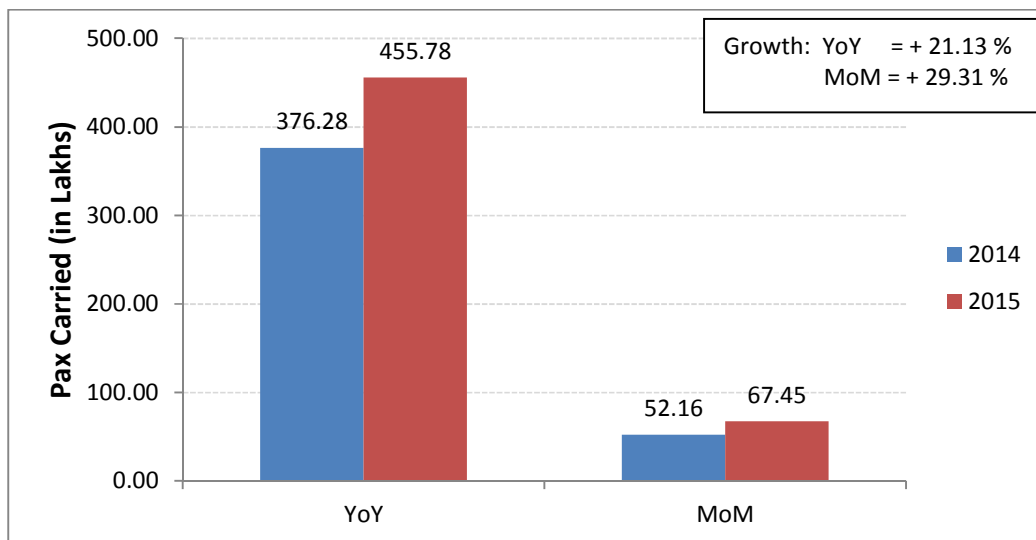


**Subject:** Performance of domestic airlines for the year 2015.

Traffic data submitted by various domestic airlines has been analysed for the month of July 2015. Following are the salient features:

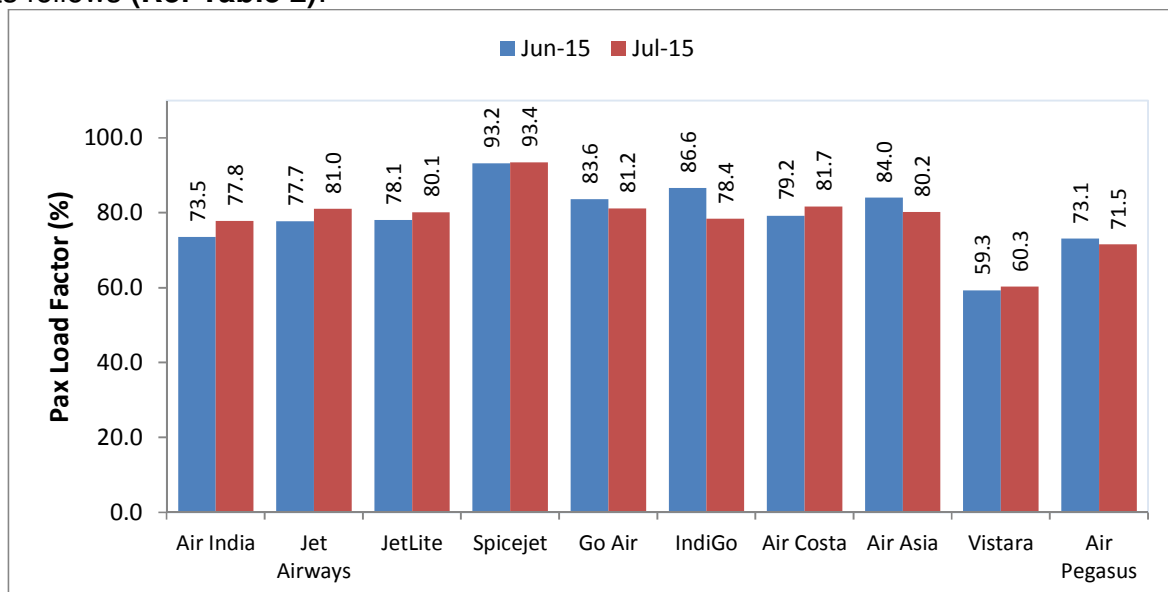
**Passenger Growth**

Passengers carried by domestic airlines during Jan-Jul 2015 were **455.78 lakhs** as against **376.28 lakhs** during the corresponding period of previous year thereby registering a **growth of 21.13% (Ref Table 1)**.



**Passenger Load Factor**

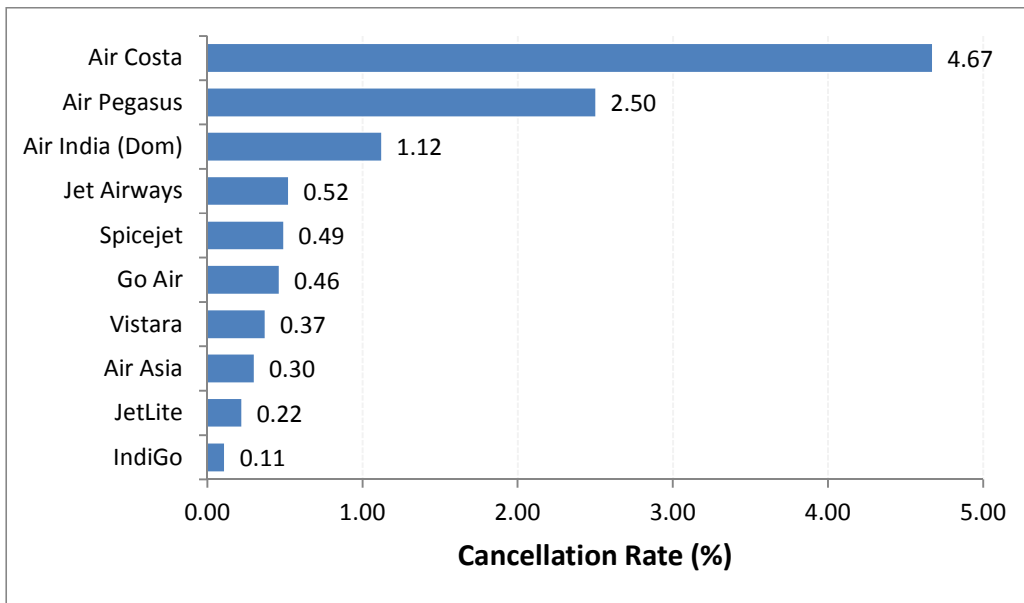
The passenger load factors of various scheduled domestic airlines in Jul2015 are as follows (Ref Table 2):



