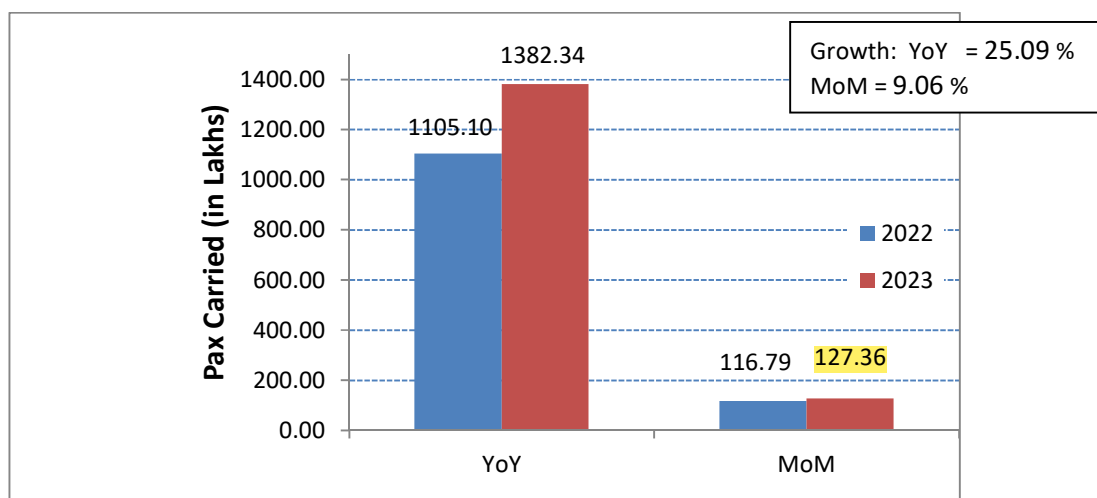


Subject: Performance of domestic airlines for the year 2023.

Traffic data submitted by various domestic airlines has been analysed for the month of November 2023.

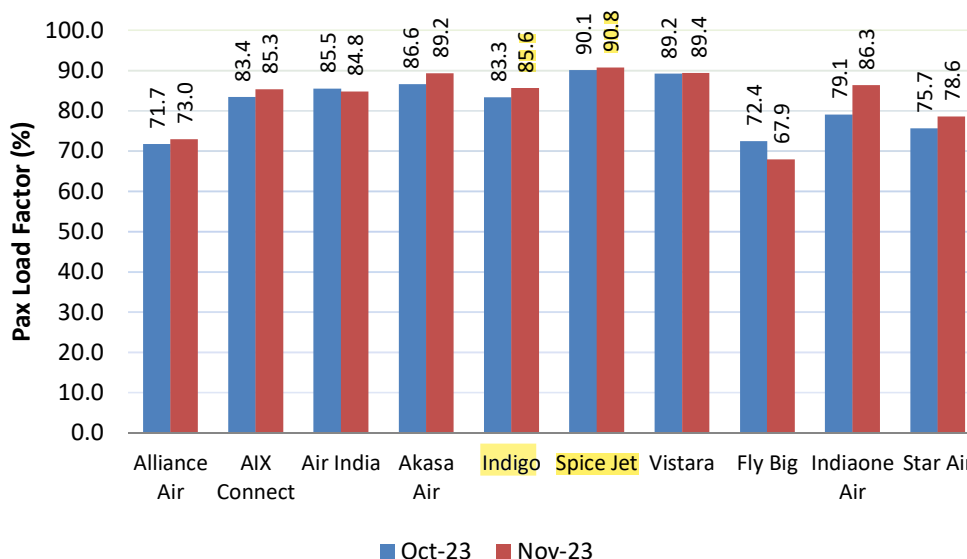
Passenger Growth

Passengers carried by domestic airlines during January- November 2023 were **1382.34 lakhs** as against **1105.10 lakhs** during the corresponding period of previous year thereby registering annual growth of **25.09 %** and monthly growth of **9.06 %**.



Passenger Load Factor

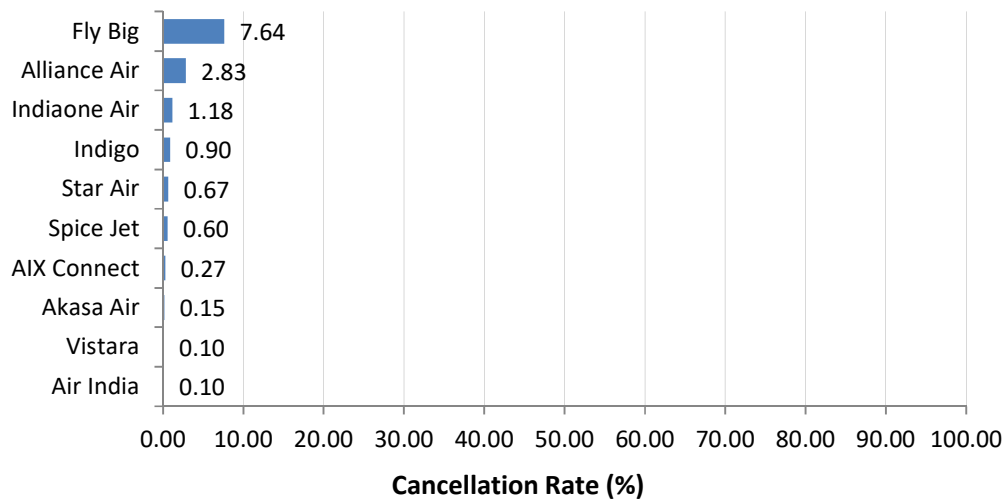
The passenger load factors of various scheduled domestic airlines in November 2023 are as follows (**Ref Table 1**):



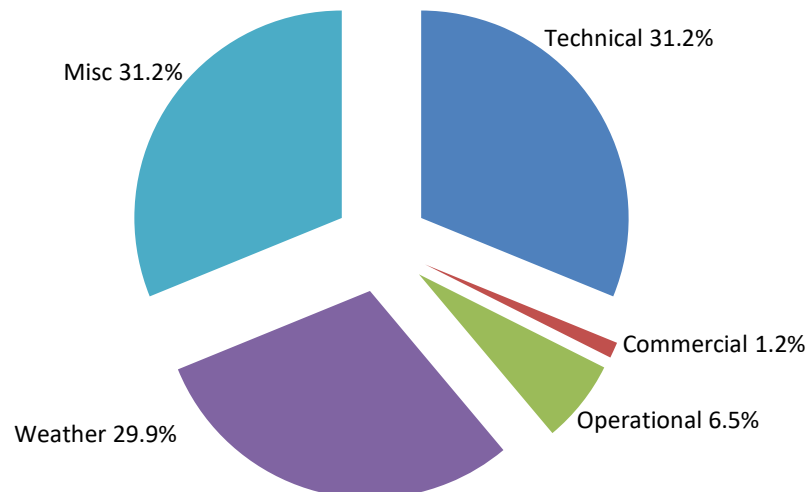
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Cancellations

The overall cancellation rate of scheduled domestic airlines for the month of November 2023 has been 0.73 %.Airline-wise details of cancellations are as follows:



Various reasons of cancellations are indicated below:



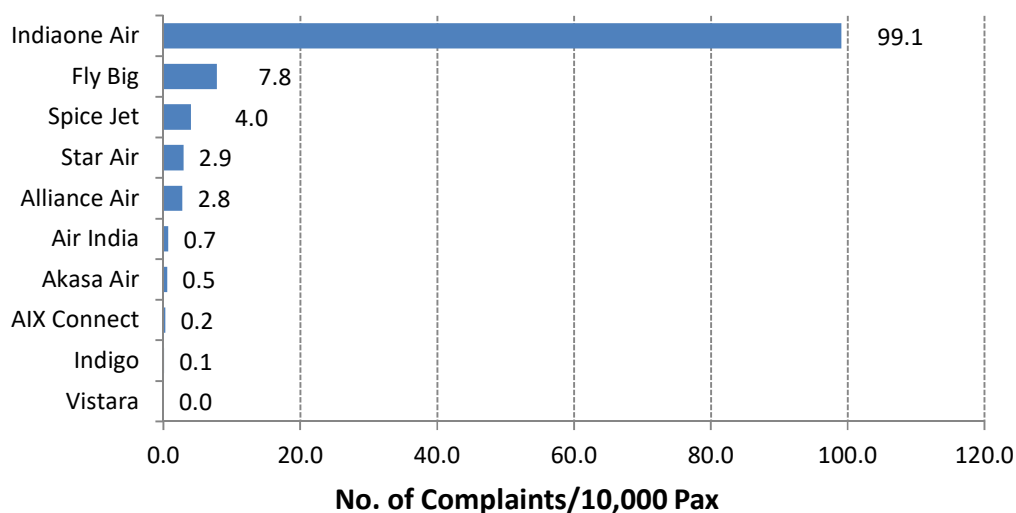
MARKET SHARE OF SCHEDULED DOMESTIC AIRLINES (YEAR 2023)

