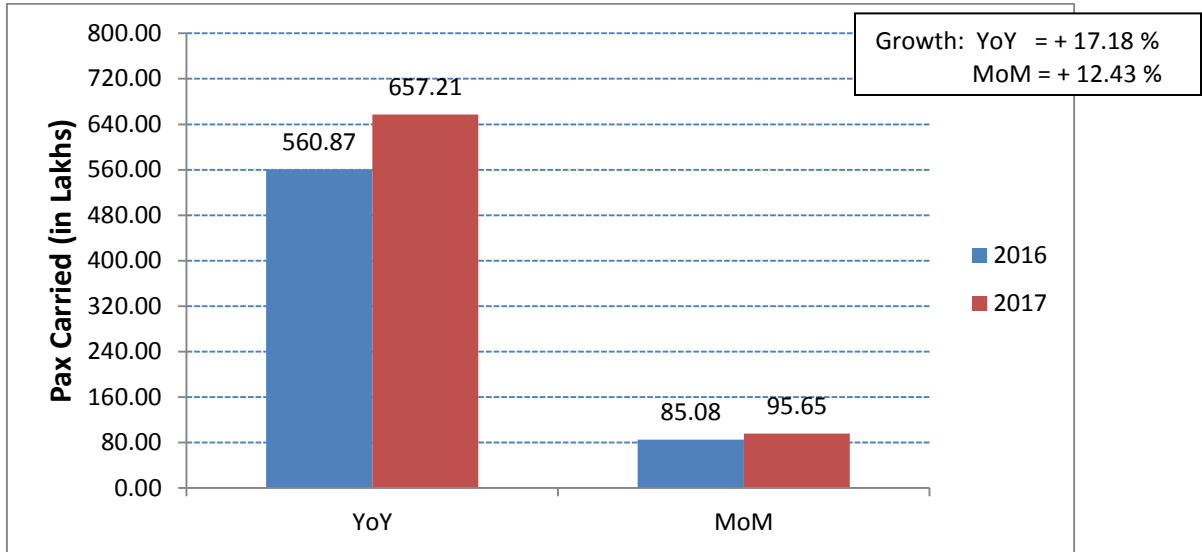


**Subject:** Performance of domestic airlines for the year 2017.

Traffic data submitted by various domestic airlines has been analysed for the month of July 2017. Following are the salient features:

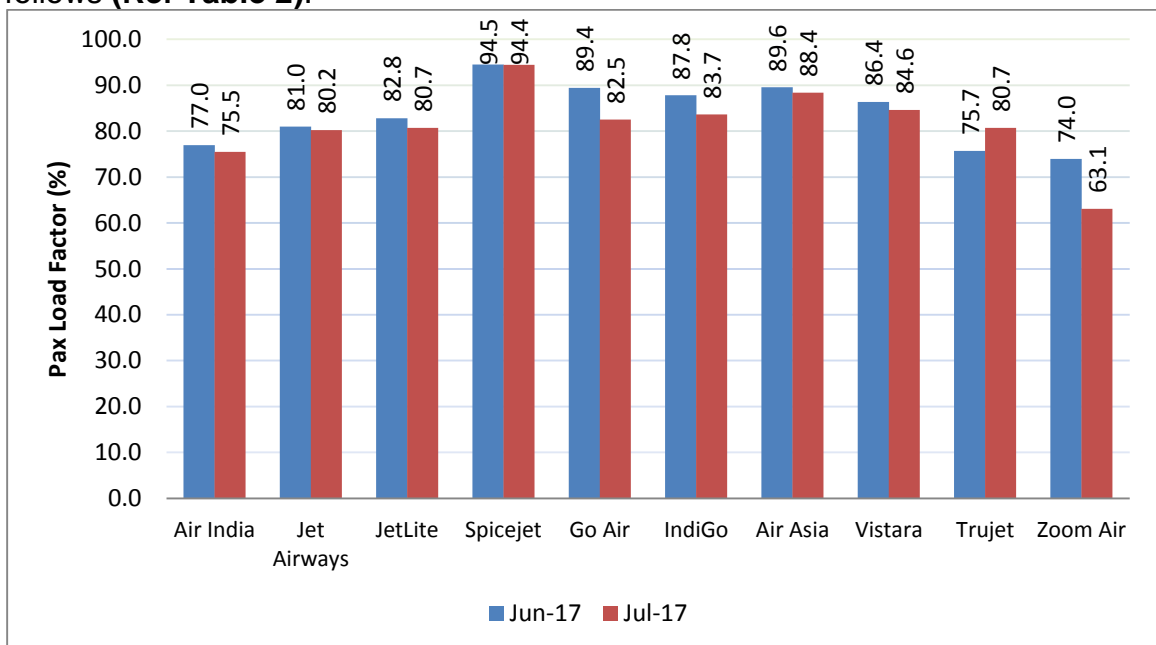
**Passenger Growth**

Passengers carried by domestic airlines during Jan-Jul 2017 were **657.21 lakhs** as against **560.87 lakhs** during the corresponding period of previous year thereby registering a **growth of 17.18 % (Ref Table 1)**.



**Passenger Load Factor**

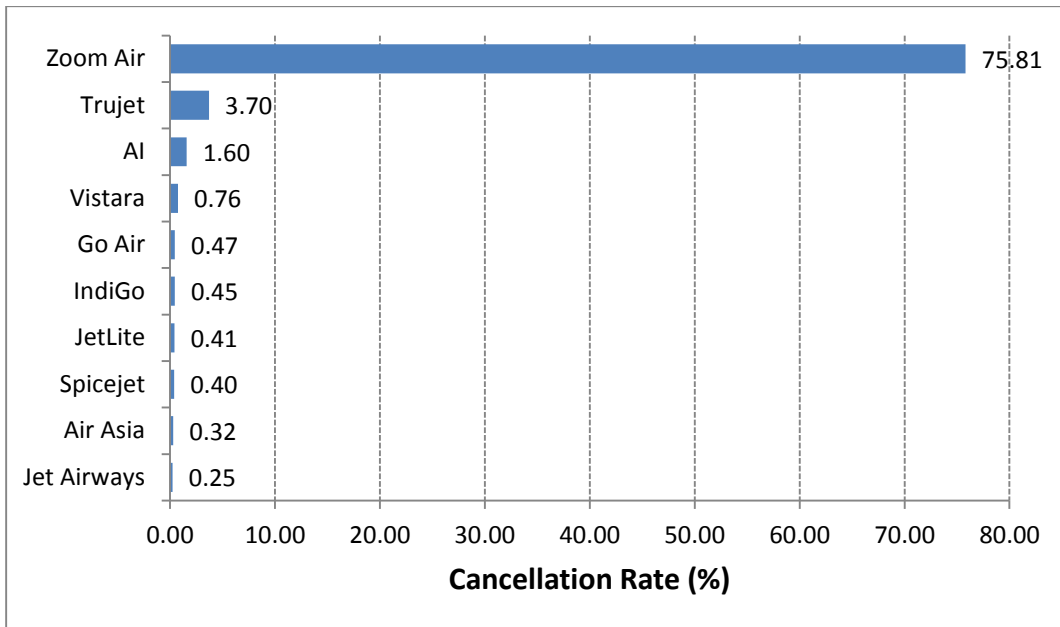
The passenger load factors of various scheduled domestic airlines in July 2017 are as follows (Ref Table 2):



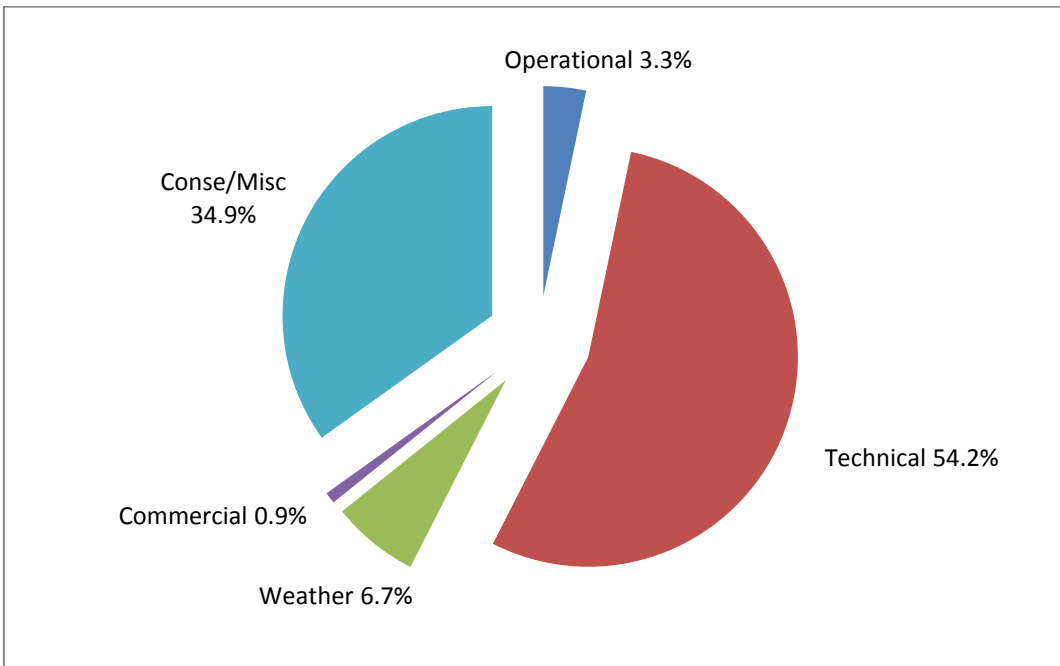
The passenger load factor in the month of July 2017 has shown declining trend compared to previous month primarily due to the end of tourist season.