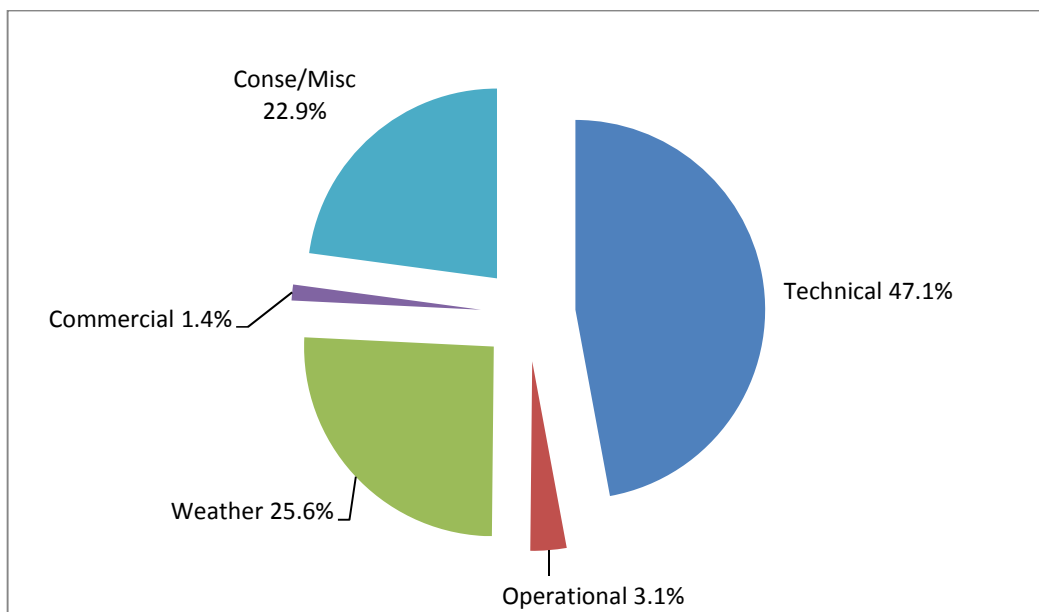
The passenger load factor in the month of July 2015 has shown declining trend compared to previous month primarily due to the end of tourist season.

**Cancellations**

The overall cancellation rate of scheduled domestic airlines for the month of July 2015 has been 0.53%. Airline-wise details of cancellations are as follows:

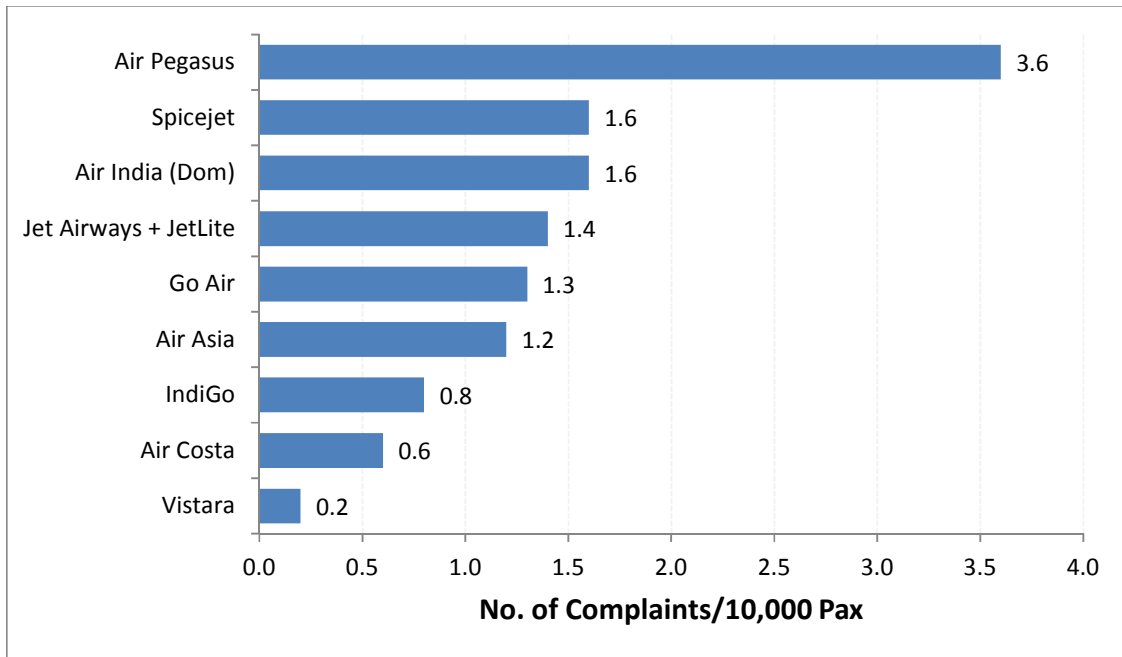


Various reasons of cancellations are indicated below:

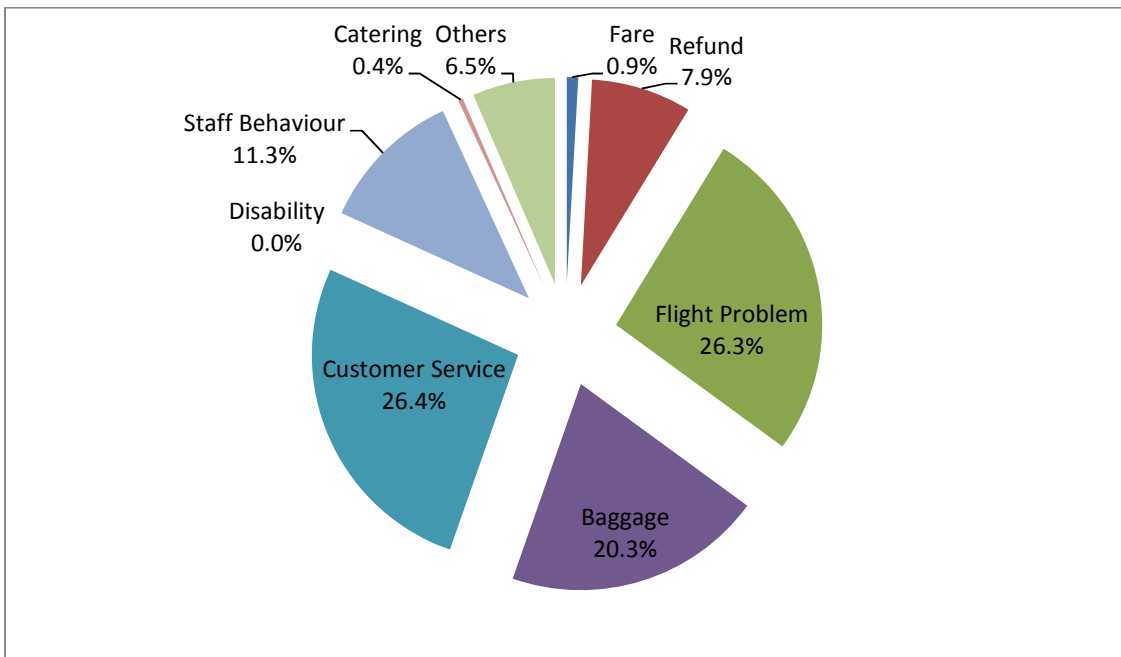


### Passenger Complaints during the month

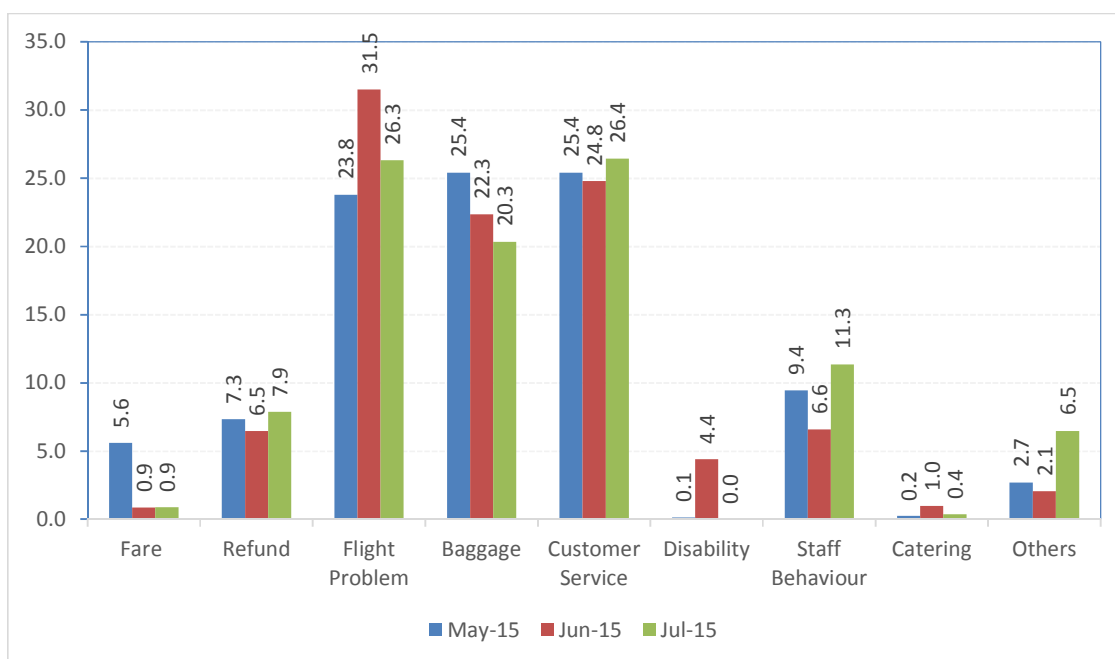
During July 2015, a total of 802 passenger related complaints had been received by the scheduled domestic airlines. The number of complaints per 10,000 passengers carried for the month of July 2015 has been 1.2. The airline-wise details are as follows:



Various reasons of passenger complaints are indicated below:



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 – 4.

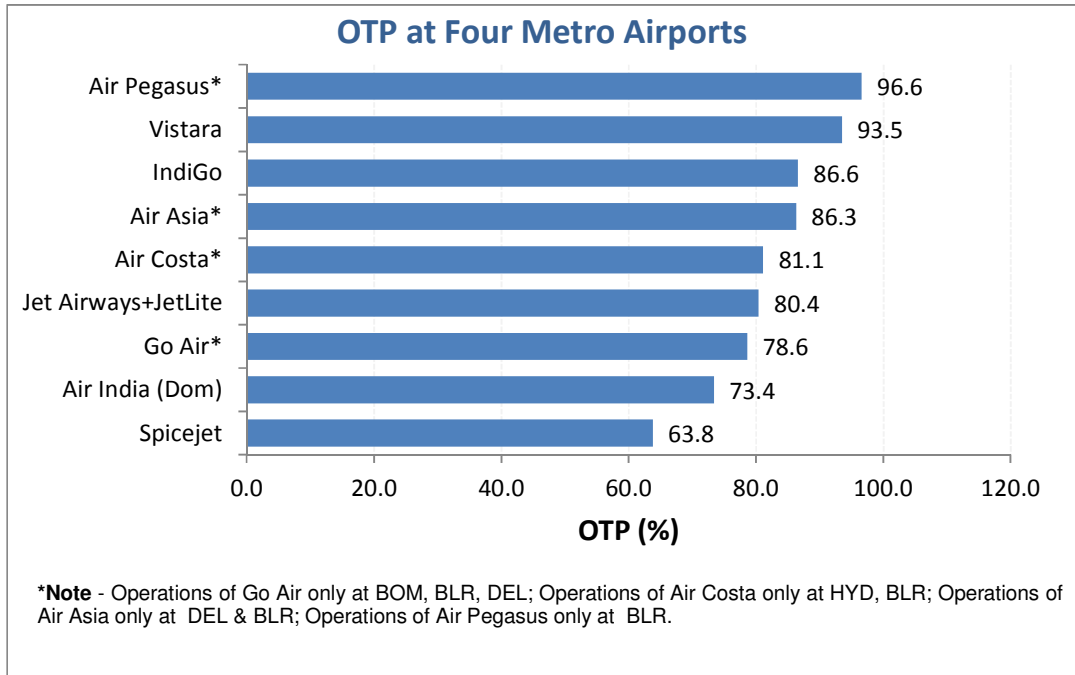
### **Compliance of Route Dispersal Guidelines**

During the month of Jul 2015, all the scheduled domestic airlines complied with the mandatory capacity deployment requirements contained in the Route Dispersal Guidelines. Airline-wise details are given in the following Table:

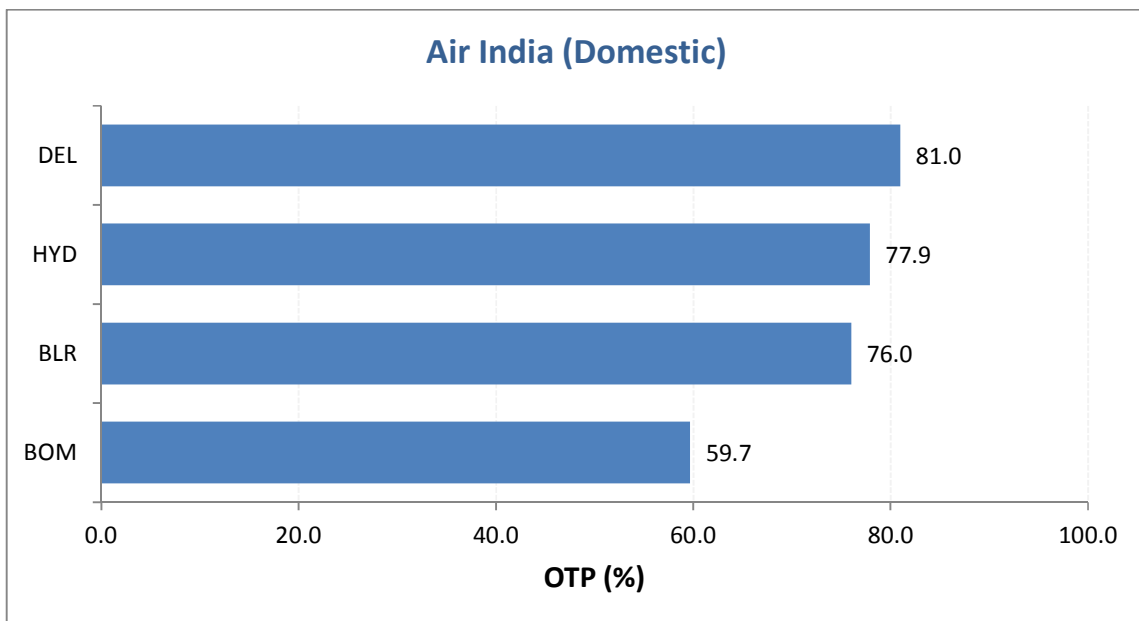
Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Air India + Alliance Air	92.9	1.60	19.6
Jet Airways + JetLite	69.3	1.06	12.1
Spicejet	108.2	1.50	32.2
Go Air	150.4	1.33	61.4
IndiGo	121.9	1.40	23.6
Vistara	51.1	1.59	13.9
Air Asia	357.4	8.10	50.9
Minimum Capacity Requirement in accordance with RDG (As % of Capacity Deployed in Category I)			
• Category II	-	10%	
• Category IIA	-	1%	
• Category III	-	50%	

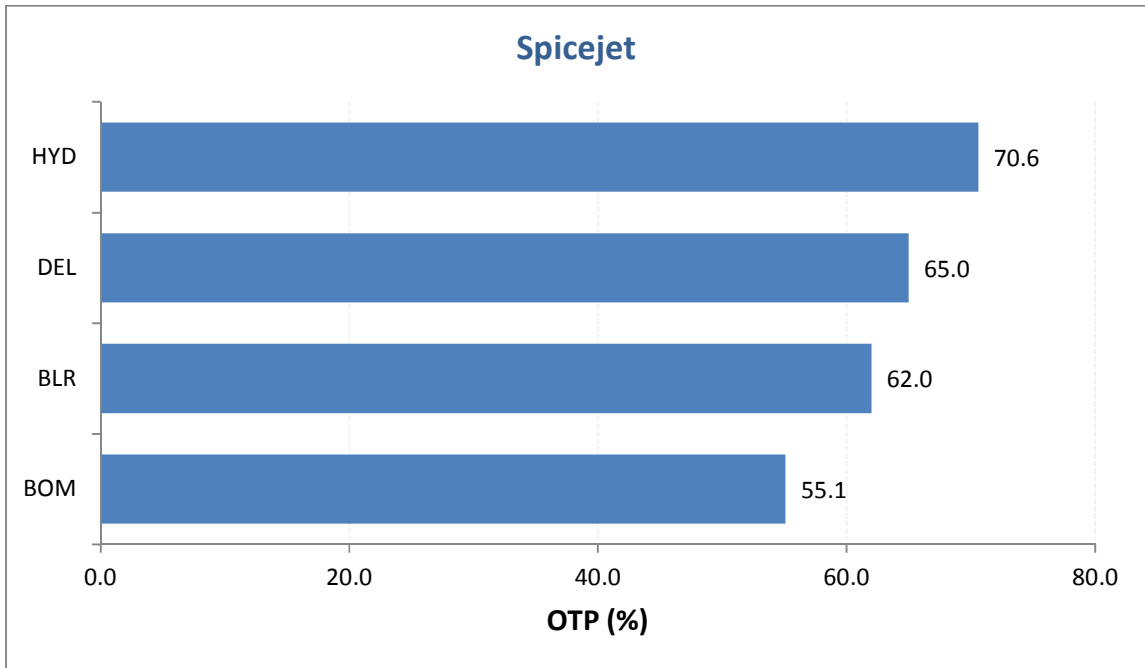
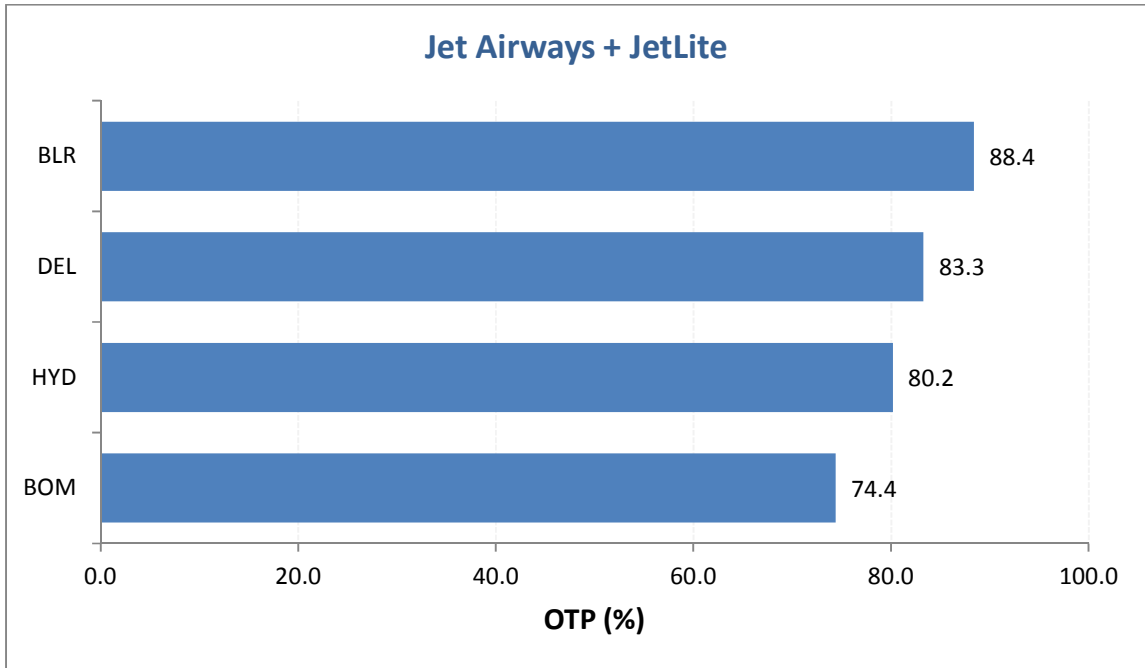
**On-Time Performance (Scheduled Domestic Airlines)**

