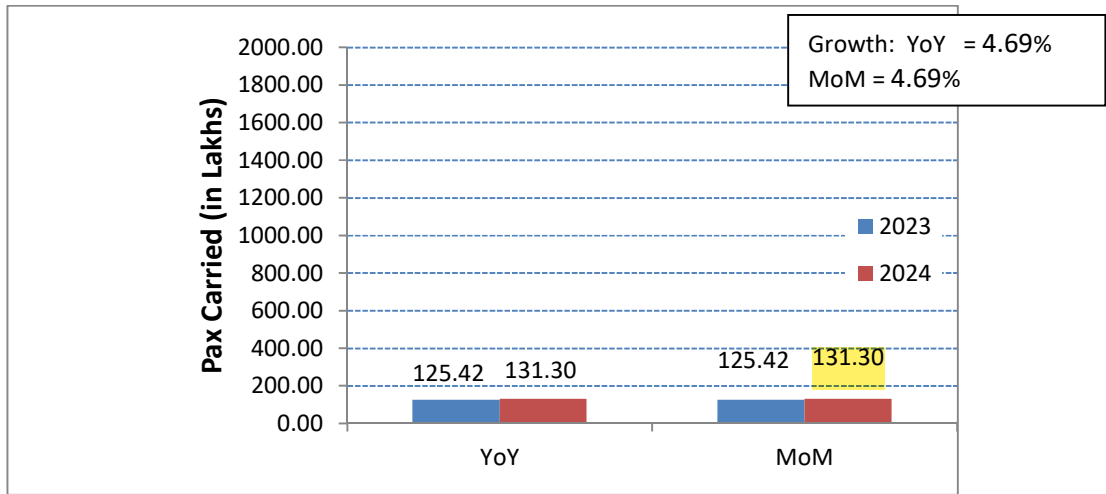


Subject: Performance of domestic airlines for the year 2024.

Traffic data submitted by various domestic airlines has been analysed for the month of January 2024.

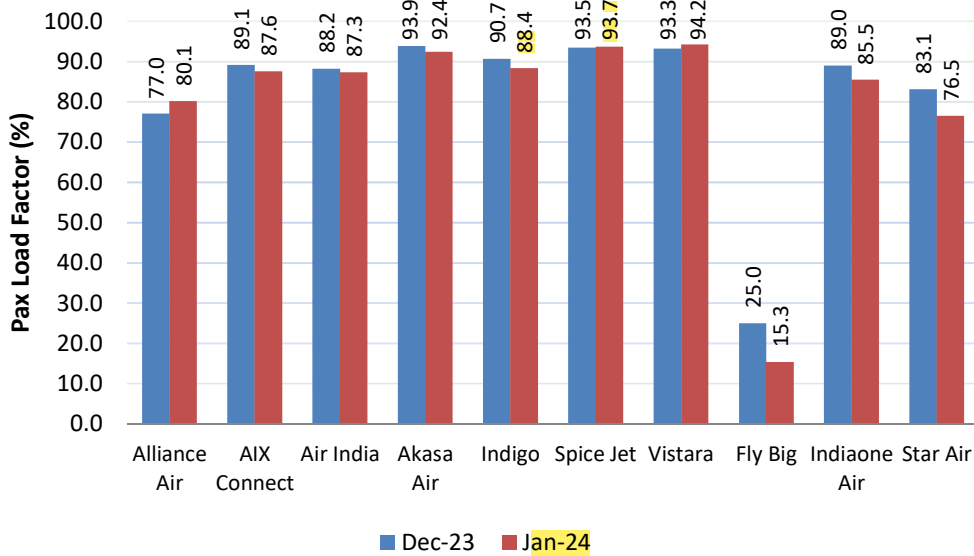
Passenger Growth

Passengers carried by domestic airlines during January 2024 were **131.30 lakhs** as against **125.42 lakhs** during the corresponding period of previous year thereby registering annual growth of **4.69 %** and monthly growth of **4.69 %**.



Passenger Load Factor

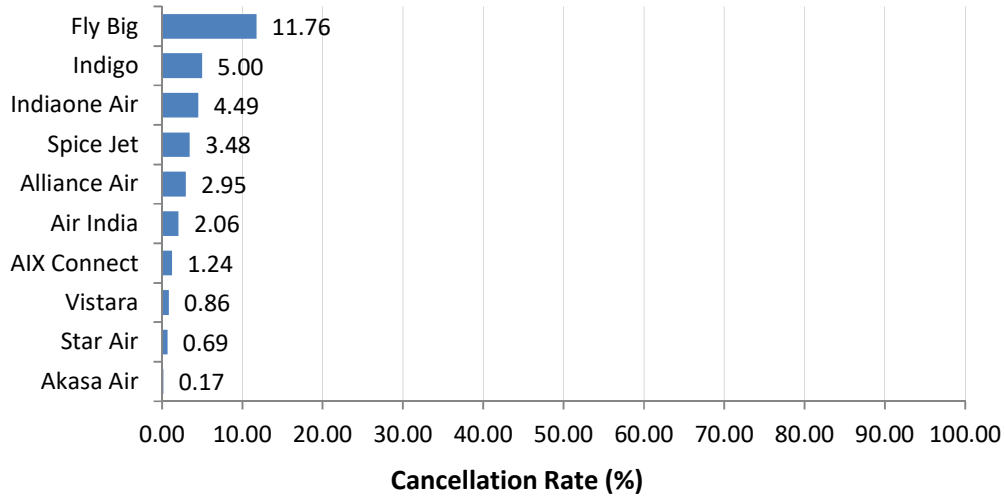
The passenger load factors of various scheduled domestic airlines in January 2024 are as follows (Ref Table 1):



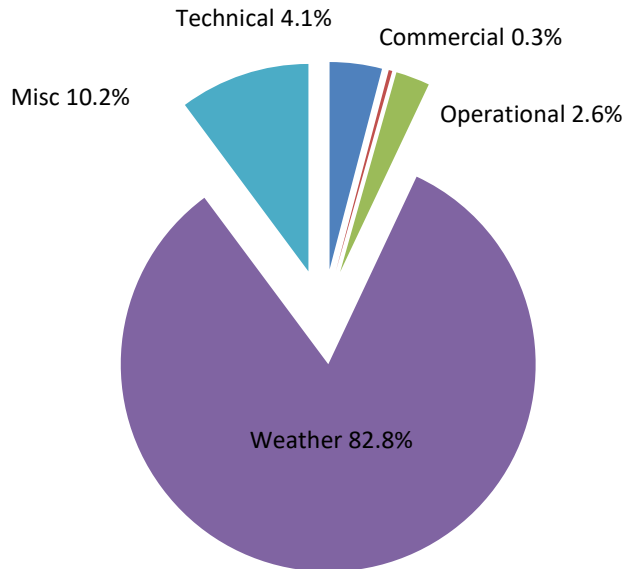
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Cancellations

The overall cancellation rate of scheduled domestic airlines for the month of January 2024 has been 3.67 %.Airline-wise details of cancellations are as follows:



Various reasons of cancellations are indicated below:



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

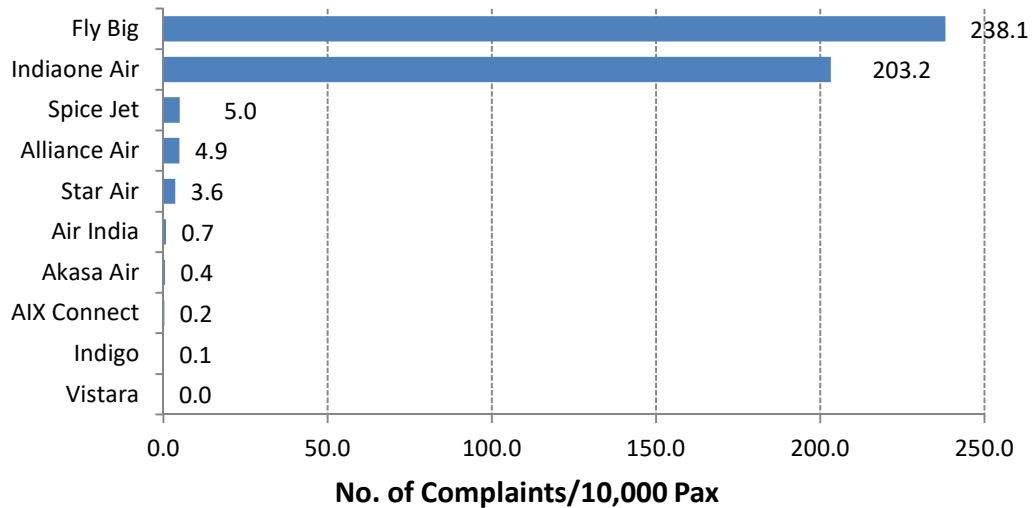
MARKET SHARE OF SCHEDULED DOMESTIC AIRLINES (YEAR 2024)

