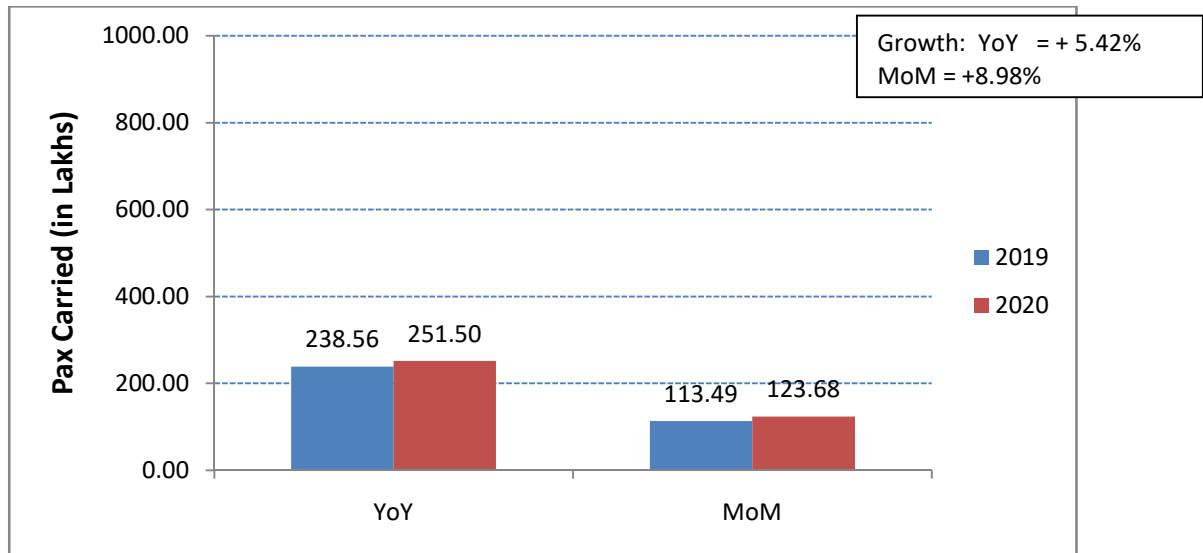


**Subject:** Performance of domestic airlines for the year 2020.

Traffic data submitted by various domestic airlines has been analysed for the month of Feb 2020. Following are the salient features:

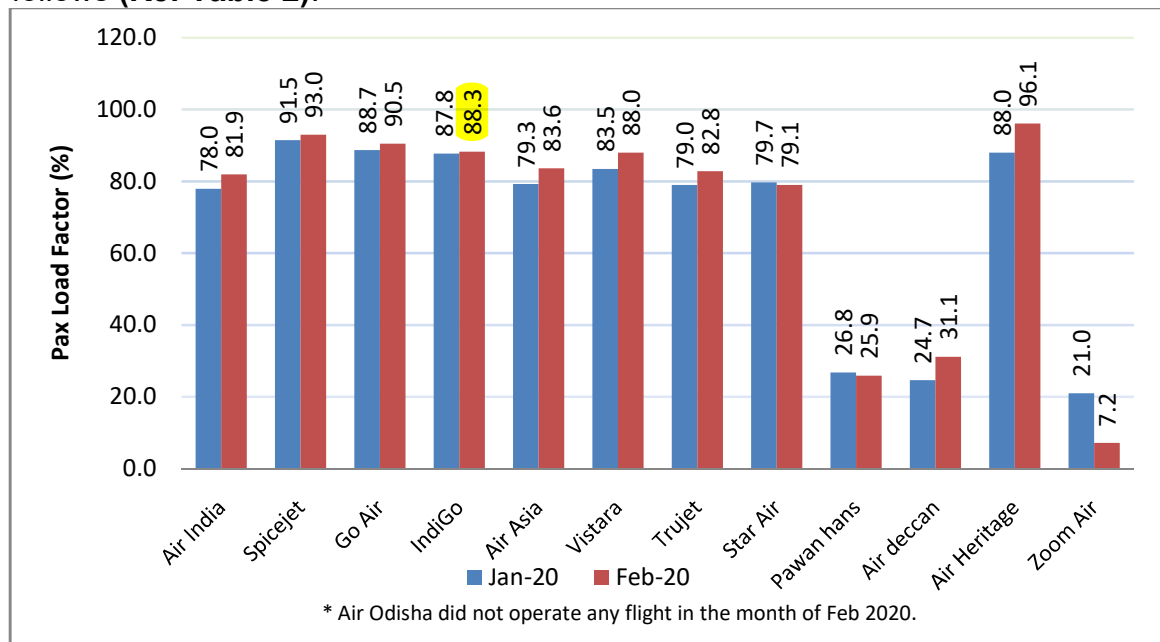
### **Passenger Growth**

Passengers carried by domestic airlines during Jan-Feb 2020 were **251.50 lakhs** as against **238.56 lakhs** during the corresponding period of previous year thereby registering annual growth of **5.42%** and monthly growth of **8.98%** (Ref Table 1).



