

TELECOM REGULATORY AUTHORITY OF INDIA

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For Immediate Release

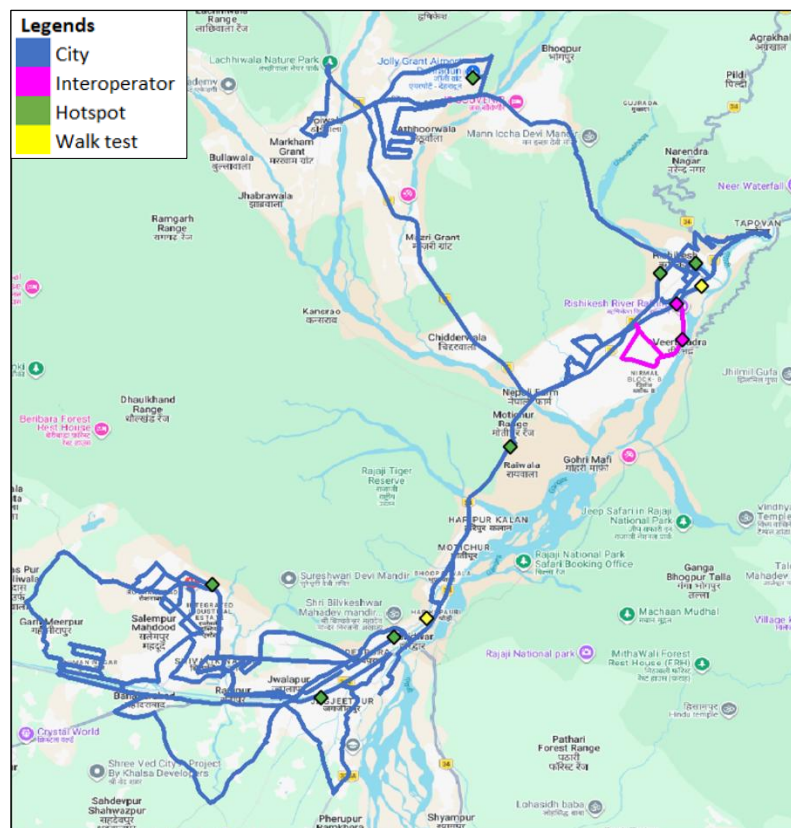
TRAI Assesses Mobile Network Quality Across Haridwar and Rishikesh City, including Doiwala, Jolly Grant, Rishikesh, Tapovan, Veerbhadra, Nepali Farm, Raiwala, Haridwar, Jwalapur, Bahadradab, Salempur Mahdood, Devpura, Ranipur, Sitapur etc.

The Telecom Regulatory Authority of India (TRAI) has released findings of Independent Drive Test (IDT) conducted through its appointed agency across Haridwar and Rishikesh City under UPW LSA, during the month of July 2026, for information of general telecom consumers. The purpose of this drive test is to assess and verify real time quality of mobile network services (both voice & data) provided by Telecom Service Providers (TSPs). The performance of TSPs for key Quality of Service (QoS) parameters, captured during IDT are published to inform Consumers and encourage TSPs to improve their services. These IDTs have been designed to capture on ground mobile network performance of all TSPs across diverse usages environment like cities, hotspots, public transport hubs, etc.

2. These tests were conducted under the supervision of the TRAI Regional Office Bhopal. The observations presented in drive test reports represent the performance of the TSPs on the area/ route under test on the day/ time of conducting the drive test.

3. The drive tests conducted across City drive – 292.3 KMs, Hotspot locations - 7, Walk Test - 1.4 KMs, in Haridwar and Rishikesh Cities & nearby areas during 29th June 2026 to 1st July 2026 in **UP West LSA**.

4. **Drive Test Route Map:** The following map provides overview of drive test routes indicating City drive, Inter-operator calling, Hotspots and Walk tests, as per the legends shown on the map: -



5. Key Parameters Assessed

- a) **Coverage Gap:** Percentage of samples, for which signal strength observed less than the minimum prescribed signal strength for respective technology (2G/ 3G/ 4G/ 5G).
 - b) **Voice Services:** Call Setup Success Rate (CSSR), Drop Call Rate (DCR), Call Setup Time, Call Silence (Mute) Rate, Speech Quality (MOS).
 - c) **Call Silence (Mute) Instance:** Number of call silence (Mute) instance occurred during the calls.
 - d) **Data Services:** Download/ Upload Throughput, Latency, Jitter, Packet Drop Rate
6. The overall mobile network performance in Haridwar and Rishikesh city for the key parameters has been summarised below: -

- a) **Coverage Gap** - The signal strength observed during voice testing on the drive test route in auto-selection mode (5G/4G/3G/2G), measured as the number of samples having poor signal strength out of the total samples collected, was **1534/ 50508** for **Airtel**, **3920/ 49983** for **BSNL**, **2699/ 50069** for **RJIL** and **952/ 50338** for **VIL** for Haridwar and Rishikesh City. Details of the coverage gaps have been provided in the map **Annexed**.
- b) **Dropped Calls** - Dropped calls, measured as the number of dropped calls out of the number of successfully established calls, were **10/ 430** for **Airtel**, **13/ 426** for **BSNL**, **2/ 453** for **RJIL** and **0/ 451** for **VIL** for Haridwar and Rishikesh City. Details of the dropped call locations have been provided in the map **Annexed**.
- c) **Call Silence Instance** - Call silence instances, measured as the total number of silence instances observed for > 3 seconds out of the total calls established, were **9/ 414** for **Airtel**, **21/ 408** for **BSNL**, **18/ 435** for **RJIL** and **12/ 451** for **VIL** for Haridwar and Rishikesh City. Details of the call silence instance locations have been provided in the map **Annexed**.
- d) **Data Download and Upload Throughput:**
 - i) **Data Download performance (Overall):** Average download speed was observed as **128.99 Mbps** for **Airtel (5G)**, **7.96 Mbps** for **BSNL (4G)**, **205.57 Mbps** for **RJIL (5G)** and **58.46 Mbps** for **VIL (5G)** for Haridwar and Rishikesh City. Detail of Download throughput has been provided in the map **Annexed**.
 - ii) **Data Upload performance (Overall):** Average upload speed was observed as **24.54 Mbps** for **Airtel (5G)**, **4.11 Mbps** for **BSNL (4G)**, **23.21 Mbps** for **RJIL (5G)** and **14.79 Mbps** for **VIL (5G)** for Haridwar and Rishikesh City. Detail of Upload throughput has been provided in the map **Annexed**.