**Cancellations**

The overall cancellation rate of scheduled domestic airlines for the month of Jul 2017 has been 0.79 %. Airline-wise details of cancellations are as follows:

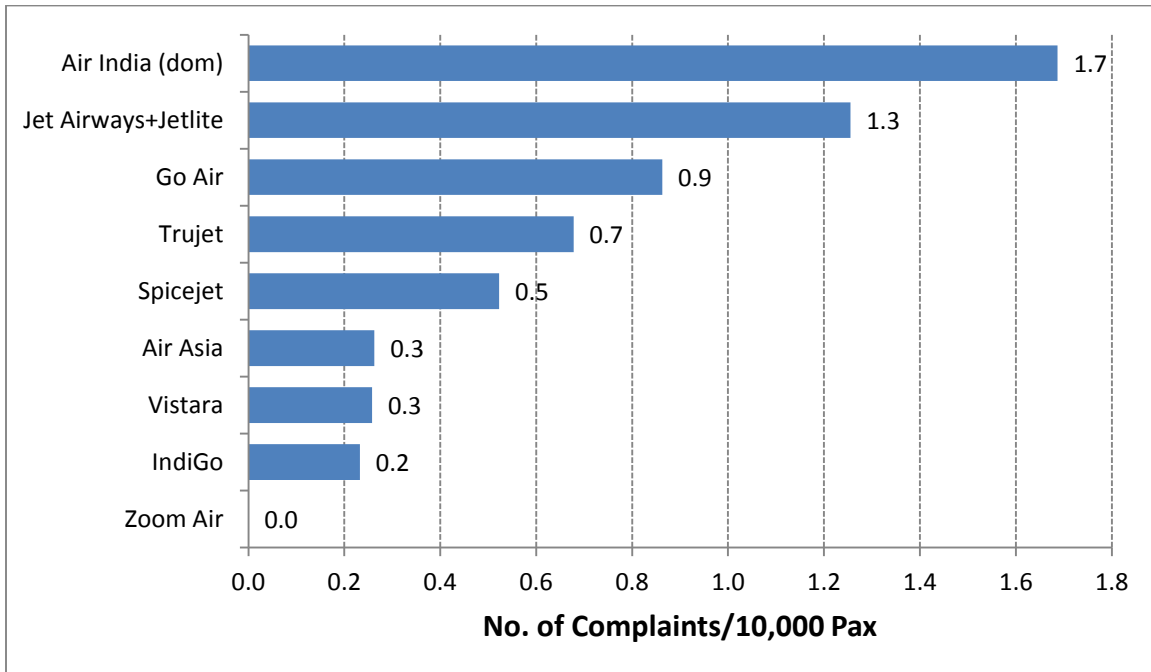


Various reasons of cancellations are indicated below:

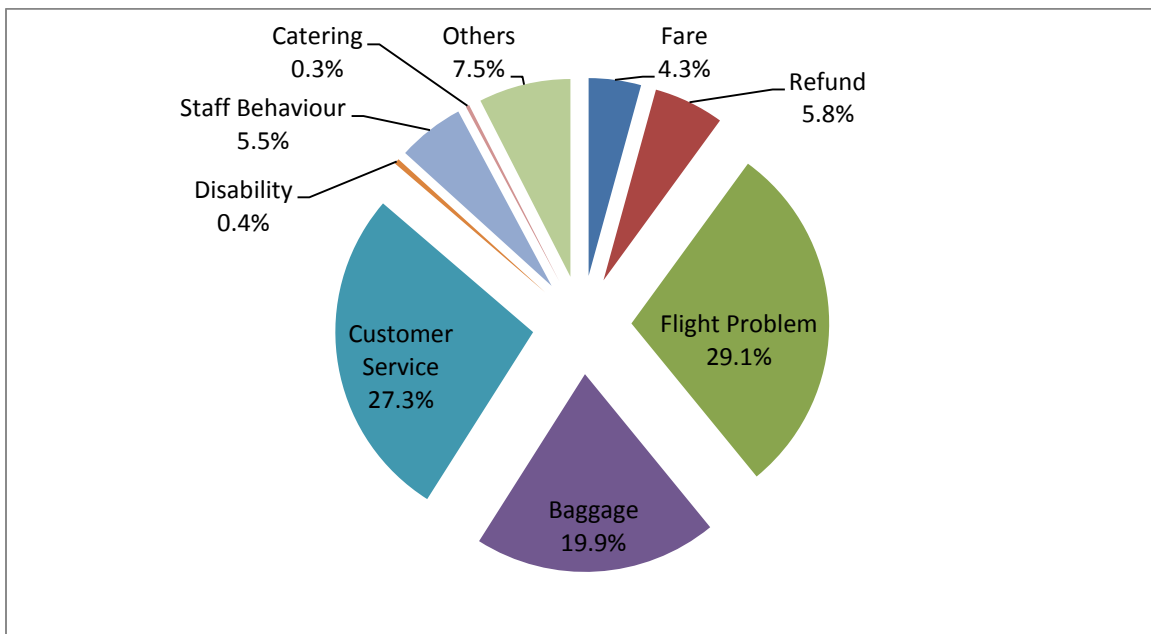


## Passenger Complaints during the month

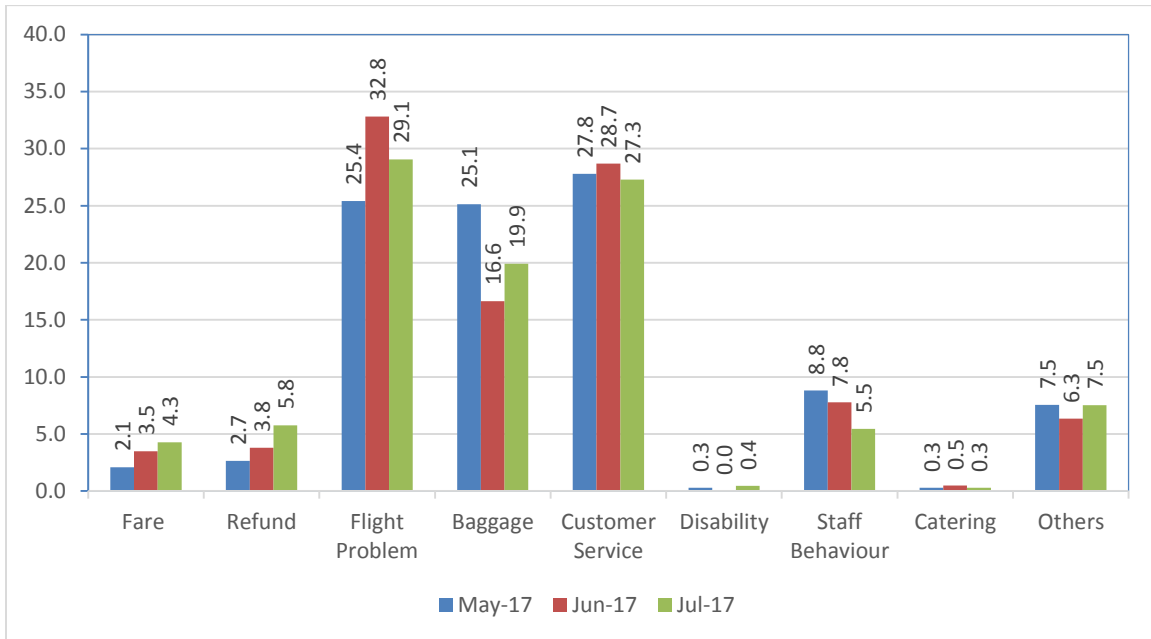
During July 2017, a total of 678 passenger related complaints had been received by the scheduled domestic airlines. The number of complaints per 10,000 passengers carried for the month of July 2017 has been around 0.71. The airline-wise details are as follows:



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.

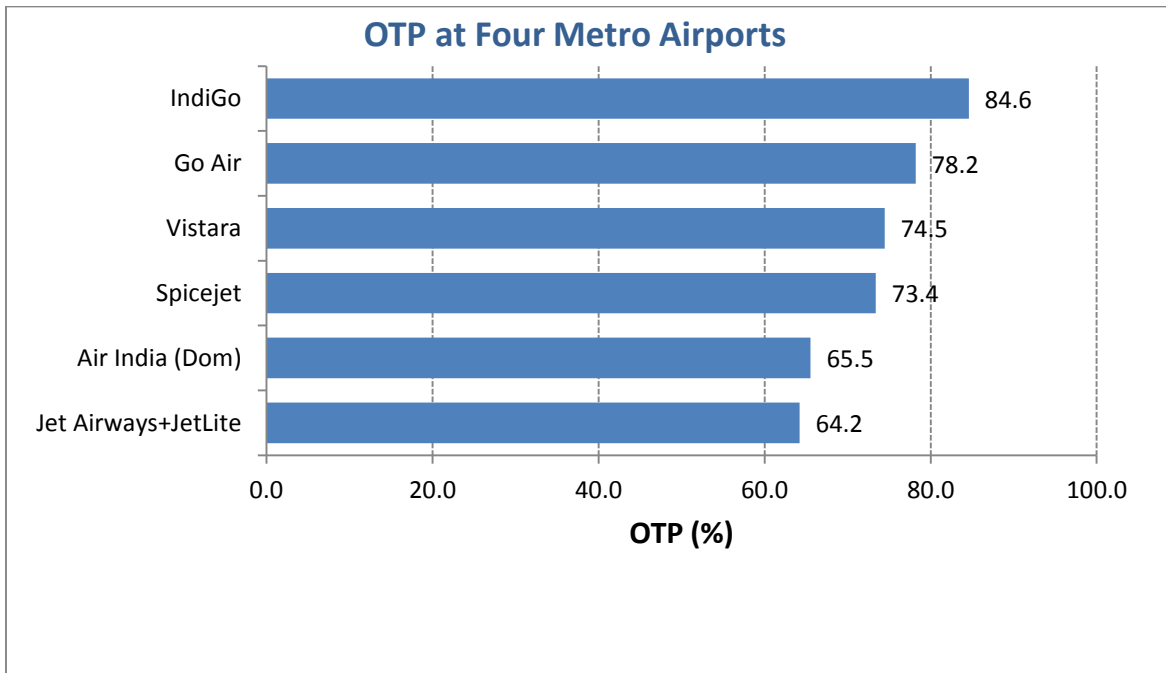
### **Compliance of Route Dispersal Guidelines**

Airline-wise Compliance of Route Dispersal Guidelines during the month of July 2017 is given in the following table. Zoom Air did not operated in CAT I routes for the month of July 2017.