Month & Year		Passengers Carried (in Lakhs)/Market Share (%)										
		Alliance Air	AIX Connect	Air India	Akasa Air	Go First*	Indigo	Spice Jet	Vistara	Fly Big	Indiaone Air	Star Air
Jan	Pax Carried	1.43	9.30	11.55	3.57	10.53	68.47	9.14	11.05	0.22	0.01	0.16
	Market Share	1.1	7.4	9.2	2.8	8.4	54.6	7.3	8.8	0.2	0.0	0.1
Feb	Pax Carried	1.34	8.46	10.76	3.61	9.63	67.42	8.58	10.53	0.18	0.02	0.15
	Market Share	1.1	7.0	8.9	3.0	8.0	55.9	7.1	8.7	0.2	0.0	0.1
Mar	Pax Carried	1.33	9.76	11.39	4.20	8.95	73.17	8.27	11.49	0.16	0.02	0.18
	Market Share	1.0	7.6	8.8	3.3	6.9	56.8	6.4	8.9	0.1	0.0	0.1
IstQtr	Pax Carried	4.10	27.52	33.70	11.38	29.11	209.07	25.99	33.07	0.56	0.04	0.49
	Market Share	1.1	7.3	9.0	3.0	7.8	55.7	6.9	8.8	0.2	0.0	0.1
Apr	Pax Carried	1.42	9.81	11.13	5.13	8.29	74.06	7.41	11.23	0.20	0.02	0.19
	Market Share	1.1	7.6	8.6	4.0	6.4	57.5	5.8	8.7	0.2	0.0	0.1
May	Pax Carried	1.85	10.41	12.44	6.29	0.48	81.10	7.20	11.95	0.16	0.01	0.26
	Market Share	1.4	7.9	9.4	4.8	0.4	61.4	5.4	9.0	0.1	0.0	0.2
Jun	Pax Carried	1.44	10.04	12.13	6.18	-	78.93	5.55	10.11	0.22	0.01	0.25
	Market Share	1.2	8.0	9.7	4.9	-	63.2	4.4	8.1	0.2	0.0	0.2
IIIndQtr	Pax Carried	4.71	30.25	35.70	17.60	8.77	234.09	20.16	33.28	0.58	0.05	0.69
	Market Share	1.2	7.8	9.3	4.6	2.3	60.7	5.2	8.6	0.2	0.0	0.2
Jul	Pax Carried	1.24	9.01	11.98	6.24	-	76.75	5.04	10.20	0.25	0.01	0.28
	Market Share	1.0	7.5	9.9	5.2	-	63.4	4.2	8.4	0.2	0.0	0.2
Aug	Pax Carried	1.25	8.78	12.12	5.27	-	78.67	5.41	12.17	0.23	0.01	0.32
	Market Share	1.0	7.1	9.8	4.2	-	63.3	4.4	9.8	0.2	0.0	0.3
Sep	Pax Carried	1.20	8.16	11.97	5.17	-	77.70	5.45	12.29	0.25	0.02	0.26
	Market Share	1.0	6.7	9.8	4.2	-	63.4	4.4	10.0	0.2	0.0	0.2
IIIrdQtr	Pax Carried	3.68	25.96	36.07	16.68	-	233.12	15.90	34.66	0.73	0.03	0.86
	Market Share	1.0	7.1	9.8	4.5	-	63.4	4.3	9.4	0.2	0.0	0.2
Oct	Pax Carried	1.30	8.32	13.27	5.25	-	79.07	6.28	12.31	0.19	0.02	0.36
	Market Share	1.0	6.6	10.5	4.2	-	62.6	5.0	9.7	0.1	0.0	0.3
Nov	Pax Carried	1.24	8.36	13.34	5.37		78.76	7.85	11.97	0.04	0.03	0.41
	Market Share	1.0	6.6	10.5	4.2	0.0	61.8	6.2	9.4	0.0	0.0	0.3
Dec	Pax Carried											
	Market Share											
IVthQtr	Pax Carried	2.53	16.68	26.62	10.62	0.00	157.84	14.12	24.28	0.23	0.04	0.77
	Market Share	1.0	6.6	10.5	4.2	0.0	62.2	5.6	9.6	0.1	0.0	0.3
TOTAL	Pax Carried	15.01	100.41	132.08	56.28	37.88	834.11	76.18	125.29	2.10	0.17	2.81
	Market Share	1.1	7.3	9.6	4.1	2.7	60.3	5.5	9.1	0.2	0.0	0.2

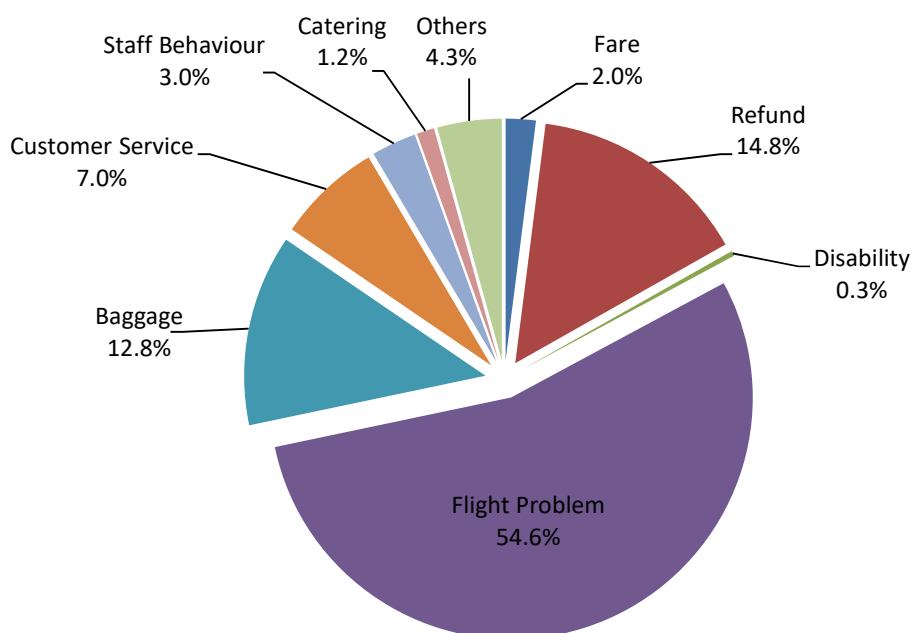
* M/s Go First stopped Operations from 3rd May 2023

Passenger Complaints during the month

During November 2023, a total of 601 passenger related complaints had been received by the scheduled domestic airlines. The number of complaints per 10,000 passengers carried for the month of November 2023 has been around 0.47. The airline-wise details are as follows:



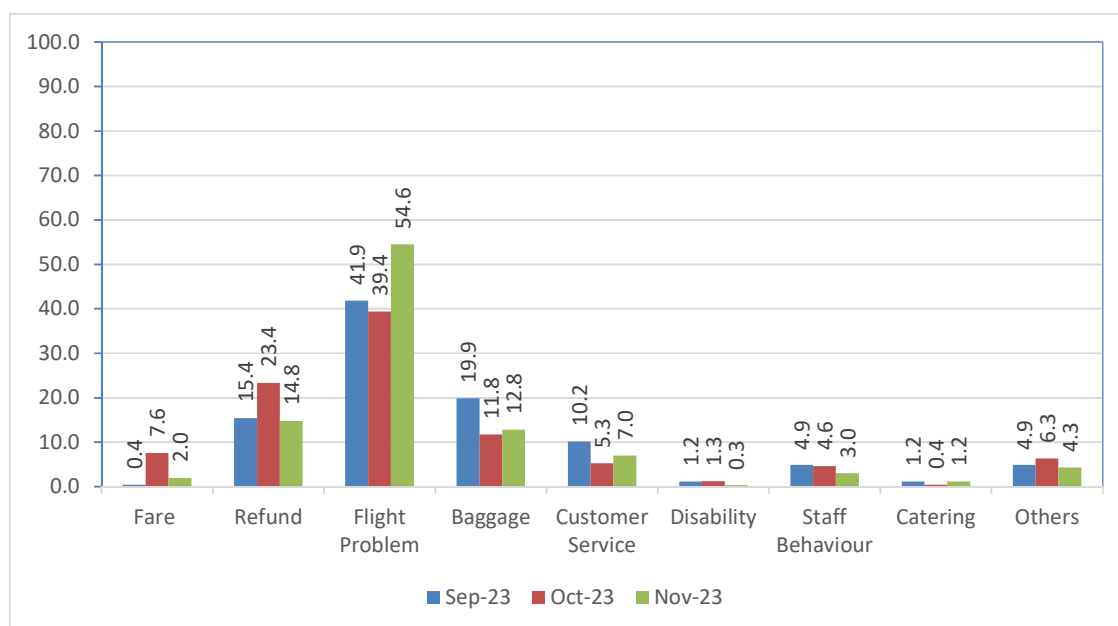
Various reasons of passenger complaints are indicated below:



Note –The major reasons for complaints is flight problem related. Airlines have received a total of 601 complaints, out of which 599(approx.99.7 %) have been addressed.

The Traffic report is being prepared based on information received from scheduled domestic airlines.

The reason for complaint as percentage compared to the previous month is as follows:



Airline-wise status of redressal of complaints is given at Table – 2.