Locations of Dropped Calls and Call Silence instances can be seen by clicking red dot on the map **Annexed**.

7. Details of drive test route and area covered during the IDT is as under: -

- a) **City** - The areas covered in the city drive are Doiwala, Jolly Grant, Rishikesh, Tapovan, Veerbhadra, Nepali Farm, Raiwala, Haridwar, Jwalapur, Bahadrabad, Salempur Mahdood, Devpura, Ranipur and Sitapur etc. in Haridwar & Rishikesh city.
- b) **Hotspot** - The hot spot locations, capturing stationary user experience, are District Collectorate Office - Haridwar, Gurukul Kangri Vishwavidyalaya, Haridwar Railway Station, Jolly Grant Airport - Dehradun, Raiwala Junction Railway Station, Rishikesh Bus Stand, Yog Nagari Rishikesh Railway Station.
- c) **Walk Test** - The walk tests conducted on 29th June & 1st July 2026, covered Har Ki Pauri Ganga Ghat - Haridwar, Triveni Ganga Ghat – Rishikesh capturing mobile network behaviour in crowded pedestrian environments.

8. The findings of this IDT report have been shared with respective TSPs for taking further necessary action at their end. Detailed reports of IDT are made available on the TRAI website at www.trai.gov.in. For any clarification or additional information, an email can be sent to adv.bhopal@trai.gov.in or Regional Office of TRAI at Bhopal RO can be contacted on telephone no. +91-755-2575501.

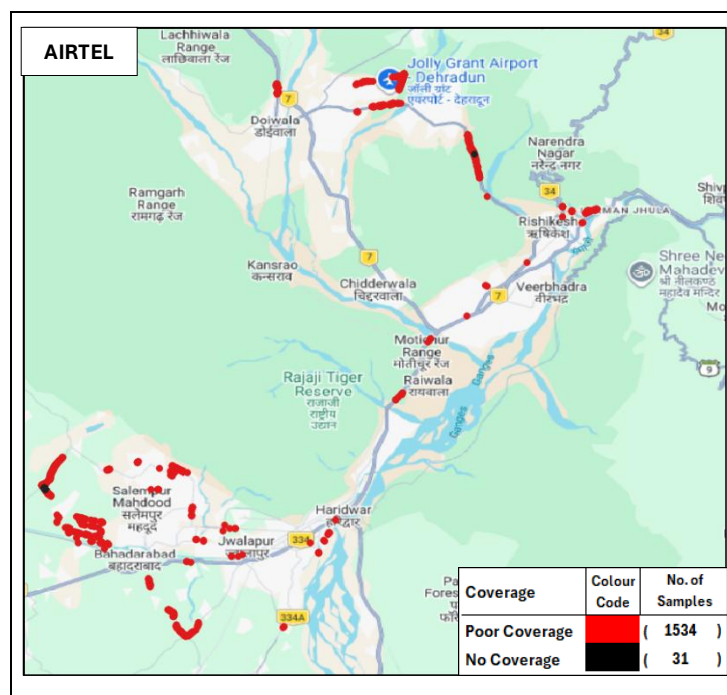

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Sanjay Kumar Gupta,
Advisor, RO Bhopal