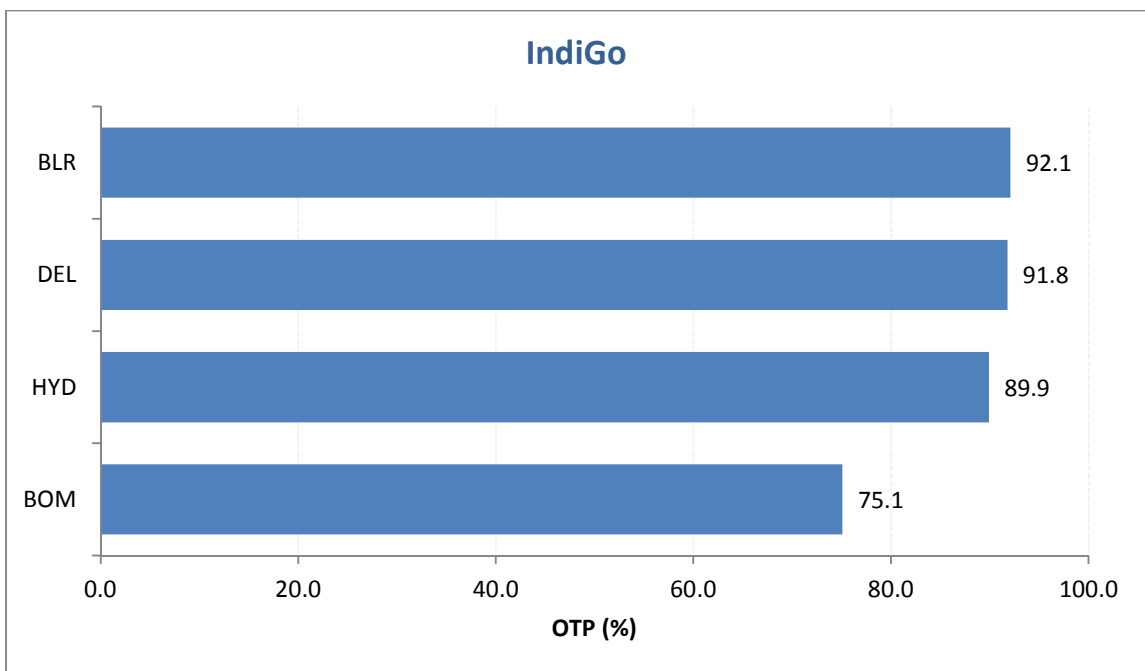
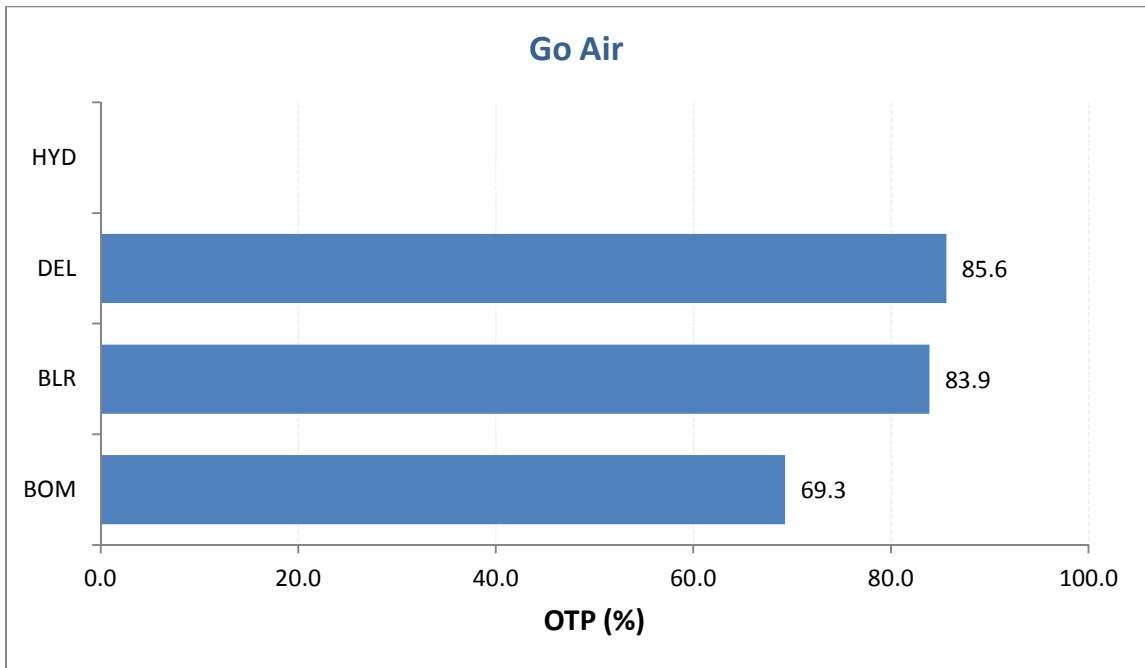
On-Time Performance (OTP) of scheduled domestic airlines has been computed for four metro airports viz. Bangalore, Delhi, Hyderabad and Mumbai. Airline-wise OTP at four metro airports for the month of July 2015 is as follows:

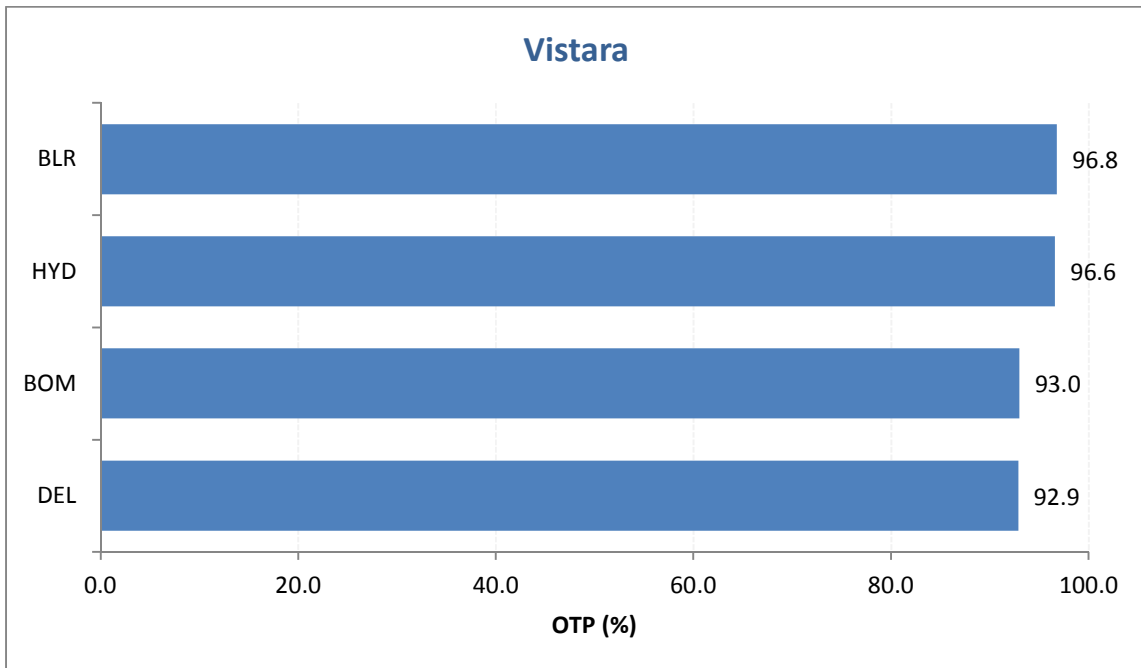


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

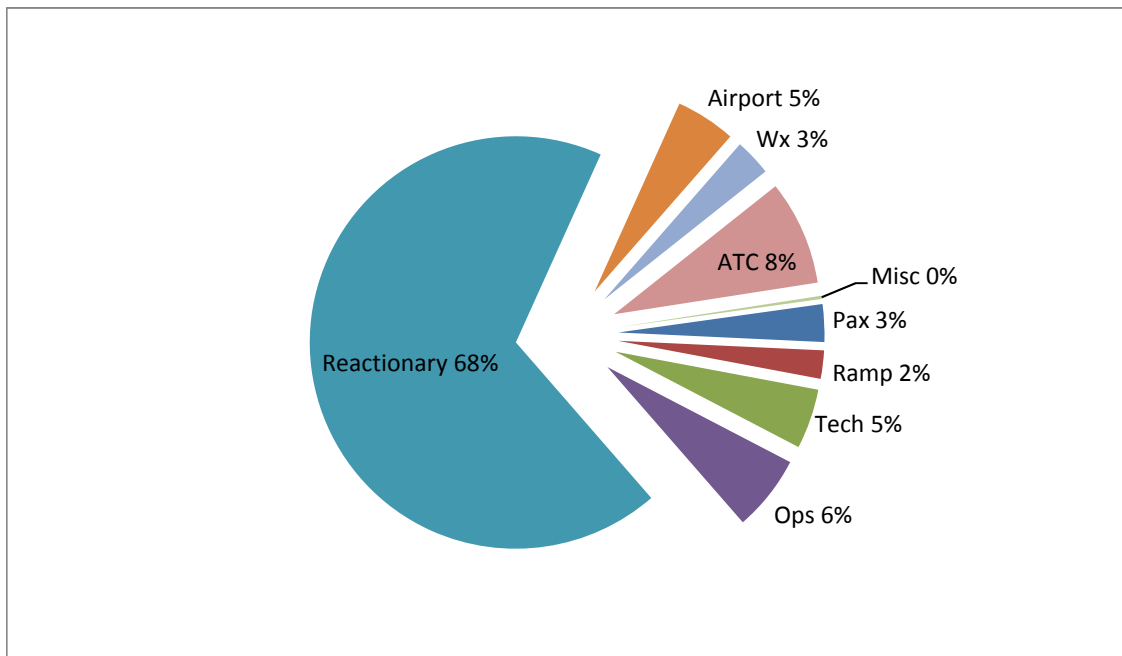








Reasons for delay have been analysed, which are presented below. It has been found that majority of delays have been attributed to 'Reactionary'.

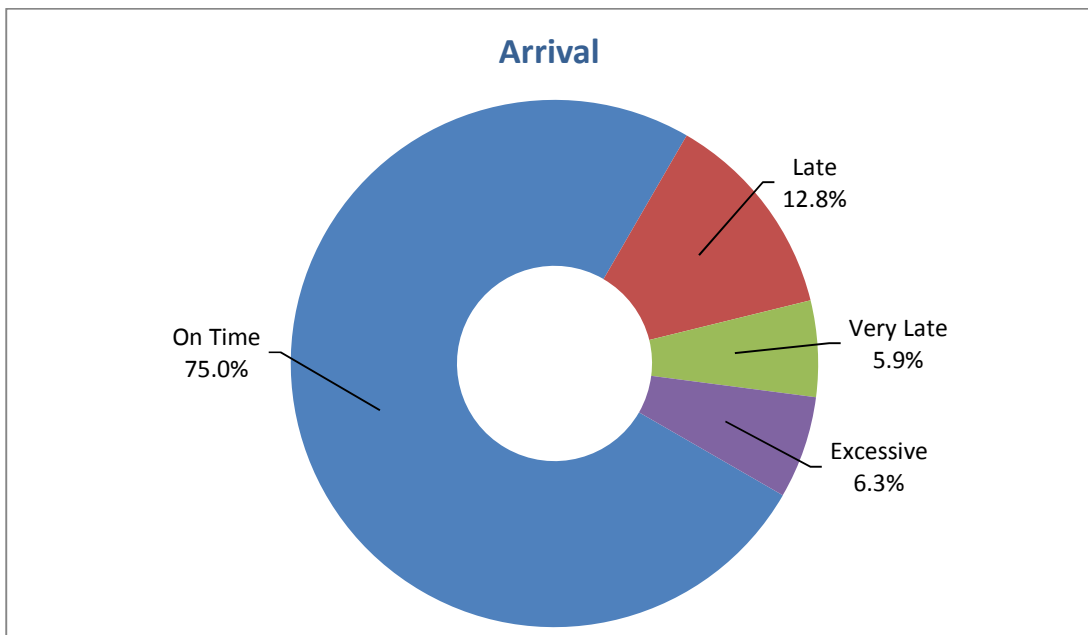
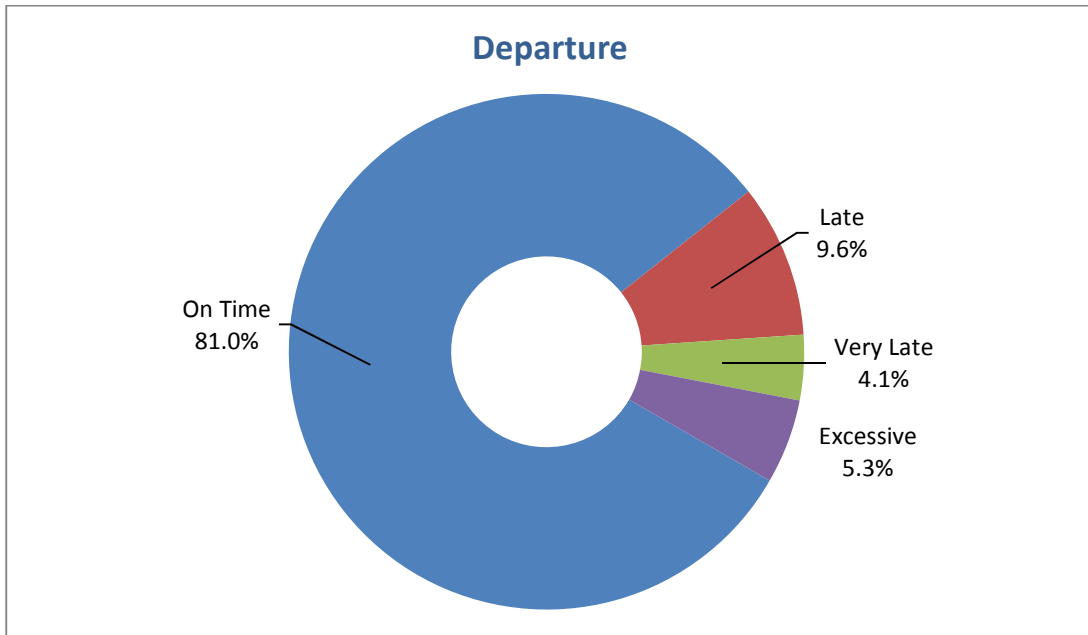