### **Passenger Load Factor**

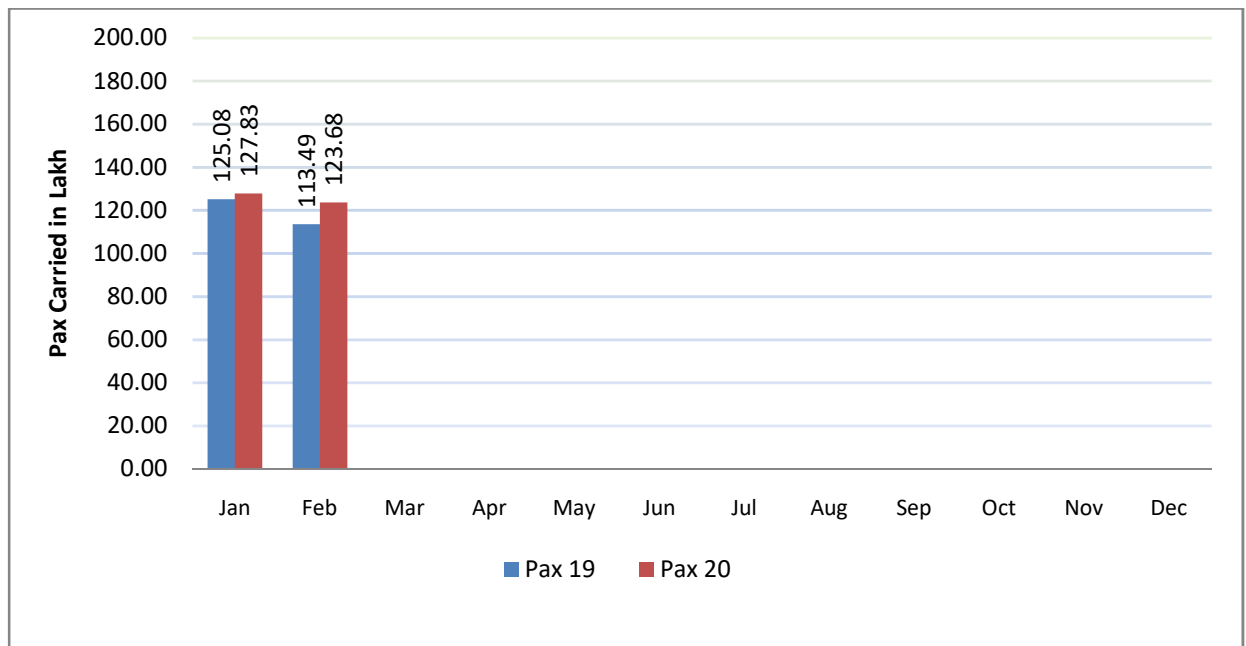
The passenger load factors of various scheduled domestic airlines in Feb 2020 are as follows (Ref Table 2):



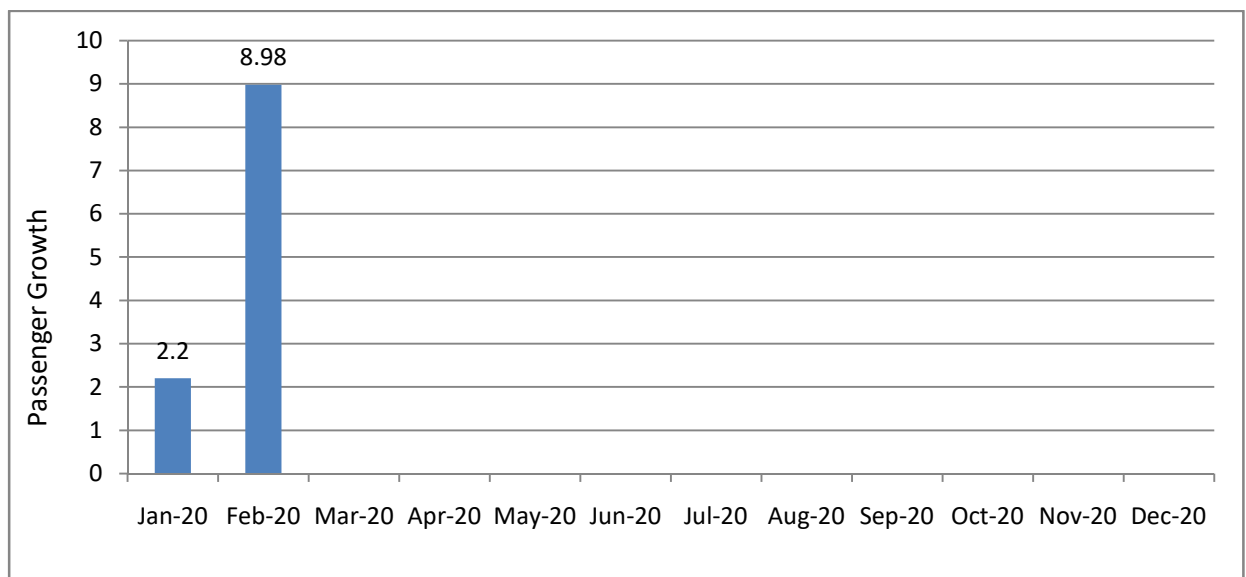
The passenger load factor in the month of February 2020 has shown increasing trend primarily due to airlines offering promotional fares resulting in increased demand.

### **Passenger Carried**

The passenger carried and passenger growth in respect of scheduled domestic airlines in 2020 as compared with 2019 are as follows:

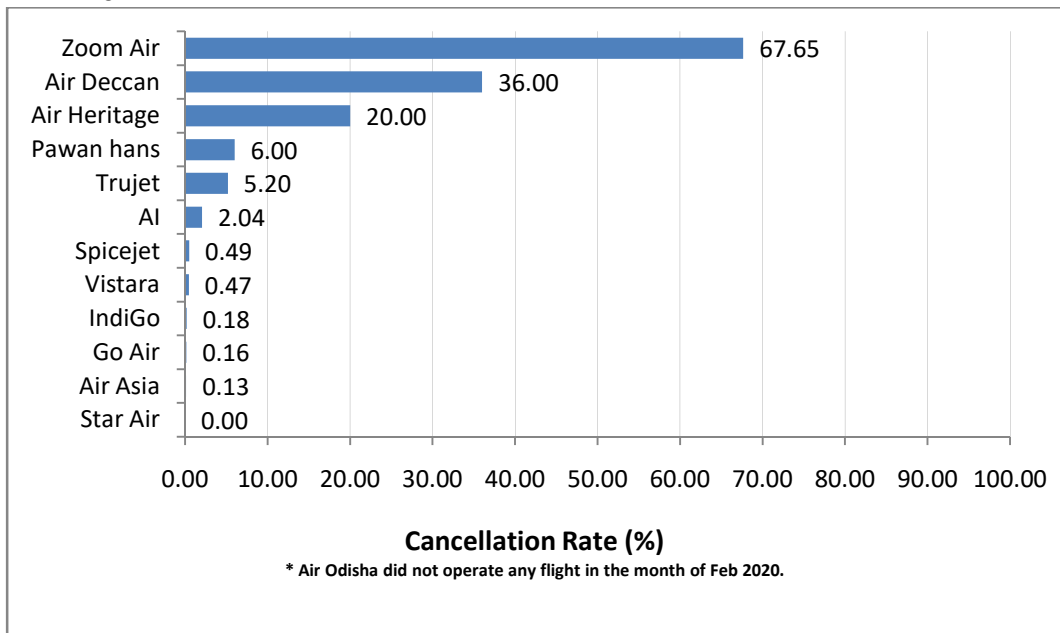


Month wise growth in comparison with previous year

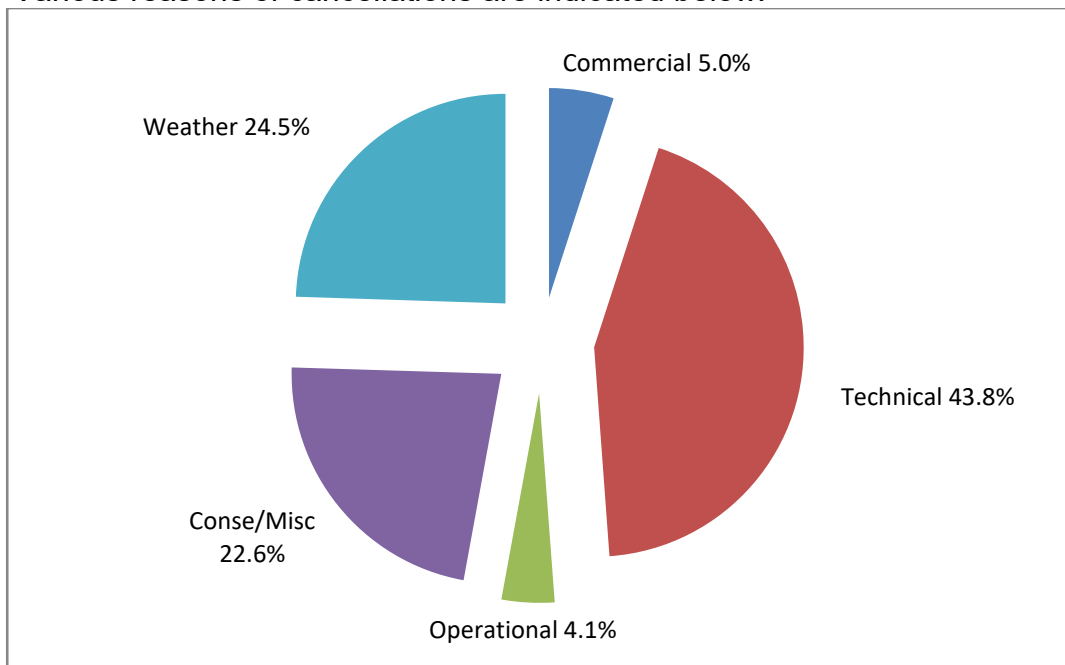


## Cancellations

The overall cancellation rate of scheduled domestic airlines for the month of Feb-20 has been 0.72%. Airline-wise details of cancellations are as follows:



Various reasons of cancellations are indicated below:



**Table 1**

**TOTAL DOMESTIC PASSENGERS CARRIED BY SCHEDULED DOMESTIC AIRLINES (IN LAKHS) -**  
**YEAR 2020**

Month & Year	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
Jan	14.78	113.05	127.83	88.4	11.6
Feb	14.81	108.86	123.68	88.0	12.0
Mar					
<b>Ist Quarter</b>	<b>29.59</b>	<b>221.91</b>	<b>251.50</b>	<b>88.2</b>	<b>11.8</b>
Apr					
May					
Jun					
<b>IIInd Quarter</b>					
Jul					
Aug					
Sep					
<b>IIIrd Quarter</b>					
Oct					
Nov					
Dec					
<b>IVth Quarter</b>					
<b>Total</b>	<b>29.59</b>	<b>221.91</b>	<b>251.50</b>	<b>88.2</b>	<b>11.8</b>

Data of 2019	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
I <sup>st</sup> Qtr	29.82	208.74	238.56	87.5	12.5
II <sup>nd</sup> Qtr					
III <sup>rd</sup> Qtr					
IV <sup>th</sup> Qtr					
<b>Total</b>	<b>29.82</b>	<b>208.74</b>	<b>238.56</b>	<b>87.5</b>	<b>12.5</b>
<b>Growth (%) =</b>	<b>-0.78</b>	<b>6.31</b>	<b>5.42</b>		

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

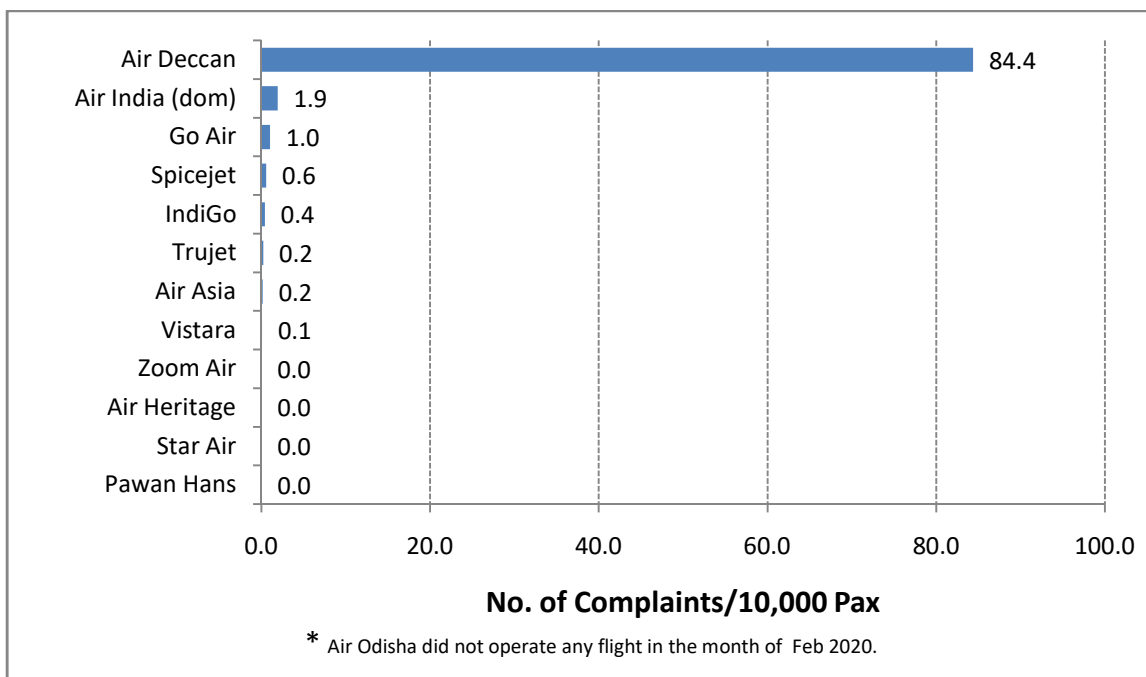
## MARKET SHARE OF SCHEDULES DOMESTIC AIRLINES (YEAR 2020)