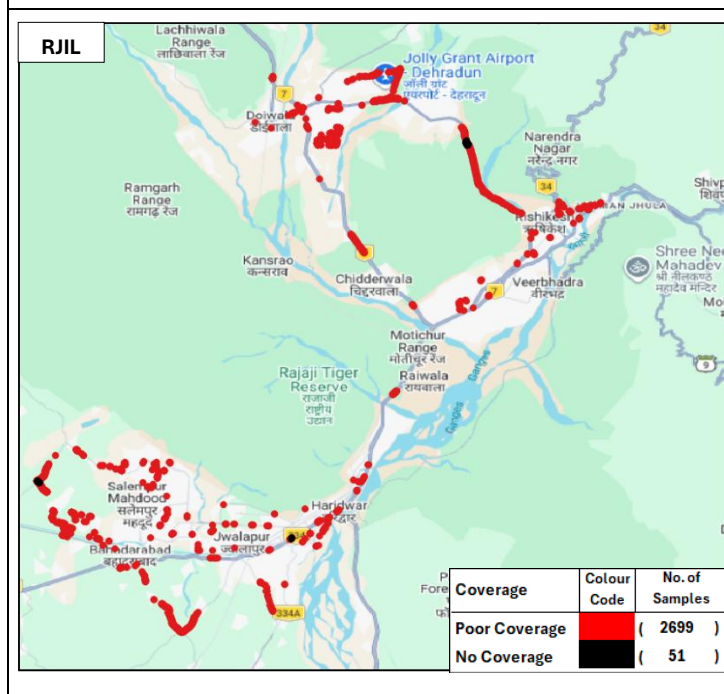
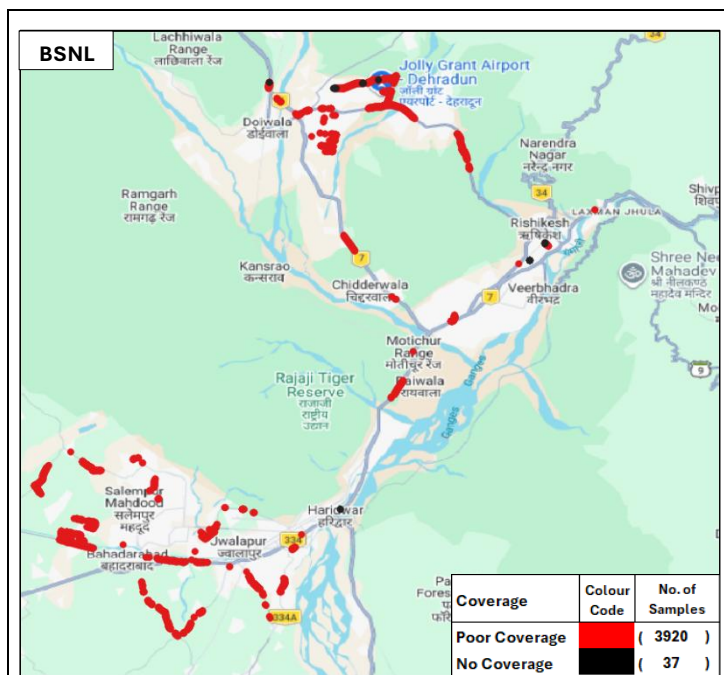
- a) **Coverage Gap** – The coverage distribution found less than the minimum specified signal strength for the drive test route in auto-selection mode (5G/4G/3G/2G) during voice testing, is as below:-

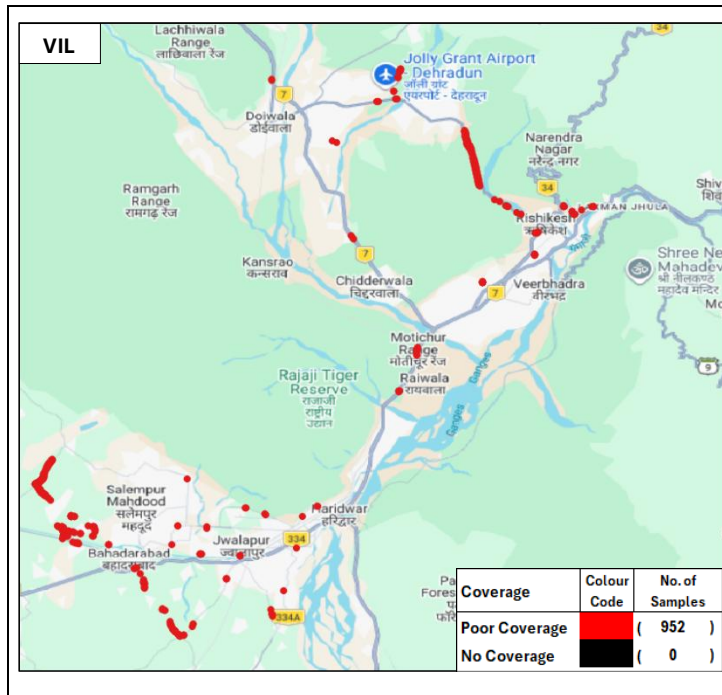
Parameter	AIRTEL	BSNL	RJIL	VIL
Total Number of Samples captured on Drive test route	50508	49983	50069	50338
Number of Samples having poor signal strength	1534	3920	2699	952
Number of Samples having Limited Service (No Coverage)	31	37	51	0

Note: Signal strength has been considered poor if it falls below –110 dBm for 5G & 4G, –90 dBm for 3G, and –85 dBm for 2G.

