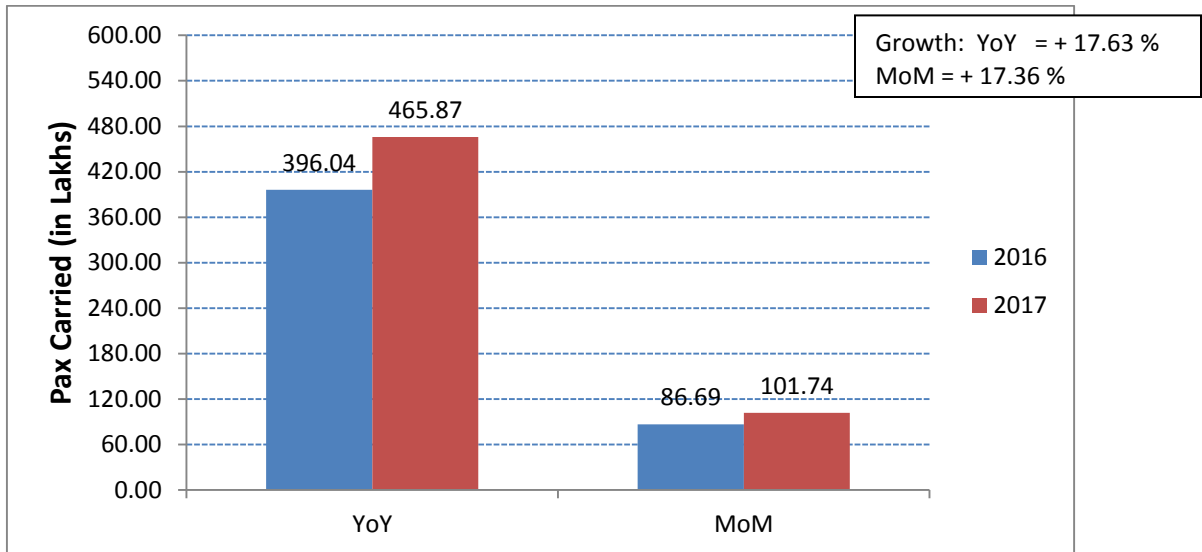


Subject: Performance of domestic airlines for the year 2017.

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

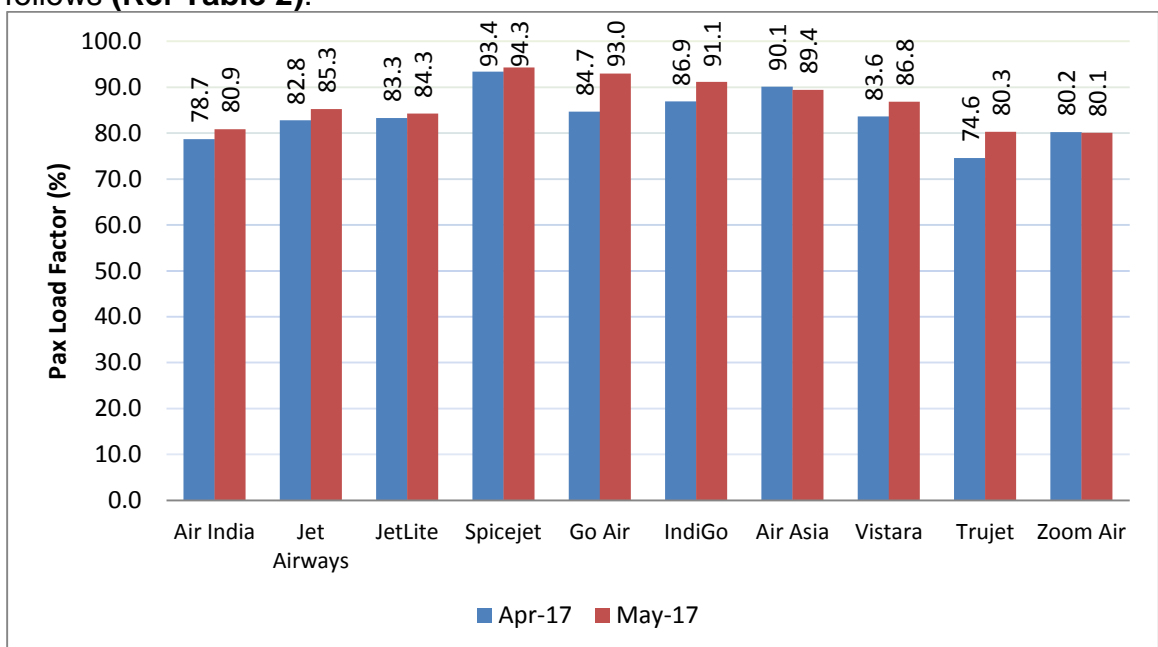
Passenger Growth

Passengers carried by domestic airlines during Jan-May 2017 were **465.87 lakhs** as against **396.04 lakhs** during the corresponding period of previous year thereby registering a **growth of 17.63% (Ref Table 1)**.



Passenger Load Factor

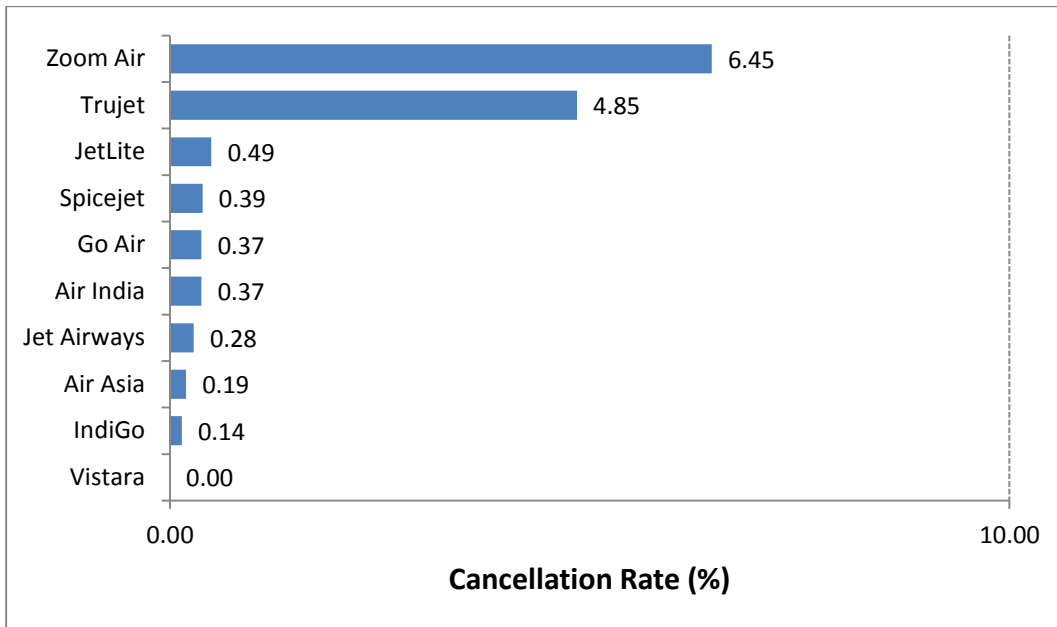
The passenger load factors of various scheduled domestic airlines in May 2017 are as follows (Ref Table 2):



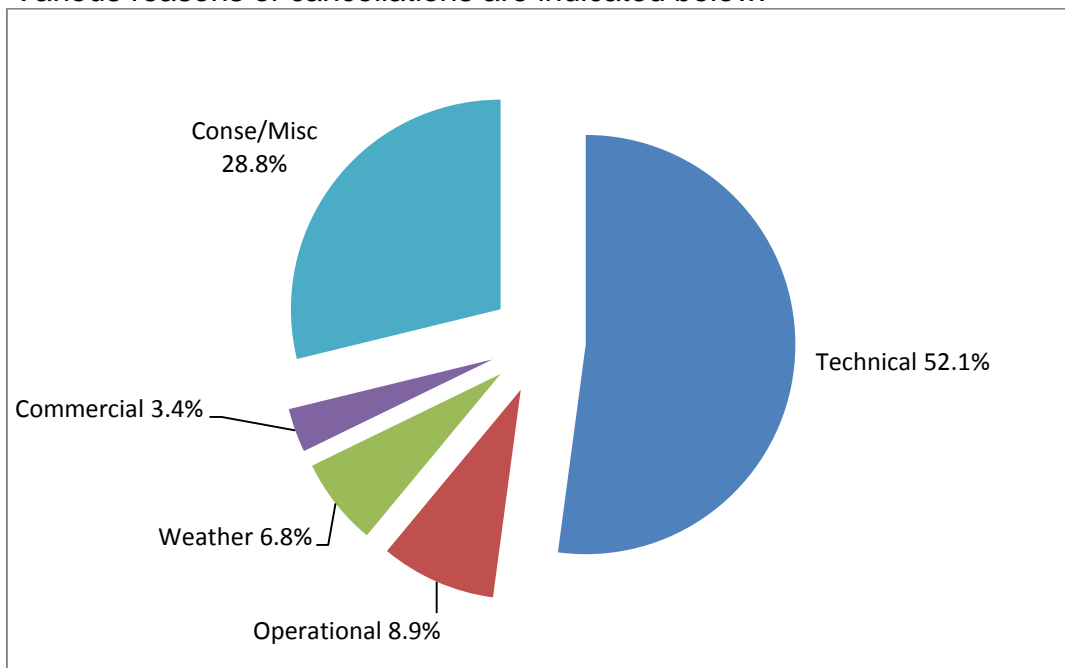
The passenger load factor in the month of May 2017 has shown increasing trend compared to previous month primarily due to beginning of tourist season.