Month & Year		Air India	Passengers Carried (in Lakhs)/Market Share (%)										
			Private Air Carriers										
			Spice Jet	Go Air	IndiGo	Air Asia	Vistara	Pawan Hans	Trujet	Star Air	Air Deccan	Air Heritage	Zoom Air
Jan	Pax Carried	14.78	21.24	12.47	61.20	8.83	8.31	0.00	0.87	0.11	0.00	0.01	0.00
	Market Share	11.6	16.6	9.8	47.9	6.9	6.5	0.0	0.7	0.1	0.0	0.0	0.0
Feb	Pax Carried	14.81	18.91	12.31	59.31	8.97	8.34	0.00	0.90	0.12	0.00	0.01	0.00
	Market Share	12.0	15.3	10.0	48.0	7.3	6.7	0.0	0.7	0.1	0.0	0.0	0.0
Mar	Pax Carried												
	Market Share												
IstQtr	Pax Carried	29.59	40.15	24.79	120.51	17.79	16.65	0.01	1.76	0.23	0.01	0.01	0.00
	Market Share	11.8	16.0	9.9	47.9	7.1	6.6	0.0	0.7	0.1	0.0	0.0	0.0
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	29.59	40.15	24.79	120.51	17.79	16.65	0.01	1.76	0.23	0.01	0.01	0.00
	Market Share	11.8	16.0	9.9	47.9	7.1	6.6	0.0	0.7	0.1	0.0	0.0	0.0

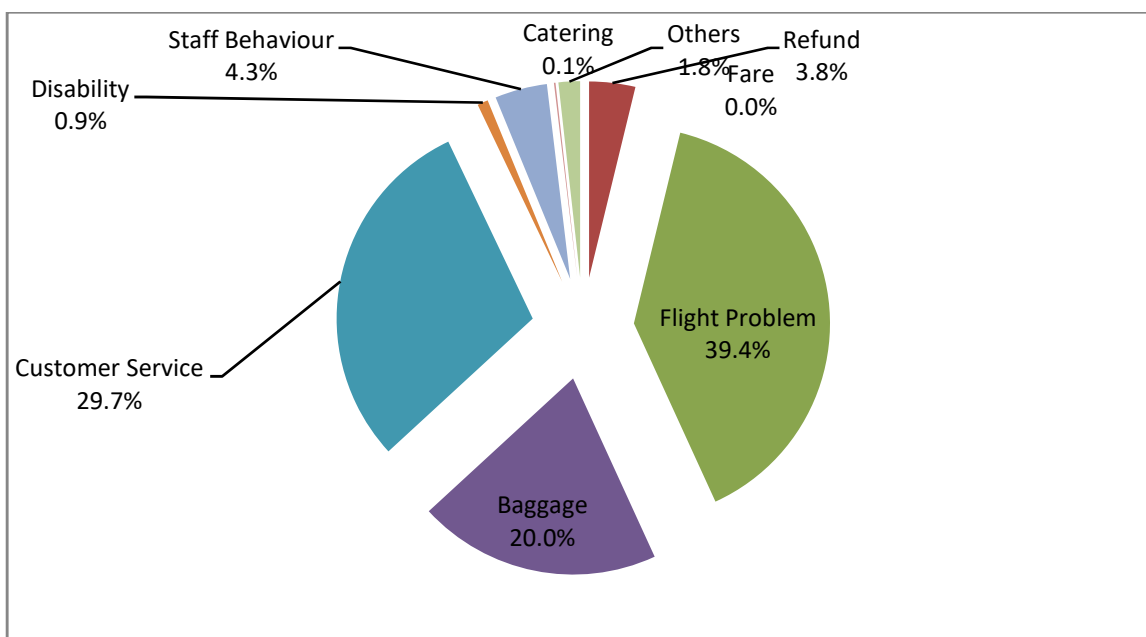
The Traffic report is being prepared based on information received from scheduled domestic airlines.

## Passenger Complaints during the month

During Feb 2020, a total of 790 passenger related complaints had been received by the scheduled domestic airlines. The number of complaints per 10,000 passengers carried for the month of Feb 2020 has been around 0.64. The airline-wise details are as follows:

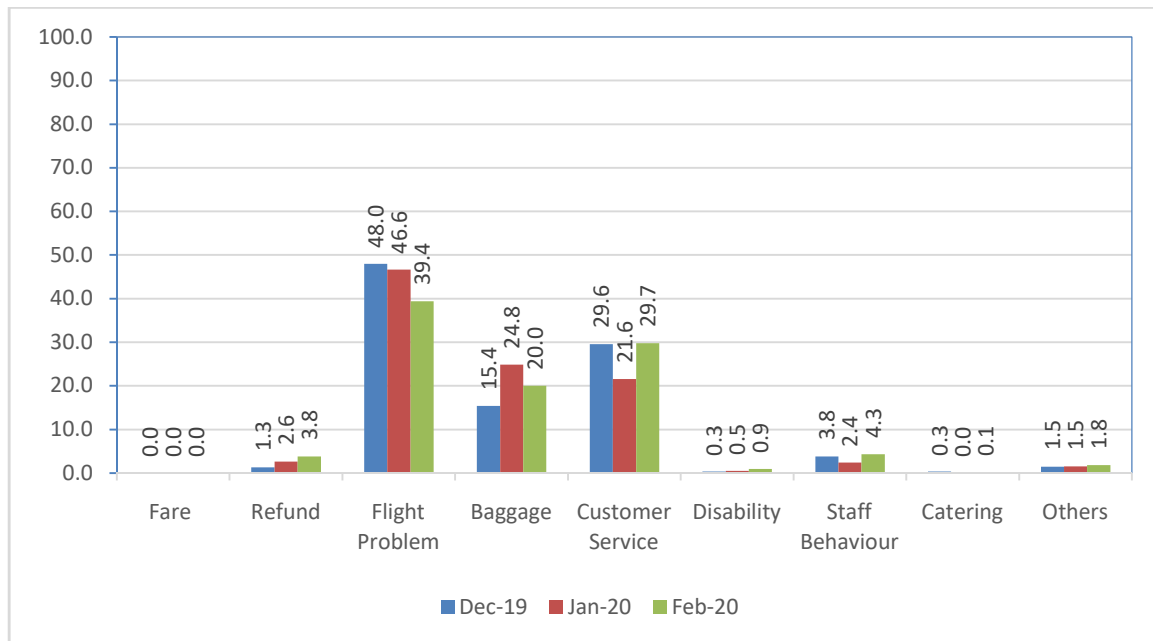


Various reasons of passenger complaints are indicated below:



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 – 3.