Coverage Gap observed





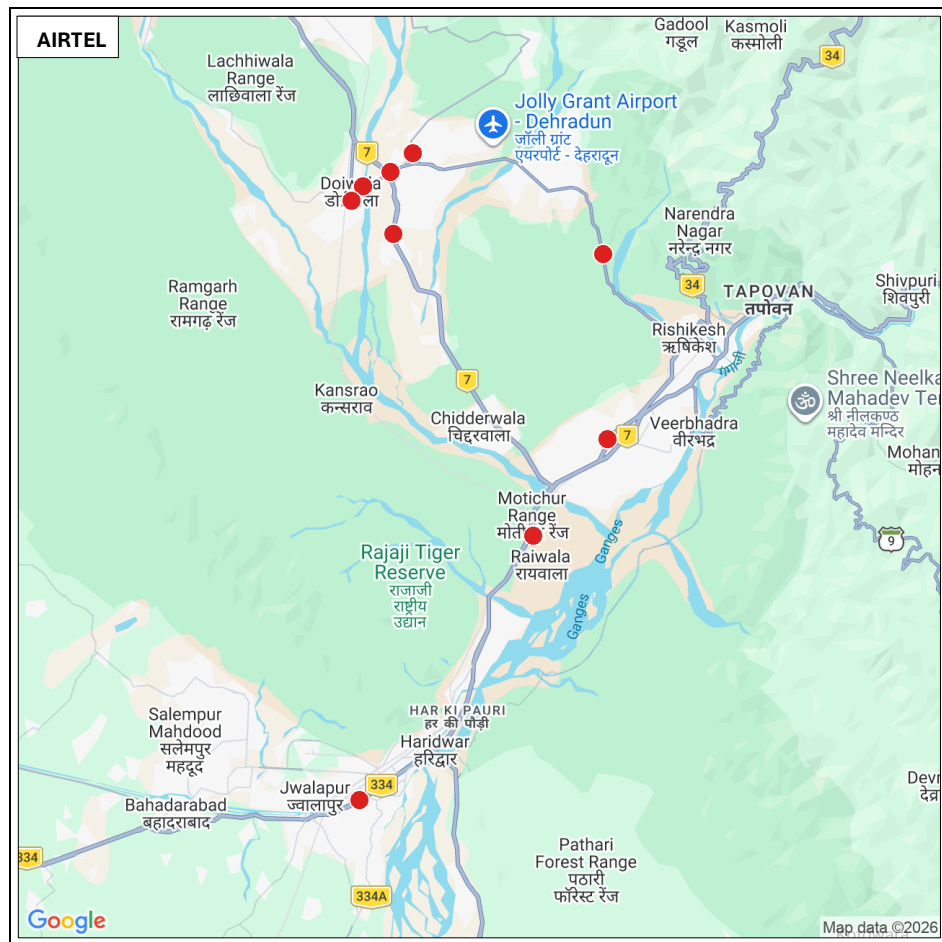


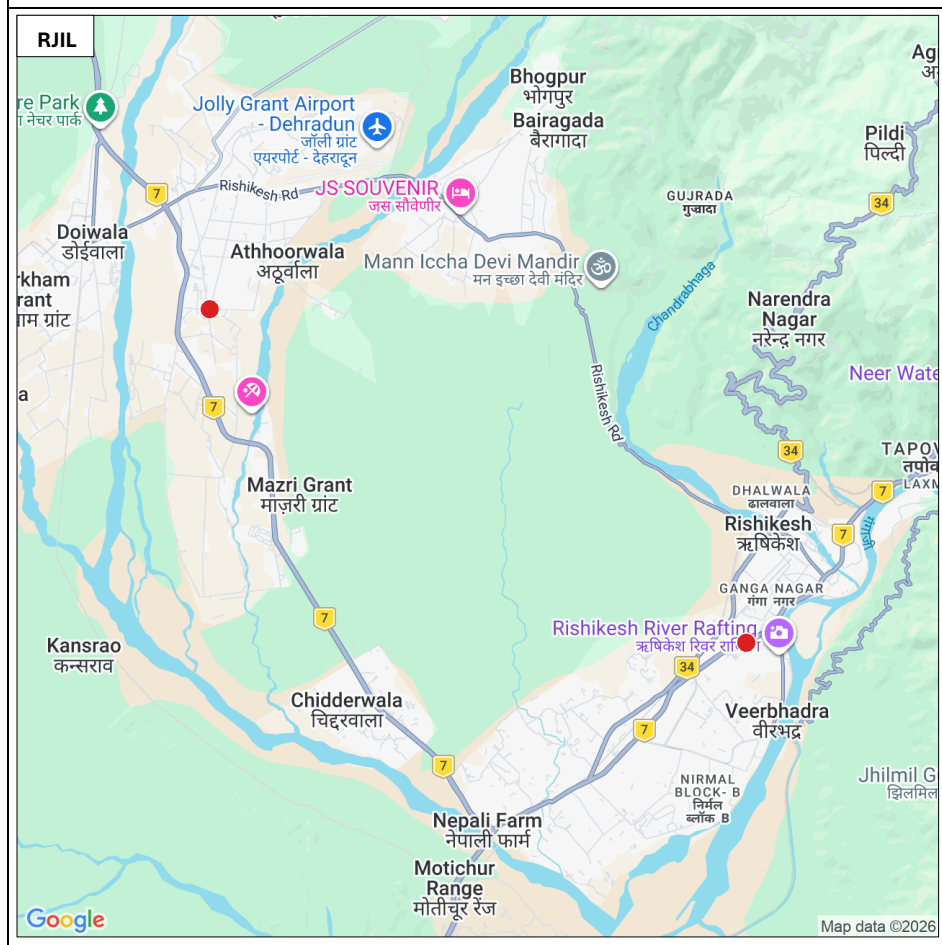
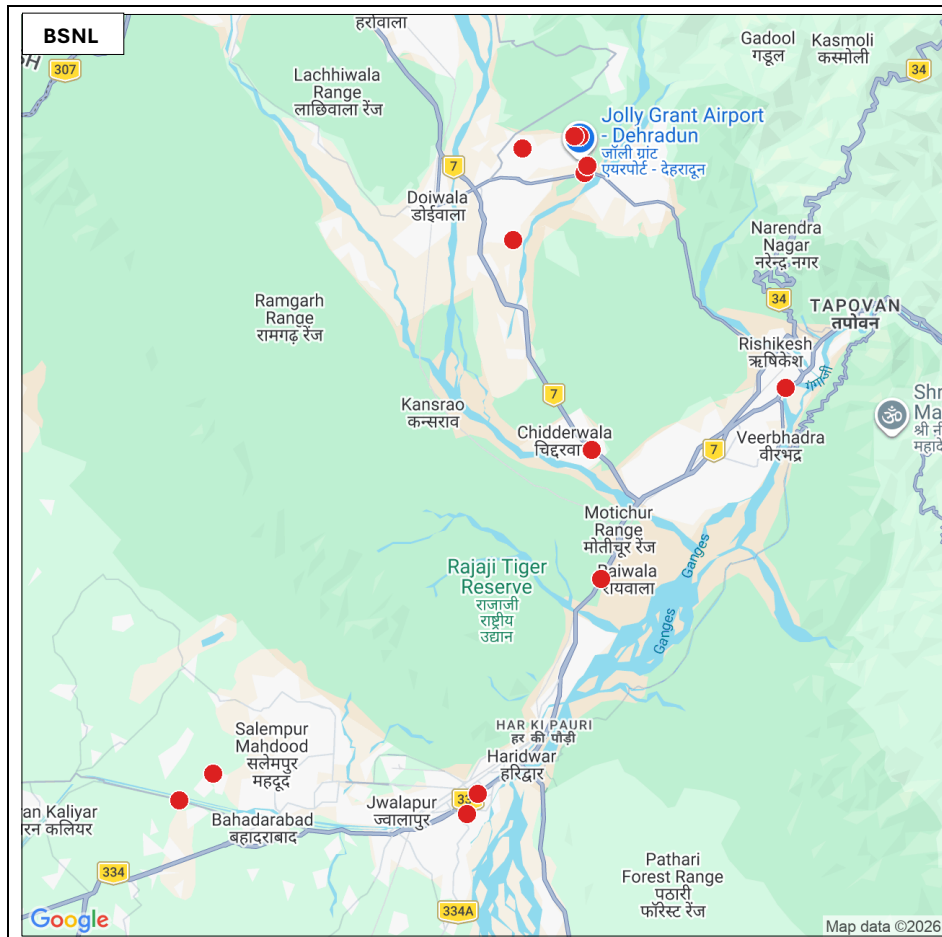
Note: Plot is based on Dynamic Drive Test results only.