Compliance of Route Dispersal Guidelines

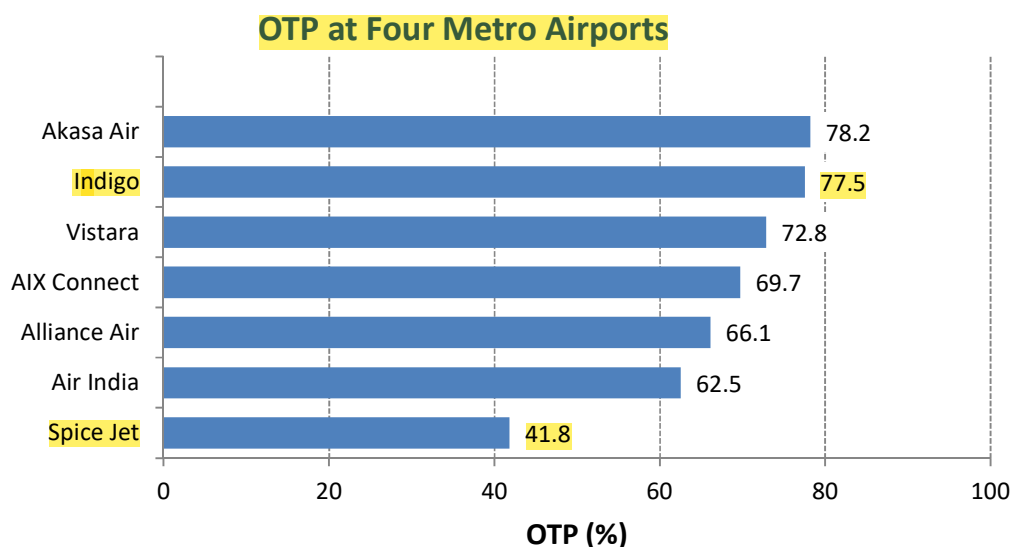
Airline-wise Compliance of Route Dispersal Guidelines during the month of November 2023 is given in the following table.

Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Alliance Air	25091.0	3405.94	8923.2
AIX Connect	184.1	1.09	78.8
Air India	67.1	1.55	19.1
Akasa Air	54.5	1.06	37.4
Indigo	177.3	1.10	39.8
SpiceJet	102.1	1.79	86.7
Vistara	42.7	1.34	14.2
Minimum Capacity Requirement in accordance with RDG (As % of Capacity Deployed in Category I)			
<ul style="list-style-type: none"> Category II - 10% Category IIA - 1% Category III - 35% 			

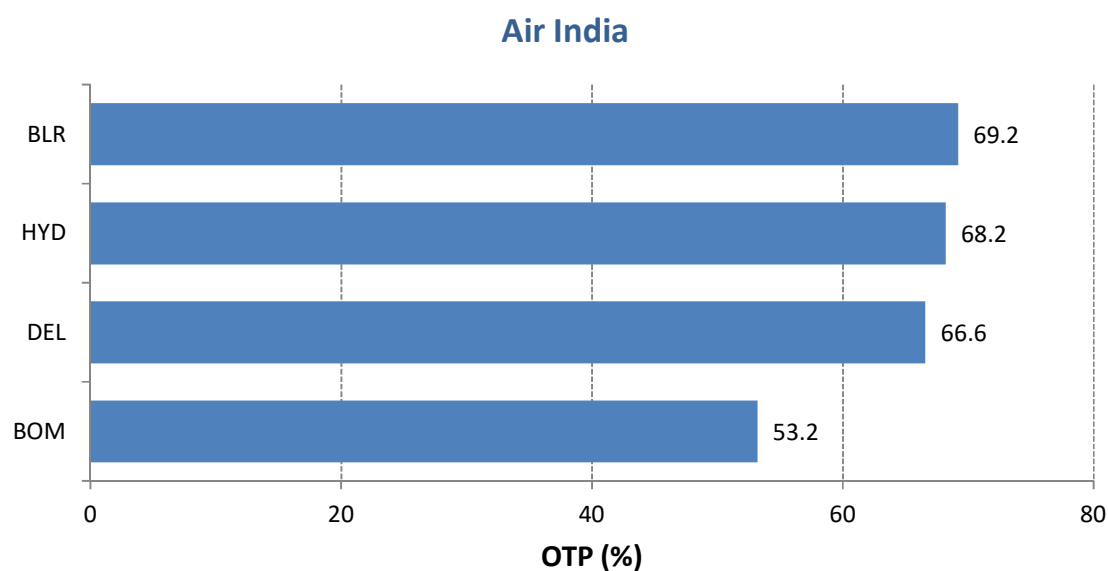
The Traffic report is being prepared based on information received from scheduled domestic airlines.

On-Time Performance (Scheduled Domestic Airlines)

On-Time Performance (OTP) of scheduled domestic airlines has been computed for four metro airports viz. Bangalore, Delhi, Hyderabad, and Mumbai. Airline-wise OTP at four metro airports for the month of November 2023 is as follows:

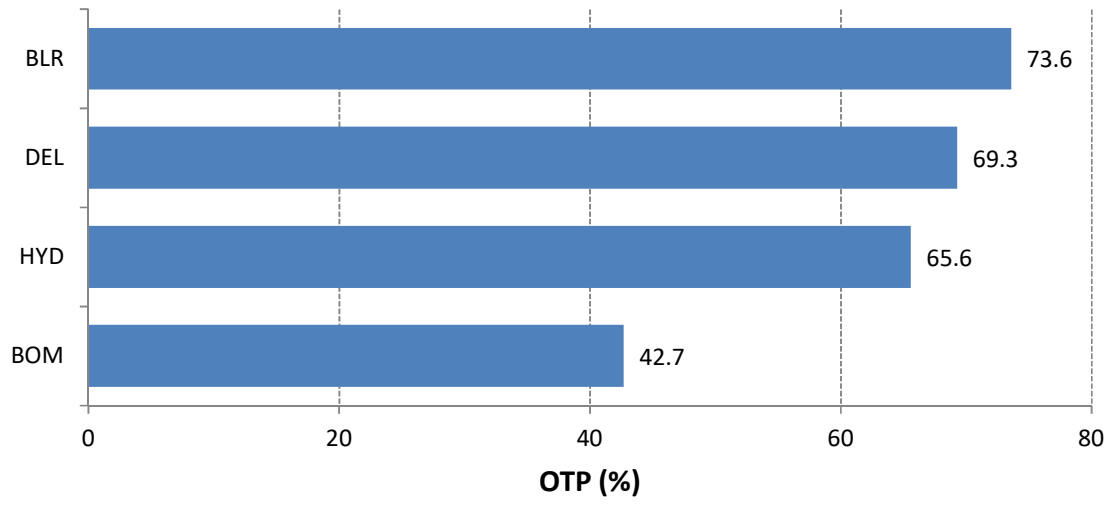


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

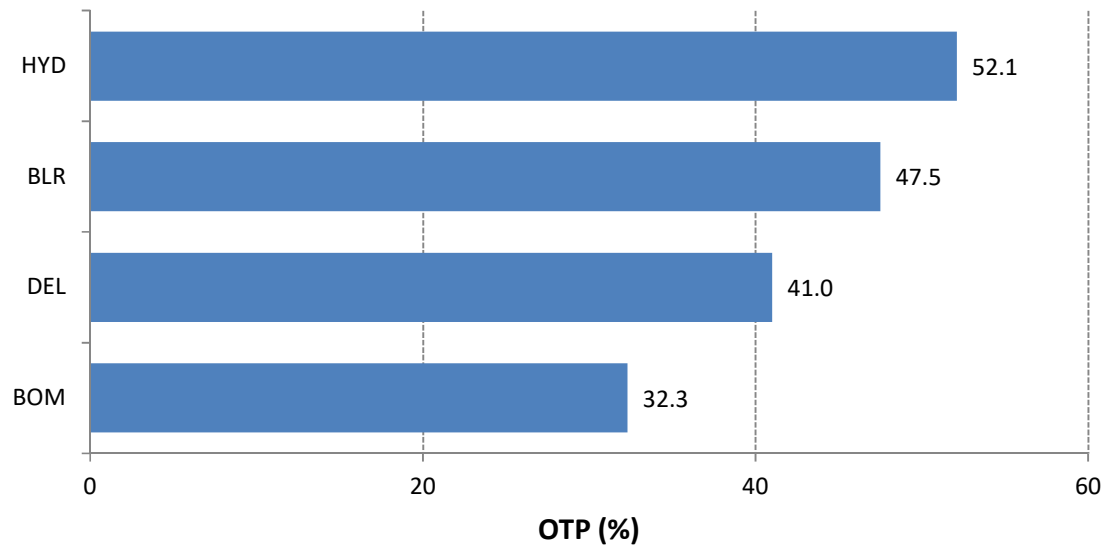


The Traffic report is being prepared based on information received from scheduled domestic airlines.