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

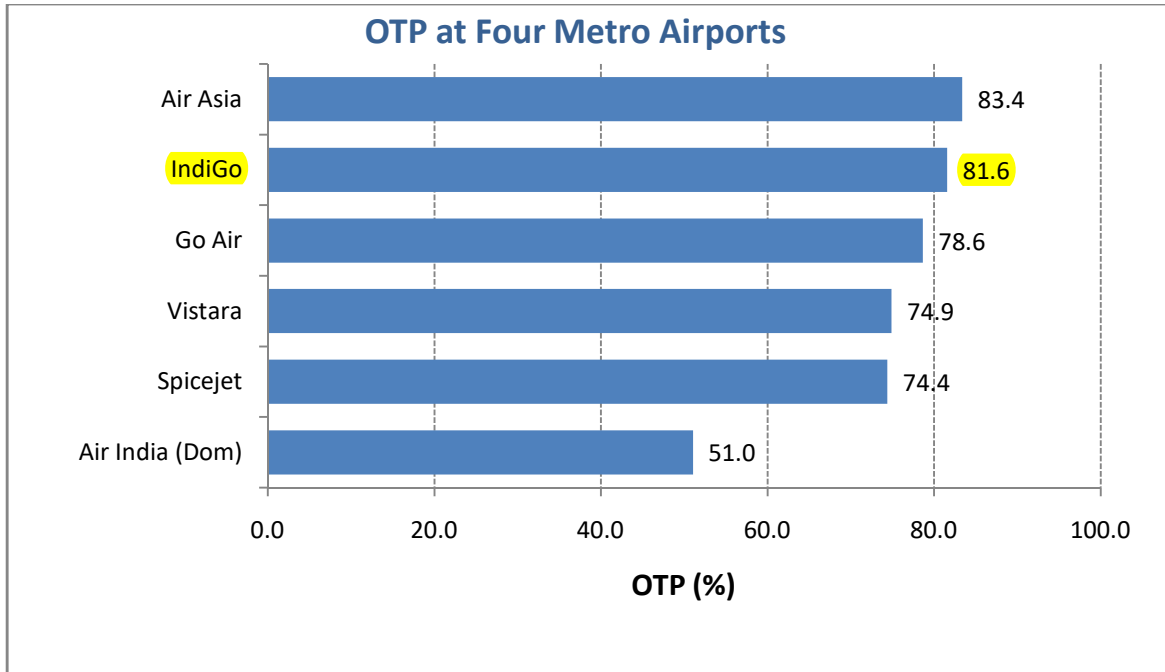
Airline-wise Compliance of Route Dispersal Guidelines during the month of Feb 2020 is given in the following table.

Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Air India + Alliance Air	108.8	1.50	30.6
Spicejet	107.2	1.23	37.7
Go Air	96.6	1.52	28.4
IndiGo	154.1	1.14	31.8
Vistara	38.7	1.16	12.7
Air Asia	92.5	1.73	39.1
Minimum Capacity Requirement in accordance with RDG (As % of Capacity Deployed in Category I)			
• Category II	-	10%	
• Category IIA	-	1%	
• Category III	-	35%	

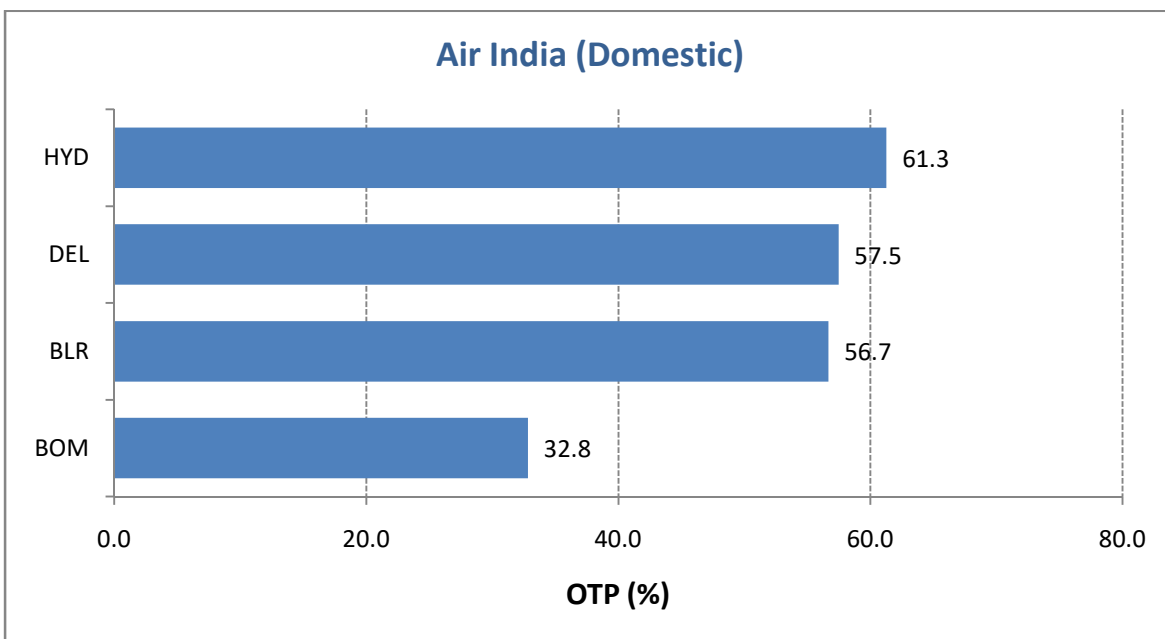
The Traffic report is being prepared based on information received from scheduled domestic airlines.