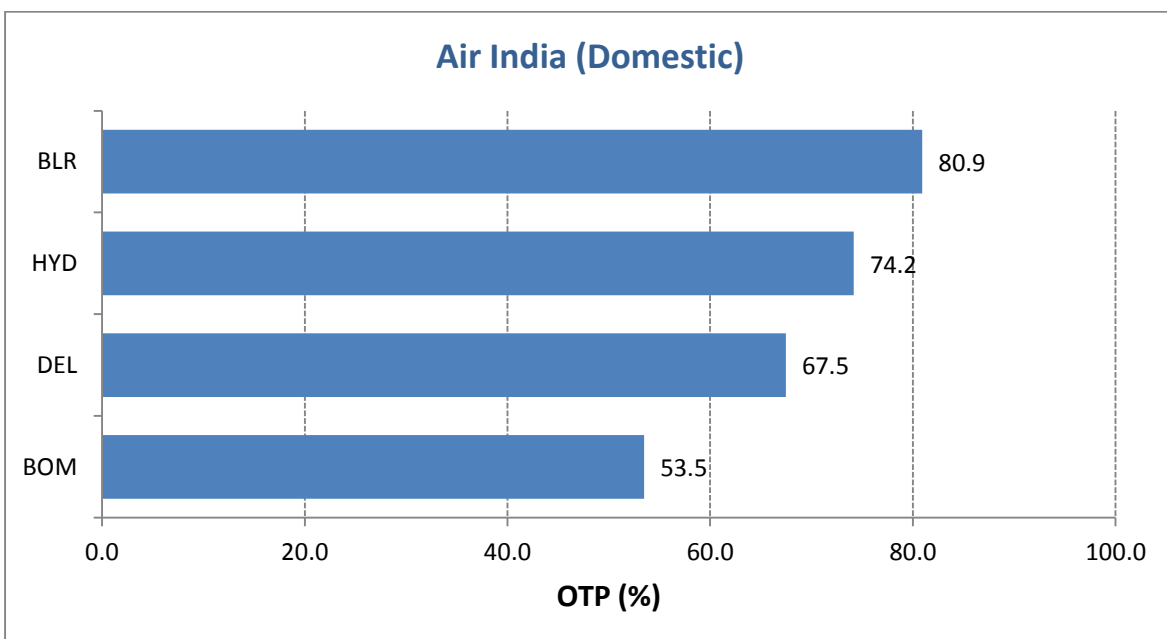
Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Air India + Alliance Air	126.0	1.60	27.4
Jet Airways + JetLite	74.1	1.33	13.3
Spicejet	96.1	1.71	30.7
Go Air	192.3	2.50	72.3
IndiGo	179.7	1.53	28.7
Vistara	65.5	1.23	19.9
Air Asia	1343.4	15.51	473.4
<b>Zoom Air</b>	-	-	-
Minimum Capacity Requirement in accordance with RDG (As % of Capacity Deployed in Category I)			
• Category II	-	10%	
• Category IIA	-	1%	
• Category III	-	50%	

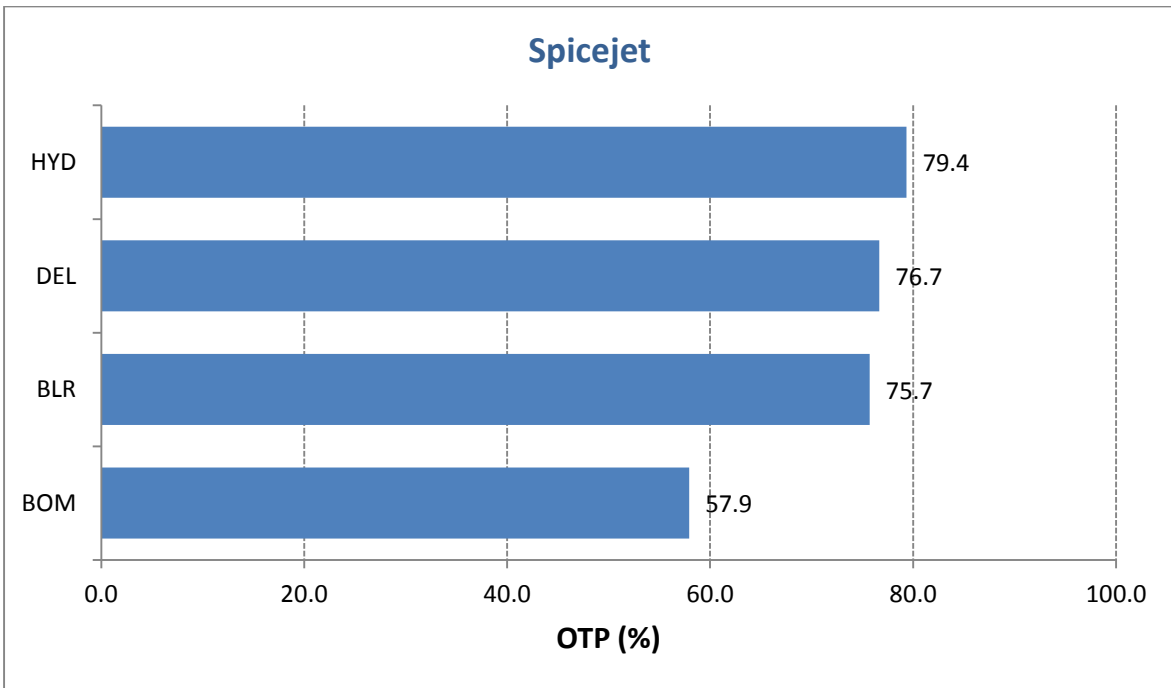
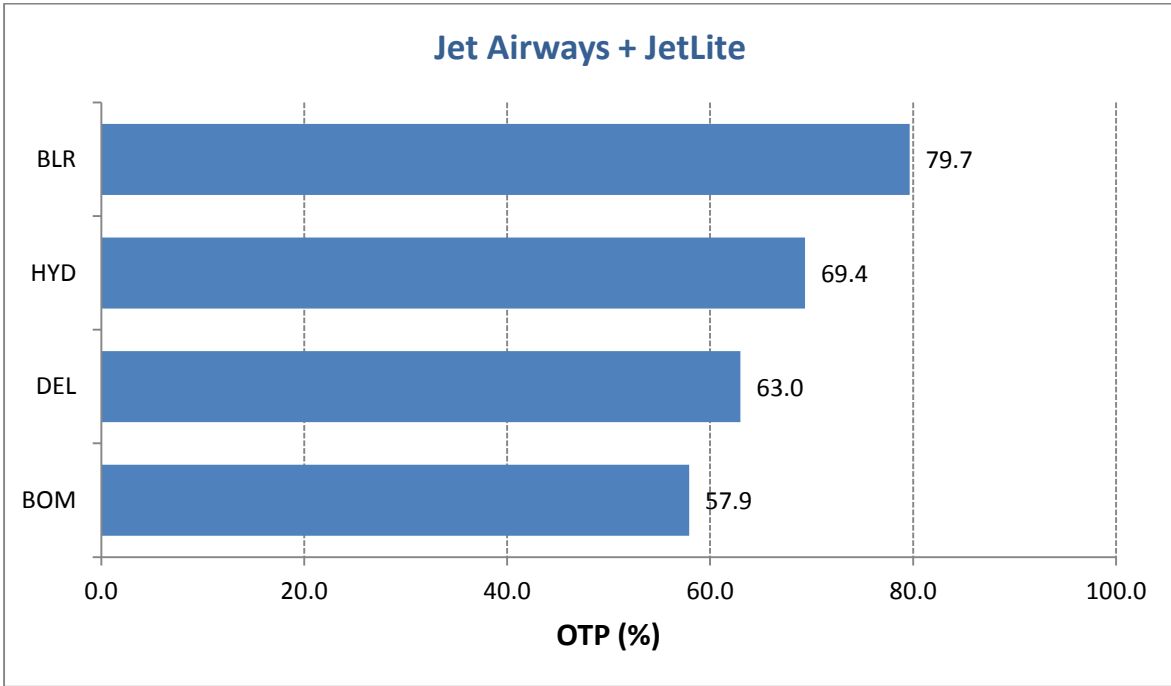
### **On-Time Performance (Scheduled Domestic Airlines)**

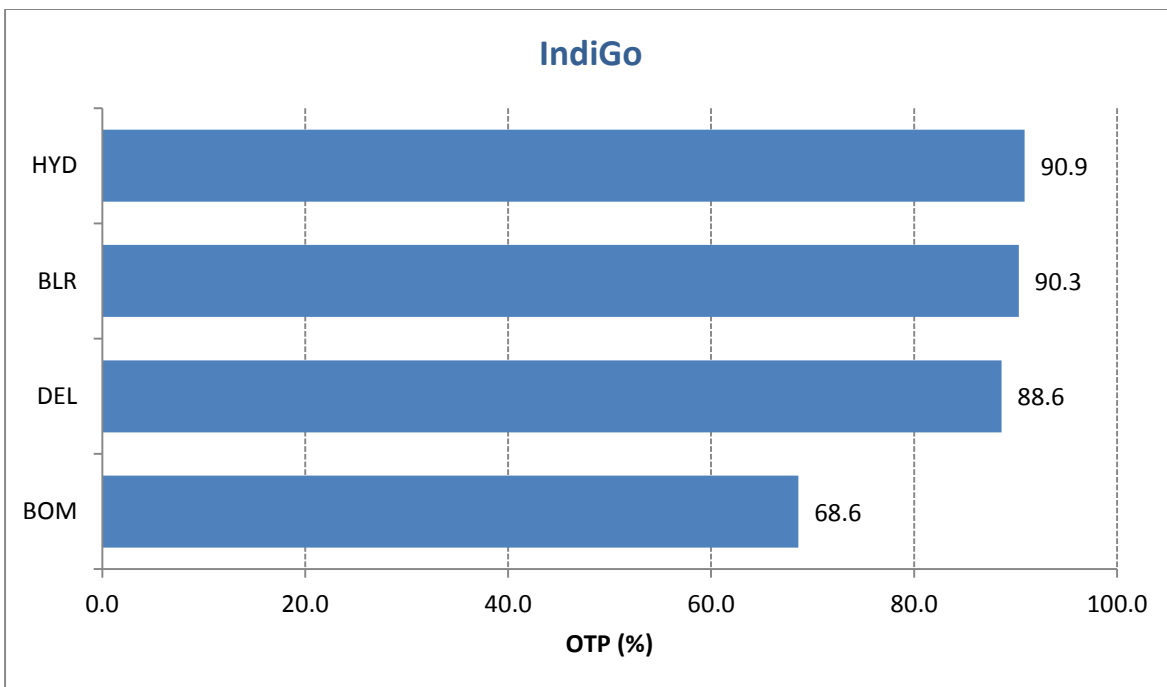
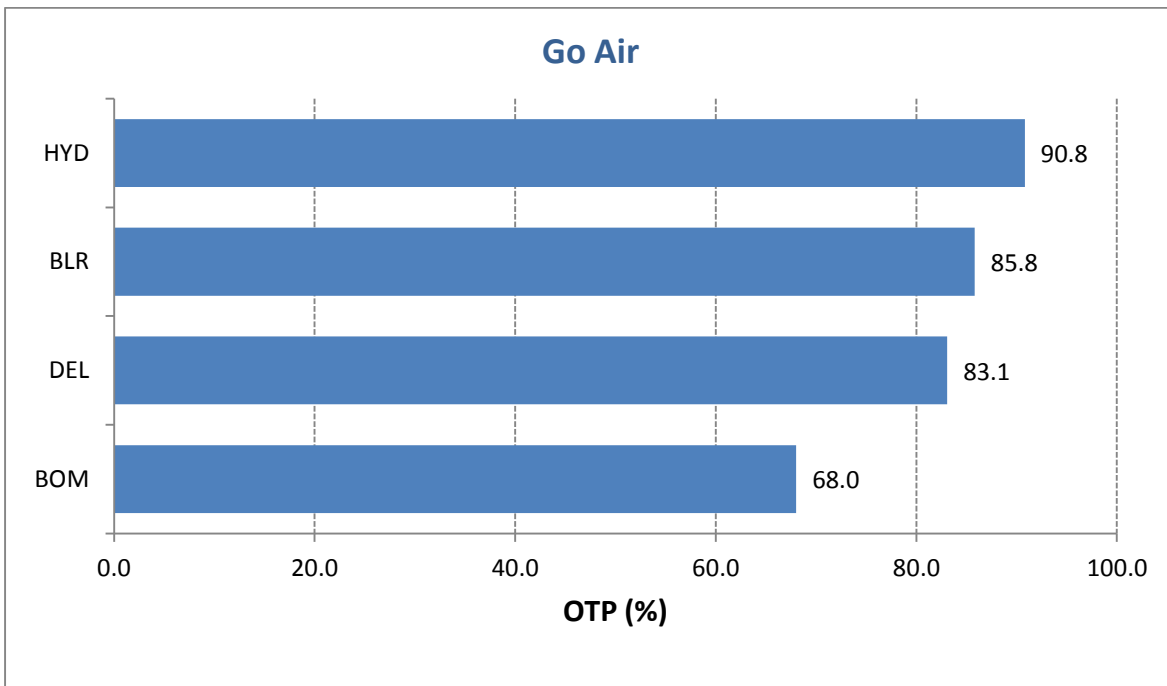
On-Time Performance (OTP) of scheduled domestic airlines has been computed for four metro airports viz. Bangalore, Delhi, Hyderabad and Mumbai. Airline-wise OTP at four metro airports for the month of July 2017 is as follows:

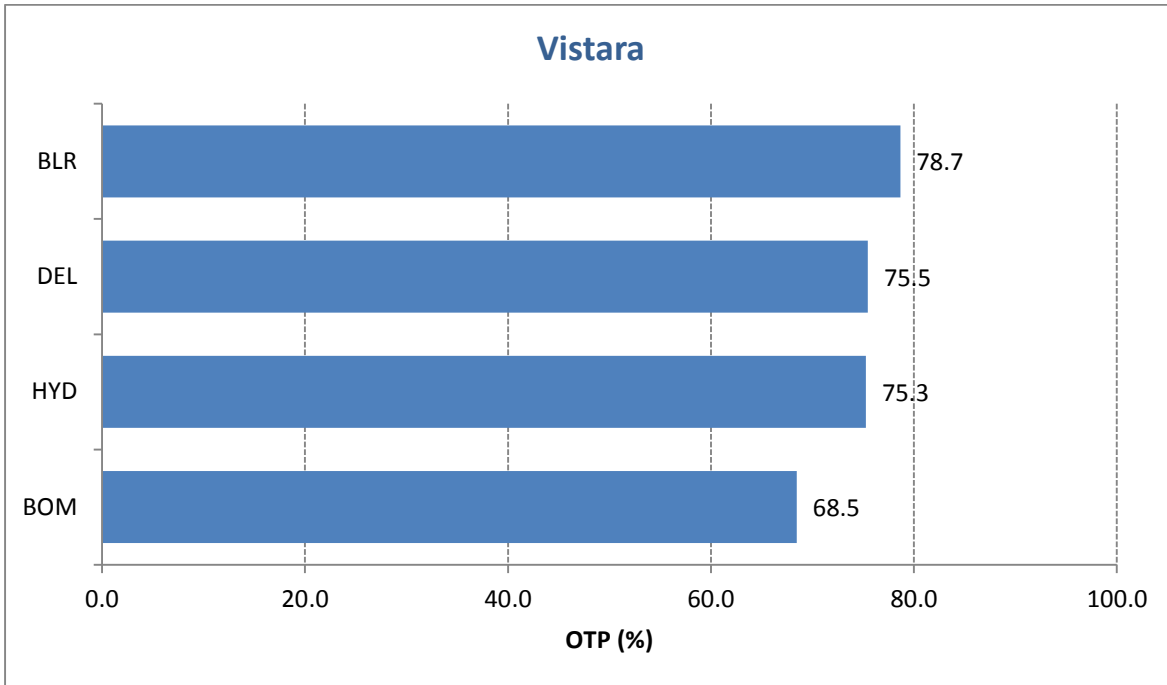


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

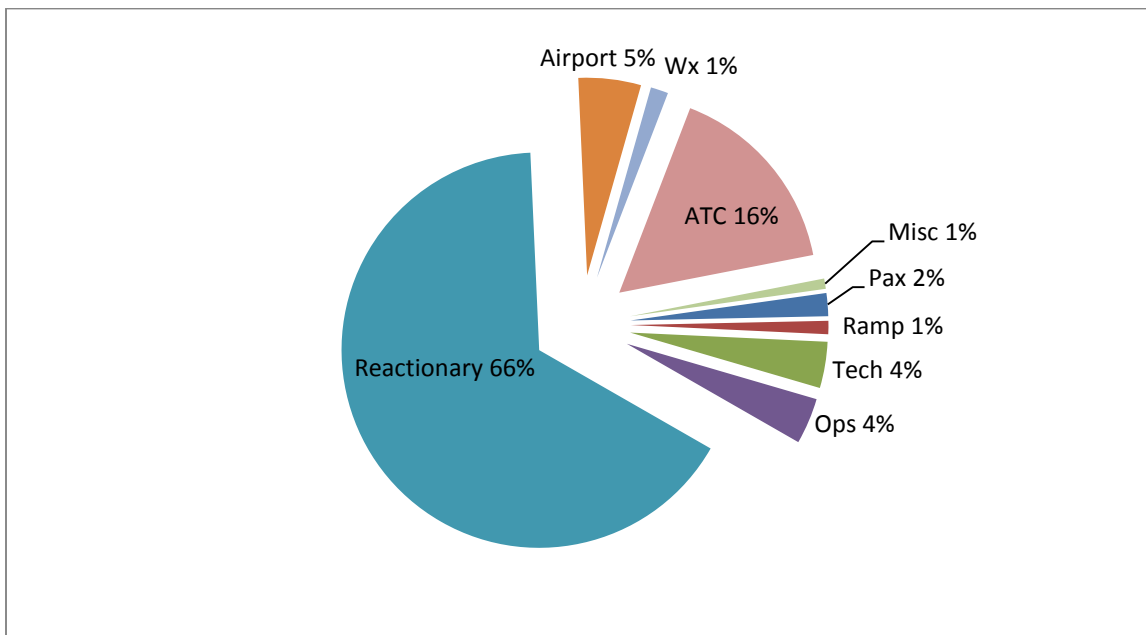








Reasons for delay have been analysed, which are presented below. It has been found that majority of delays have been attributed to 'Reactionary'.

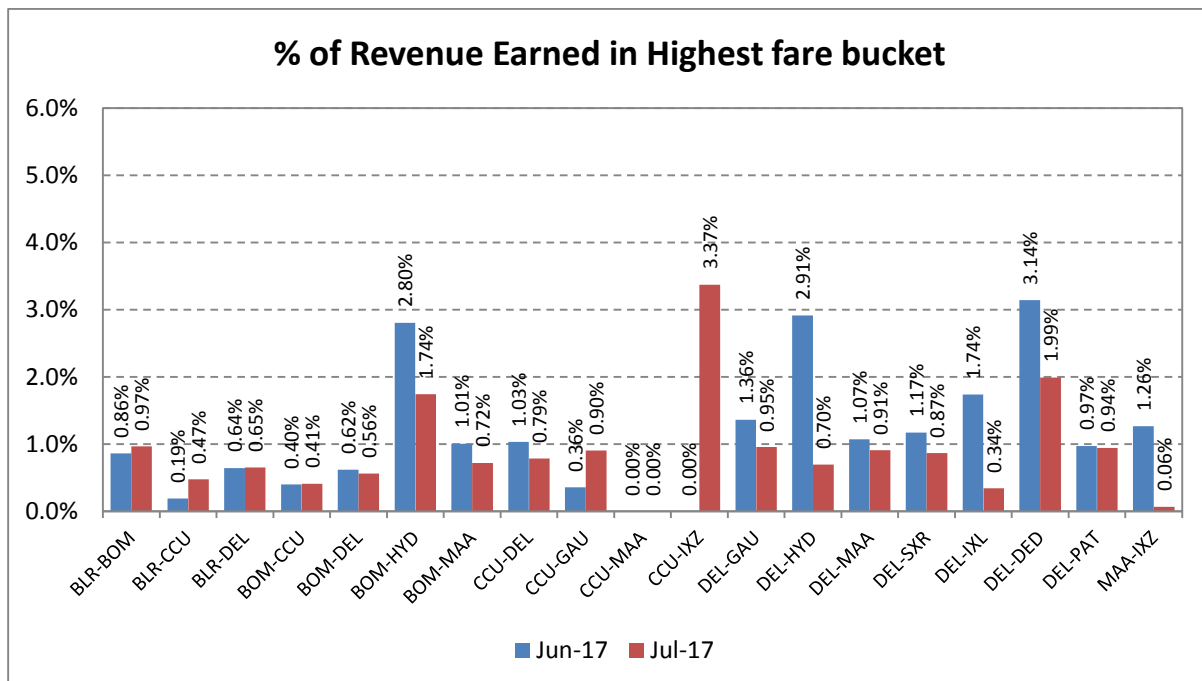
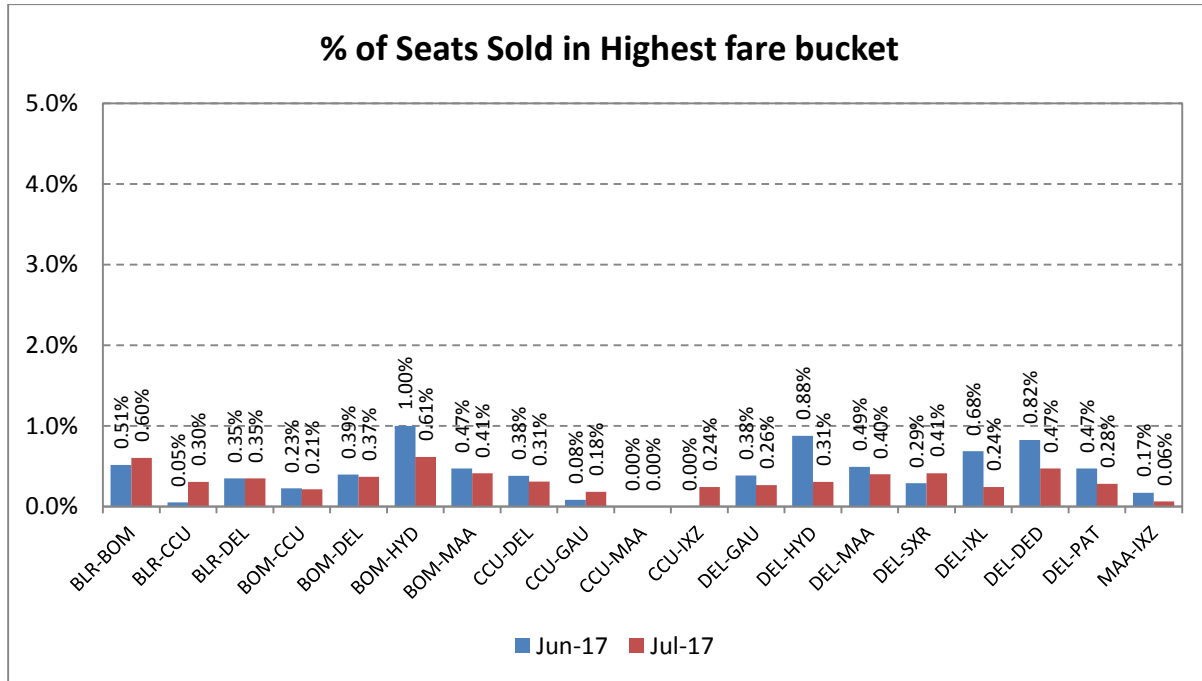