Cancellations

The overall cancellation rate of scheduled domestic airlines for the month of May2017 has been 0.33%.Airline-wise details of cancellations are as follows:

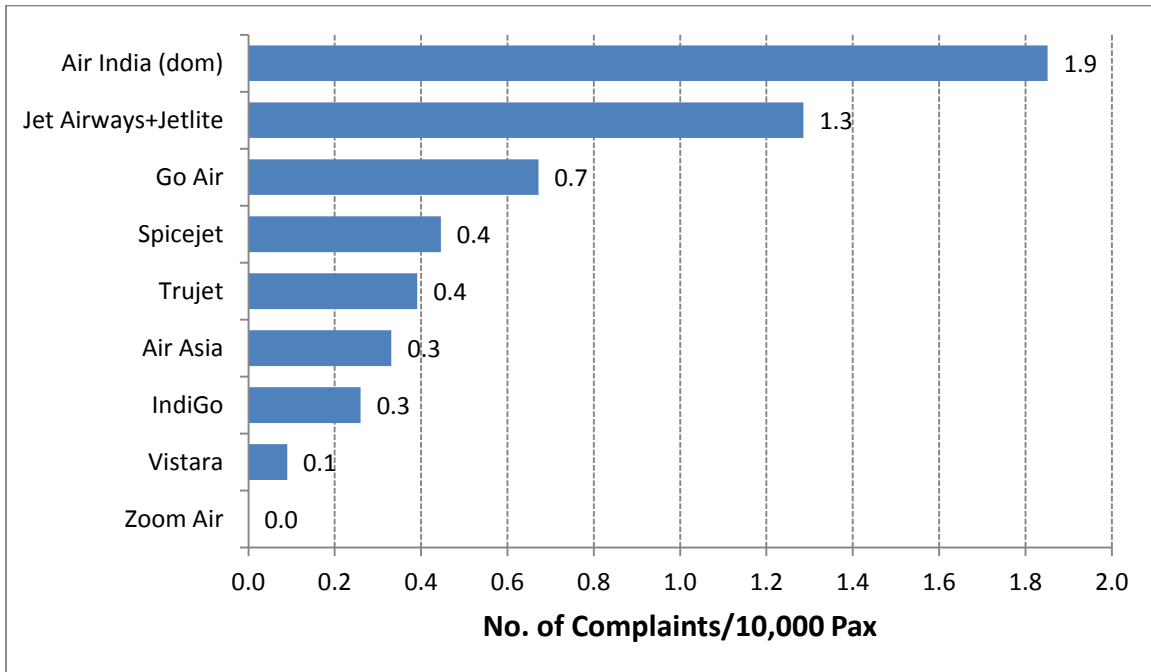


Various reasons of cancellations are indicated below:

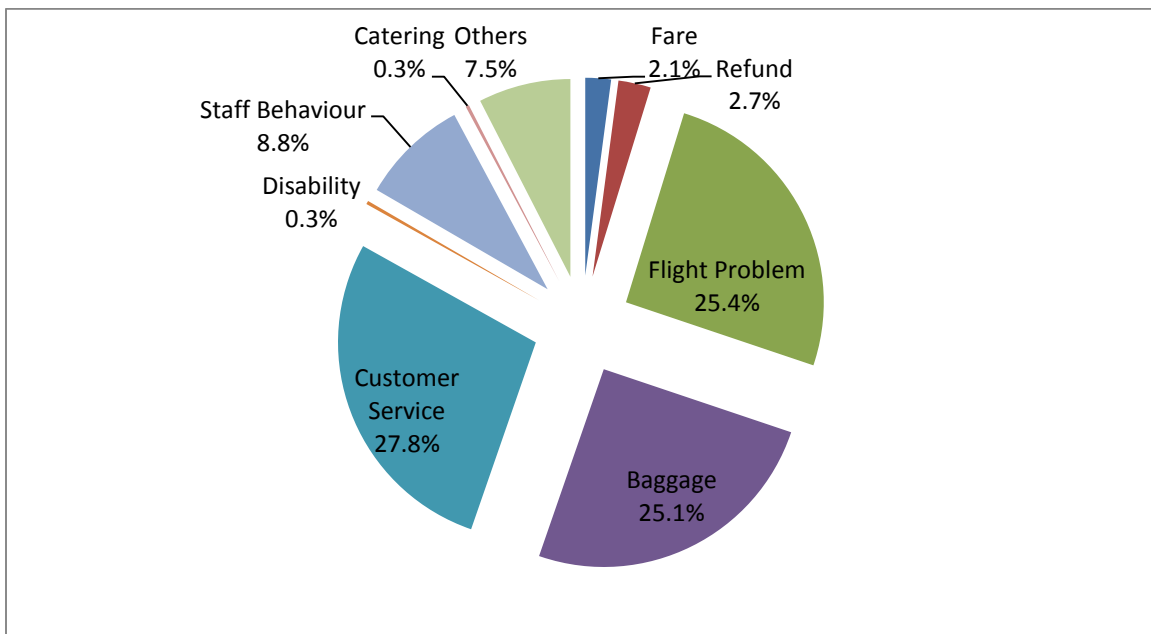


Passenger Complaints during the month

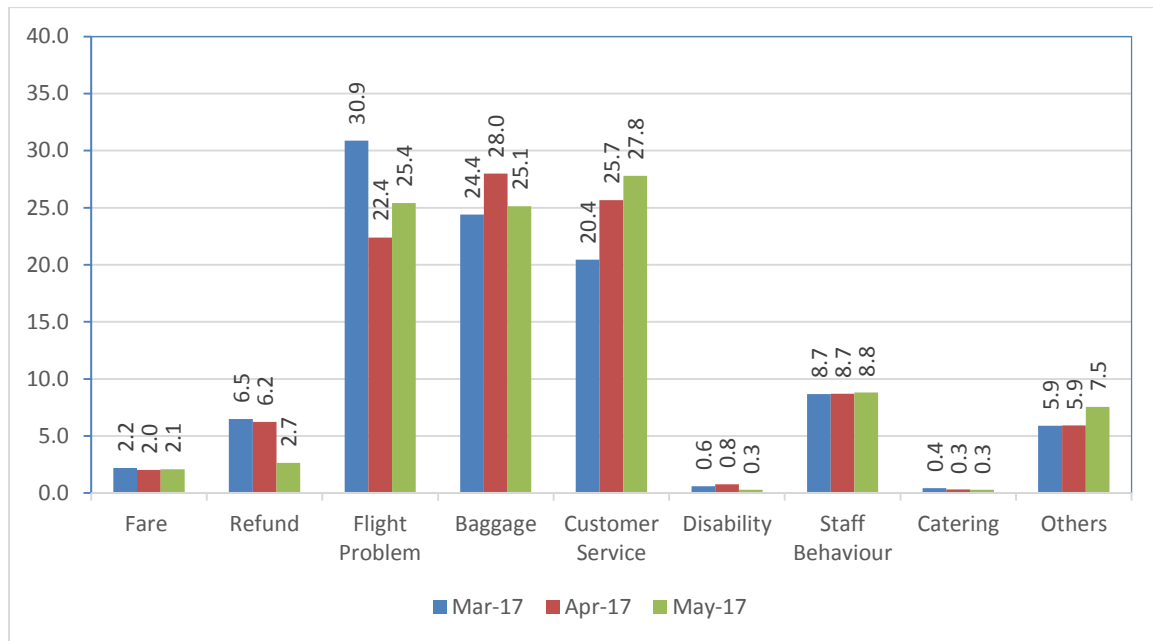
During May 2017, a total of 716 passenger related complaints had been received by the scheduled domestic airlines. The number of complaints per 10,000 passengers carried for the month of May 2017 has been around 0.70. The airline-wise details are as follows:



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.

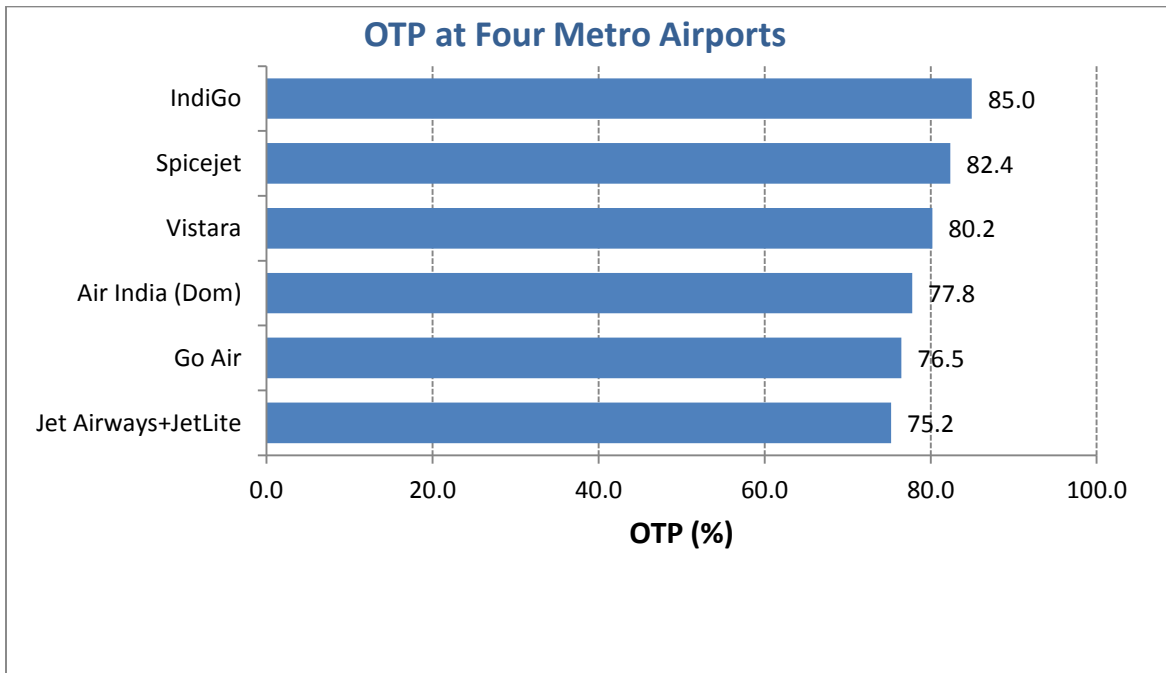
Compliance of Route Dispersal Guidelines