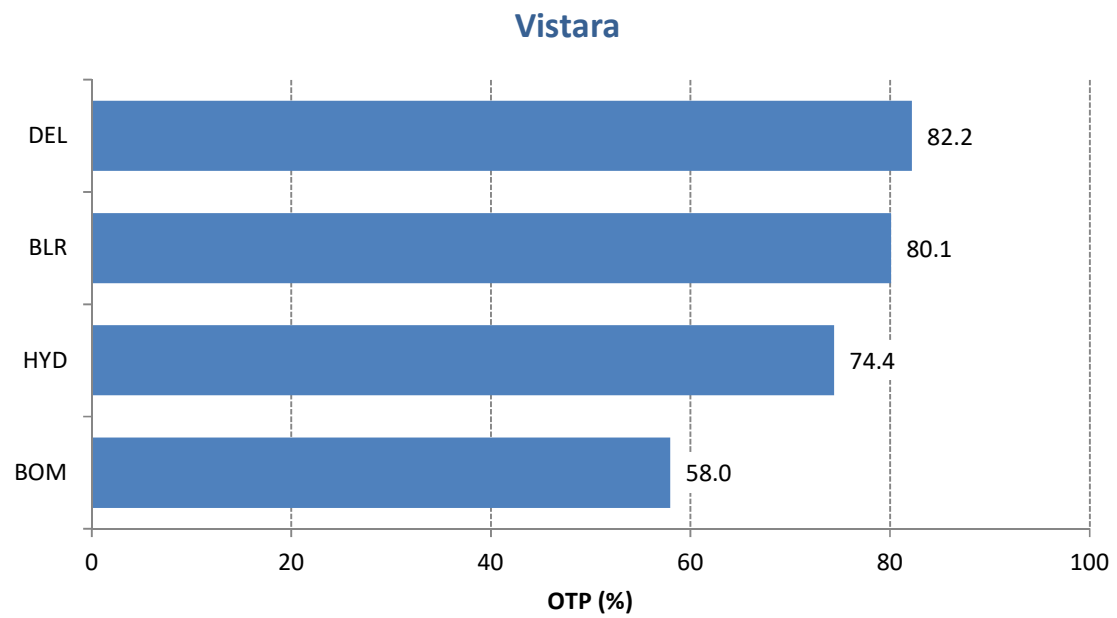
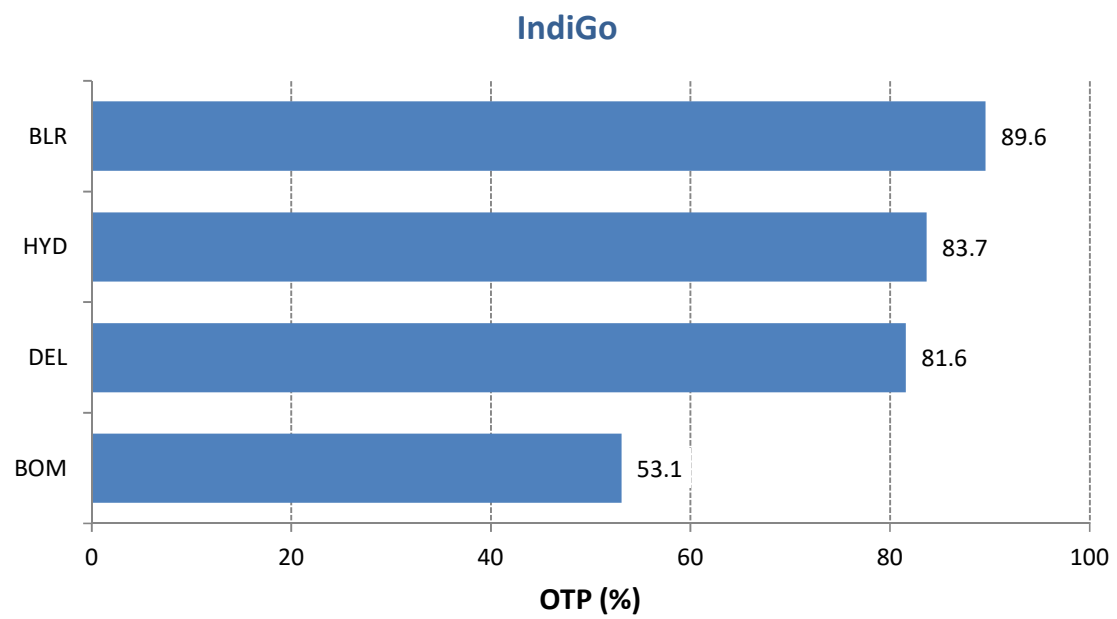
Alliance Air



Spicejet

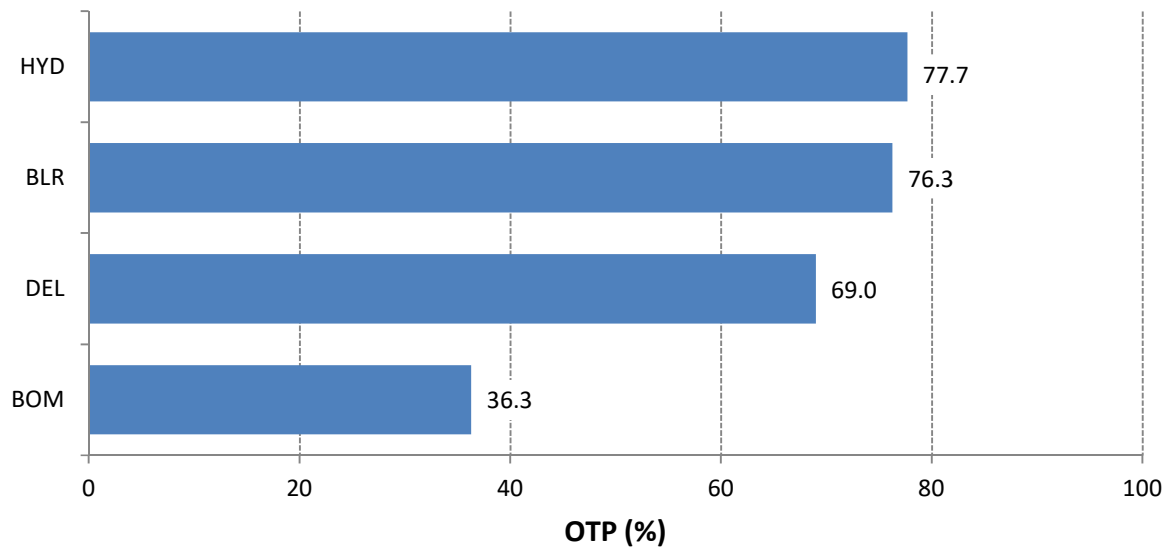


The Traffic report is being prepared based on information received from scheduled domestic airlines.

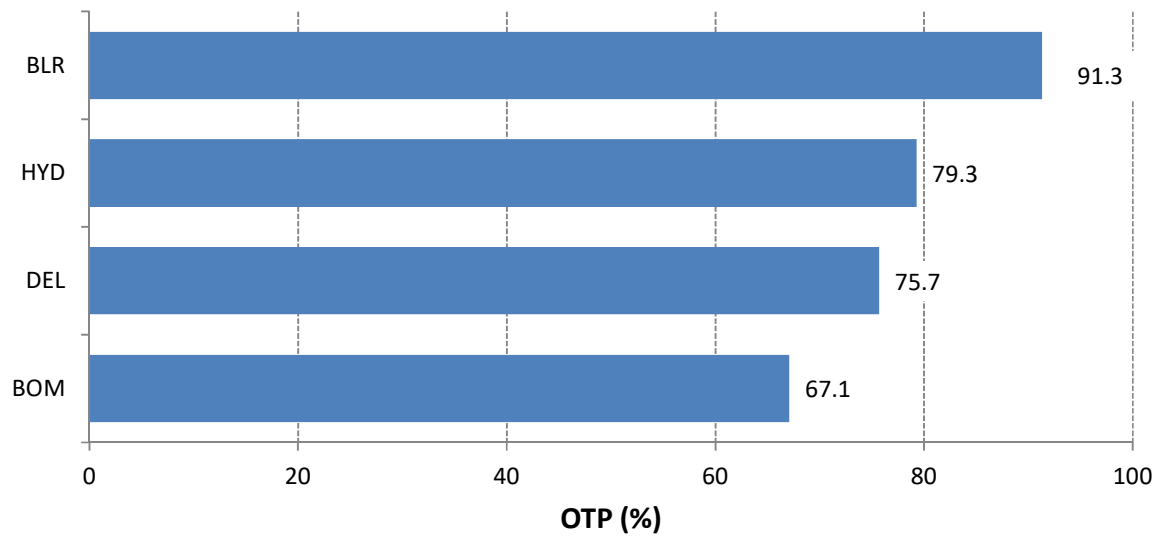


The Traffic report is being prepared based on information received from scheduled domestic airlines.