b) **Dropped Calls** - The TSP-wise details of dropped calls in auto-selection mode (5G/4G/3G/2G) are as below:-

Parameter	AIRTEL	BSNL	RJIL	VIL
Number of successful Calls Established	430	426	453	451
Number of dropped Calls	10	13	2	0

Locations of Dropped Calls



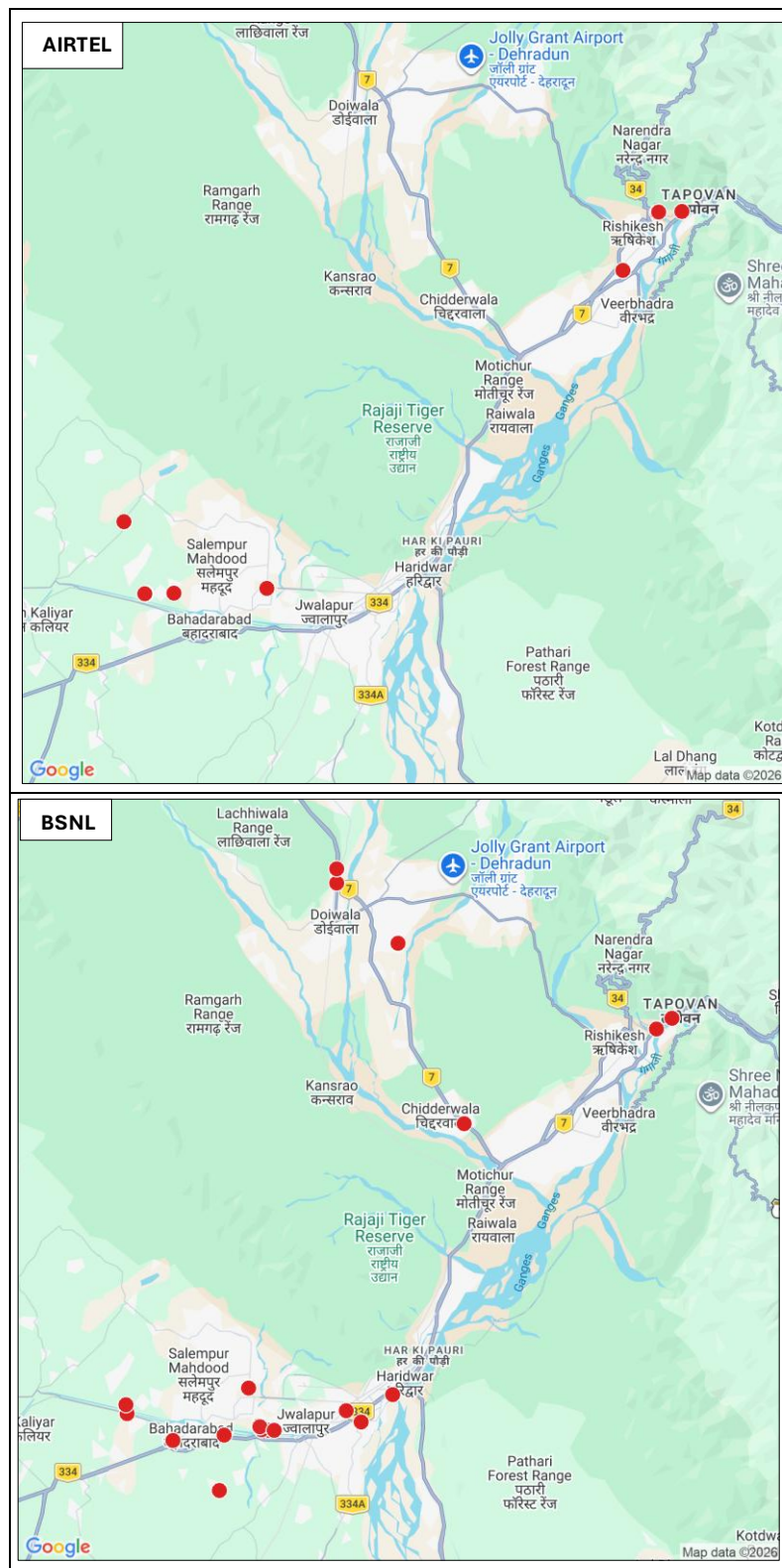


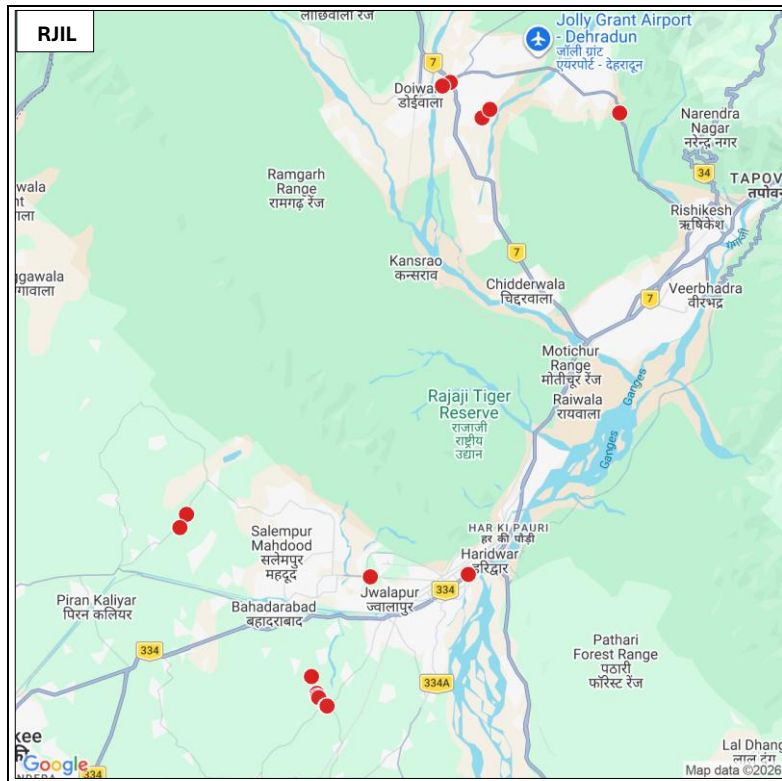
Note: Dropped calls locations are shown in red colour and which can be clicked to know the exact location (latitude and longitude) on the map.