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

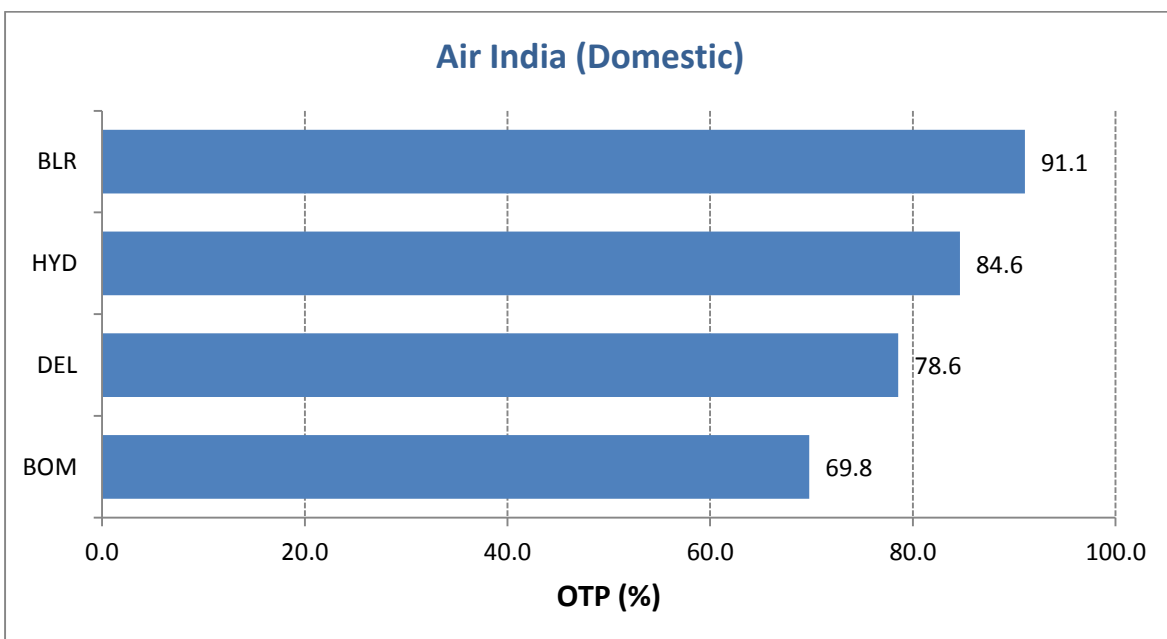
Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Air India + Alliance Air	118.7	1.60	24.3
Jet Airways + JetLite	71.7	1.35	16.2
Spicejet	125.6	1.62	42.4
Go Air	191.2	2.47	82.5
IndiGo	163.7	1.22	26.8
Vistara	60.8	1.11	22.5
Air Asia	1347.2	16.27	480.0
Zoom Air	-	-	-
Minimum Capacity Requirement in accordance with RDG (As % of Capacity Deployed in Category I)			
• Category II	-	10%	
• Category IIA	-	1%	
• Category III	-	50%	

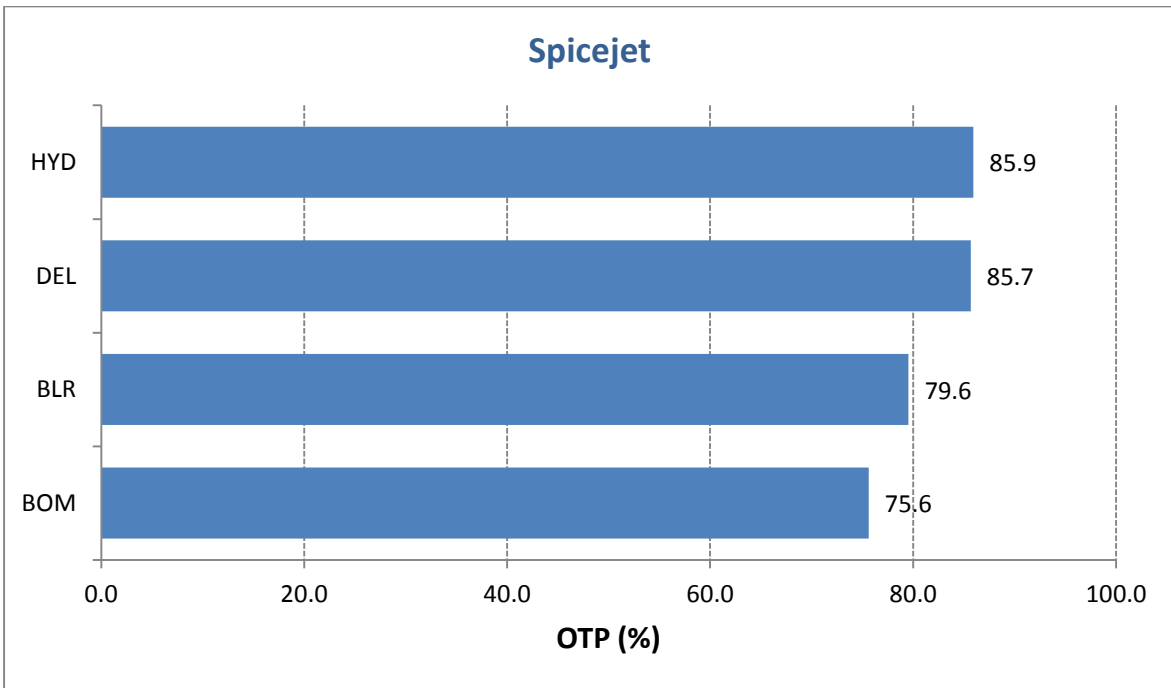
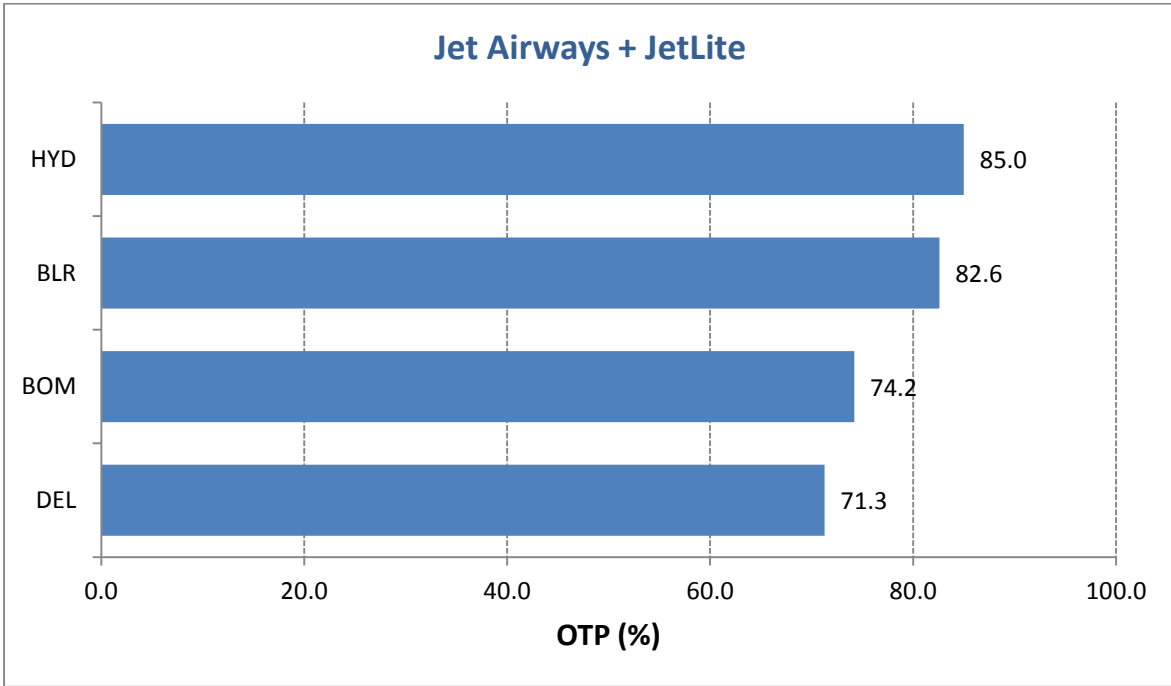
On-Time Performance (Scheduled Domestic Airlines)