Month & Year		Passengers Carried (in Lakhs)/Market Share (%)									
		Alliance Air	Air India	Vistara	AIX Connect	Akasa Air	Indigo	Spice Jet	Fly Big	Indiaone Air	Star Air
Jan	Pax Carried	1.33	15.97	13.03	8.03	5.97	79.09	7.40	0.00	0.02	0.47
	Market Share	1.0	12.2	9.9	6.1	4.5	60.2	5.6	0.0	0.0	0.4
Feb	Pax Carried										
	Market Share										
Mar	Pax Carried										
	Market Share										
IstQtr	Pax Carried	1.33	15.97	13.03	8.03	5.97	79.09	7.40	0.00	0.02	0.47
	Market Share	1.0	12.2	9.9	6.1	4.5	60.2	5.6	0.0	0.0	0.4
Apr	Pax Carried										
	Market Share										
May	Pax Carried										
	Market Share										
Jun	Pax Carried										
	Market Share										
IIIndQtr	Pax Carried										
	Market Share										
Jul	Pax Carried										
	Market Share										
Aug	Pax Carried										
	Market Share										
Sep	Pax Carried										
	Market Share										
IIIrdQtr	Pax Carried										
	Market Share										
Oct	Pax Carried										
	Market Share										
Nov	Pax Carried										
	Market Share										
Dec	Pax Carried										
	Market Share										
IVthQtr	Pax Carried										
	Market Share										
TOTAL	Pax Carried	1.33	15.97	13.03	8.03	5.97	79.09	7.40	0.00	0.02	0.47
	Market Share	1.0	12.2	9.9	6.1	4.5	60.2	5.6	0.0	0.0	0.4

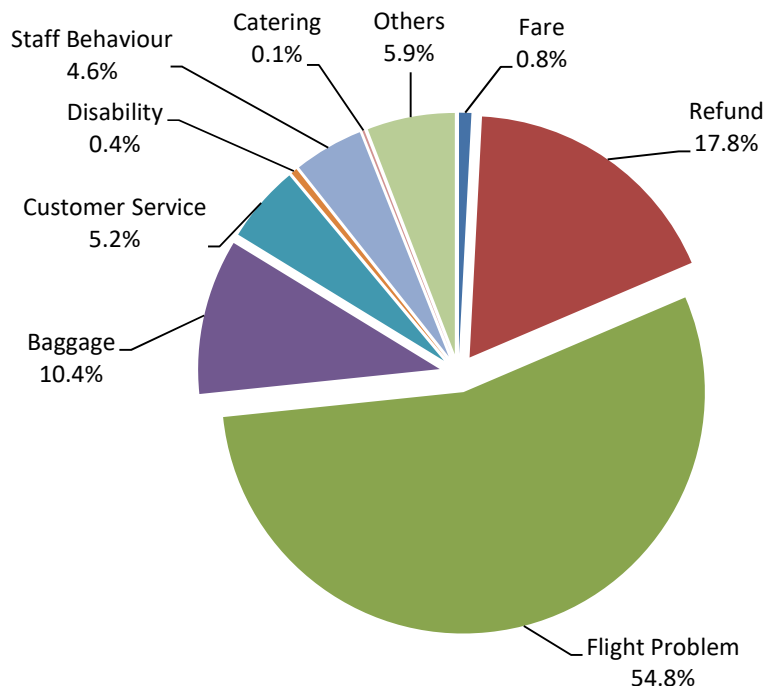
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Passenger Complaints during the month

During January 2024, a total of 732 passenger related complaints had been received by the scheduled domestic airlines. The number of complaints per 10,000 passengers carried for the month of January 2024 has been around 0.56. The airline-wise details are as follows:



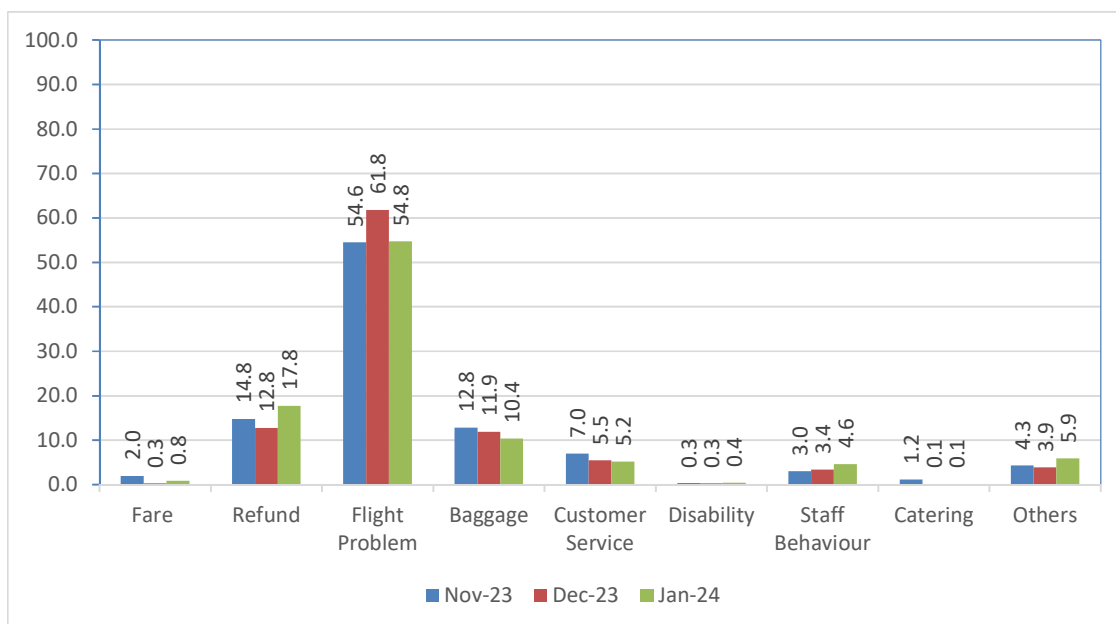
Various reasons of passenger complaints are indicated below:



Note –The major reasons for complaints is flight problem related. Airlines have received a total of 732 complaints, out of which 727 (approx.99%) 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 January 2024 is given in the following table.

Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Alliance Air	29223.6	4483.66	10583.8
AIX Connect	181.8	1.18	79.8
Air India	75.5	1.50	19.8
Akasa Air	56.6	1.15	50.6
Indigo	162.5	1.09	38.3
SpiceJet	83.4	1.77	84.8
Vistara	45.0	1.32	14.3

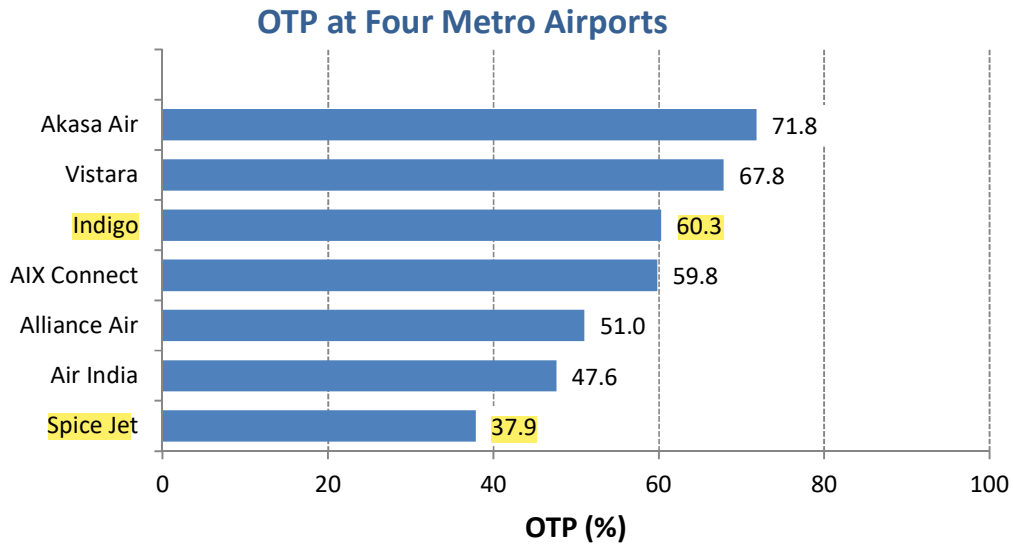
Minimum Capacity Requirement in accordance with RDG (As % of Capacity Deployed in Category I)