- c) **Call Silence Instance** - The TSP-wise details of Call silence instance in Auto-selection mode (5G/4G) are as below:-

Parameter	AIRTEL	BSNL	RJIL	VIL
Call Established (within service provider network)	414	408	435	451
Number of silences calls for >3 Sec	7	20	12	10
Total number of silence instances for >3 Sec	9	21	18	12

Locations of Call Silence Instance



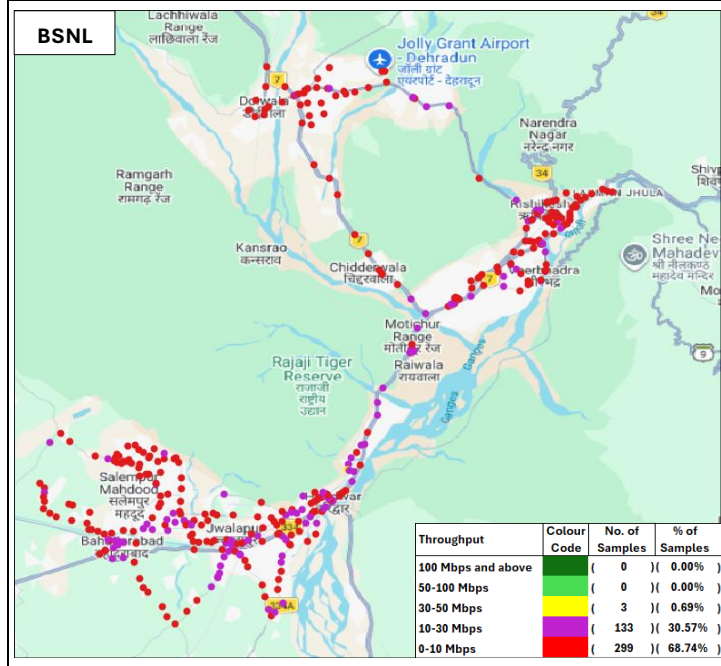
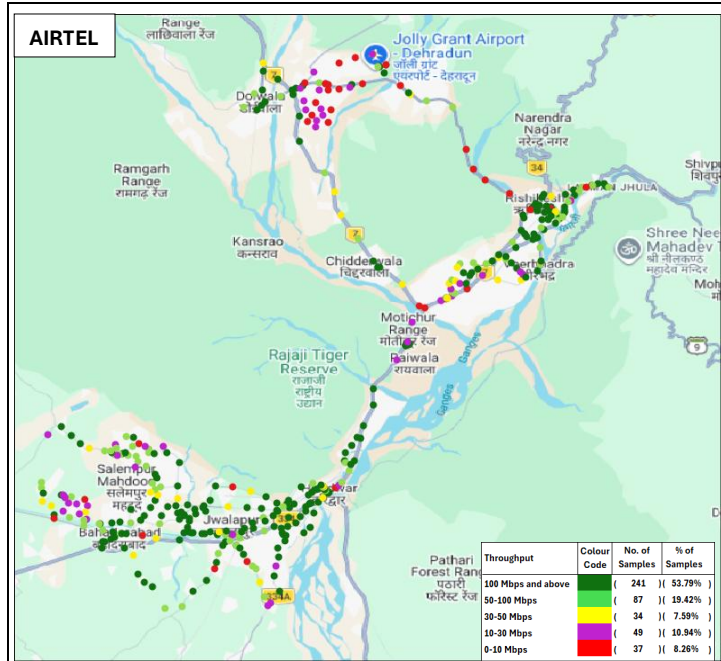