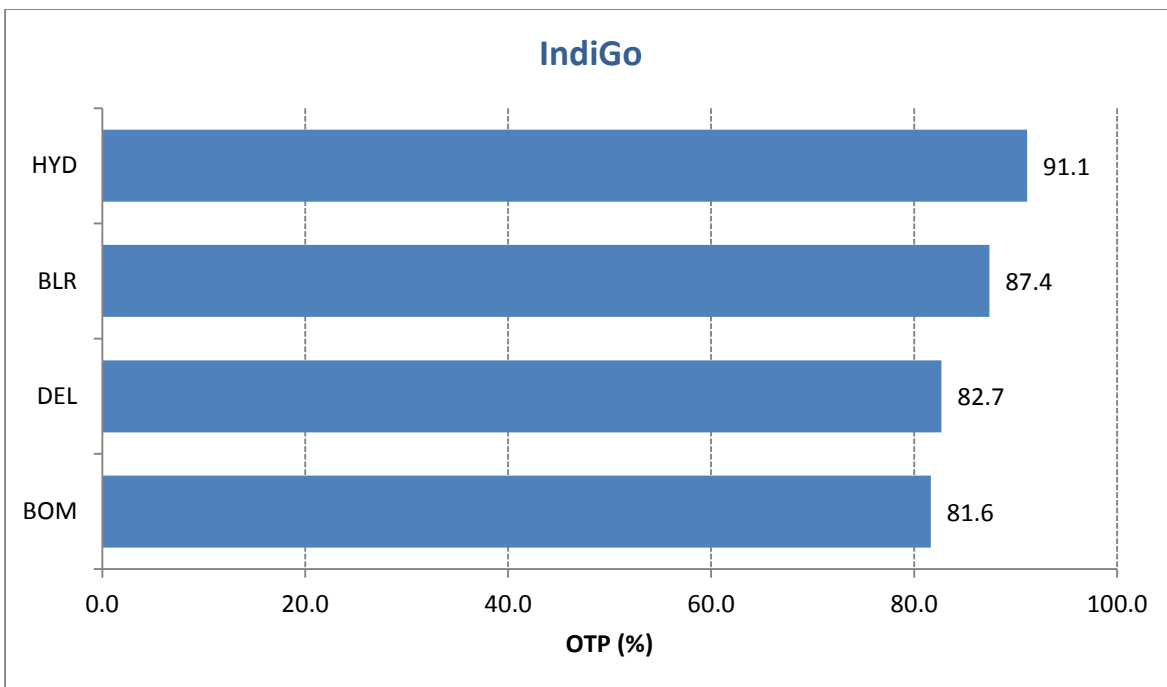
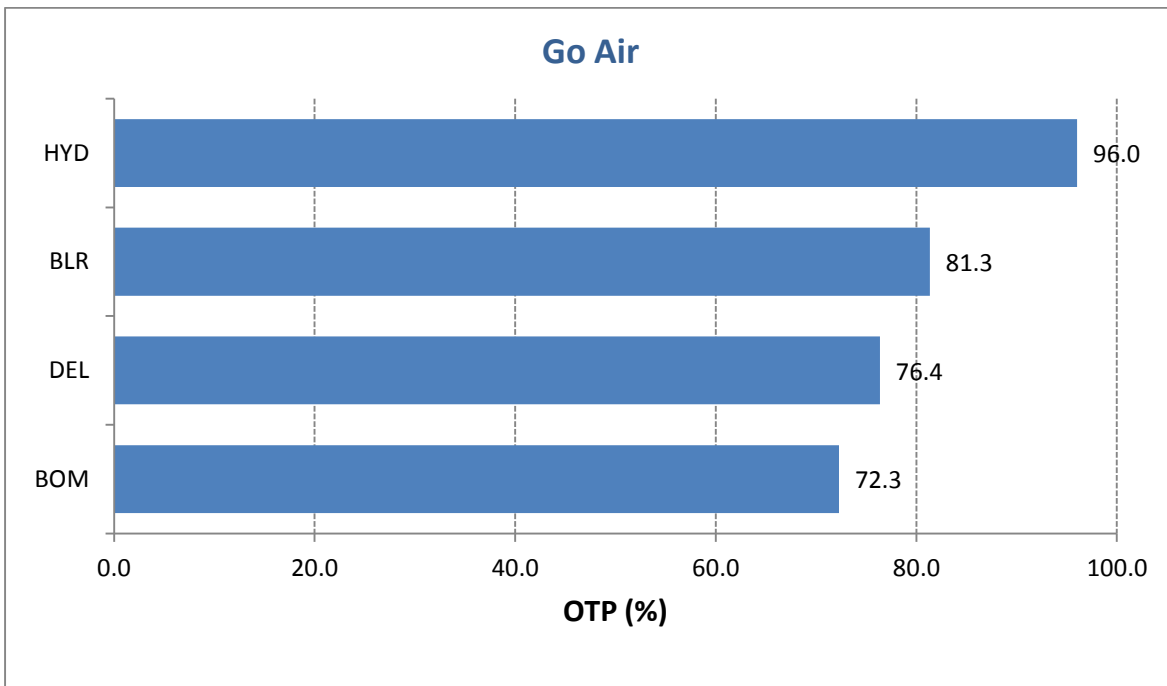
On-Time Performance (OTP) of scheduled domestic airlines has been computed for four metro airports viz. Bangalore, Delhi, Hyderabad and Mumbai. Airline-wise OTP at four metro airports for the month of May 2017 is as follows:

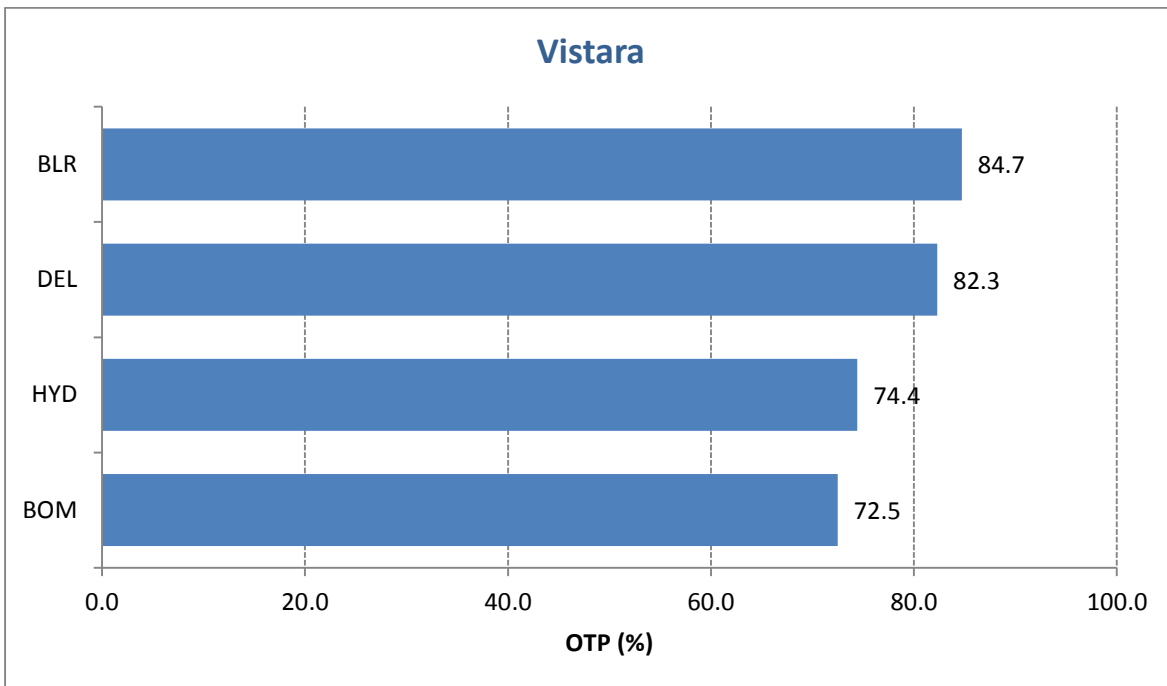


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

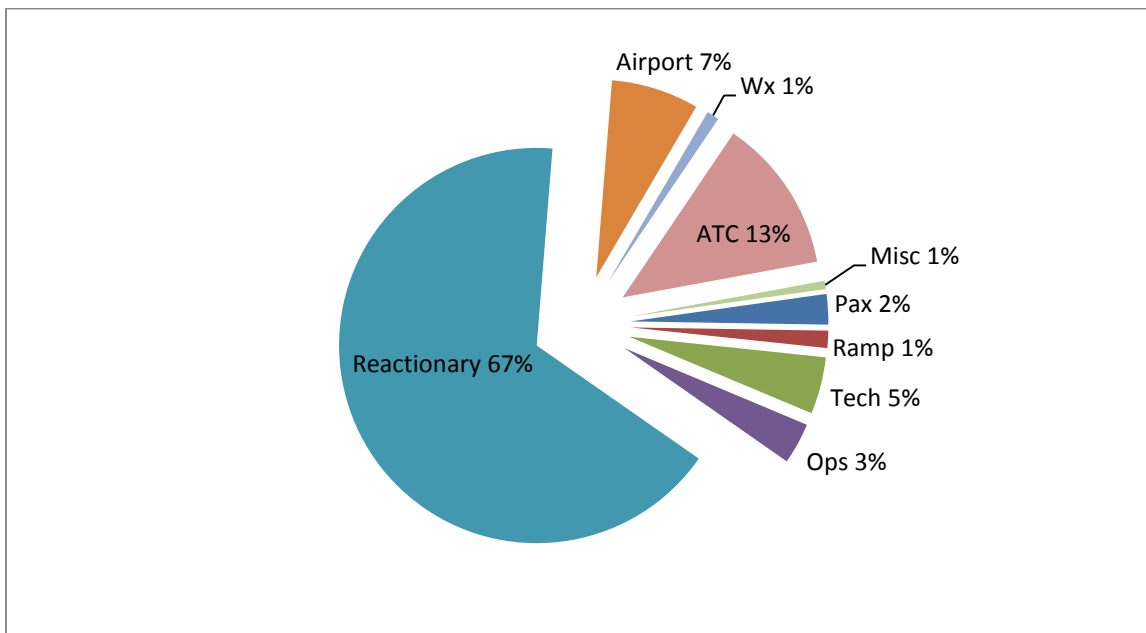








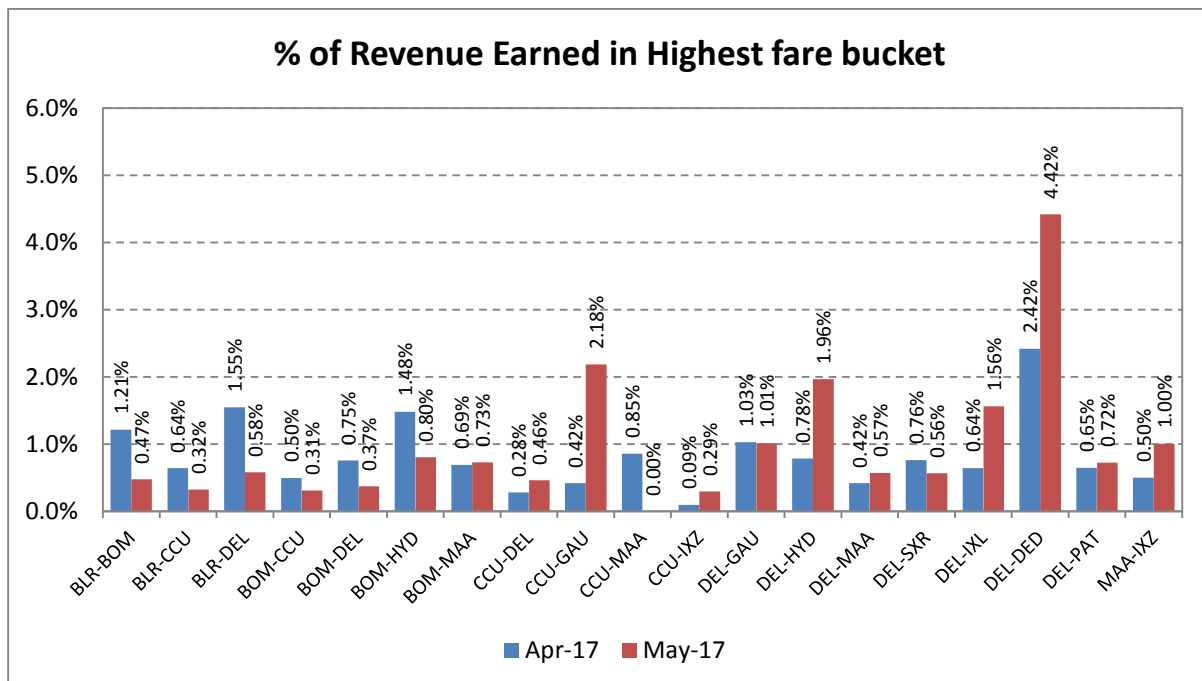
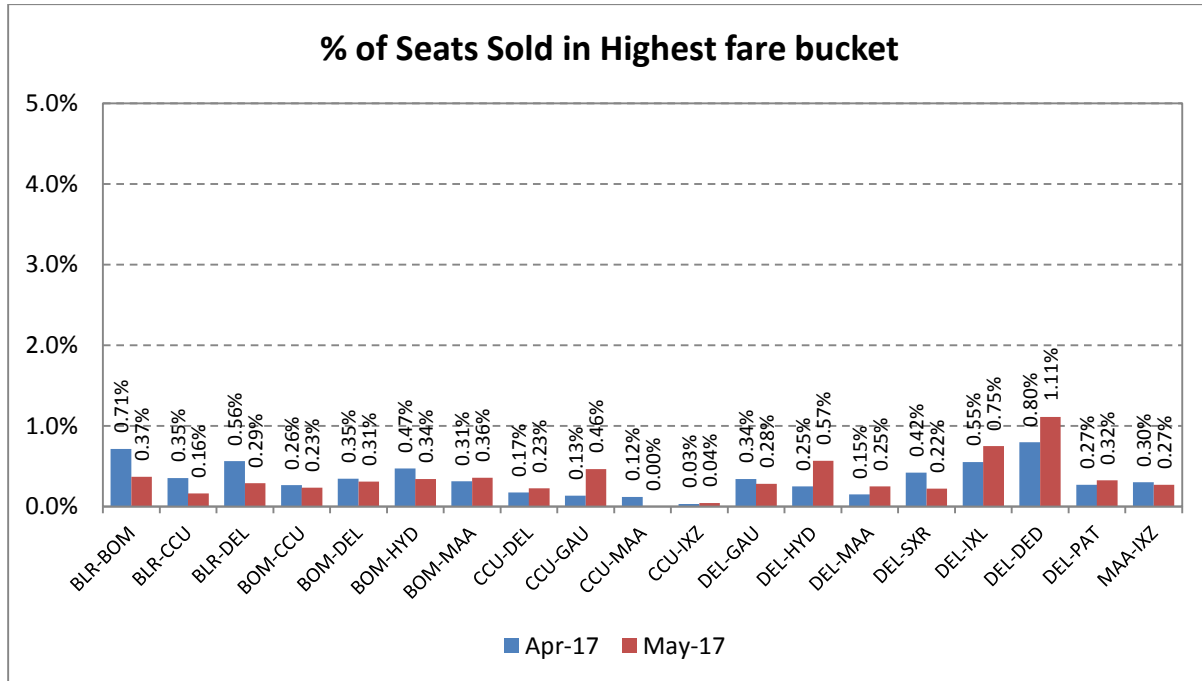
Reasons for delay have been analysed, which are presented below. It has been found that majority of delays have been attributed to 'Reactionary'.



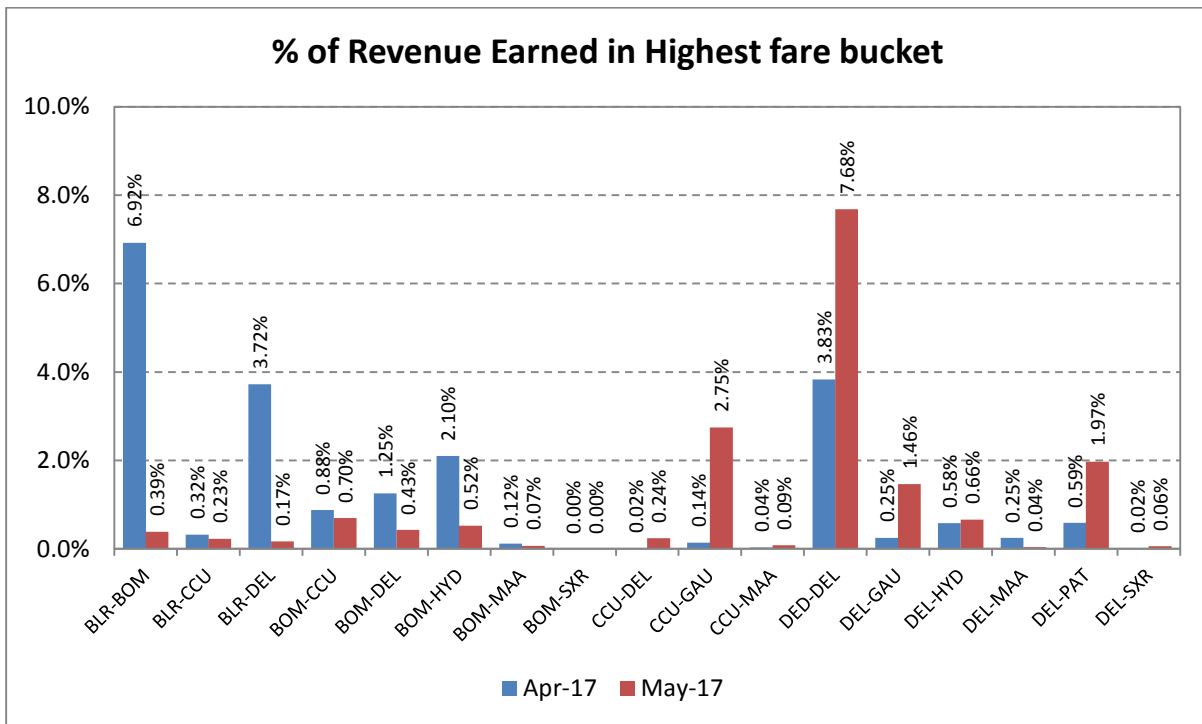
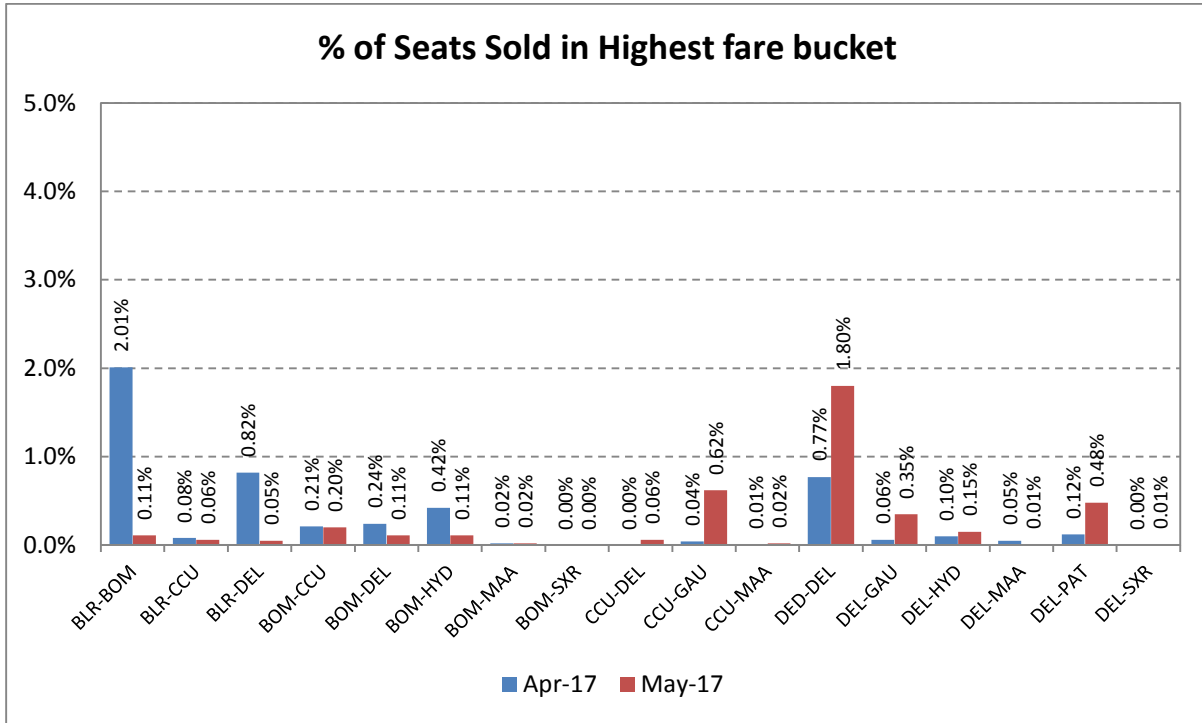
Revenue Earned & Seats Sold in Highest Fare Bucket