- Category II - 10%
- Category IIA - 1%
- Category III - 35%

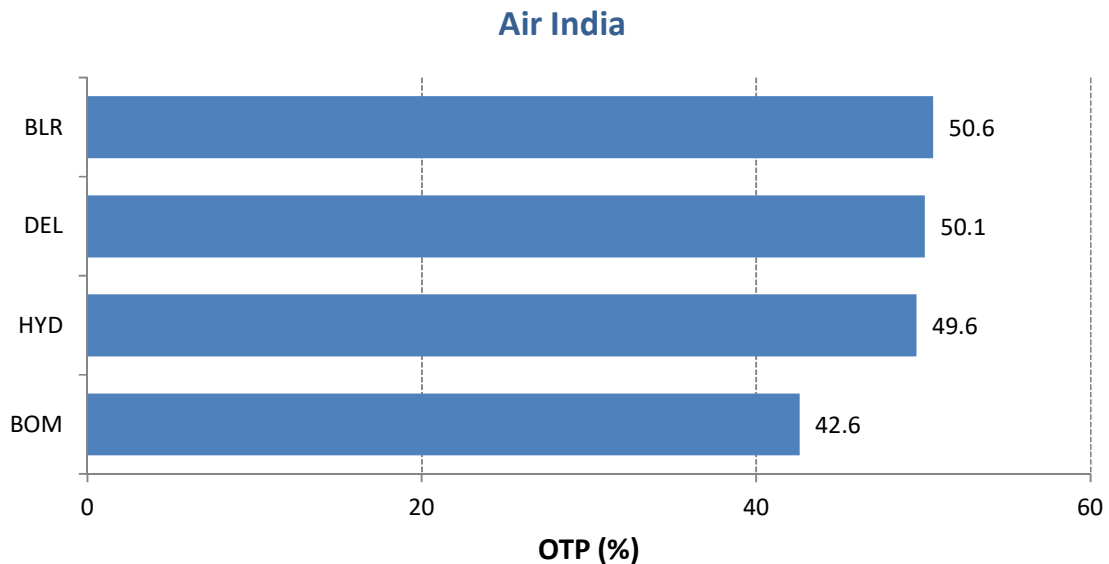
The Traffic report is being prepared based on information received from scheduled domestic airlines.

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 January 2024 is as follows:

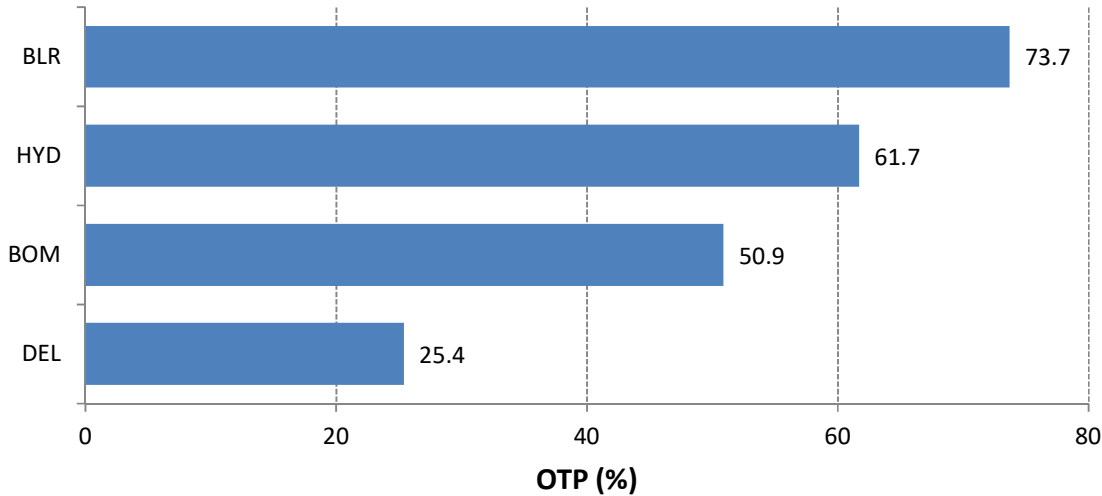


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

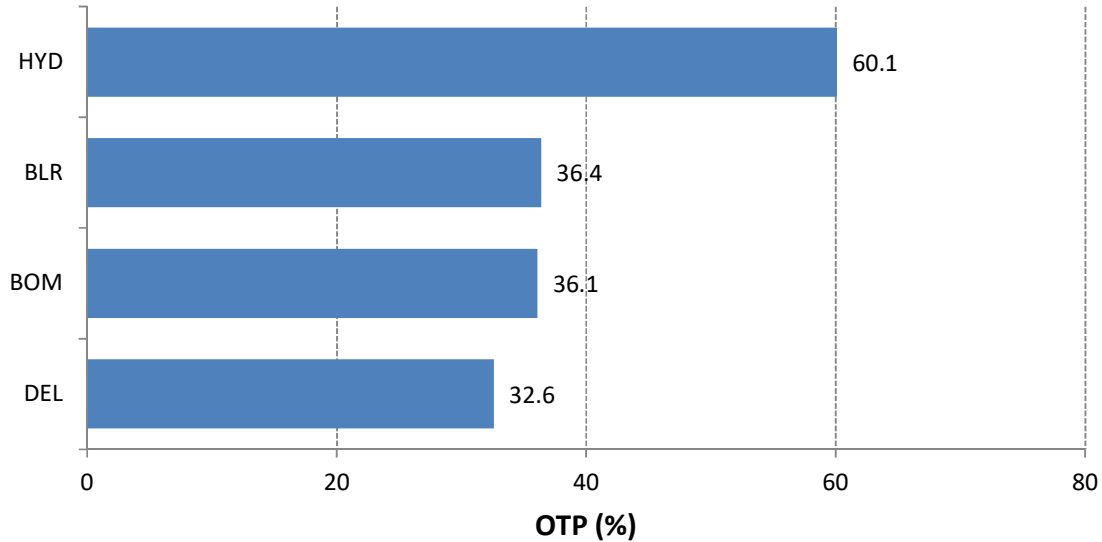


The Traffic report is being prepared based on information received from scheduled domestic airlines.

Alliance Air

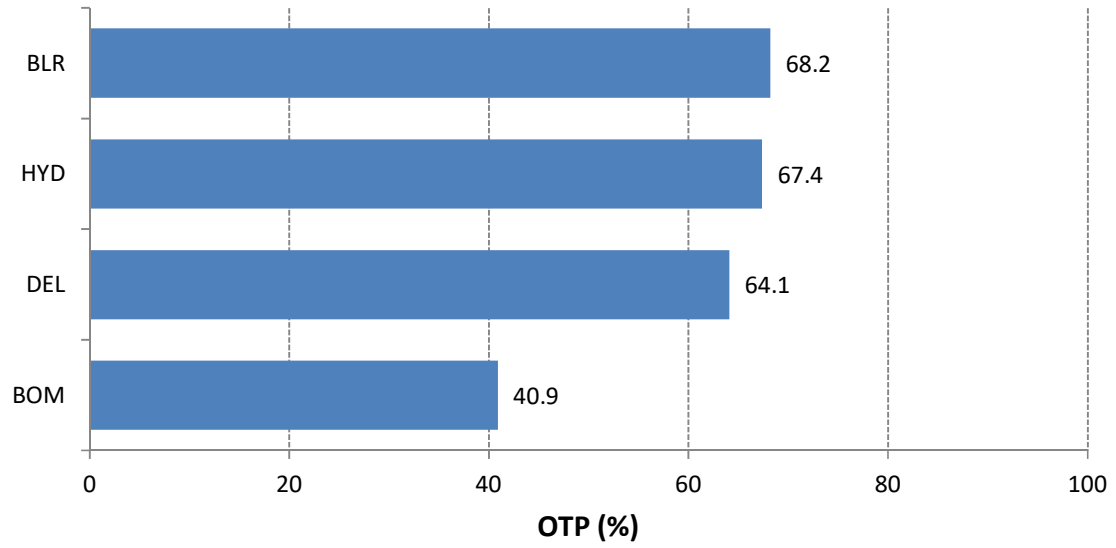


Spicejet

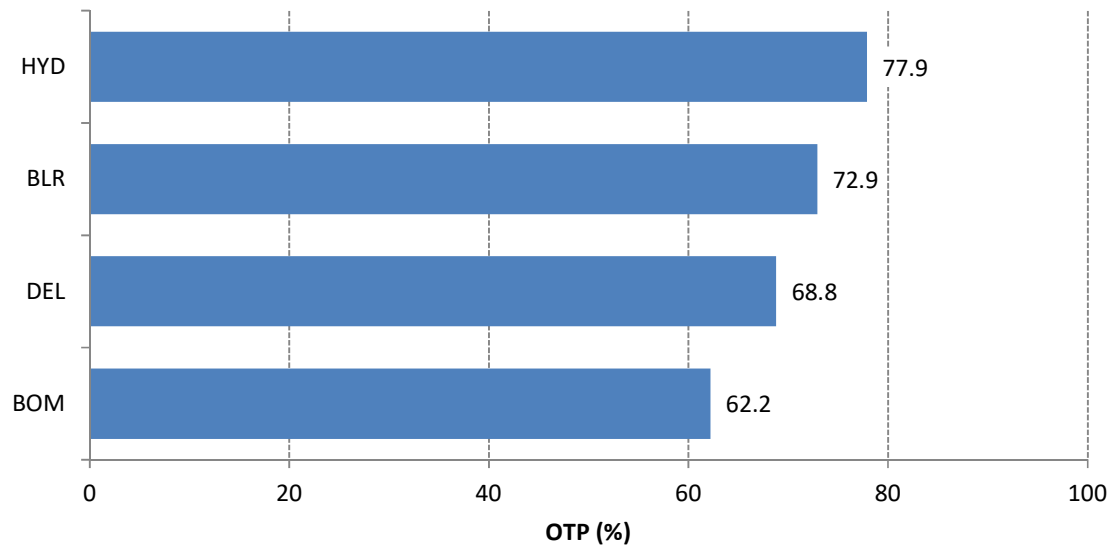


The Traffic report is being prepared based on information received from scheduled domestic airlines.