AIX Connect

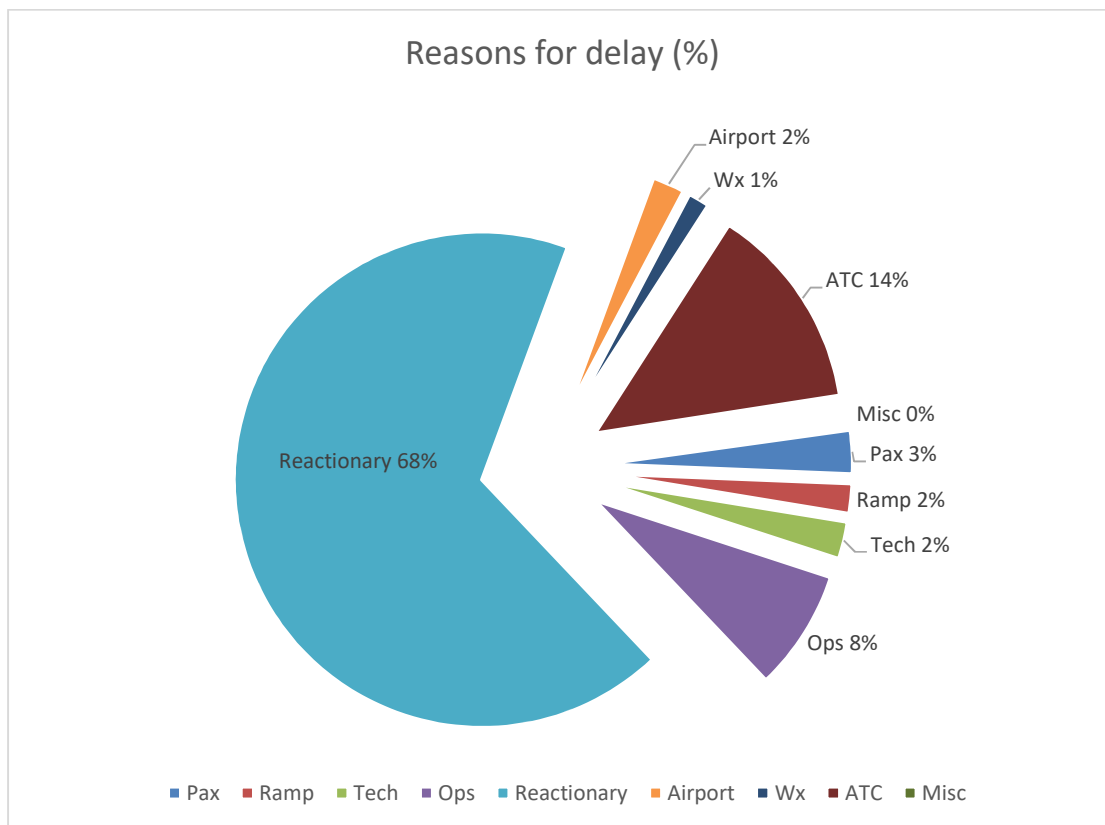


Akasa Air



The Traffic report is being prepared based on information received from scheduled domestic airlines.

Reasons for delay have been analysed, which are presented below. It has been found that majority of delays have been attributed to 'Reactionary'.

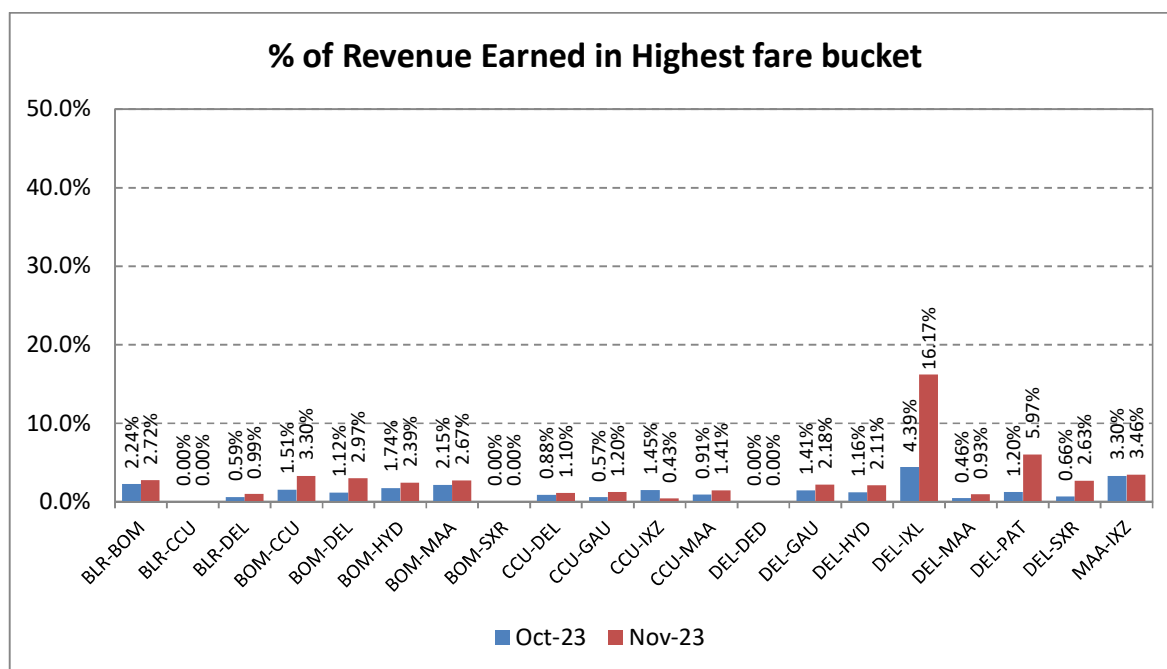
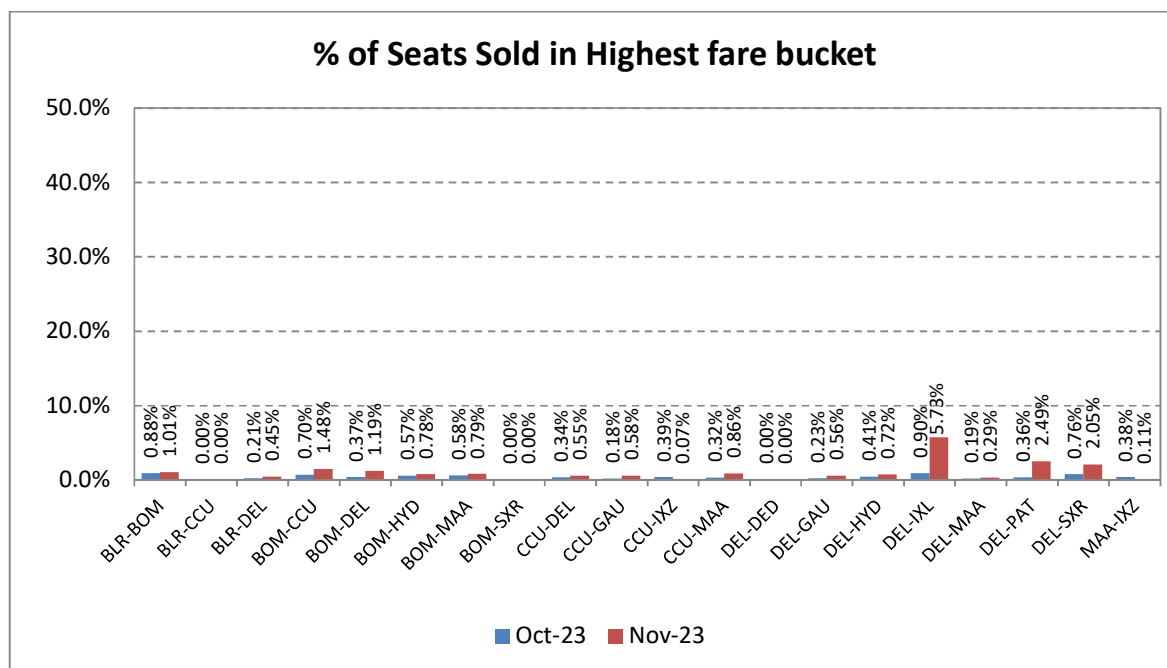


The Traffic report is being prepared based on information received from scheduled domestic airlines.