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:

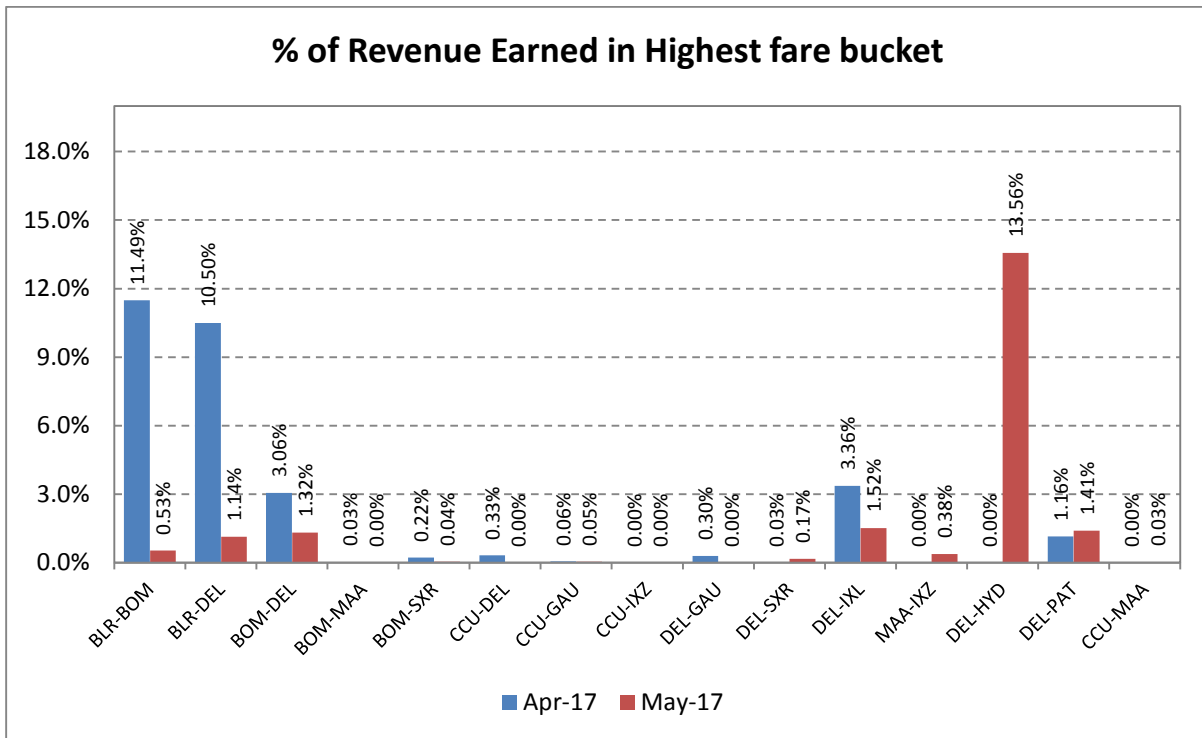
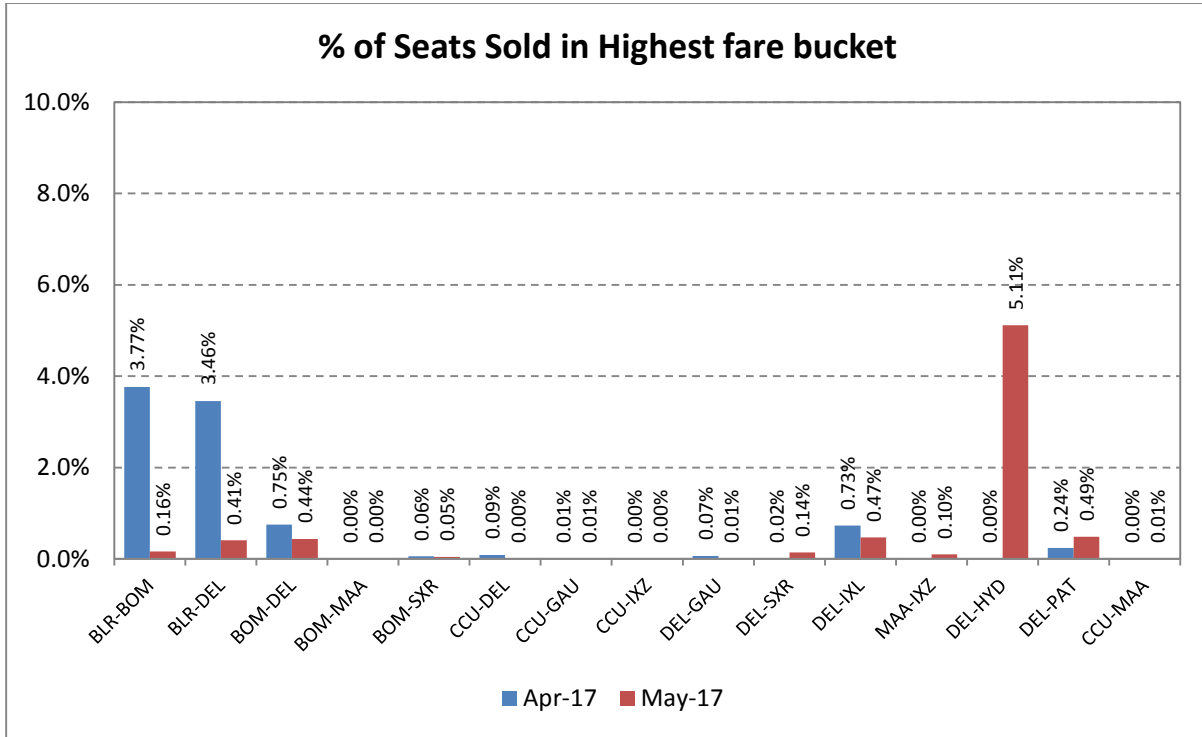
Jet Airways