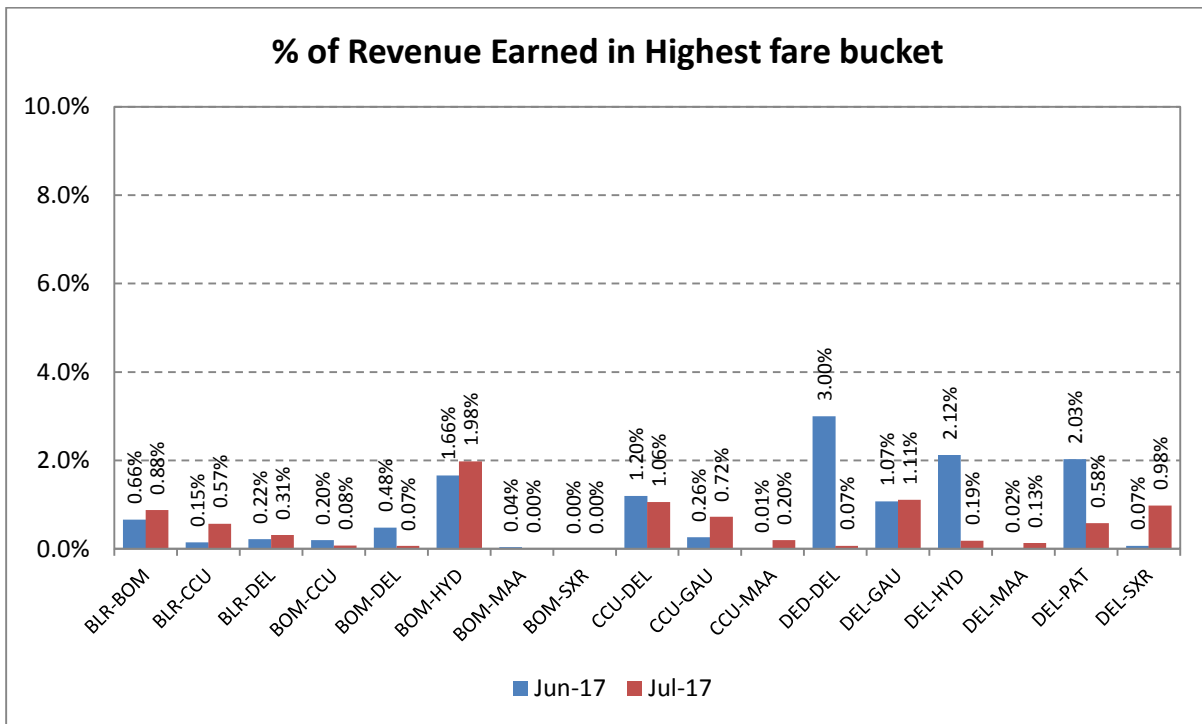
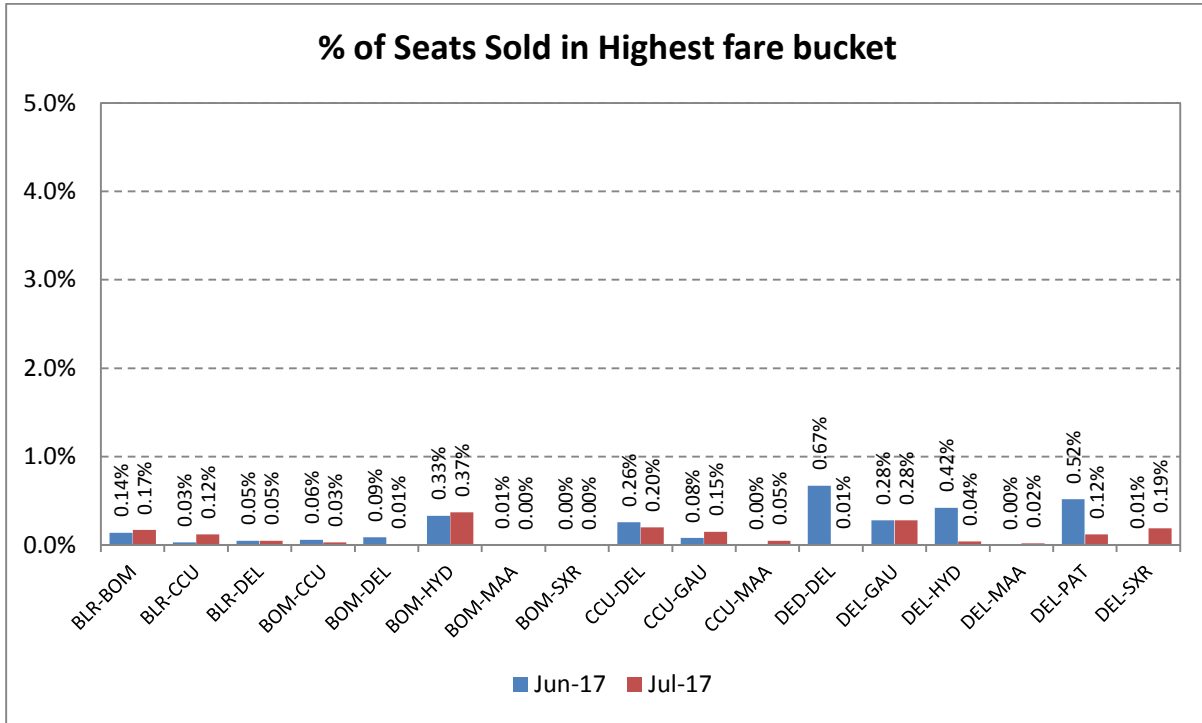
## Revenue Earned & Seats Sold in Highest Fare Bucket

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

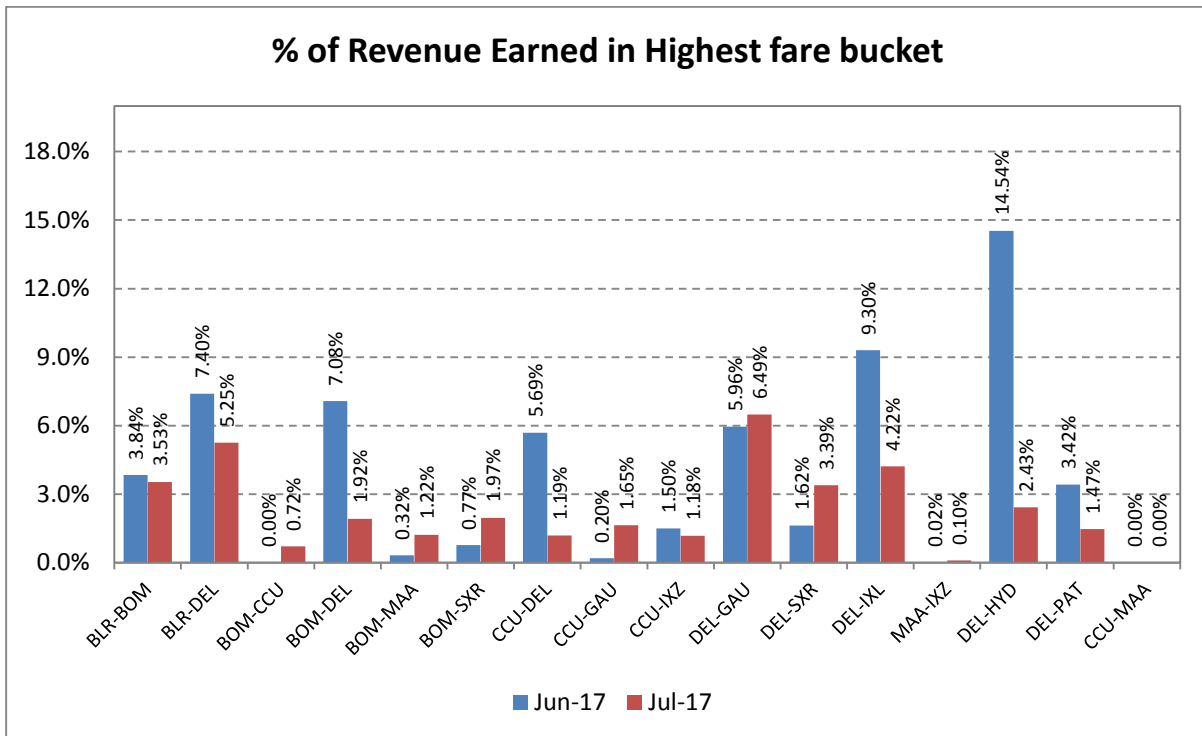
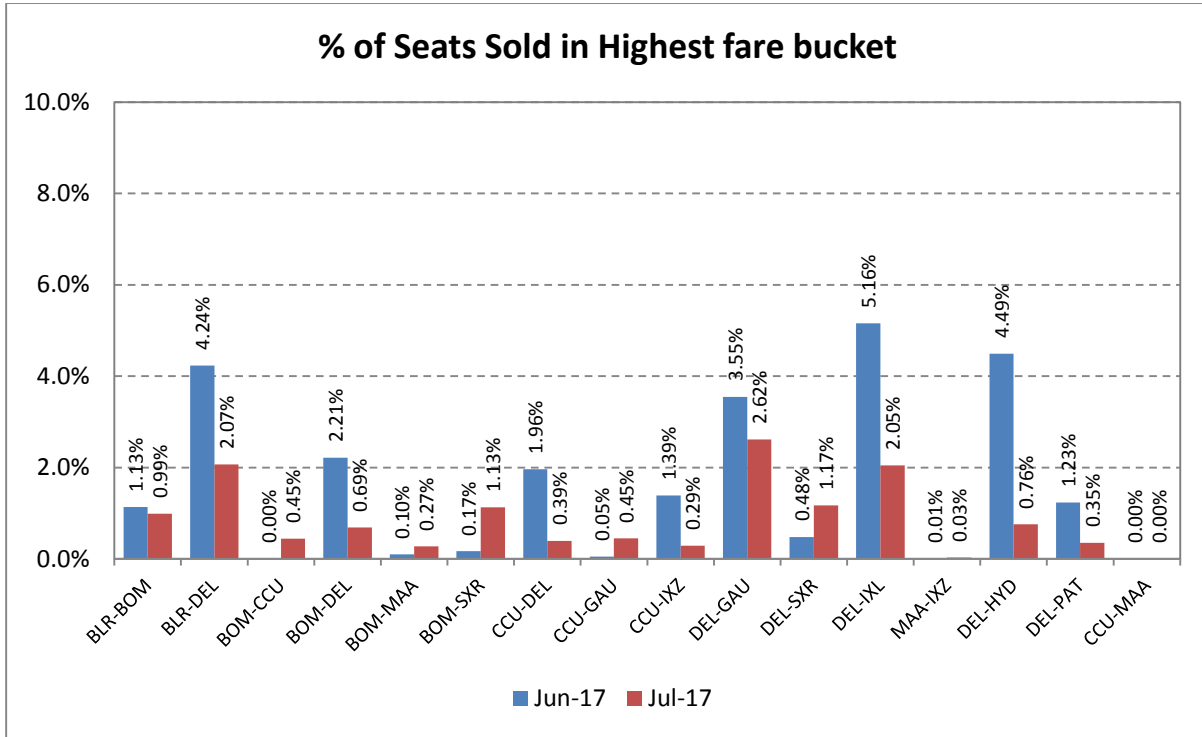
### Jet Airways