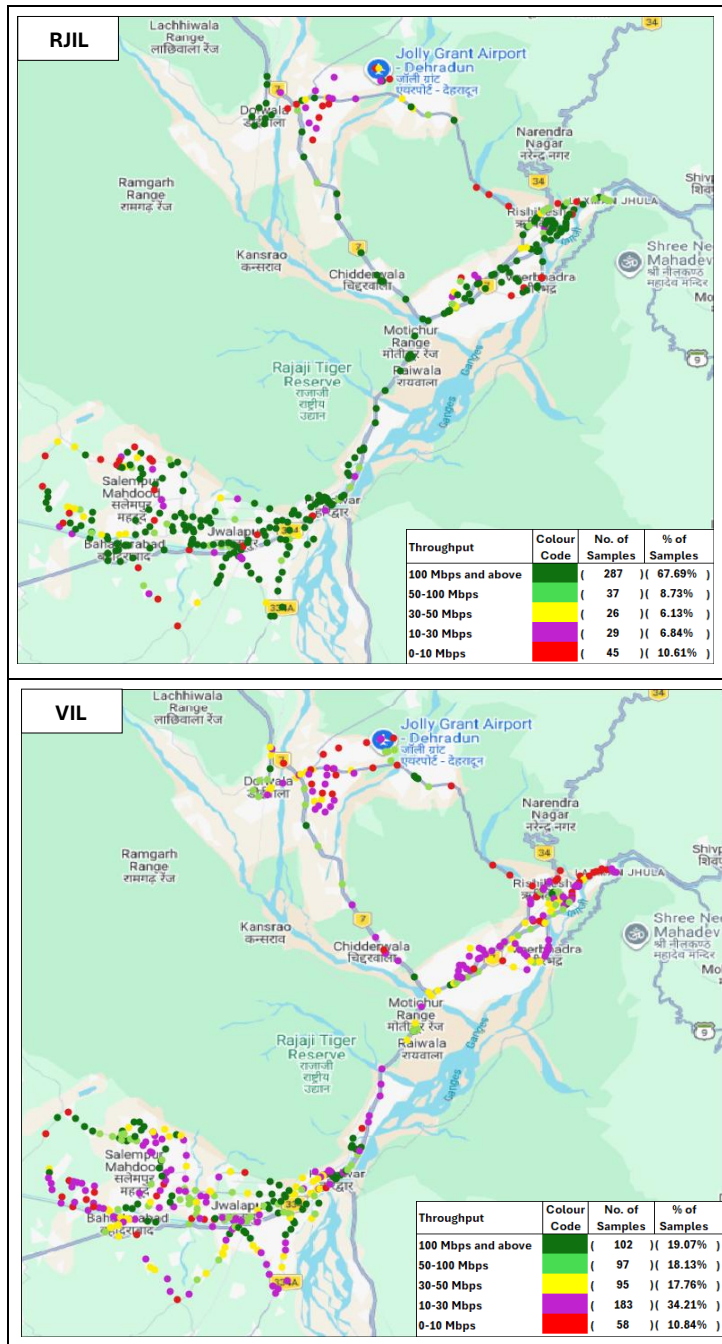
Note: Call silence instances are shown in red color and which can be clicked to know the exact location (latitude and longitude) on the map.

- d) **Data Download and Upload throughput:** The TSP-wise details of **Average Download (DL)** and **Upload (UL) throughput** against declared typical DL/UL Throughput for month, in Auto-selection mode (5G/4G/3G/2G) are as below:-

(i) **Download Throughput**

Parameter	Measured in	AIRTEL (upto 5G)	BSNL (upto 4G)	RJIL (upto 5G)	VIL (upto 5G)
Typical Download throughput declared by TSP	(Mbits/s)	18.00	2.00	15.00	15.00
Average Download Throughput measured during IDT	(Mbits/s)	128.99	7.96	205.57	58.46