### **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 Feb 2020 is as follows:

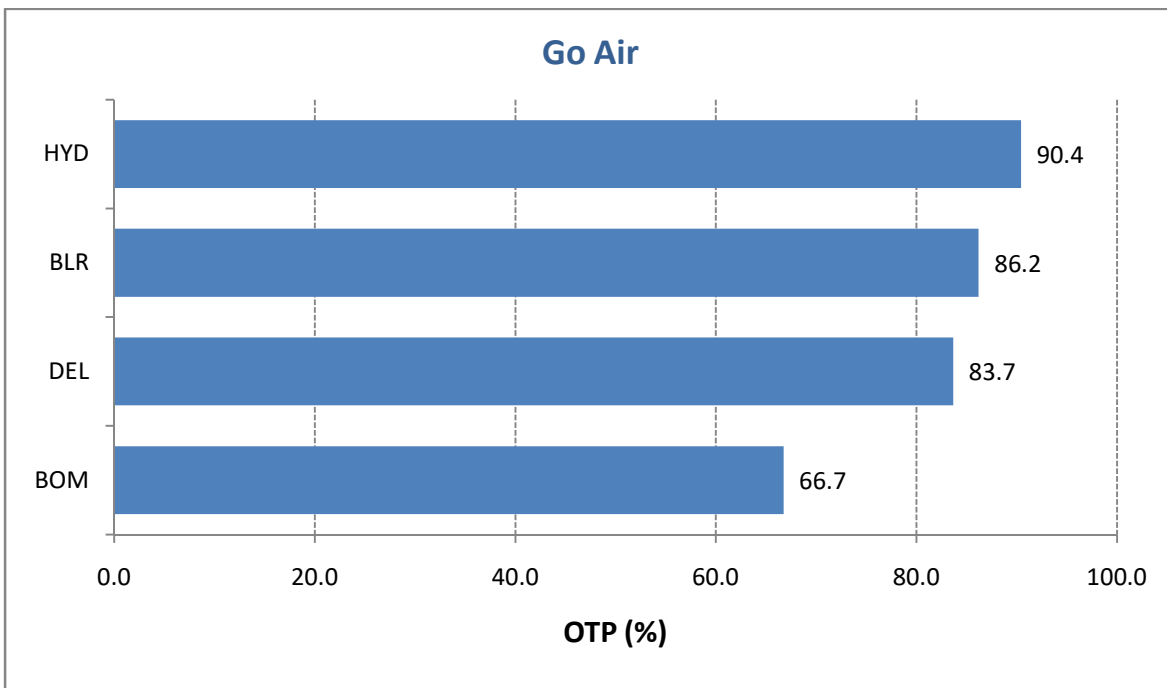
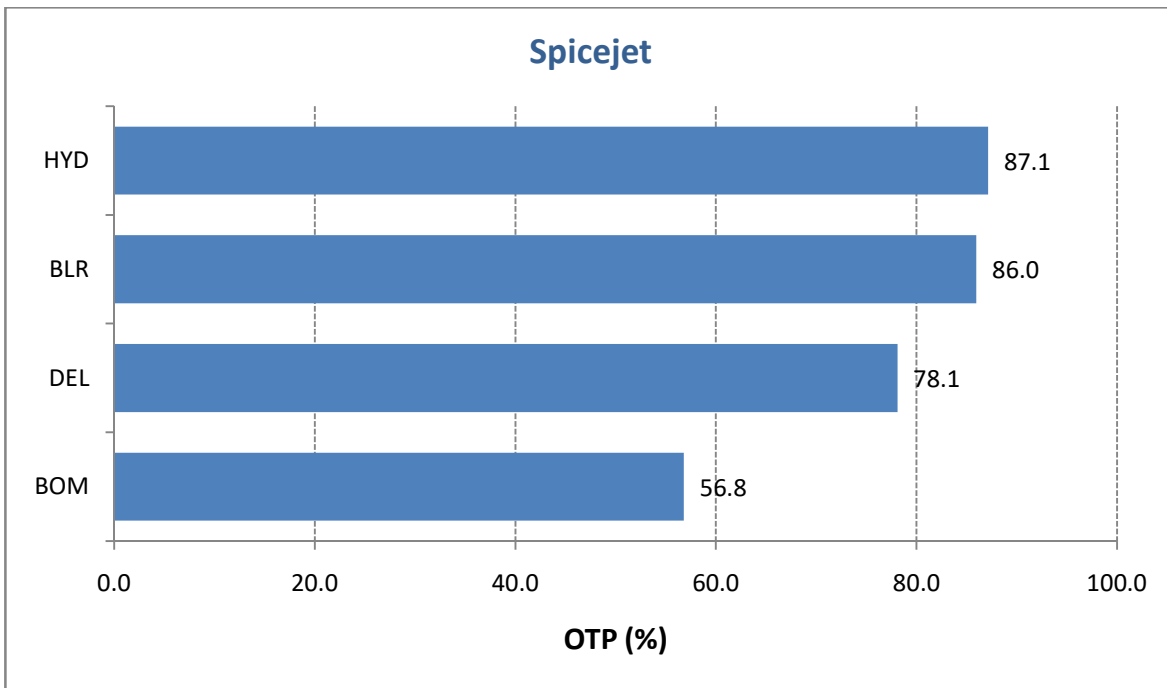