## On-Time Performance (Foreign Airlines)

There are more than 70 foreign carriers operating to/from India. At the time of compilation of this report, OTP data of 39 carriers was received.

The overall On-Time Performance (OTP) of these 39 carriers for the month of Jul 2015 has been 81.0% in departures and 75.1% in arrivals.



### **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
Air India	104	<ul style="list-style-type: none"> <li>• Refund</li> <li>• Rebooked on other flights</li> <li>• Hotel accommodation</li> <li>• Compensation of Rs. 6.28 lakhs</li> </ul>	2792	<ul style="list-style-type: none"> <li>• Refunds</li> <li>• Rescheduling</li> <li>• Hotel accommodation</li> <li>• Compensation of Rs. 22.9 lakhs</li> </ul>	26934	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Refunds where pax desired</li> <li>• Rescheduling</li> <li>• Compensation of Rs. 29.2 lakhs</li> </ul>
Jet Airways and JetLite	401	<ul style="list-style-type: none"> <li>• Refund</li> <li>• Rebooked on other flights</li> <li>• Hotel accommodation</li> <li>• Compensation of Rs. 9.08 lakhs</li> </ul>	2016	<ul style="list-style-type: none"> <li>• Refunds</li> <li>• Rescheduling</li> <li>• Hotel accommodation</li> <li>• Compensation of Rs. 2.46 lakhs</li> </ul>	2771	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Refunds where pax desired</li> <li>• Rescheduling</li> </ul>
Spicejet	Nil	Nil	475	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Rescheduling</li> <li>• Compensation of Rs. 0.26 lakhs</li> </ul>	3095	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Transfer to other airlines</li> <li>• Compensation of Rs. 3.01 lakhs</li> </ul>
Go Air	Nil	Nil	290	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Rescheduling</li> </ul>	1001	<ul style="list-style-type: none"> <li>• All pax given refreshments</li> <li>• Refunds where pax desired</li> <li>• Rescheduling</li> </ul>
IndiGo	Nil	Nil	Nil	Nil	7522	<ul style="list-style-type: none"> <li>• Refreshments</li> </ul>
Air Costa	Nil	Nil	1020	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Rescheduling</li> <li>• Compensation of Rs. 10.83 lakhs</li> </ul>	1961	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Rescheduling</li> <li>• Compensation of Rs. 2.93 lakhs</li> </ul>
Air Asia	Nil	Nil	219	<ul style="list-style-type: none"> <li>• Refunds</li> <li>• Rescheduling</li> <li>• Hotel accommodation</li> <li>• Compensation of Rs. 2.72 lakhs</li> </ul>	130	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Compensation of Rs. 0.22 lakhs</li> </ul>
Vistara	Nil	Nil	106	<ul style="list-style-type: none"> <li>• Refunds</li> <li>• Rescheduling</li> </ul>	313	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Compensation</li> </ul>
Air Pegasus	Nil	Nil	306	<ul style="list-style-type: none"> <li>• Rescheduling</li> </ul>	91	Nil

## **SUMMARY**

Denied Boarding		Cancellations		Delays	
No. of Pax Affected	Facilities & Compensation	No. of Pax Affected	Facilities & Compensation	No. of Pax Affected	Facilities
505	Rs. 15.36 lakhs compensation	7224	Rs. 39.17 lakhs compensation and facilities	43818	Rs. 35.36 lakhs towards compensation and facilities

**Table 1****TOTAL DOMESTIC PASSENGERS CARRIED BY SCHEDULED DOMESTIC AIRLINES (YEAR 2015)**

Month & Year	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
Jan	11.65	50.80	62.45	81.3	18.7
Feb	10.68	49.48	60.16	82.2	17.8
Mar	10.60	52.25	62.85	83.1	16.9
<b>Ist Quarter</b>	<b>32.93</b>	<b>152.53</b>	<b>185.46</b>	<b>82.2</b>	<b>17.8</b>
Apr	10.65	54.94	65.59	83.8	16.2
May	11.28	59.99	71.27	84.2	15.8
Jun	10.09	55.92	66.01	84.7	15.3
<b>IInd Quarter</b>	<b>32.02</b>	<b>170.85</b>	<b>202.87</b>	<b>84.2</b>	<b>15.8</b>
Jul	10.94	56.51	67.45	83.8	16.2
Aug					
Sep					
<b>IIIrd Quarter</b>	<b>10.94</b>	<b>56.51</b>	<b>67.45</b>	<b>83.8</b>	<b>16.2</b>
Oct					
Nov					
Dec					
<b>IVth Quarter</b>					
<b>Total</b>	<b>75.89</b>	<b>379.89</b>	<b>455.78</b>	<b>83.3</b>	<b>16.7</b>