IndiGo

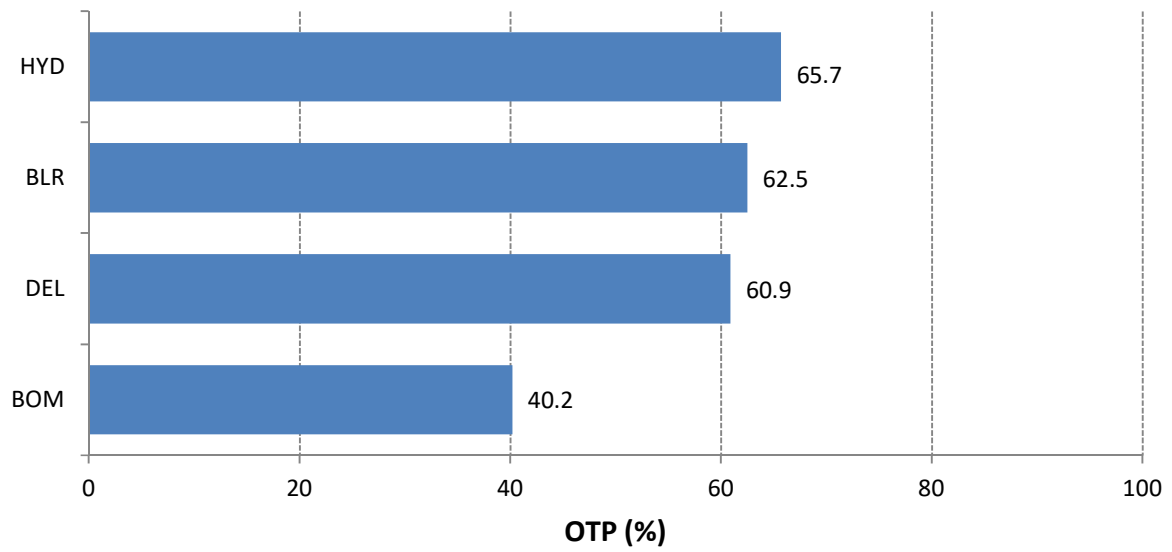


Vistara

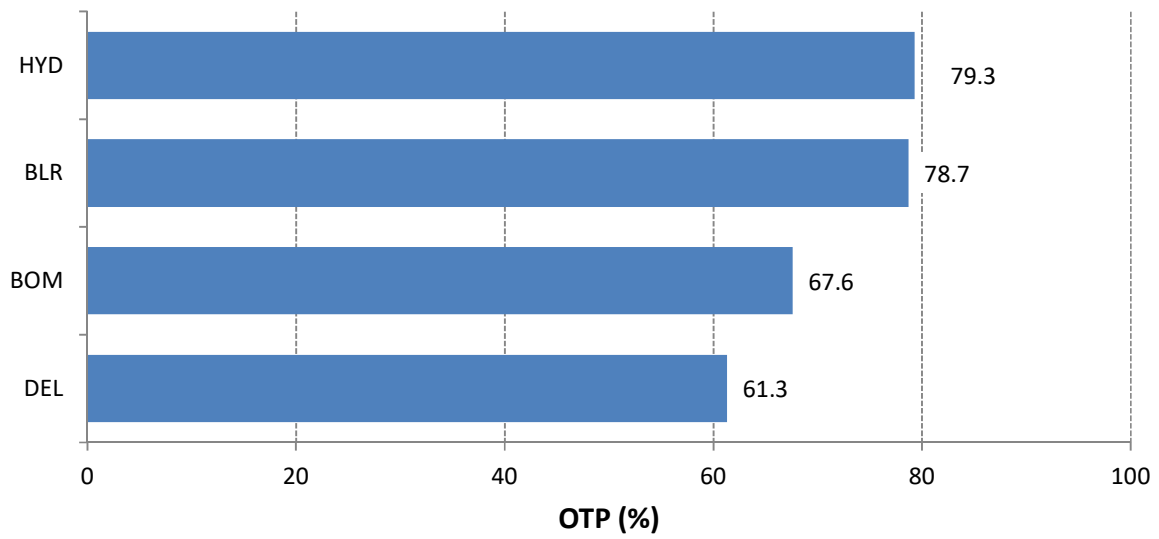


The Traffic report is being prepared based on information received from scheduled domestic airlines.

AIX Connect

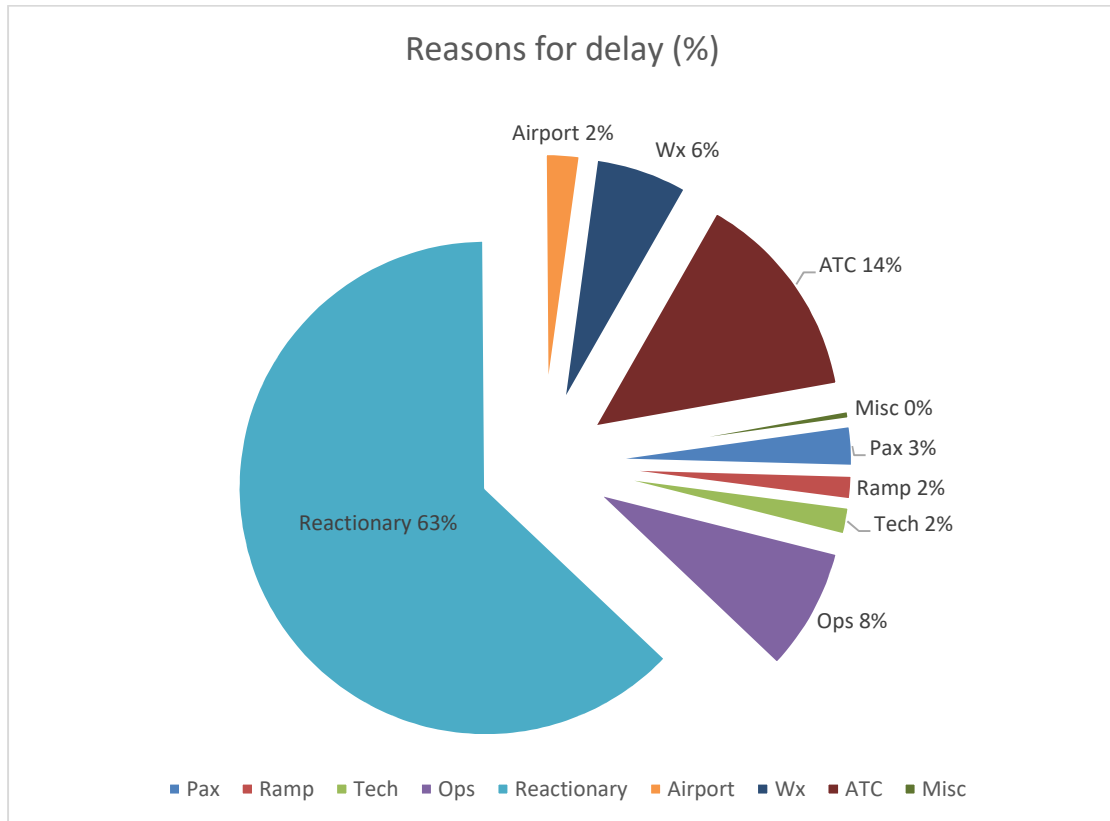


Akasa Air



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'.