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

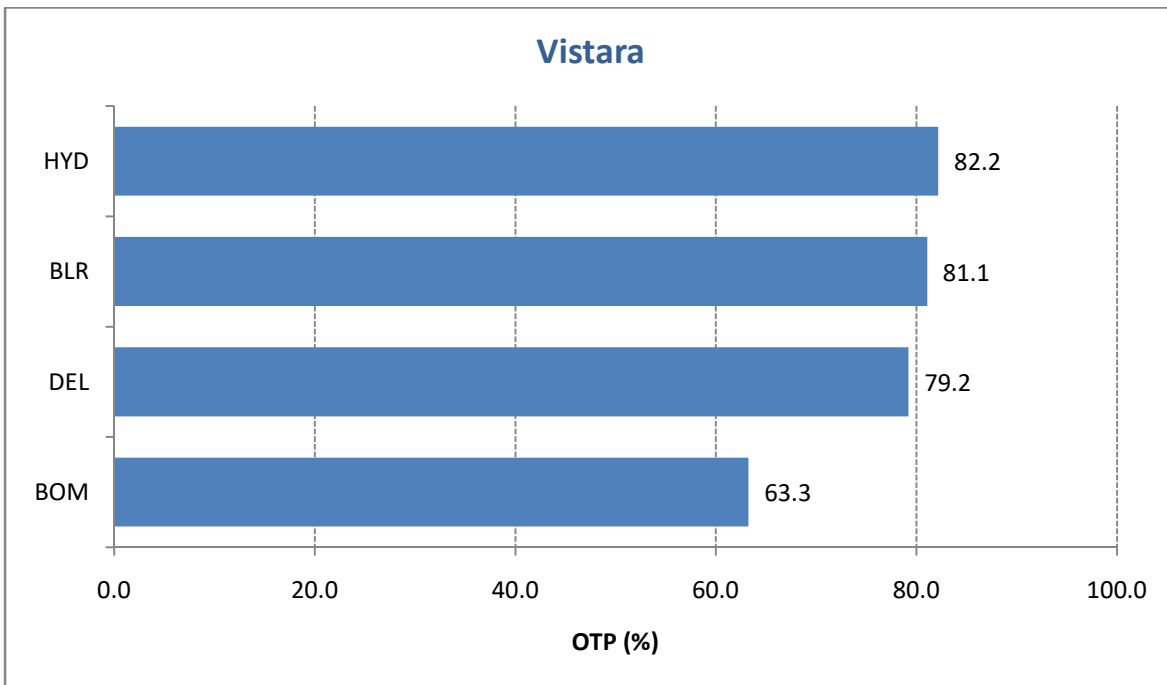
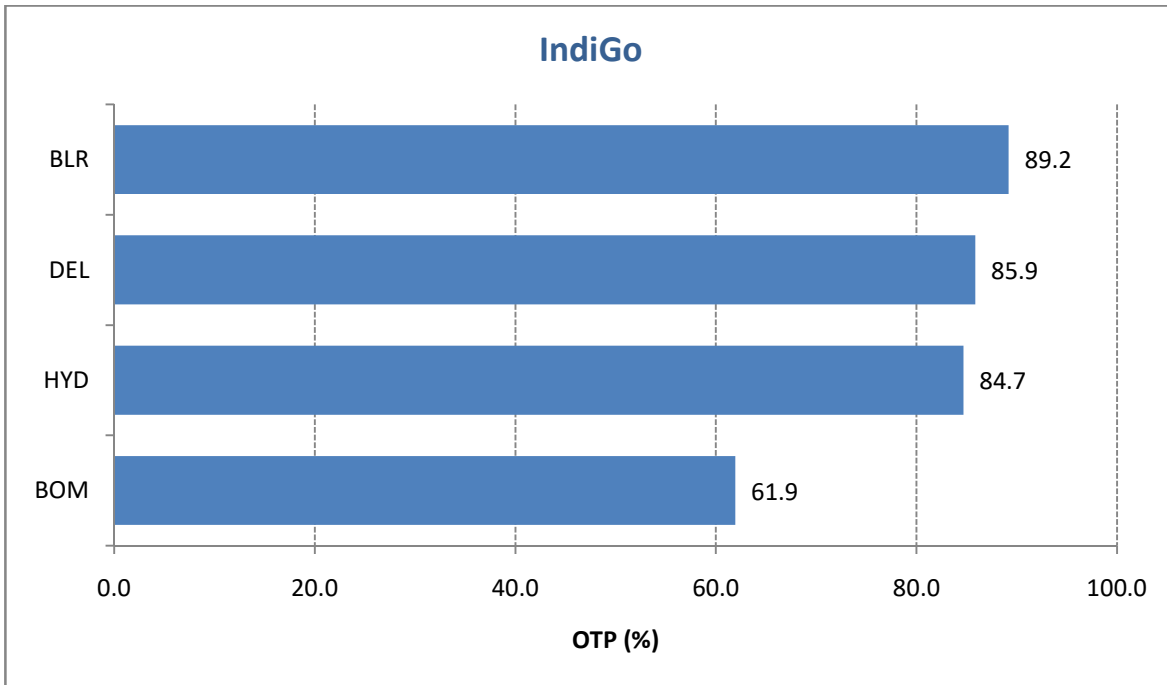


The Traffic report is being prepared based on information received from scheduled domestic airlines.