Data of 2014	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
I <sup>st</sup> Qtr	30.62	123.19	153.81	80.1	19.9
II <sup>nd</sup> Qtr	31.51	138.79	170.30	81.5	18.5
III <sup>rd</sup> Qtr	9.40	42.76	52.16	82.0	18.0
IV <sup>th</sup> Qtr					
<b>Total</b>	<b>71.53</b>	<b>304.75</b>	<b>376.28</b>	<b>81.0</b>	<b>19.0</b>
<b>Growth (%) =</b>	<b>+6.10</b>	<b>+24.66</b>	<b>+21.13</b>		

**Table 2****MONTH-WISE SEAT FACTOR OF SCHEDULED OPERATORS IN 2015**  
**(PASSENGER LOAD FACTOR IN PERCENTAGE)**

Month	Air India (Dom)	Jet Airways	JetLite	Spice Jet	Go Air	IndiGo	Air Costa	Air Asia	Vistara	Air Pegasus
Jan	82.4	87.0	87.4	80.0	79.2	85.2	76.5	76.3	45.4	--
Feb	83.3	89.5	89.7	85.6	85.9	88.0	77.9	77.9	58.6	--
Mar	73.9	86.6	87.8	83.4	80.0	77.0	69.2	71.7	53.6	--
Apr	78.5	82.0	81.9	88.7	85.5	85.7	76.9	74.4	67.3	--
May	80.4	81.1	79.4	93.1	89.4	91.9	81.2	81.4	71.1	78.0
Jun	73.5	77.7	78.1	93.2	83.6	86.6	79.2	84.0	59.3	73.1
Jul	77.8	81.0	80.1	93.4	81.2	78.4	81.7	80.2	60.3	71.5
Aug										
Sep										
Oct										
Nov										
Dec										

**Table 3****MARKET SHARE OF SCHEDULES DOMESTIC AIRLINES (YEAR 2015)**

Month & Year	Passengers Carried (in Lakhs)											Market Share (%)										
	Air India	Private Air Carriers									Total	Air India	Jet Airways	Jet Lite	Spice Jet	Go Air	IndiGo	Air Costa	Air Asia	Vistara	Air Pegasus	
		Jet Airways	Jet Lite	Spice Jet	Go Air	IndiGo	Air Costa	Air Asia	Vistara	Air Pegasus												
Jan	11.65	12.25	2.78	5.87	5.53	22.76	0.65	0.81	0.15	-	62.45	18.7	19.6	4.5	9.4	8.9	36.4	1.0	1.3	0.2	-	
Feb	10.68	11.89	2.73	5.53	5.35	22.31	0.62	0.72	0.33	-	60.16	17.8	19.8	4.5	9.2	8.9	37.1	1.0	1.2	0.5	-	
Mar	10.60	13.00	2.95	6.09	5.51	22.86	0.62	0.69	0.53	-	62.85	16.9	20.7	4.7	9.7	8.8	36.4	1.0	1.1	0.8	-	
<b>IstQtr</b>	<b>32.93</b>	<b>37.14</b>	<b>8.46</b>	<b>17.49</b>	<b>16.39</b>	<b>67.93</b>	<b>1.89</b>	<b>2.22</b>	<b>1.01</b>	<b>-</b>	<b>185.46</b>	<b>17.8</b>	<b>20.0</b>	<b>4.6</b>	<b>9.4</b>	<b>8.8</b>	<b>36.6</b>	<b>1.0</b>	<b>1.2</b>	<b>0.5</b>	<b>-</b>	
Apr	10.65	12.86	2.29	7.07	5.74	24.81	0.66	0.72	0.79	-	65.59	16.2	19.6	3.5	10.8	8.8	37.8	1.0	1.1	1.2	-	
May	11.28	13.01	2.25	8.37	6.13	27.69	0.61	0.94	0.93	0.06	71.27	15.8	18.3	3.2	11.7	8.6	38.9	0.9	1.3	1.3	0.1	
Jun	10.09	12.11	1.87	8.00	5.72	25.37	0.66	1.26	0.84	0.09	66.01	15.3	18.3	2.8	12.1	8.7	38.4	1.0	1.9	1.3	0.1	
<b>IIIndQtr</b>	<b>32.02</b>	<b>37.98</b>	<b>6.41</b>	<b>23.44</b>	<b>17.59</b>	<b>77.87</b>	<b>1.93</b>	<b>2.92</b>	<b>2.56</b>	<b>0.15</b>	<b>202.87</b>	<b>15.8</b>	<b>18.7</b>	<b>3.2</b>	<b>11.6</b>	<b>8.7</b>	<b>38.4</b>	<b>1.0</b>	<b>1.4</b>	<b>1.3</b>	<b>0.1</b>	
Jul	10.94	13.35	2.02	8.31	5.66	24.17	0.68	1.26	0.95	0.11	67.45	16.2	19.8	3.0	12.3	8.4	35.8	1.0	1.9	1.4	0.2	
Aug																						
Sep																						
<b>IIIrdQtr</b>	<b>10.94</b>	<b>13.35</b>	<b>2.02</b>	<b>8.31</b>	<b>5.66</b>	<b>24.17</b>	<b>0.68</b>	<b>1.26</b>	<b>0.95</b>	<b>0.11</b>	<b>67.45</b>	<b>16.2</b>	<b>19.8</b>	<b>3.0</b>	<b>12.3</b>	<b>8.4</b>	<b>35.8</b>	<b>4.2</b>	<b>6.4</b>	<b>4.8</b>	<b>3.7</b>	
Oct																						
Nov																						
Dec																						
<b>IVthQtr</b>																						
<b>TOTAL</b>	<b>75.89</b>	<b>88.47</b>	<b>16.89</b>	<b>49.24</b>	<b>39.64</b>	<b>169.97</b>	<b>4.50</b>	<b>6.40</b>	<b>4.52</b>	<b>0.26</b>	<b>455.78</b>	<b>16.7</b>	<b>19.4</b>	<b>3.7</b>	<b>10.8</b>	<b>8.7</b>	<b>37.3</b>	<b>1.0</b>	<b>1.4</b>	<b>1.0</b>	<b>0.1</b>	

**Table 4**

Airline	Complaints		Redressal Status	
	Total	Per 10,000 Passengers Carried	Closed	Open
Air Costa	4	0.6	4	-
Air Asia	15	1.2	15	-
Vistara	2	0.2	2	-
Go Air	74	1.3	74	-
IndiGo	186	0.8	186	-
Spicejet	133	1.6	133	-
Jet Airways + JetLite	210	1.4	210	-
Air India (Dom)	174	1.6	108	65
Air Pegasus	4	3.6	4	0
<b>Total</b>	<b>802</b>	<b>1.2</b>	<b>742</b>	<b>60</b>