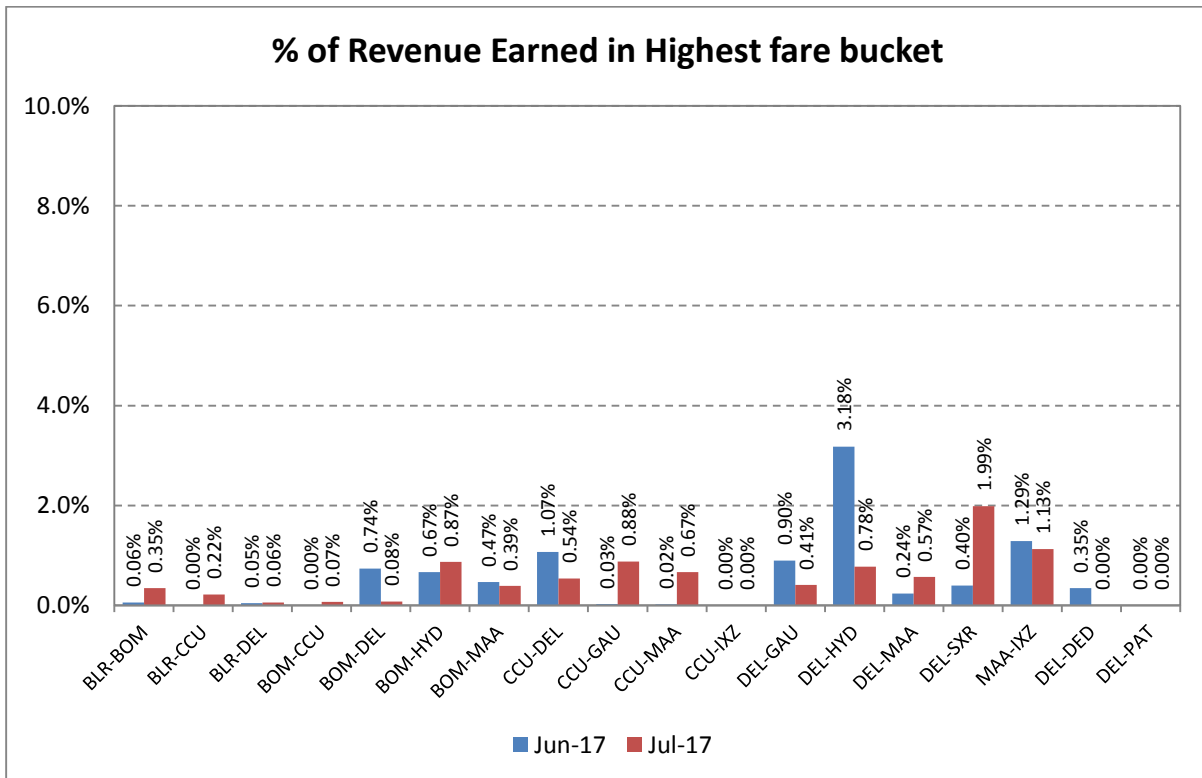
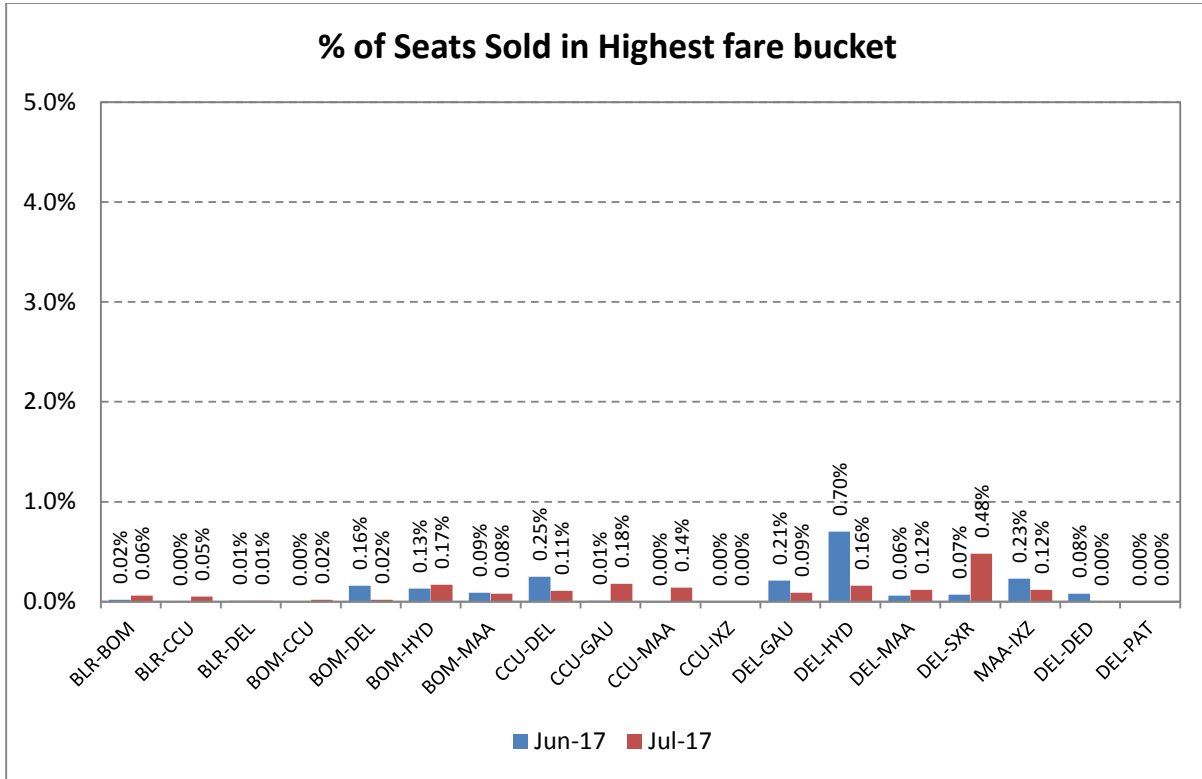
# Indigo