Revenue Earned& Seats Sold in Highest Fare Bucket

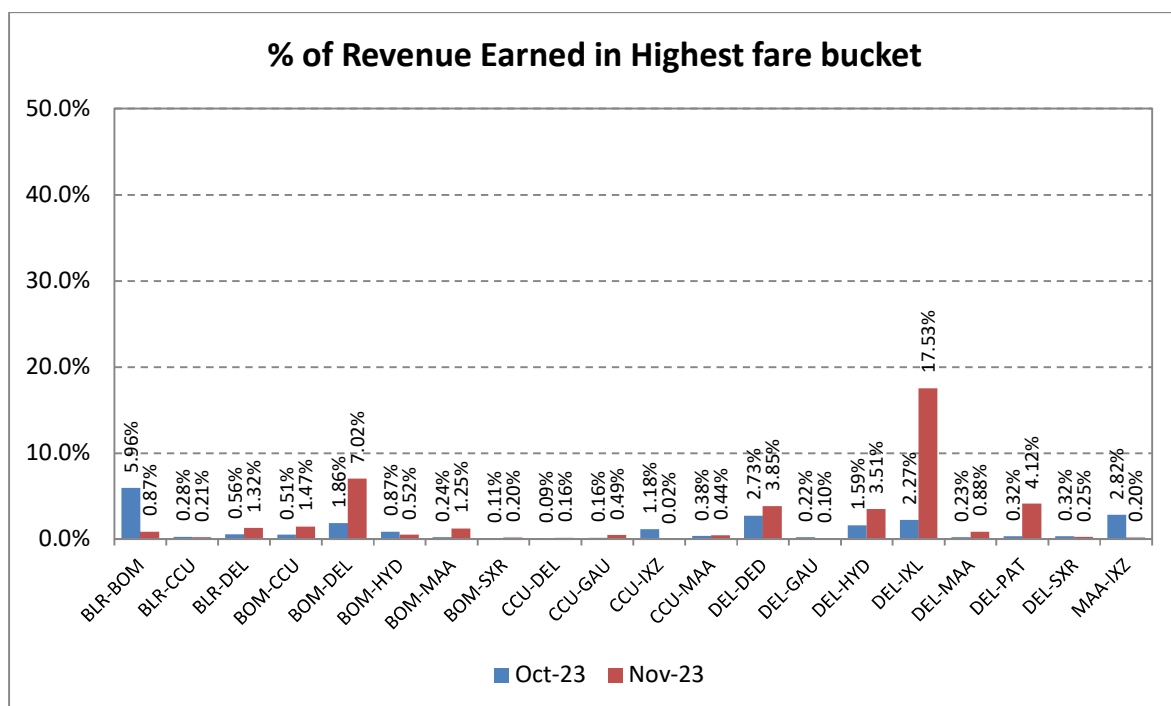
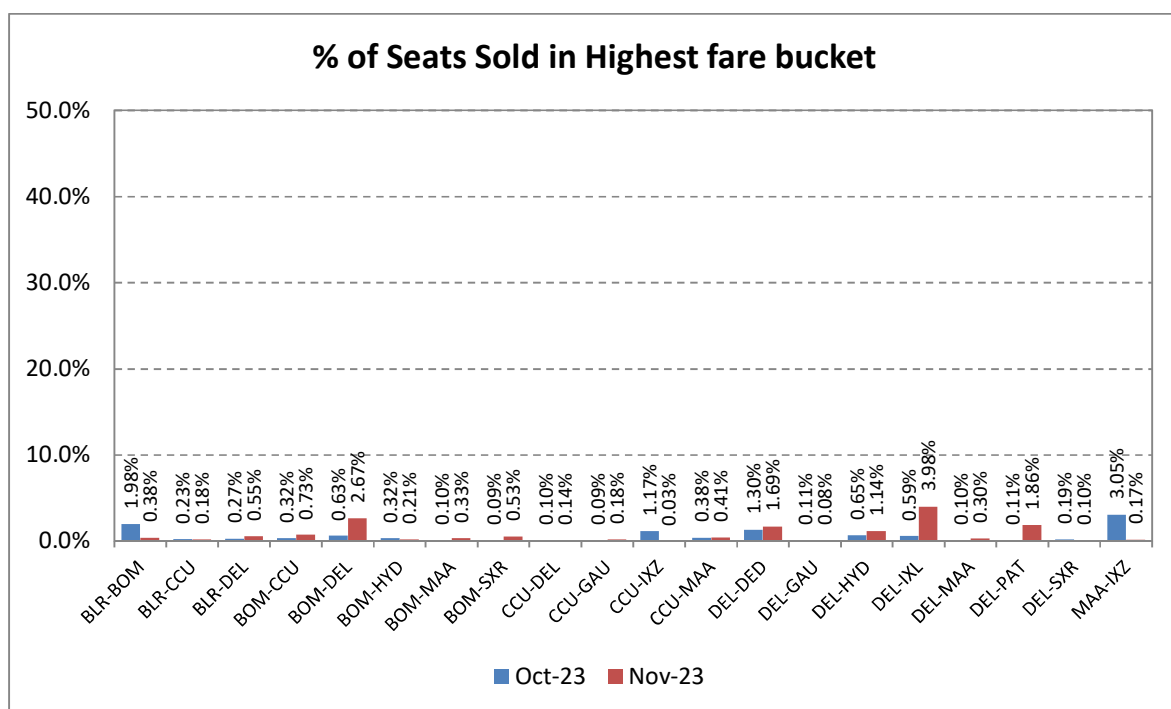
The revenue earned and the number of seats sold by scheduled airlines in the highest fare bucket on selected 20 sectors is as follows:

Air India



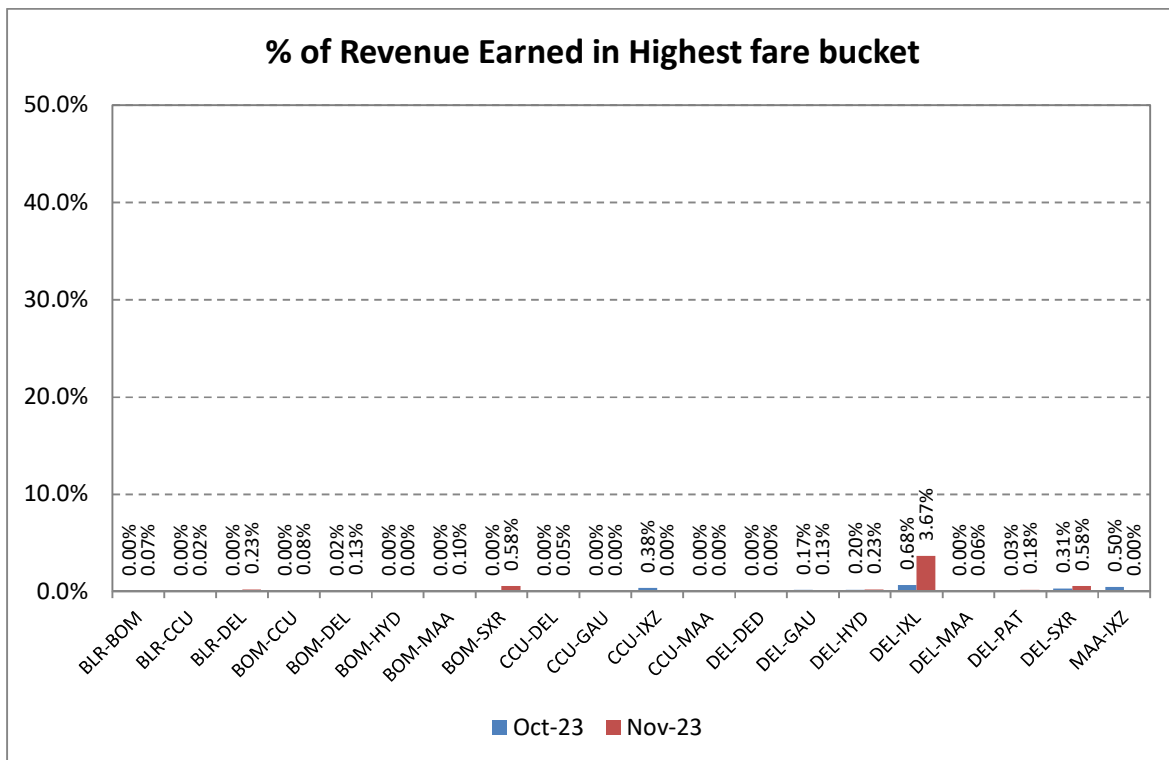
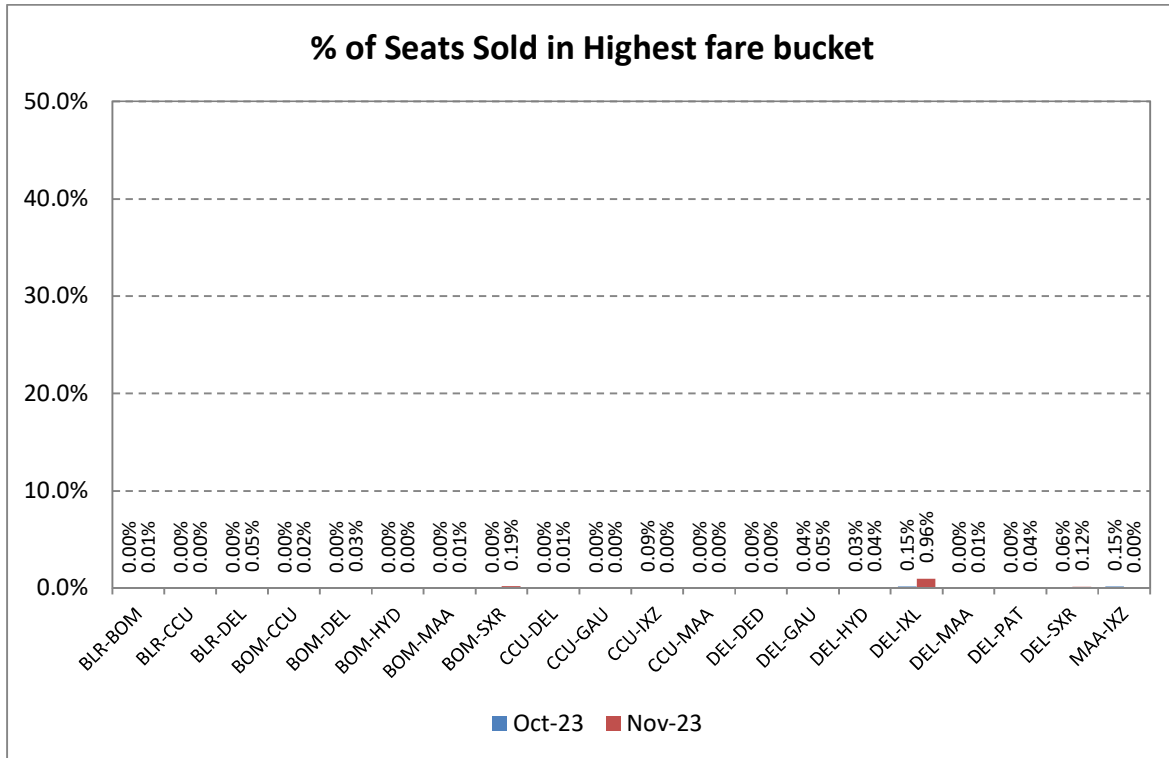
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Indigo