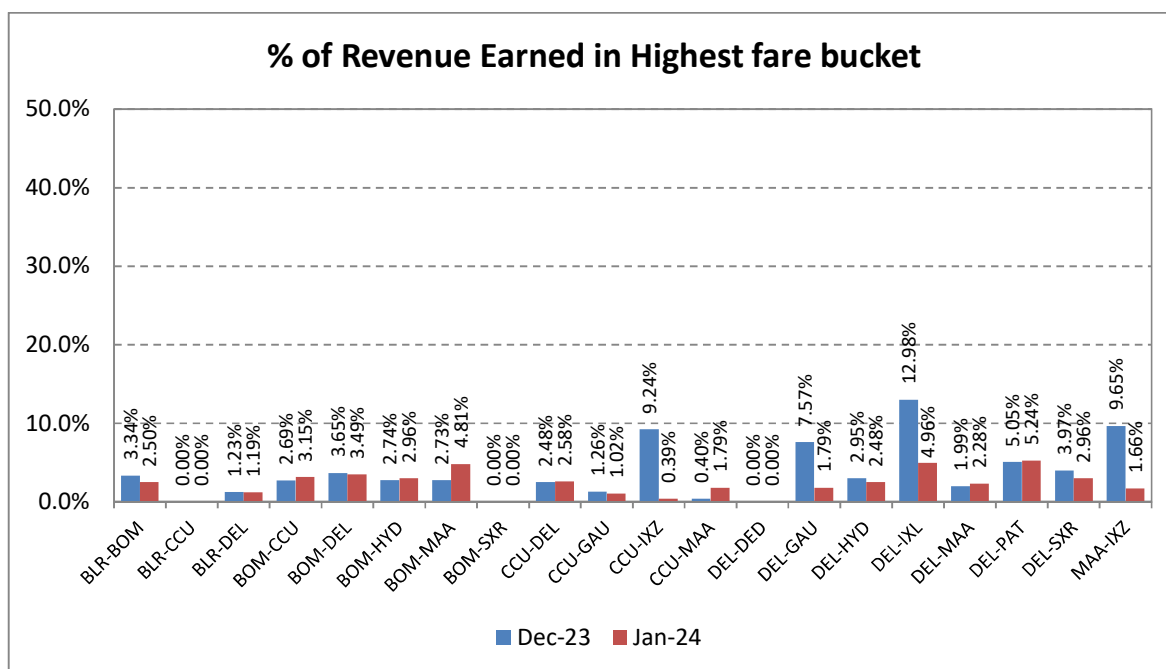
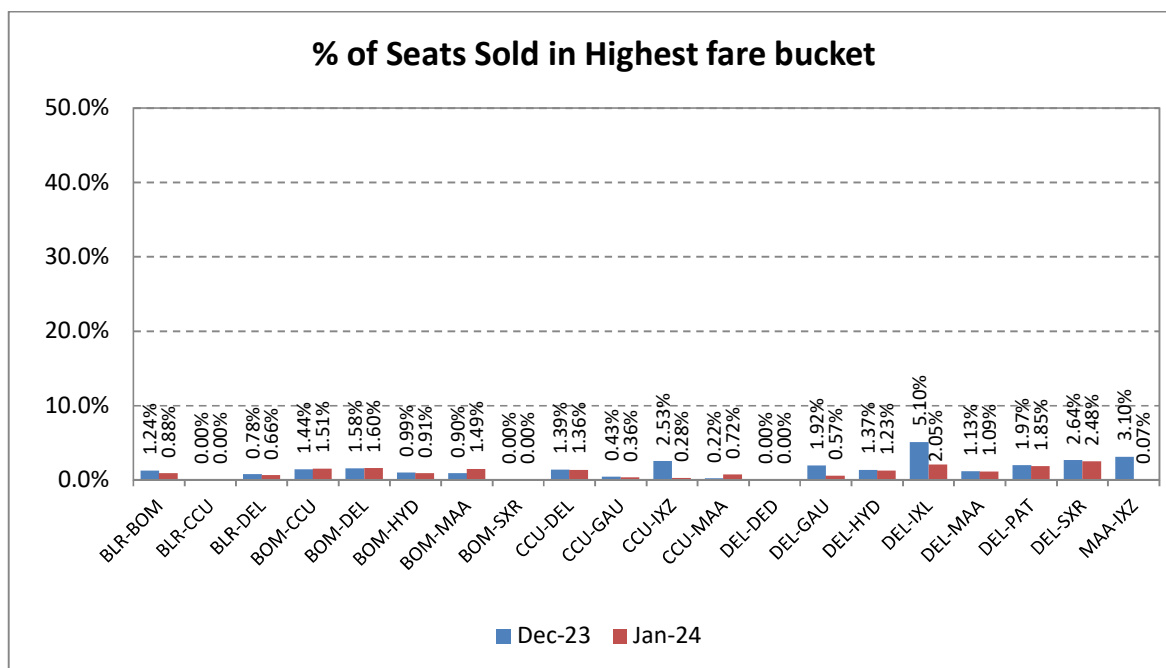


The Traffic report is being prepared based on information received from scheduled domestic airlines.

Revenue Earned & Seats Sold in Highest Fare Bucket

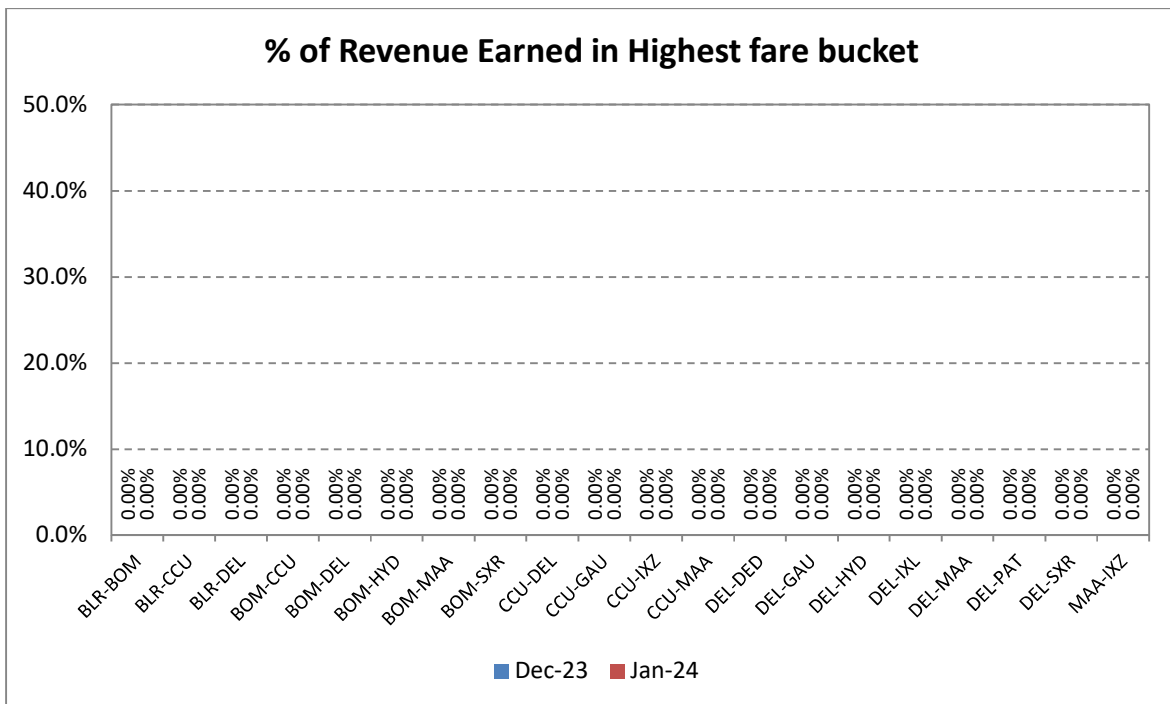
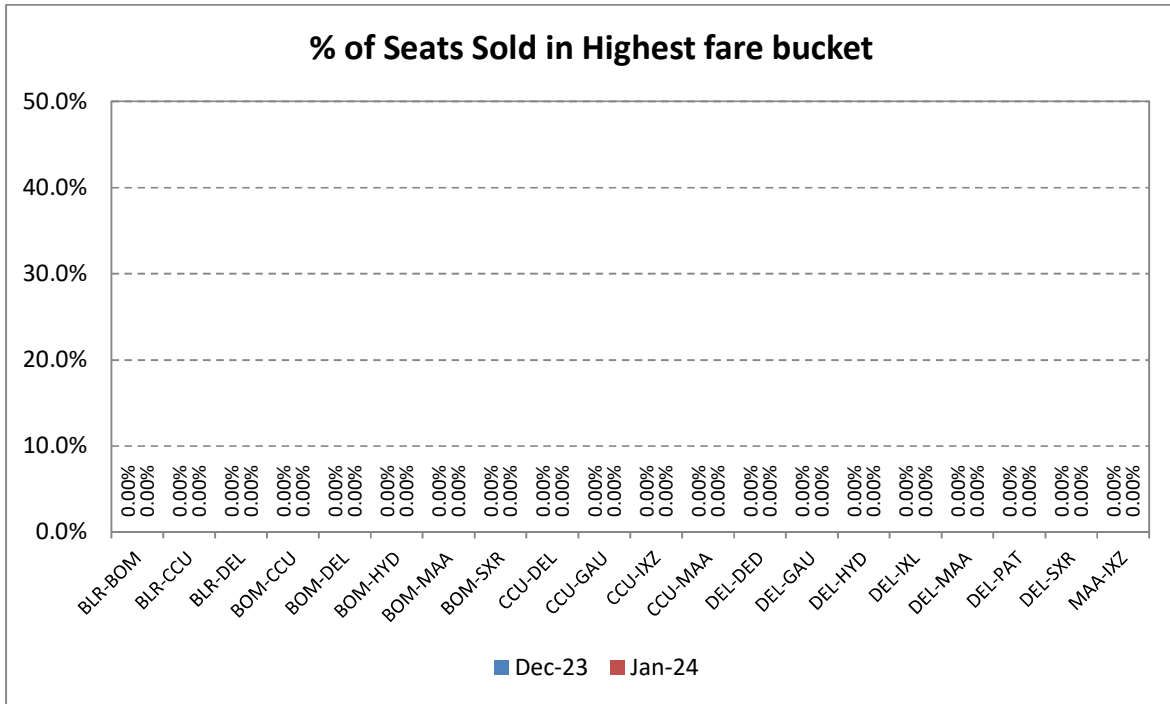
The revenue earned and the number of seats sold by scheduled airlines in the highest fare bucket on selected 20 sectors is as follows:

Air India



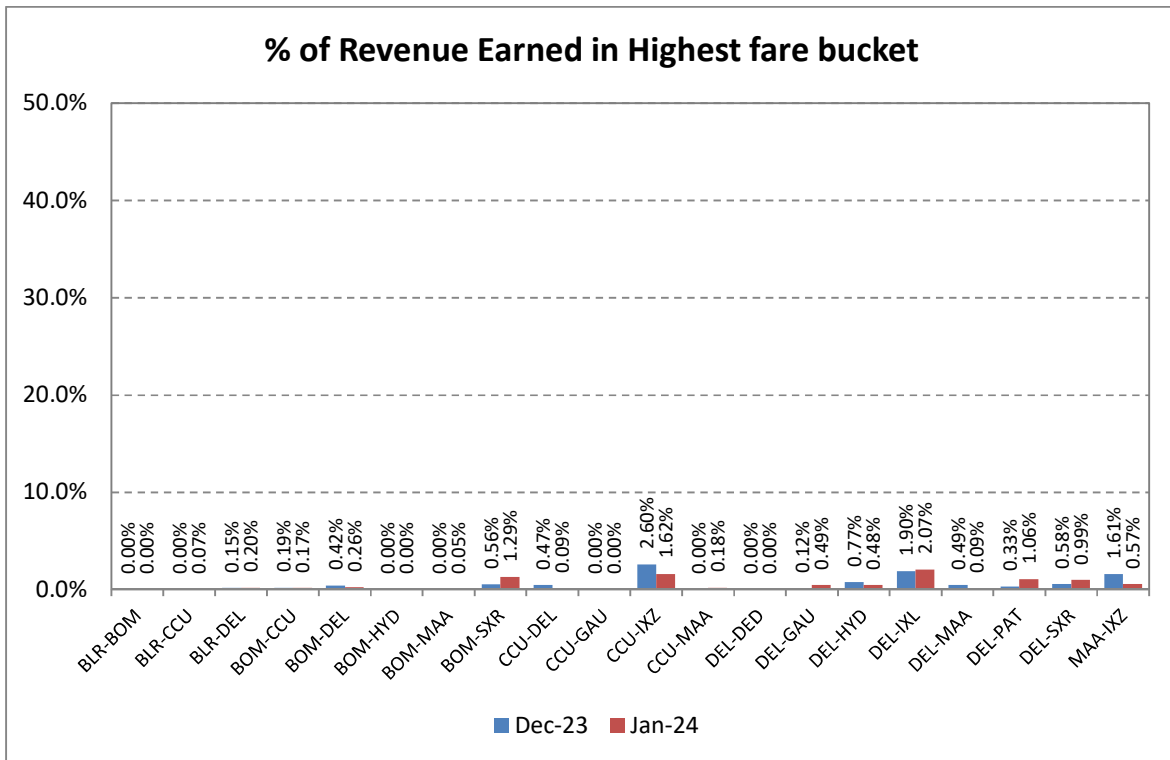
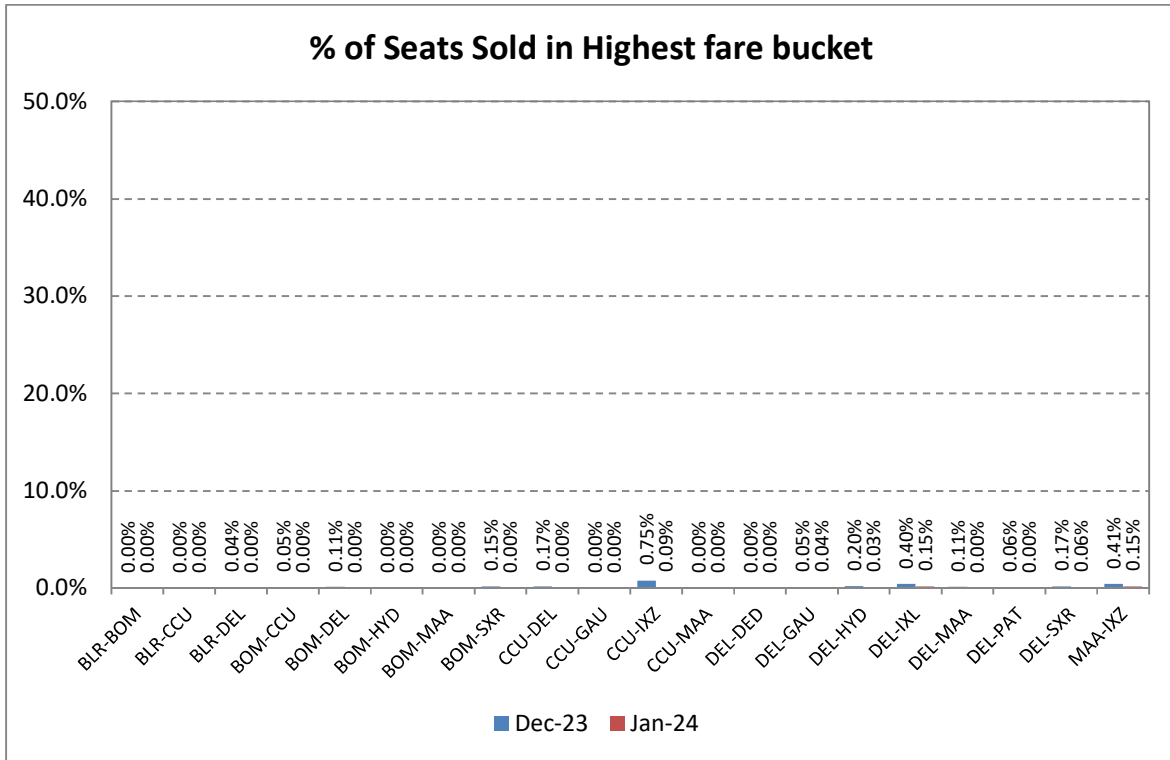
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Indigo