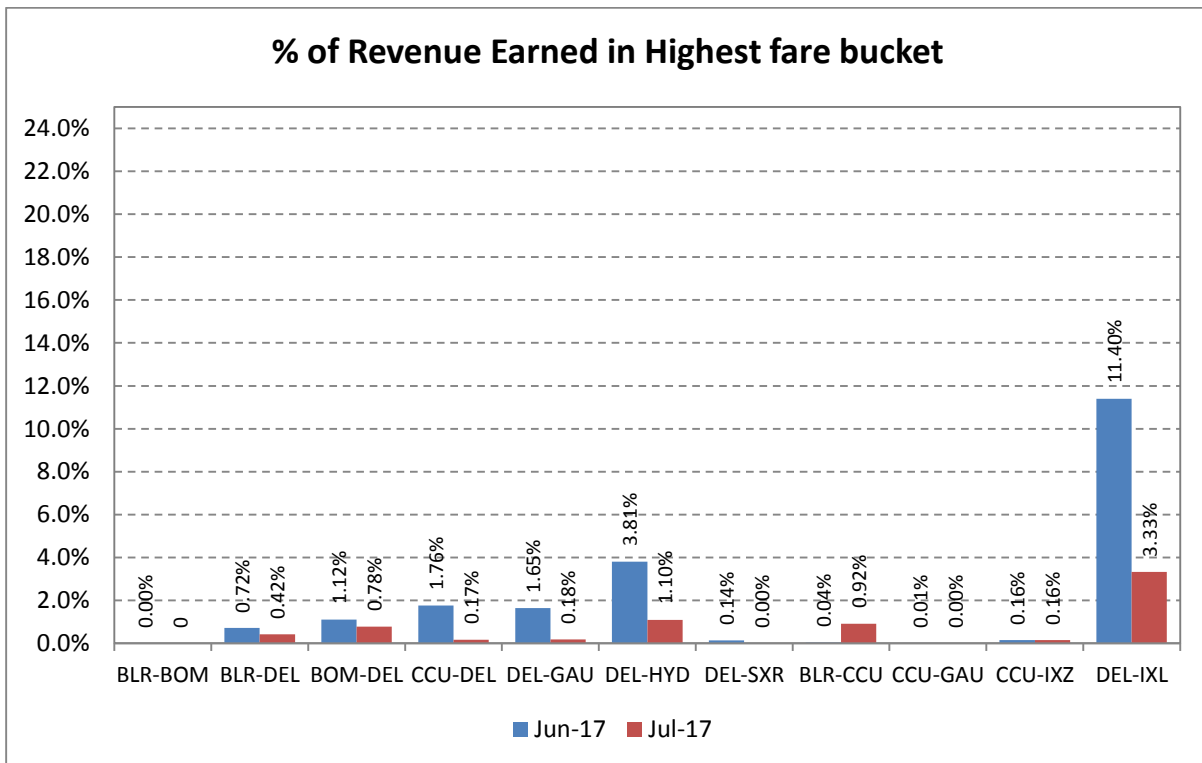
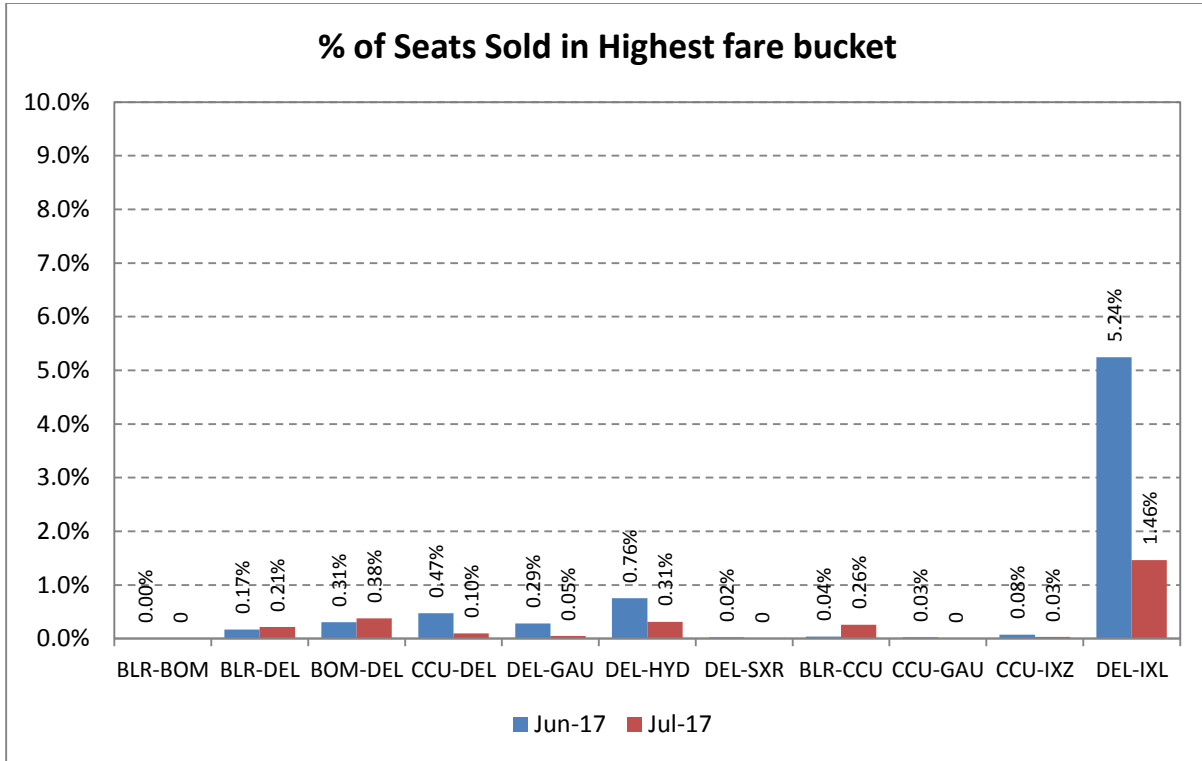
# Go Air



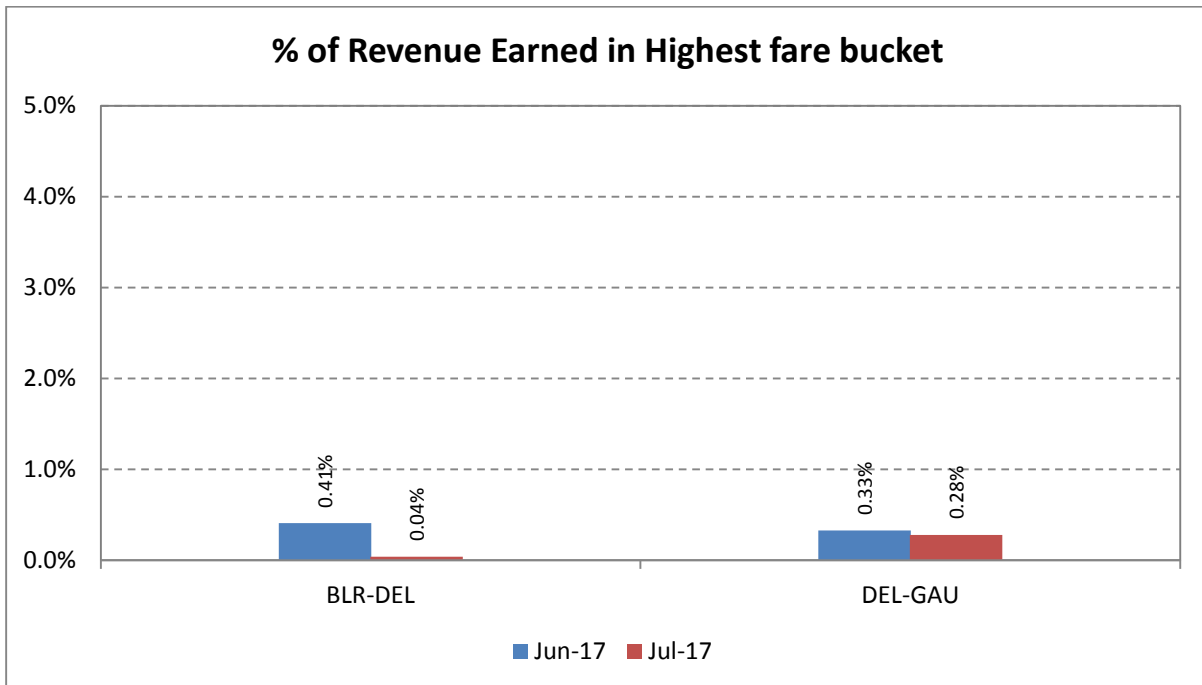
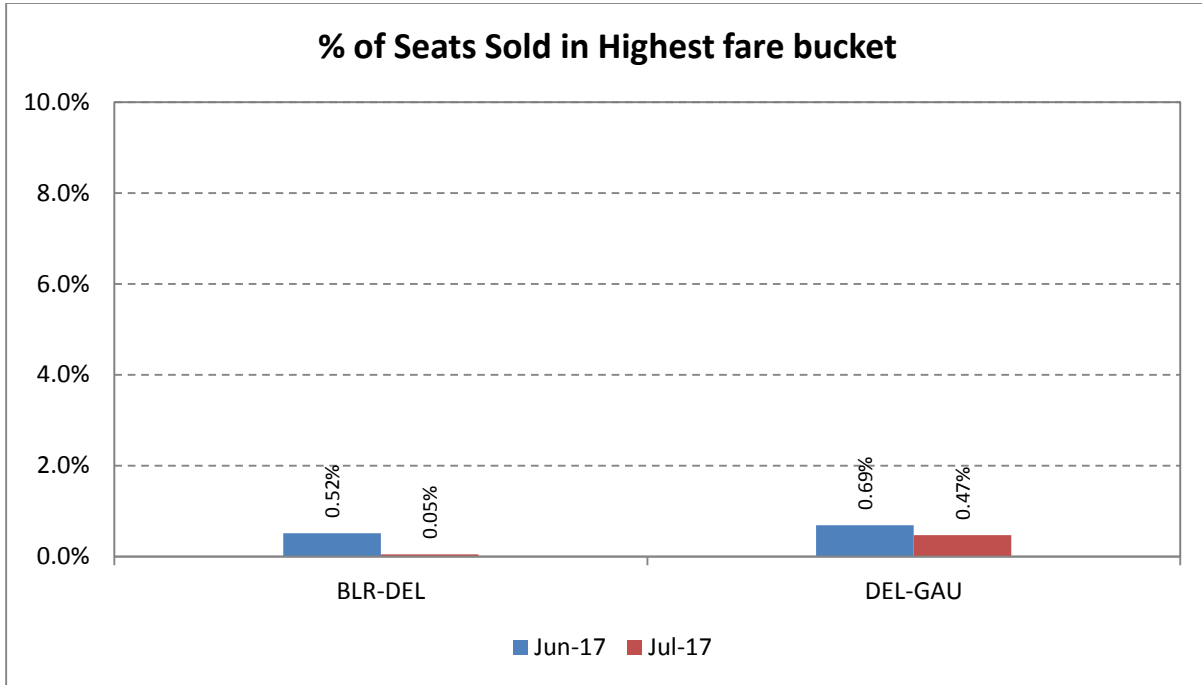
# Spicejet