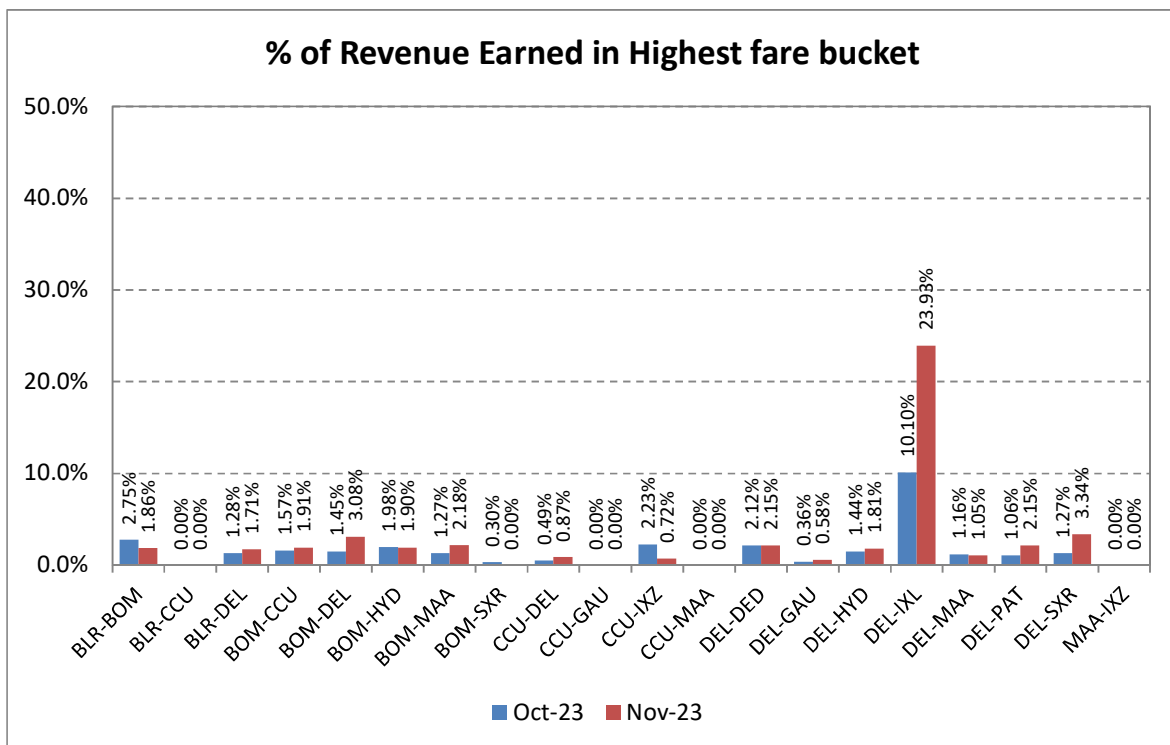
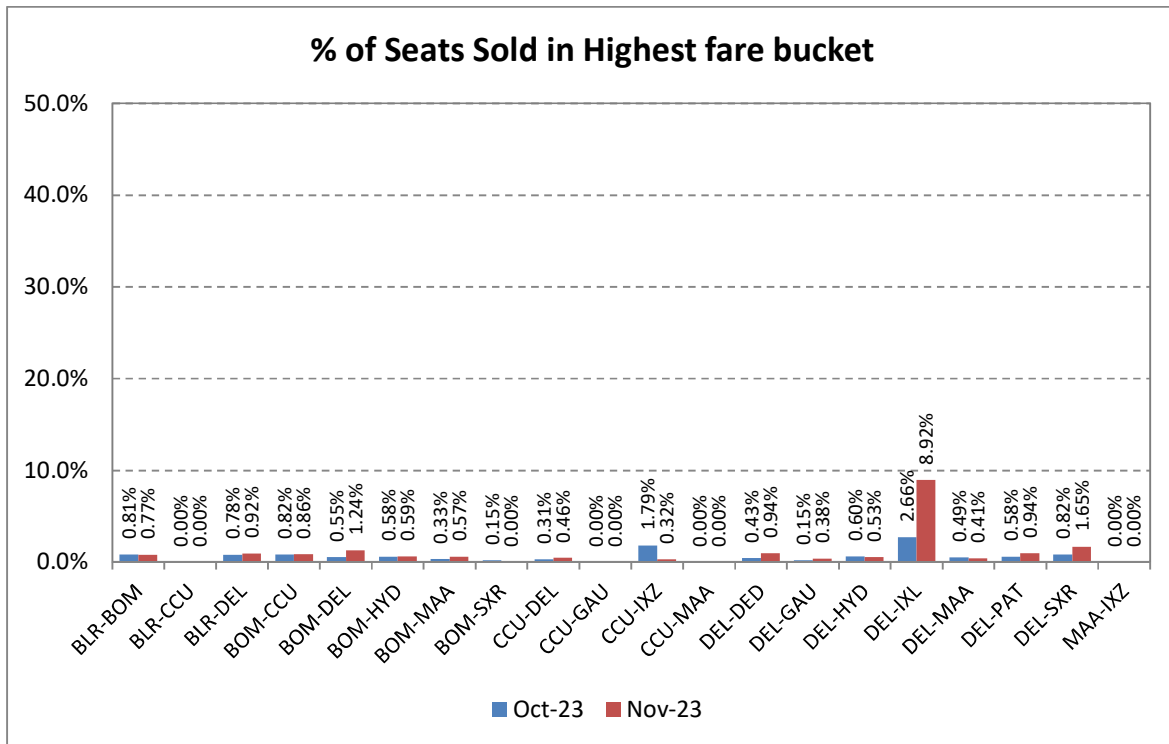
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Spicejet



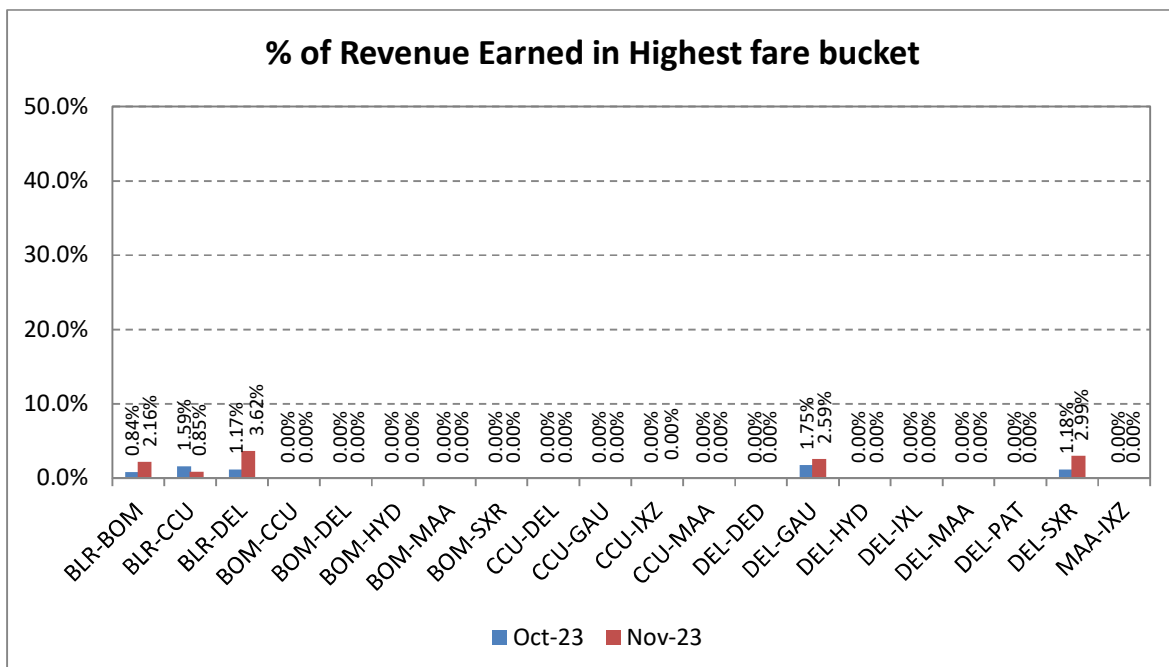
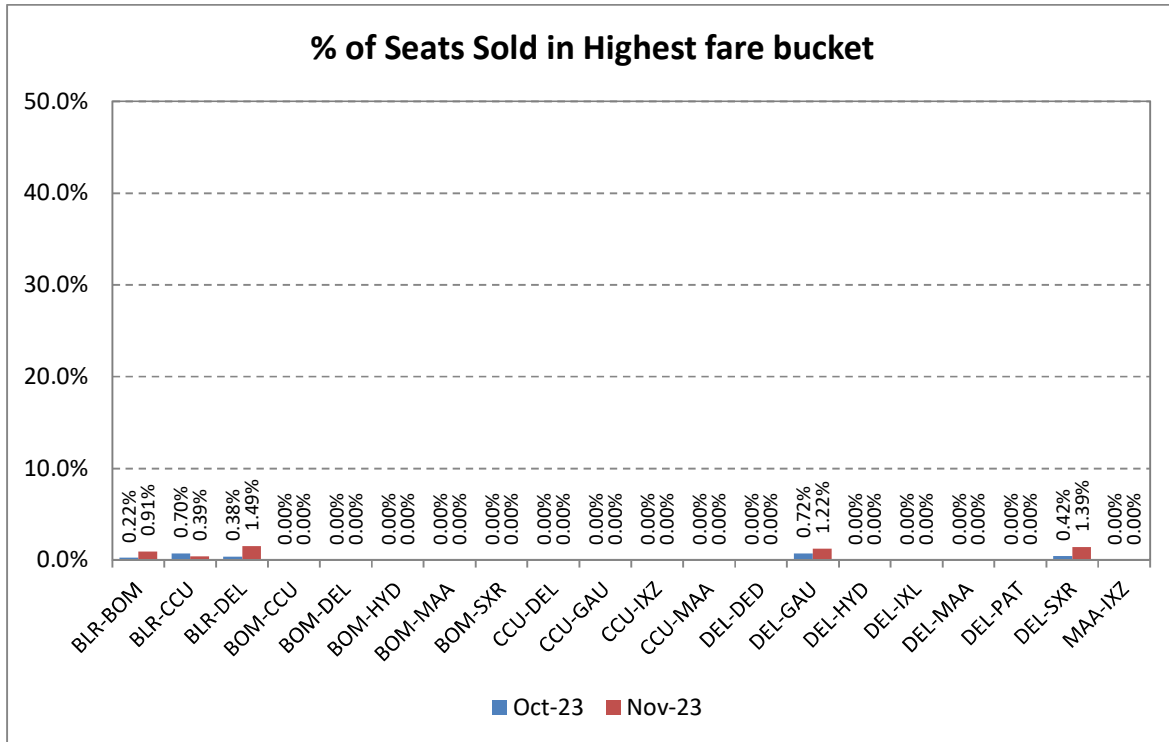
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Vistara