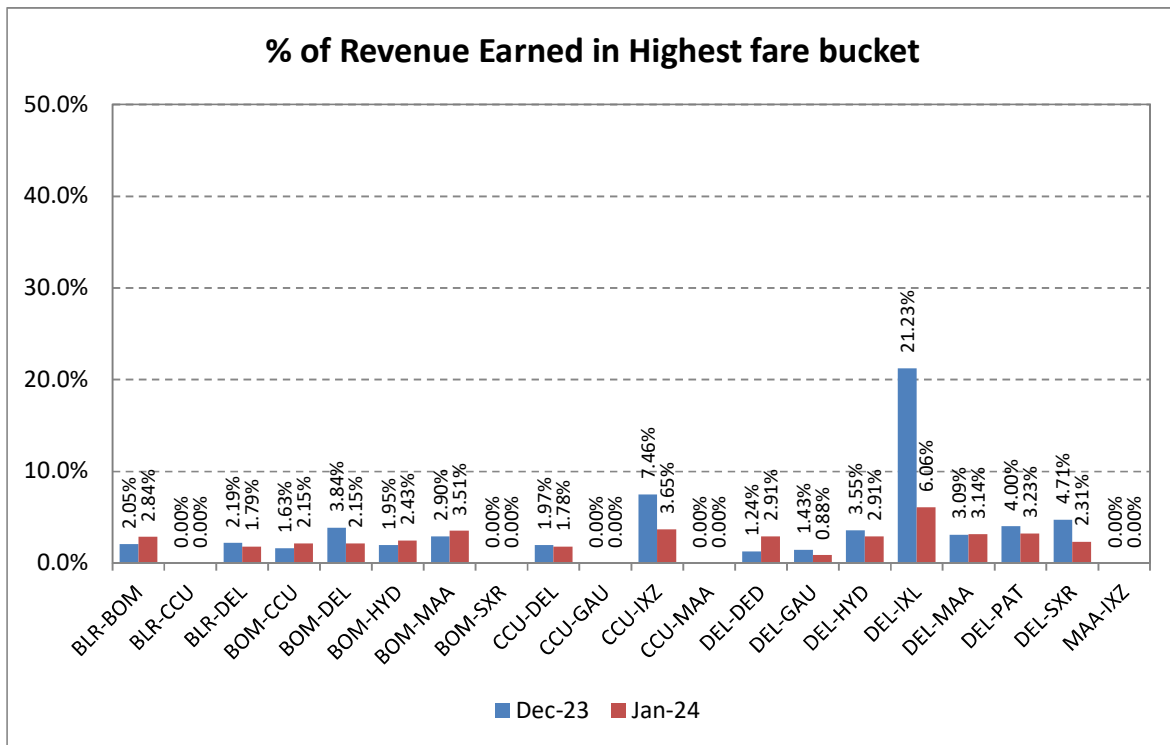
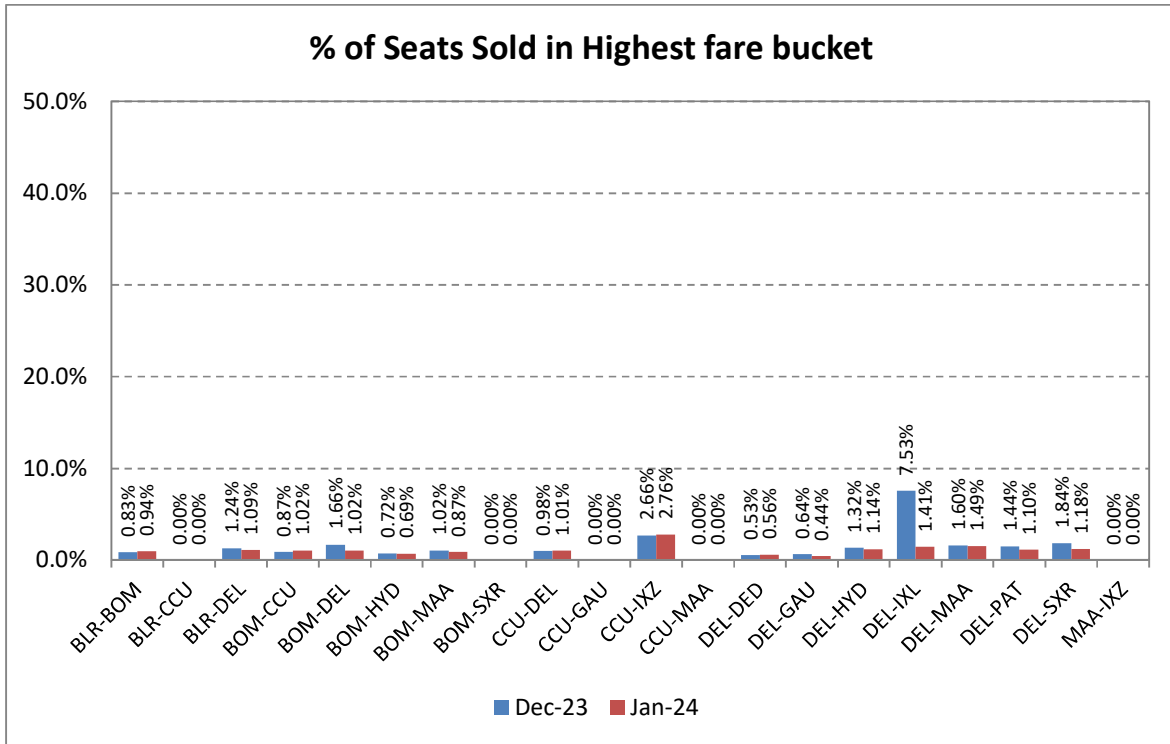
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Spicejet



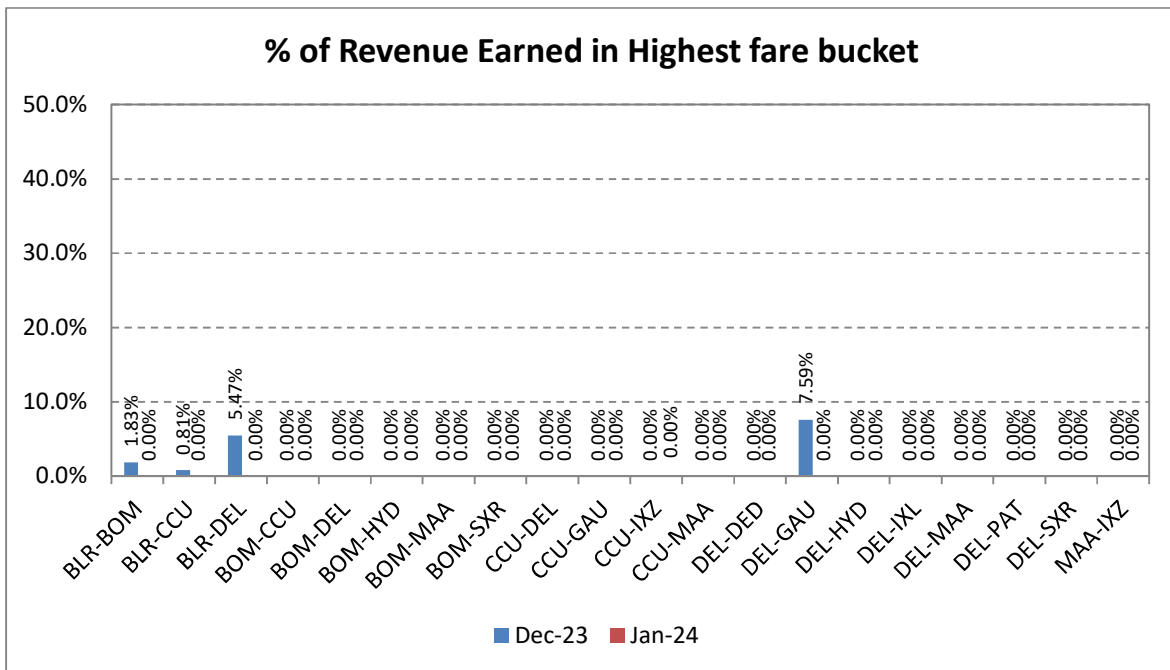
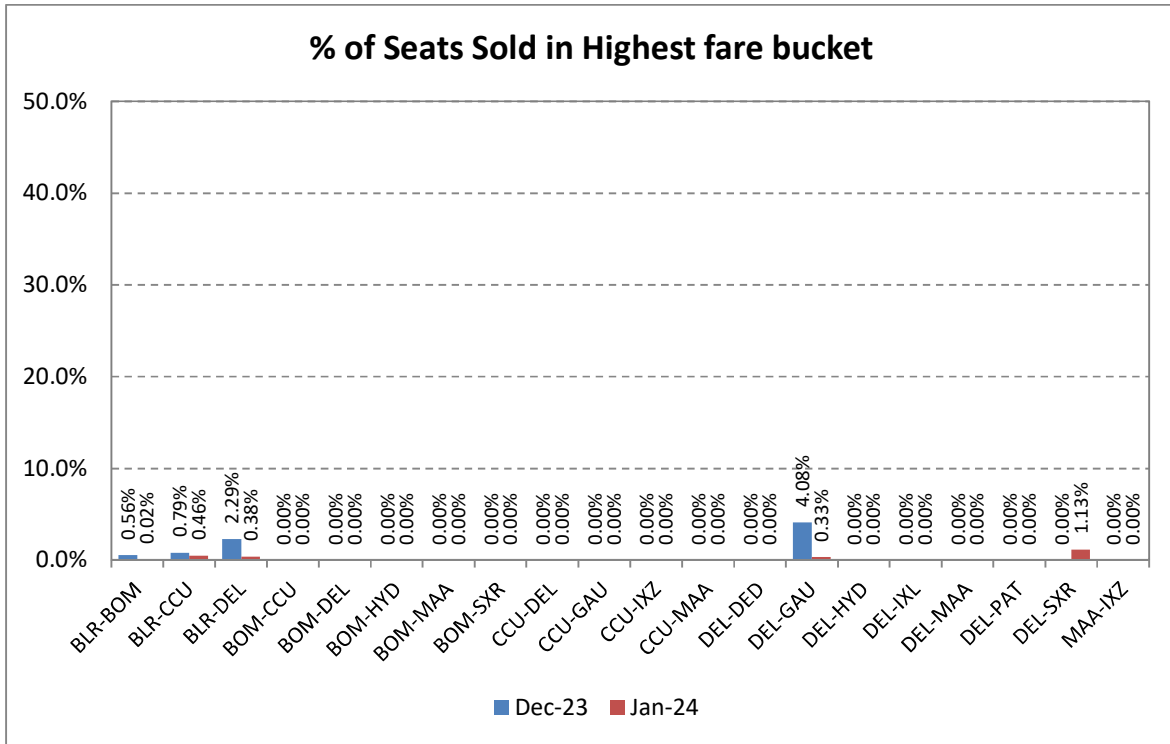
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Vistara