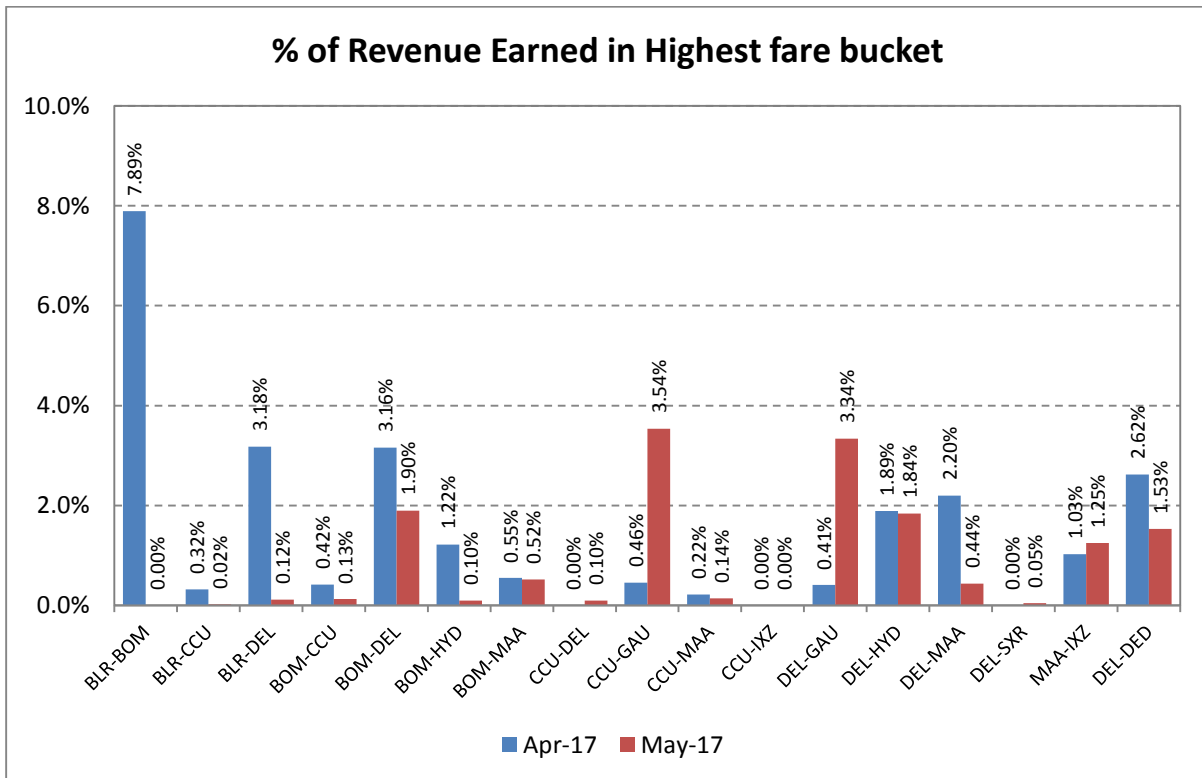
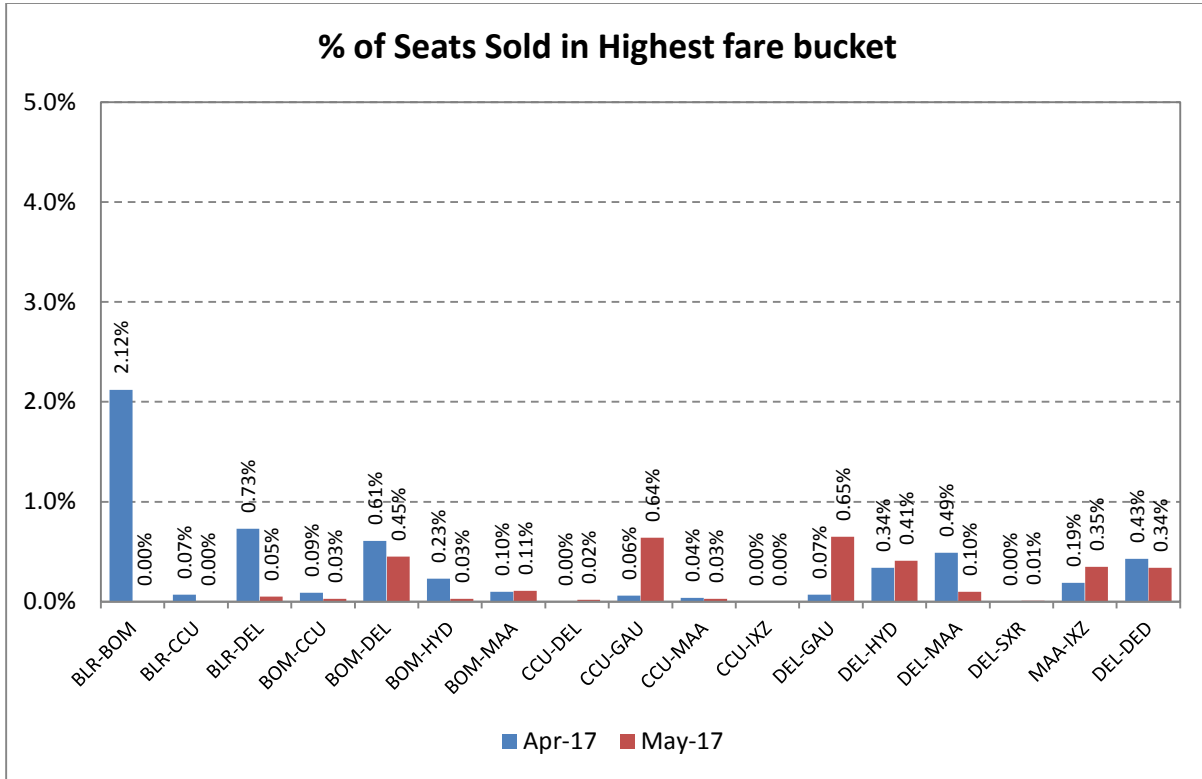
Indigo



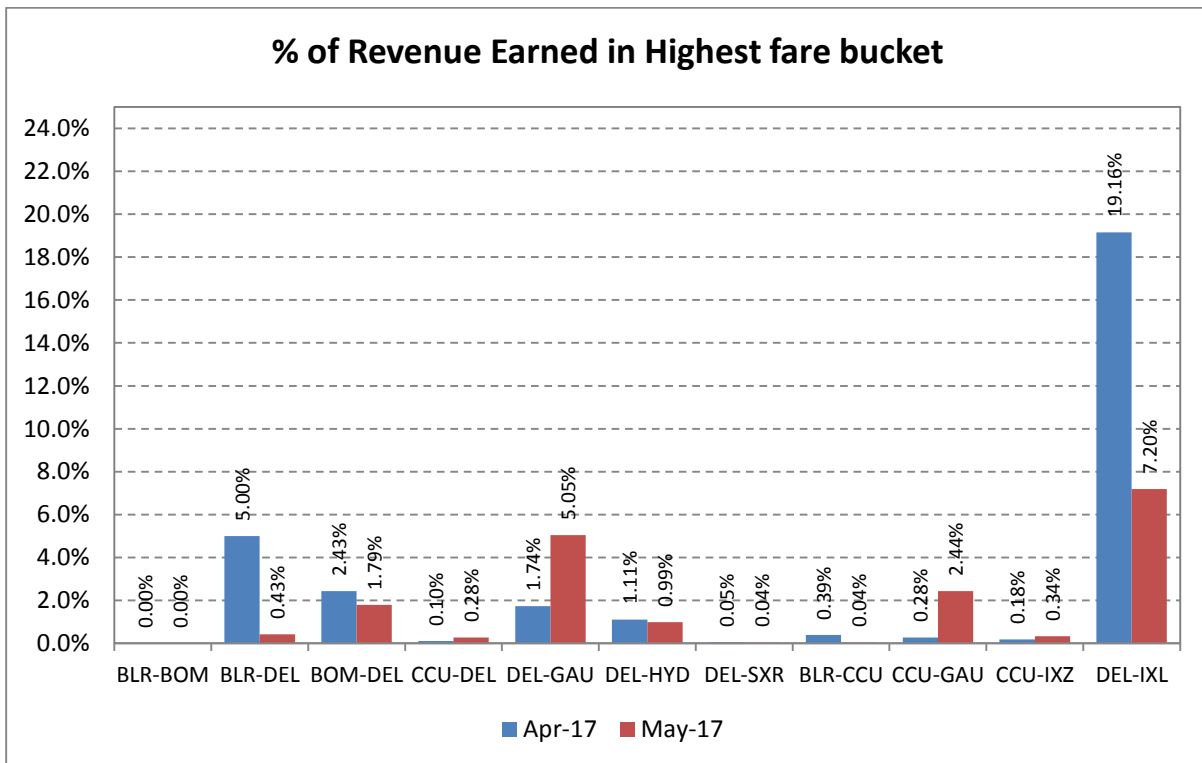
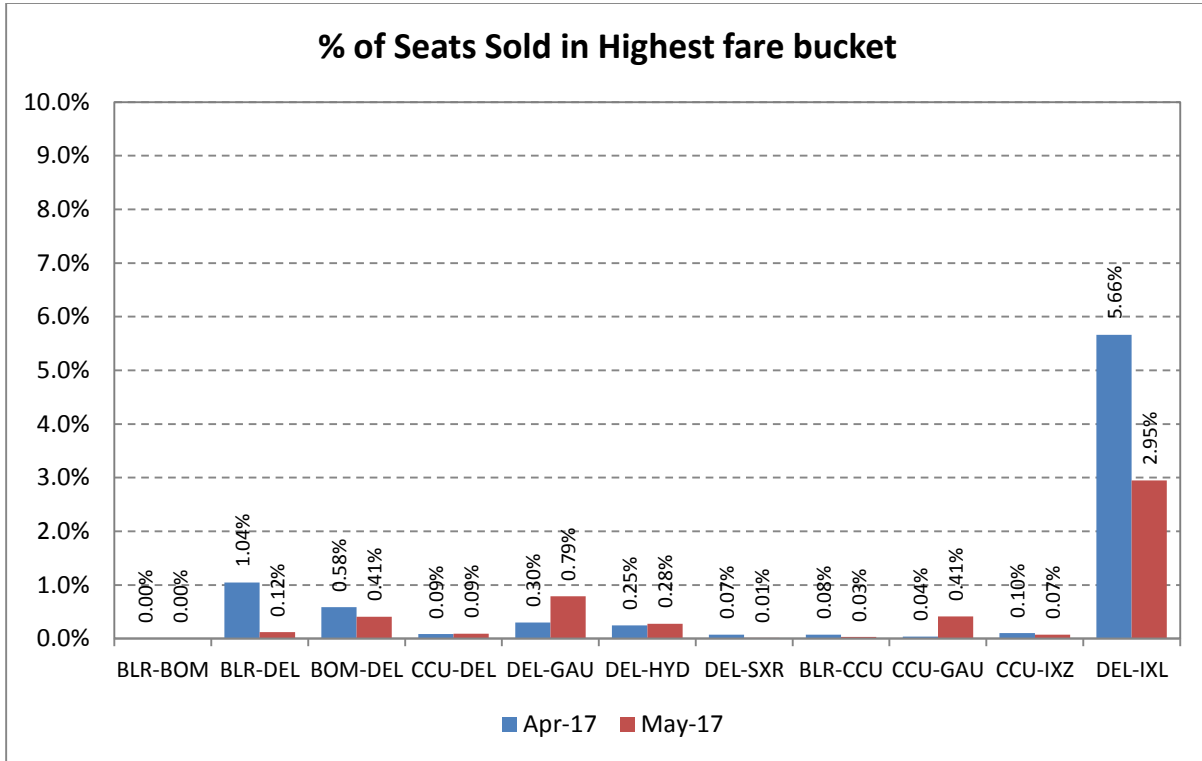
Go Air