# Vistara



# Air Asia



## **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	309	<ul style="list-style-type: none"> <li>Refund</li> <li>Rebooked on other flights</li> <li>Hotel accommodation</li> <li>Compensation of Rs. 10.26 lakhs</li> </ul>	2913	<ul style="list-style-type: none"> <li>Refunds</li> <li>Rescheduling</li> <li>Hotel accommodation</li> <li>Compensation of Rs. 7.61 lakhs</li> </ul>	28019	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Refunds where pax desired</li> <li>Rescheduling</li> <li>Amount spent on facilitation of Rs. 29.26 lakhs</li> </ul>
Jet Airways and JetLite	924	<ul style="list-style-type: none"> <li>Refund</li> <li>Rebooked on other flights</li> <li>Hotel accommodation</li> <li>Compensation of Rs. 264.92 lakhs</li> </ul>	783	<ul style="list-style-type: none"> <li>Refunds</li> <li>Rescheduling</li> <li>Hotel accommodation.</li> <li>Compensation of Rs. 3.47 lakhs</li> </ul>	4456	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Refunds where pax desired</li> <li>Rescheduling</li> </ul>
SpiceJet	82	1.33 lakhs	2530	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> <li>Compensation of Rs. 22.93 lakhs</li> </ul>	21514	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Transfer to other airlines</li> <li>Amount spent on facilitation of Rs. 66.19 lakhs</li> </ul>
Go Air	Nil	Nil	63	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> </ul>	1298	<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	6054	1.14 lakhs	37210	<ul style="list-style-type: none"> <li>Refreshments</li> </ul>
Air Asia	8	0.36 lakhs	280	13.19 lakhs	2137	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> <li>Amount spent on facilitation of Rs. 3.79 lakhs</li> </ul>
Vistara	Nil	Nil	1155	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> </ul>	4887	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> </ul>
TruJet	Nil	Nil	453	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> <li>Compensation of Rs. 0.33 lakhs</li> </ul>	7	Amount spent on facilitation of Rs. 0.31 lakhs
Zoom Air	Nil	Nil	Nil	Nil	Nil	Nil

## SUMMARY

Denied Boarding		Cancellations		Delays	
No. of Pax Affected	Facilities & Compensation	No. of Pax Affected	Facilities & Compensation	No. of Pax Affected	Facilities
1323	Rs. 276.88 lakhs compensation	14231	Rs. 48.67 lakhs compensation and facilities	99528	Rs. 99.55 lakhs towards facilitation



**Table 1****TOTAL DOMESTIC PASSENGERS CARRIED BY SCHEDULED DOMESTIC AIRLINES (IN LAKHS) - YEAR 2017**

Month & Year	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
Jan	13.50	82.29	95.79	85.9	14.1
Feb	11.71	74.83	86.55	86.5	13.5
Mar	11.80	78.66	90.46	87.0	13.0
<b>Ist Quarter</b>	<b>37.01</b>	<b>235.79</b>	<b>272.79</b>	<b>86.4</b>	<b>13.6</b>
Apr	11.80	79.54	91.34	87.1	12.9
May	13.23	88.51	101.74	87.0	13.0
Jun	12.49	83.19	95.68	86.9	13.1
<b>IInd Quarter</b>	<b>37.52</b>	<b>251.24</b>	<b>288.76</b>	<b>87.0</b>	<b>13.0</b>
Jul	12.92	82.73	95.65	86.5	13.5
Aug					
Sep					
<b>IIIrd Quarter</b>	<b>12.92</b>	<b>82.73</b>	<b>95.65</b>	<b>86.5</b>	<b>13.5</b>
Oct					
Nov					
Dec					
<b>IVth Quarter</b>					
<b>Total</b>	<b>87.45</b>	<b>569.75</b>	<b>657.21</b>	<b>86.7</b>	<b>13.3</b>

Data of 2016	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
I <sup>st</sup> Qtr	35.38	194.65	230.03	84.6	15.4
II <sup>nd</sup> Qtr	37.84	207.92	245.76	84.6	15.4
III <sup>rd</sup> Qtr	12.61	72.47	85.08	85.2	14.8
IV <sup>th</sup> Qtr					
<b>Total</b>	<b>85.83</b>	<b>475.04</b>	<b>560.87</b>	<b>84.7</b>	<b>15.3</b>
<b>Growth (%) =</b>	<b>+ 1.89</b>	<b>+19.94</b>	<b>+17.18</b>		

**Table 2**

**MONTH-WISE SEAT FACTOR OF SCHEDULED OPERATORS IN 2017**  
**(PASSENGER LOAD FACTOR IN PERCENTAGE)**

Month	Air India (Dom)	Jet Airways	JetLite	Spice Jet	Go Air	IndiGo	Air Costa	Air Asia	Vistara	Trujet	Air Carnival	Zoom Air
Jan	81.4	86.8	85.4	93.6	90.8	90.0	81.1	87.4	85.1	74.8	56.6	-
Feb	79.8	86.8	84.9	93.7	90.9	87.7	84.9	88.1	85.0	77.0	73.6	59.0
Mar	74.6	79.8	79.2	91.4	84.8	81.6	-	87.8	82.2	76.0	64.8	74.6
Apr	78.7	82.8	83.3	93.4	84.7	86.9	-	90.1	83.6	74.6	66.7	80.2
May	80.9	85.3	84.3	94.3	93.0	91.1	-	89.4	86.8	80.3	-	80.1
Jun	77.0	81.0	82.8	94.5	89.4	87.8	-	89.6	86.4	75.7	-	74.0
Jul	75.5	80.2	80.7	94.4	82.5	83.7	-	88.4	84.6	80.7	-	63.1
Aug												
Sep												
Oct												
Nov												
Dec												

Table 3

**MARKET SHARE OF SCHEDULES DOMESTIC AIRLINES (YEAR 2017)**

Month & Year		Passengers Carried (in Lakhs)/Market Share (%)											
		Air India	Private Air Carriers										
			Jet Airways	Jet Lite	Spice Jet	Go Air	Indigo	Air Costa	Air Asia	Vistara	Zoom Air	Trujet	Air Carnival
Jan	Pax Carried	13.50	14.84	2.40	12.29	7.88	38.09	0.44	2.86	3.03	-	0.33	0.11
	Market Share	14.1	15.5	2.5	12.8	8.2	39.8	0.5	3.0	3.2	-	0.3	0.1
Feb	Pax Carried	11.71	13.67	2.15	11.32	7.49	34.19	0.40	2.38	2.70	0.01	0.39	0.14
	Market Share	13.5	15.8	2.5	13.1	8.7	39.5	0.5	2.8	3.1	0.0	0.4	0.2
Mar	Pax Carried	11.80	13.97	2.30	11.93	8.02	36.11	-	2.83	2.92	0.02	0.41	0.13
	Market Share	13.0	15.4	2.5	13.2	8.9	39.9	-	3.1	3.2	0.0	0.5	0.1
IstQtr	<i>Pax Carried</i>	<i>37.01</i>	<i>42.49</i>	<i>6.85</i>	<i>35.54</i>	<i>23.40</i>	<i>108.39</i>	<i>0.84</i>	<i>8.07</i>	<i>8.65</i>	<i>0.04</i>	<i>1.13</i>	<i>0.38</i>
	<i>Market Share</i>	<i>13.6</i>	<i>15.6</i>	<i>2.5</i>	<i>13.0</i>	<i>8.6</i>	<i>39.7</i>	<i>0.3</i>	<i>3.0</i>	<i>3.2</i>	<i>0.0</i>	<i>0.4</i>	<i>0.1</i>
Apr	Pax Carried	11.80	13.90	2.22	11.77	7.40	37.79	-	2.98	2.97	0.03	0.48	0.01
	Market Share	12.9	15.2	2.4	12.9	8.1	41.4	-	3.3	3.2	0.0	0.5	0.0
May	Pax Carried	13.23	15.51	2.46	12.79	8.64	41.91	-	3.32	3.34	0.03	0.51	-
	Market Share	13.0	15.2	2.4	12.6	8.5	41.2	-	3.3	3.3	0.0	0.5	-
Jun	Pax Carried	12.49	14.58	2.18	12.73	8.05	38.26	-	3.51	3.44	0.02	0.42	-
	Market Share	13.1	15.2	2.3	13.3	8.4	40.0	-	3.7	3.6	0.0	0.4	-
IIIndQtr	<i>Pax Carried</i>	<i>37.52</i>	<i>44.00</i>	<i>6.86</i>	<i>37.29</i>	<i>24.09</i>	<i>117.96</i>	<i>0.00</i>	<i>9.81</i>	<i>9.75</i>	<i>0.08</i>	<i>1.41</i>	<i>0.01</i>
	<i>Market Share</i>	<i>13.0</i>	<i>15.2</i>	<i>2.4</i>	<i>12.9</i>	<i>8.3</i>	<i>40.8</i>	<i>0.0</i>	<i>3.4</i>	<i>3.4</i>	<i>0.0</i>	<i>0.5</i>	<i>0.0</i>
Jul	Pax Carried	12.92	15.12	2.25	13.58	7.42	36.99	-	3.43	3.49	0.01	0.44	-
	Market Share	13.5	15.8	2.4	14.2	7.8	38.7	-	3.6	3.6	0.0	0.5	-
Aug	Pax Carried												
	Market Share												
Sep	Pax Carried												
	Market Share												
IIIrdQtr	<i>Pax Carried</i>	<i>12.92</i>	<i>15.12</i>	<i>2.25</i>	<i>13.58</i>	<i>7.42</i>	<i>36.99</i>	<i>0.00</i>	<i>3.43</i>	<i>3.49</i>	<i>0.01</i>	<i>0.44</i>	<i>0.00</i>
	<i>Market Share</i>	<i>13.5</i>	<i>15.8</i>	<i>2.4</i>	<i>14.2</i>	<i>7.8</i>	<i>38.7</i>	<i>0.0</i>	<i>3.6</i>	<i>3.6</i>	<i>0.0</i>	<i>0.5</i>	<i>0.0</i>
Oct	Pax Carried												
	Market Share												
Nov	Pax Carried												
	Market Share												
Dec	Pax Carried												
	Market Share												
IVthQtr	<i>Pax Carried</i>												
	<i>Market Share</i>												
TOTAL	<i>Pax Carried</i>	<i>87.45</i>	<i>101.61</i>	<i>15.96</i>	<i>86.41</i>	<i>54.90</i>	<i>263.34</i>	<i>0.84</i>	<i>21.31</i>	<i>21.89</i>	<i>0.12</i>	<i>2.98</i>	<i>0.39</i>
	<i>Market Share</i>	<i>13.3</i>	<i>15.5</i>	<i>2.4</i>	<i>13.1</i>	<i>8.4</i>	<i>40.1</i>	<i>0.1</i>	<i>3.2</i>	<i>3.3</i>	<i>0.0</i>	<i>0.5</i>	<i>0.1</i>

**Table 4**

Airline	Complaints		Redressal Status	
	Total	Per 10,000 Passengers Carried	Closed	Open
Air Asia	9	0.3	9	0
Vistara	9	0.3	9	0
Go Air	64	0.9	64	0
Indigo	86	0.2	86	0
SpiceJet	71	0.5	71	0
Jet Airways + JetLite	218	1.3	218	0
Air India (Dom)	218	1.7	163	55
TruJet	3	0.7	3	0
Zoom Air	0	0.0	0	0
<b>Total</b>	<b>678</b>	<b>0.71</b>	<b>623</b>	<b>55</b>