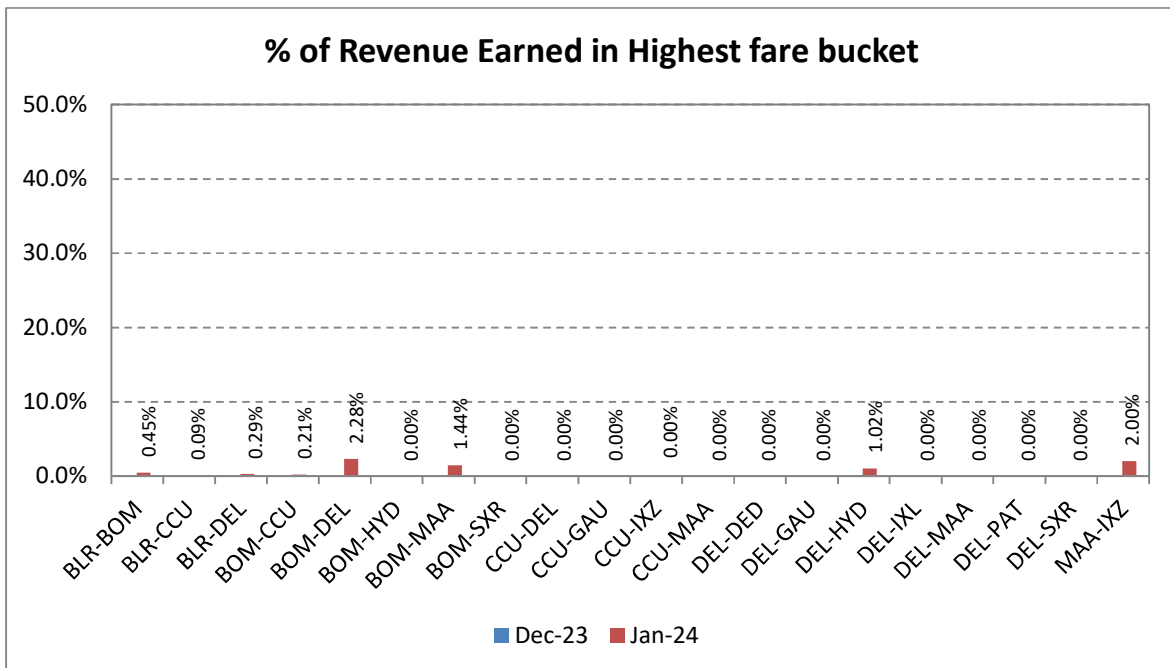
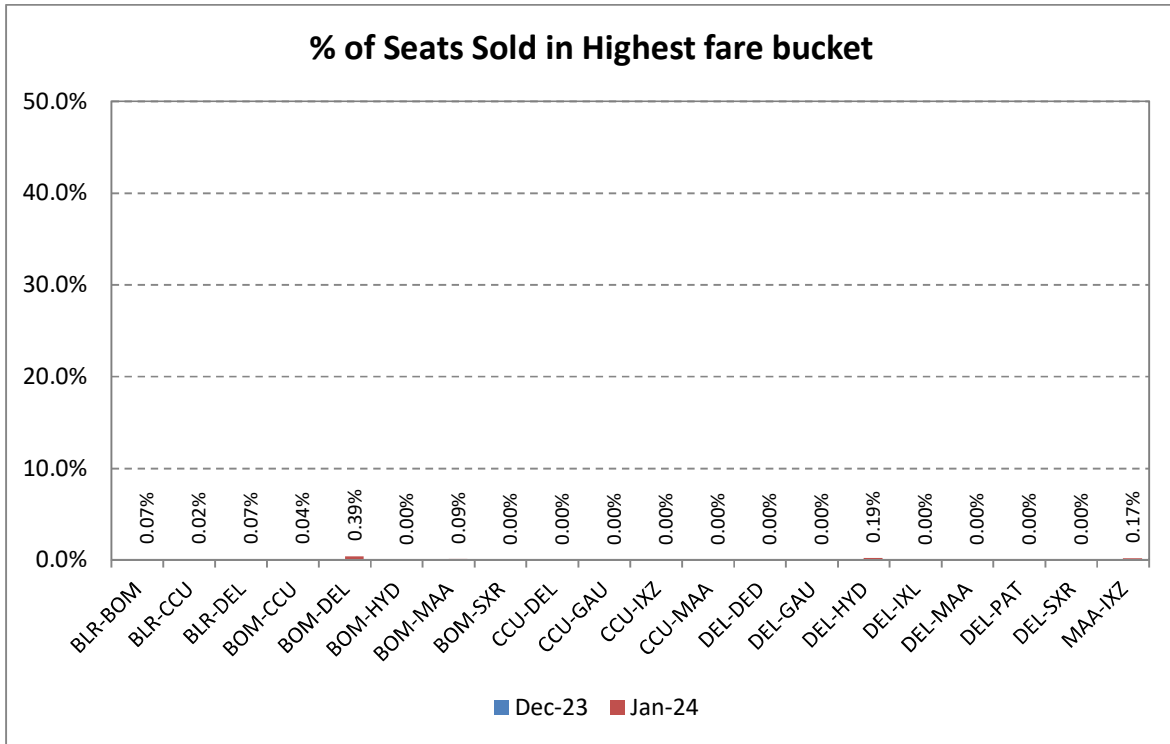
The Traffic report is being prepared based on information received from scheduled domestic airlines.

AIX Connect



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

Akasa Air



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. ofPax Affected	Status of Facilities & Compensation	No. ofPax Affected	Status of Facilities & Compensation	No. ofPax Affected	Status of Facilities
Alliance Air	6	<ul style="list-style-type: none"> Amount spent on facilitation of Rs. 0.09 lakhs 	5393	<ul style="list-style-type: none"> Refund/ Rebooking Amount spent on facilitation of Rs.1.12 lakhs. 	2450	<ul style="list-style-type: none"> Refreshments Refund/Rebooking Amount spent on facilitation of Rs.0.49lakhs
AIX Connect	NIL	NIL	1982	<ul style="list-style-type: none"> Alternate/ Flight Accommodation Amount spent on facilitation of Rs. 1.87 lakhs 	40783	<ul style="list-style-type: none"> Refreshments Moved to alternate flights Amount spent on facilitation of Rs. 119.21 lakhs
Air India	894	<ul style="list-style-type: none"> Alternate flights Accommodation Refreshments/ Meals Rs. 97.70 Lakhs spends on facilitation/ compensation. 	10652	<ul style="list-style-type: none"> Refreshments Accommodation Moved to alternate flights Refund Amount spent on facilitation of Rs.68.25 lakhs 	102762	<ul style="list-style-type: none"> Refreshments/Lunch Transfer to OAL Amount spent on facilitation of Rs.132.62 lakhs
Akasa Air	17	<ul style="list-style-type: none"> Alternate flights Rs. 0.91 Lakhs spends on facilitation/ compensation. 	252	<ul style="list-style-type: none"> Refreshments Accommodation Transportation Amount spent on facilitation of Rs.0.27 lakhs 	6107	<ul style="list-style-type: none"> Refreshments/ Refund Transfer to OAL Amount spent on facilitation of Rs 14.71 lakhs
Indigo	56	<ul style="list-style-type: none"> Alternate flight and travel vouchers Rs.3.34 Lakhs spends on facilitation/ compensation. 	32606	<ul style="list-style-type: none"> Alternate flights Full Refund 	209081	<ul style="list-style-type: none"> Refreshments
SpiceJet	213	<ul style="list-style-type: none"> Refreshments Alternate SG flights Amount spent on facilitation of Rs. 4.76 lakhs 	16697	<ul style="list-style-type: none"> Refreshments Accommodation Alternate SG flights Amount spent on facilitation of Rs.68.05 lakhs 	106967	<ul style="list-style-type: none"> Refreshments. Alternate SG flights Amount spent on facilitation of Rs.177.34 lakhs
Vistara	188	<ul style="list-style-type: none"> Alternate flights Amount spent on facilitation of Rs. 21.58 lakhs 	449	<ul style="list-style-type: none"> Alternate/ Flight Refund Amount spent on facilitation of Rs. 0.48 lakhs 	14355	<ul style="list-style-type: none"> Refreshments Amount spent on facilitation of Rs.24.30 lakhs
Fly Big	NIL	NIL	NIL	NIL	NIL	NIL
Indiaone Air	NIL	NIL	123	<ul style="list-style-type: none"> Refund/ Reschedule Amount spent on facilitation of Rs 3.70 lakhs 	NIL	NIL
Star Air	NIL	NIL	198	<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. ofPax Affected	Facilities & Compensation	No. ofPax Affected	Facilities & Compensation	No. ofPax Affected	Facilities
1374	Rs 128.38 lakhs compensation and facilities	68352	Rs. 143.74 lakhs compensation and facilities	482505	Rs. 468.67 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 2024
(PASSENGER LOAD FACTOR IN PERCENTAGE)

Month	Alliance Air	AIX Connect	Air India	Akasa Air	Indigo	Spice Jet	Vistara	Fly Big	Indiaone Air	Star Air
Jan	80.1	87.6	87.3	92.4	88.4	93.7	94.2	15.3	85.5	76.5
Feb										
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
Oct										
Nov										
Dec										

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	65	4.9	63	2
AIX Connect	17	0.2	17	0
Air India	118	0.7	118	0
Akasa Air	26	0.4	26	0
Indigo	62	0.1	62	0
Spice Jet	372	5.0	372	0
Vistara	4	0.0	1	3
Fly Big	2	238.1	2	0
Indiaone Air	49	203.2	49	0
Star Air	17	3.6	17	0
Total	732	0.56	727	5

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