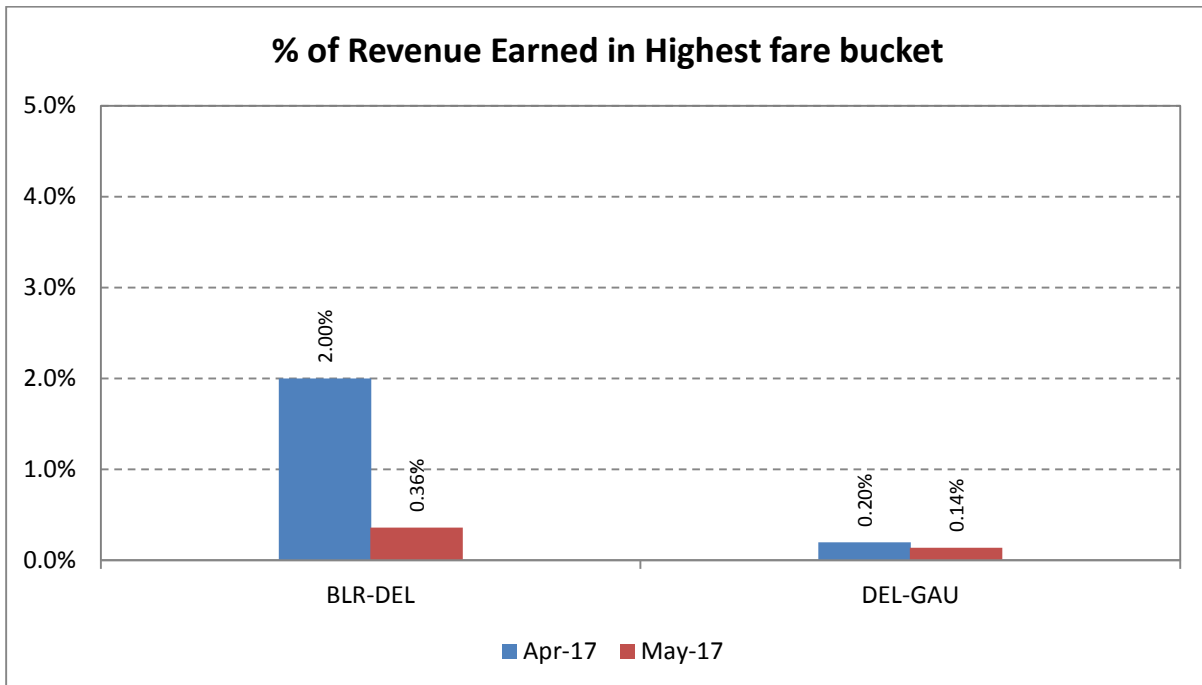
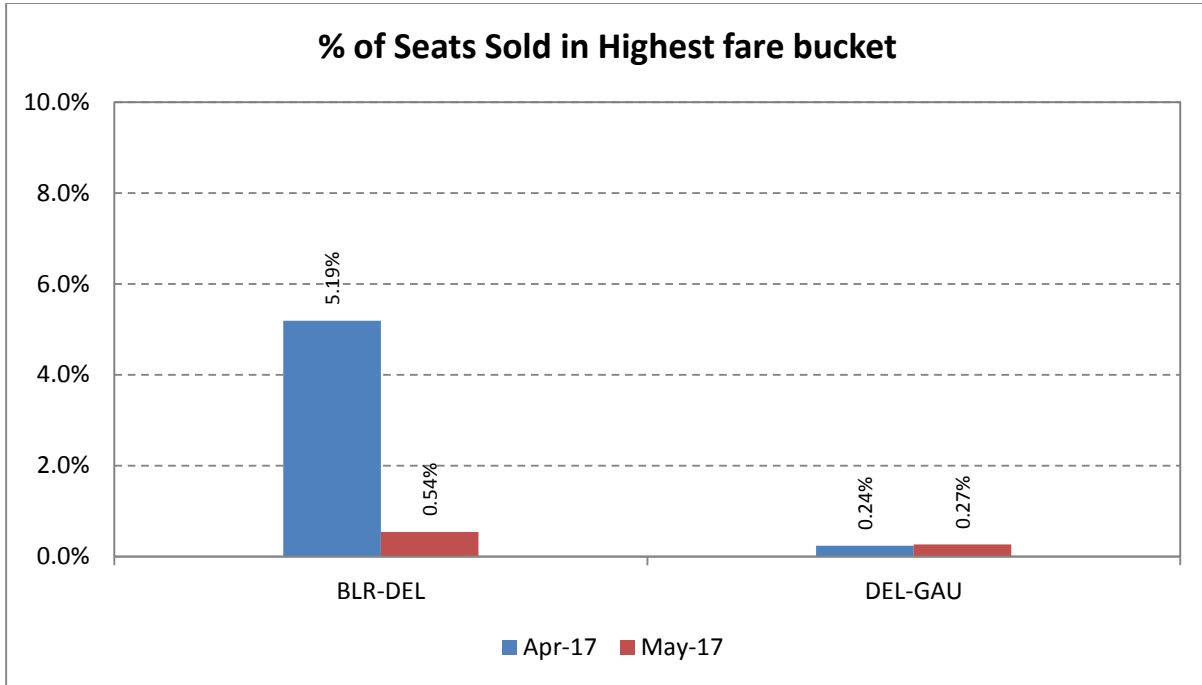
Spicejet



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	472	<ul style="list-style-type: none"> Refund Rebooked on other flights Hotel accommodation Compensation of Rs. 21.46 lakhs 	964	<ul style="list-style-type: none"> Refunds Rescheduling Hotel accommodation Compensation of Rs. 13.63 lakhs 	23553	<ul style="list-style-type: none"> Refreshments Refunds where pax desired Rescheduling Amount spent on facilitation of Rs. 35.22 lakhs
Jet Airways and JetLite	2118	<ul style="list-style-type: none"> Refund Rebooked on other flights Hotel accommodation Compensation of Rs. 114.62 lakhs 	1145	<ul style="list-style-type: none"> Refunds Rescheduling Hotel accommodation. Compensation of Rs. 5.54 lakhs 	2759	<ul style="list-style-type: none"> Refreshments Refunds where pax desired Rescheduling
SpiceJet	3	0.05 lakhs	2796	<ul style="list-style-type: none"> Refreshments Rescheduling Compensation of Rs. 13.17 lakhs 	20969	<ul style="list-style-type: none"> Refreshments Transfer to other airlines Compensation of Rs. 43.61 lakhs
Go Air	Nil	Nil	211	<ul style="list-style-type: none"> Refreshments Rescheduling 	1273	<ul style="list-style-type: none"> All pax given refreshments Refunds where pax desired Rescheduling
Indigo	1	<ul style="list-style-type: none"> Refreshments 	12641	0.15 lakhs	36197	<ul style="list-style-type: none"> Refreshments
Air Asia	26	0.64 lakhs	1114	19.73 lakhs	3554	<ul style="list-style-type: none"> Refreshments Rescheduling Compensation of Rs. 8.05 lakhs
Vistara	7	0.50 lakhs	53	<ul style="list-style-type: none"> Refreshments Hotel accommodation 	2546	<ul style="list-style-type: none"> Refreshments Rescheduling
TruJet	Nil	Nil	251	<ul style="list-style-type: none"> Refreshments Rescheduling Compensation of Rs. 2.88 lakhs 	362	Amount spent on facilitation of Rs. 2.09 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
2627	Rs. 137.27 lakhs compensation	19175	Rs. 55.11lakhs compensation and facilities	91213	Rs. 88.97 lakhs towards compensation and facilities

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
Ist Quarter	37.01	235.79	272.79	86.4	13.6
Apr	11.80	79.54	91.34	87.1	12.9
May	13.23	88.51	101.74	87.0	13.0
Jun					
IInd Quarter	25.03	168.05	193.08	87.0	13.0
Jul					
Aug					
Sep					
IIIrd Quarter					
Oct					
Nov					
Dec					
IVth Quarter					
Total	62.04	403.83	465.87	86.7	13.3

Data of 2016	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
I st Qtr	35.38	194.65	230.03	84.6	15.4
II nd Qtr	25.47	140.54	166.01	84.7	15.3
III rd Qtr					
IV th Qtr					
Total	60.85	335.19	396.04	84.6	15.4
Growth (%) =	+ 1.96	+20.48	+17.63		

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												
Jul												
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	Pax Carried	37.01	42.49	6.85	35.54	23.40	108.39	0.84	8.07	8.65	0.04	1.13	0.38
	Market Share	13.6	15.6	2.5	13.0	8.6	39.7	0.3	3.0	3.2	0.0	0.4	0.1
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												
	Market Share												
IIIndQtr	Pax Carried	25.03	29.42	4.69	24.55	16.03	79.70	0.00	6.30	6.31	0.05	0.99	0.01
	Market Share	13.0	15.2	2.4	12.7	8.3	41.3	0.0	3.3	3.3	0.0	0.5	0.0
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	62.04	71.91	11.53	60.10	39.43	188.09	0.84	14.38	14.96	0.09	2.12	0.39
	Market Share	13.3	15.4	2.5	12.9	8.5	40.4	0.2	3.1	3.2	0.0	0.5	0.1

Table 4

Airline	Complaints		Redressal Status	
	Total	Per 10,000 Passengers Carried	Closed	Open
Air Asia	11	0.3	11	0
Vistara	3	0.1	2	1
Go Air	58	0.7	58	0
Indigo	109	0.3	109	0
SpiceJet	57	0.4	57	0
Jet Airways + JetLite	231	1.3	231	0
Air India (Dom)	245	1.9	111	134
TruJet	2	0.4	2	0
Air Carnival	0	0	0	0
Zoom Air	0	0.0	0	0
Total	716	0.70	581	135