The Traffic report is being prepared based on information received from scheduled domestic airlines.

AIX Connect



The Traffic report is being prepared based on information received from scheduled domestic airlines.

Compliance of CAR Section 3, Series M, Part IV

In accordance with the Civil Aviation Requirement Section 3, Series M, Part IV, airline are required to submit data on number of cases of denied boarding, cancellations and delays along with the status on a monthly basis.

Airline	Denied Boarding		Cancellations		Delays Beyond 2 Hrs	
	No. of Pax Affected	Status of Facilities & Compensation	No. of Pax Affected	Status of Facilities & Compensation	No. of Pax Affected	Status of Facilities
Alliance Air	5	<ul style="list-style-type: none"> Refund / Rebooking 	3627	<ul style="list-style-type: none"> Refund/ Rebooking Amount spent on facilitation of Rs.0.26 lakhs. 	1943	<ul style="list-style-type: none"> Refreshments Refund/Rebooking Amount spent on facilitation of Rs.0.41 lakhs
AIX Connect	NIL	NIL	58	<ul style="list-style-type: none"> Alternate/ Flight Accommodation Amount spent on facilitation of Rs.0.75 lakhs 	16596	<ul style="list-style-type: none"> Refreshments Moved to alternate flights Amount spent on facilitation of Rs. 51.53 lakhs
Air India	638	<ul style="list-style-type: none"> Alternate flights Accommodation Refreshments/ Meals Rs. 71.15 Lakhs spends on facilitation/ compensation. 	3323	<ul style="list-style-type: none"> Refreshments Accommodation Moved to alternate flights Refund Amount spent on facilitation of Rs.30.29 lakhs 	35414	<ul style="list-style-type: none"> Refreshments/Lunch Transfer to OAL Amount spent on facilitation of Rs.41.26 lakhs
Akasa Air	14	<ul style="list-style-type: none"> Alternate flights Rs. 1.38 Lakhs spends on facilitation/ compensation. 	327	<ul style="list-style-type: none"> Refreshments Accommodation Transportation Amount spent on facilitation of Rs.0.57 lakhs 	1233	<ul style="list-style-type: none"> Refreshments/ Refund Transfer to OAL Amount spent on facilitation of Rs 3.28 lakhs
Indigo	135	<ul style="list-style-type: none"> Alternate flight and travel vouchers Rs.11.60 Lakhs spends on facilitation/ compensation. 	25677	<ul style="list-style-type: none"> Alternate flights Full Refund 	117578	<ul style="list-style-type: none"> Refreshments
SpiceJet	326	<ul style="list-style-type: none"> Refreshments Alternate SG flights Amount spent on facilitation of Rs. 3.86 lakhs 	5726	<ul style="list-style-type: none"> Refreshments Accommodation Alternate SG flights Amount spent on facilitation of Rs.12.94 lakhs 	91625	<ul style="list-style-type: none"> Refreshments. Alternate SG flights Amount spent on facilitation of Rs.141.60 lakhs
Vistara	113	<ul style="list-style-type: none"> Alternate flights Amount spent on facilitation of Rs. 12.93 lakhs 	550	<ul style="list-style-type: none"> Alternate/ Flight Refund Amount spent on facilitation of Rs. 18.58 lakhs 	4613	<ul style="list-style-type: none"> Refreshments Amount spent on facilitation of Rs.13.20 lakhs
Fly Big	NIL	NIL	32	<ul style="list-style-type: none"> Transfer to other flights /Refund. Rs. 0.32 lakhs spend on refund 	9	<ul style="list-style-type: none"> Transfer to alternate flights/ Refund Rs. 0.01 lakhs spend on refund
Indiaone Air	NIL	NIL	0	<ul style="list-style-type: none"> Refund/ Reschedule Amount spent on facilitation of Rs.0.88 lakhs 	NIL	NIL
Star Air	NIL	NIL	166	<ul style="list-style-type: none"> Refund/Re-accommodation 	NIL	NIL

The Traffic report is being prepared based on information received from scheduled domestic airlines.

SUMMARY

Denied Boarding		Cancellations		Delays	
No. of Pax Affected	Facilities & Compensation	No. of Pax Affected	Facilities & Compensation	No. of Pax Affected	Facilities
1231	Rs 100.91 lakhs compensation and facilities	39486	Rs. 64.59 lakhs compensation and facilities	269011	Rs. 251.30 lakhs towards facilitation

The Traffic report is being prepared based on information received from scheduled domestic airlines.

Table 1

MONTH-WISE SEAT FACTOR OF SCHEDULED OPERATORS IN 2023
(PASSENGER LOAD FACTOR IN PERCENTAGE)

Month	Alliance Air	AIX Connect	Air India	Akasa Air	Go First*	Indigo	Spice Jet	Vistara	Fly Big	Indiaone Air	Star Air
Jan	64.9	87.0	87.5	82.8	90.9	82.0	91.0	89.4	56.3	90.9	79.2
Feb	64.9	89.5	89.0	83.7	93.1	86.5	94.1	92.8	56.4	83.5	78.5
Mar	65.5	88.6	85.1	73.6	90.2	84.0	92.3	91.6	60.5	80.7	74.1
Apr	69.3	89.4	87.9	84.9	91.2	87.4	92.2	92.1	62.9	84.1	75.2
May	80.3	92.8	90.1	91.1	92.4	91.5	94.8	93.2	52.2	84.3	81.2
Jun	73.5	91.8	88.2	91.1	-	90.9	93.6	93.1	58.4	77.6	72.1
Jul	68.3	82.3	84.2	86.6	-	83.7	88.9	87.0	59.1	72.9	70.8
Aug	70.0	82.4	84.7	87.3	-	83.6	90.9	91.3	58.2	75.3	77.0
Sep	68.6	82.5	84.7	88.1	-	84.7	91.4	92.0	72.1	80.2	73.0
Oct	71.7	83.4	85.5	86.6	-	83.3	90.1	89.2	72.4	79.1	75.7
Nov	73.0	85.3	84.8	89.2	-	85.6	90.8	89.4	67.9	86.3	78.6
Dec											

**M/s Go First stopped Operations from 3rd May 2023.*

The Traffic report is being prepared based on information received from scheduled domestic airlines.

Table 2

Airline	Complaints		Redressal Status	
	Total	Per 10,000 Passengers Carried	Closed	Open
Alliance Air	34	2.8	33	1
AIX Connect	20	0.2	20	0
Air India	94	0.7	94	0
Akasa Air	29	0.5	29	0
Indigo	63	0.1	63	0
Spice Jet	317	4.0	317	0
Vistara	4	0.0	3	1
Fly Big	3	7.8	3	0
Indiaone Air	25	99.1	25	0
Star Air	12	2.9	12	0
Total	601	0.47	599	2

The Traffic report is being prepared based on information received from scheduled domestic airlines.