to Jammu via Ambala & Jalandhar to assess the mobile network experience in high-speed transit.

The tests were conducted using TRAI suggested equipment and standardised protocols in real-time environments. The detailed report is available at TRAI website www.trai.gov.in. For any clarification/information, Shri Vivek Khare, Advisor (Regional Office, Delhi) TRAI may be contacted on email: adv.ca@trai.gov.in or at Tel. No. +91-11-20907772.

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