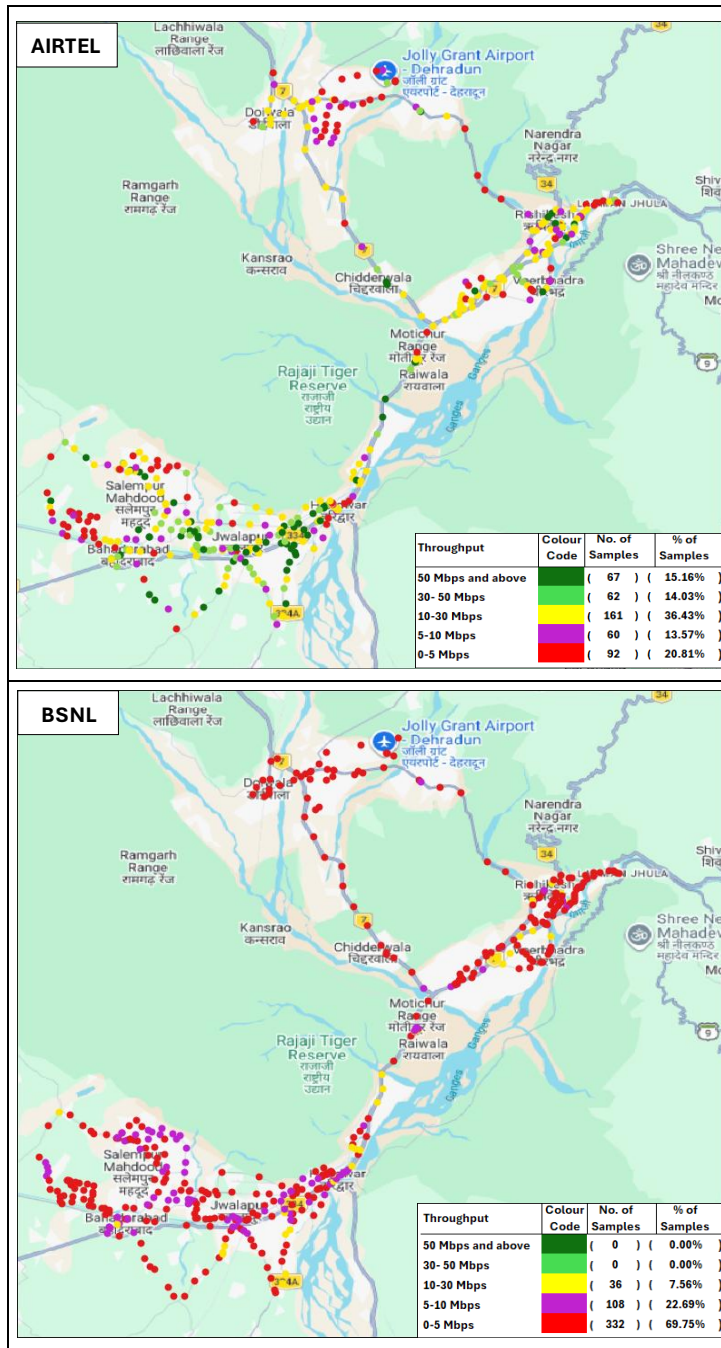


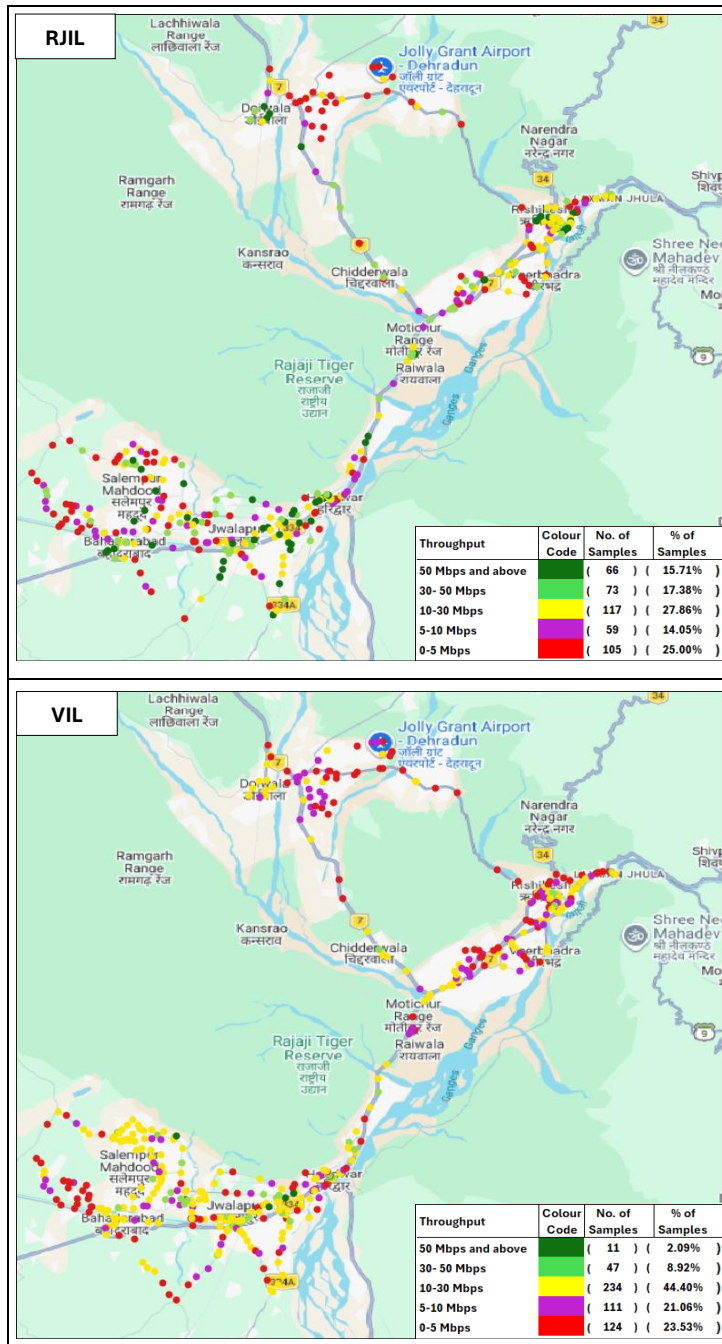


Note: Plot is based on Dynamic Drive Test results only.

(ii) Upload Throughput

Parameter	Measured in	AIRTEL (upto 5G)	BSNL (upto 4G)	RJIL (upto 5G)	VIL (upto 5G)
Typical Upload Throughput declared by TSP	(Mbits/s)	8.00	2.00	7.00	8.00
Average Upload Throughput measured during IDT	(Mbits/s)	24.54	4.11	23.21	14.79





Note: Plot is based on Dynamic Drive Test results only.