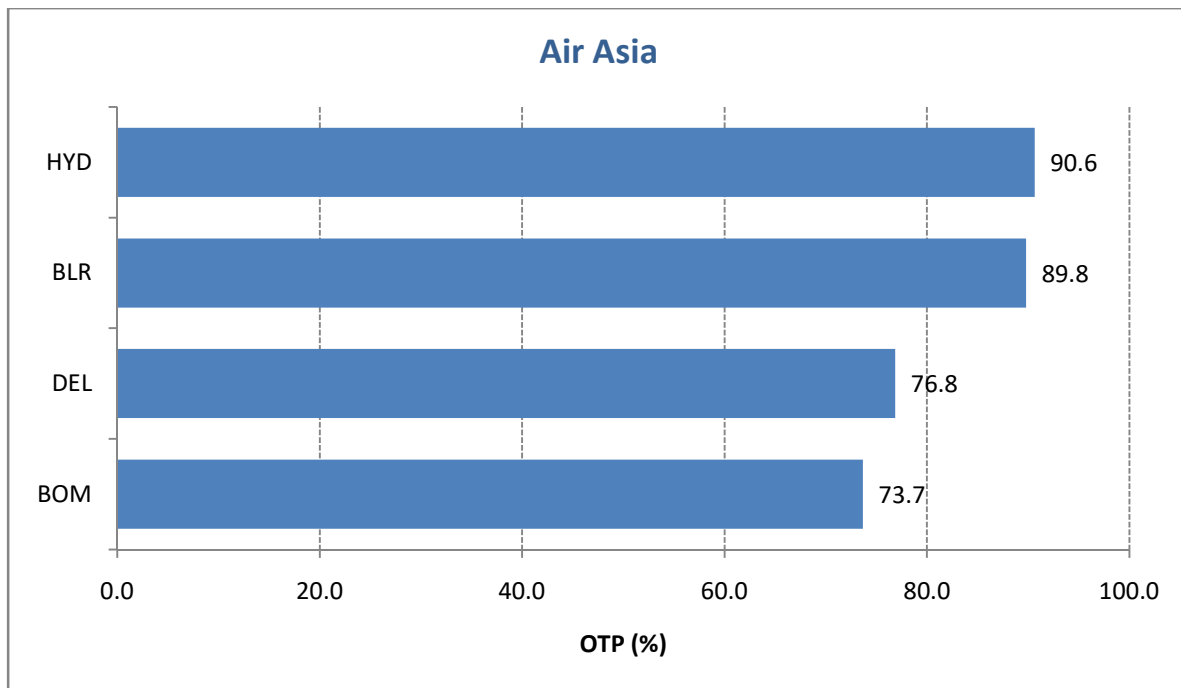




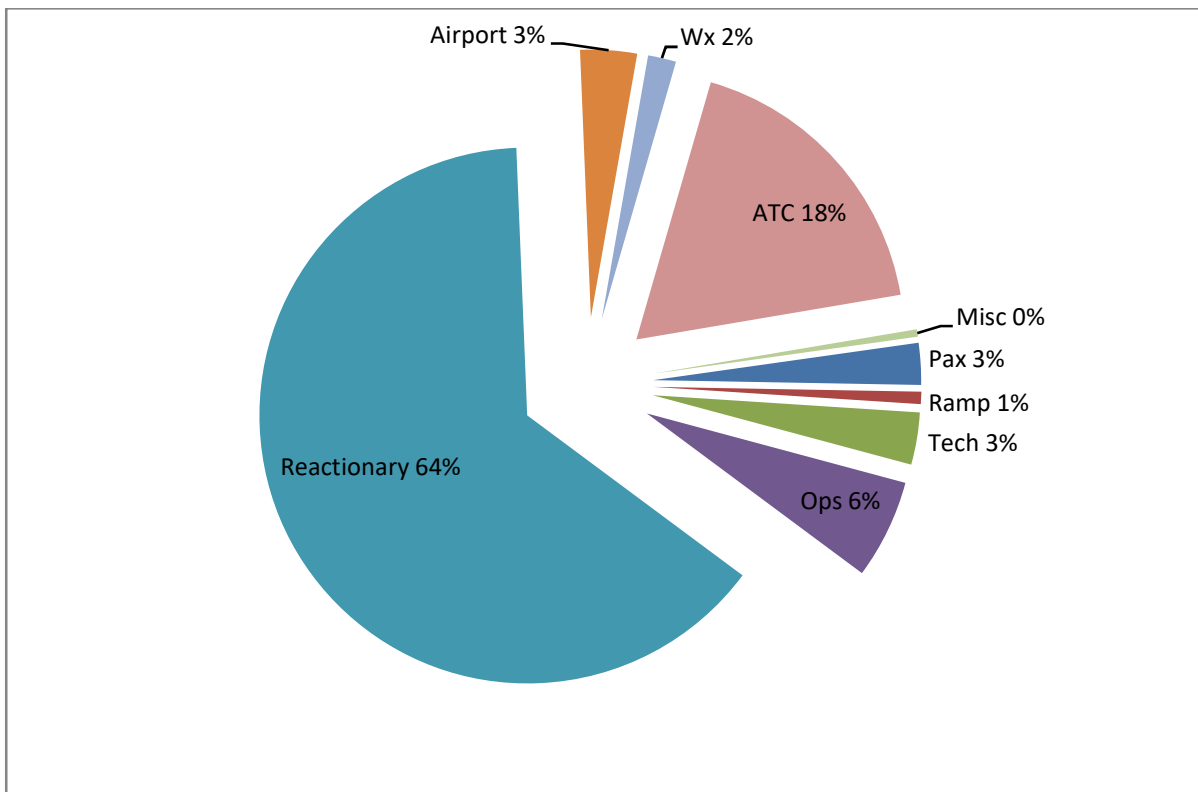
The Traffic report is being prepared based on information received from scheduled domestic airlines.



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



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

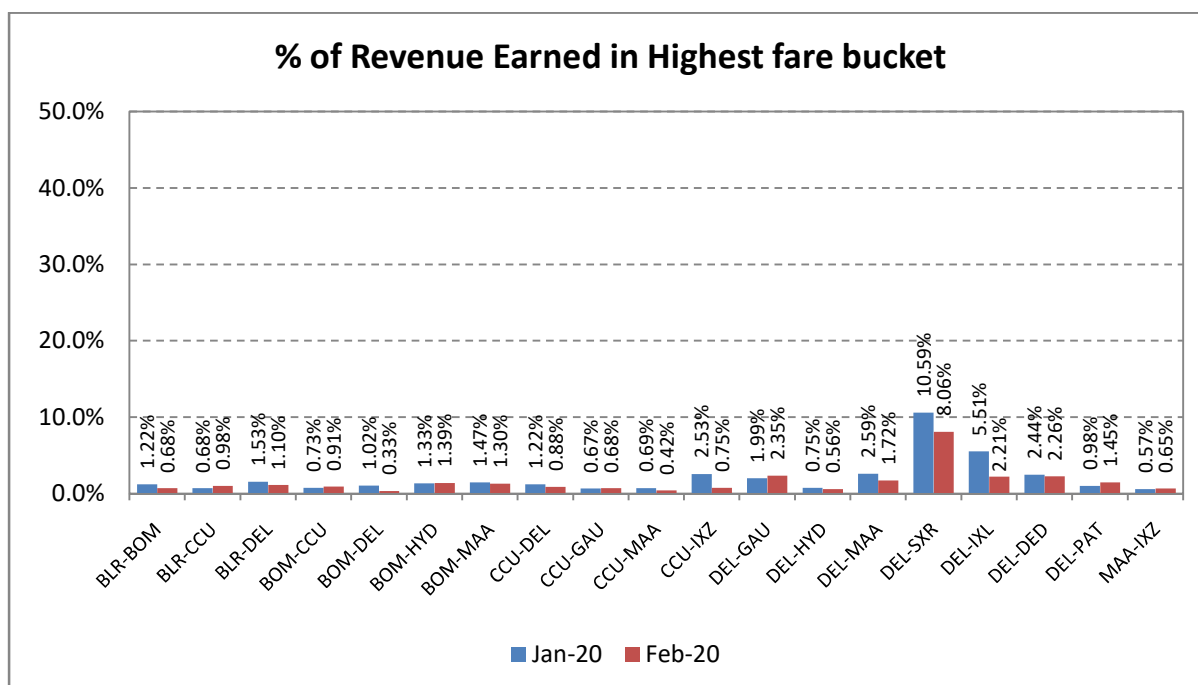
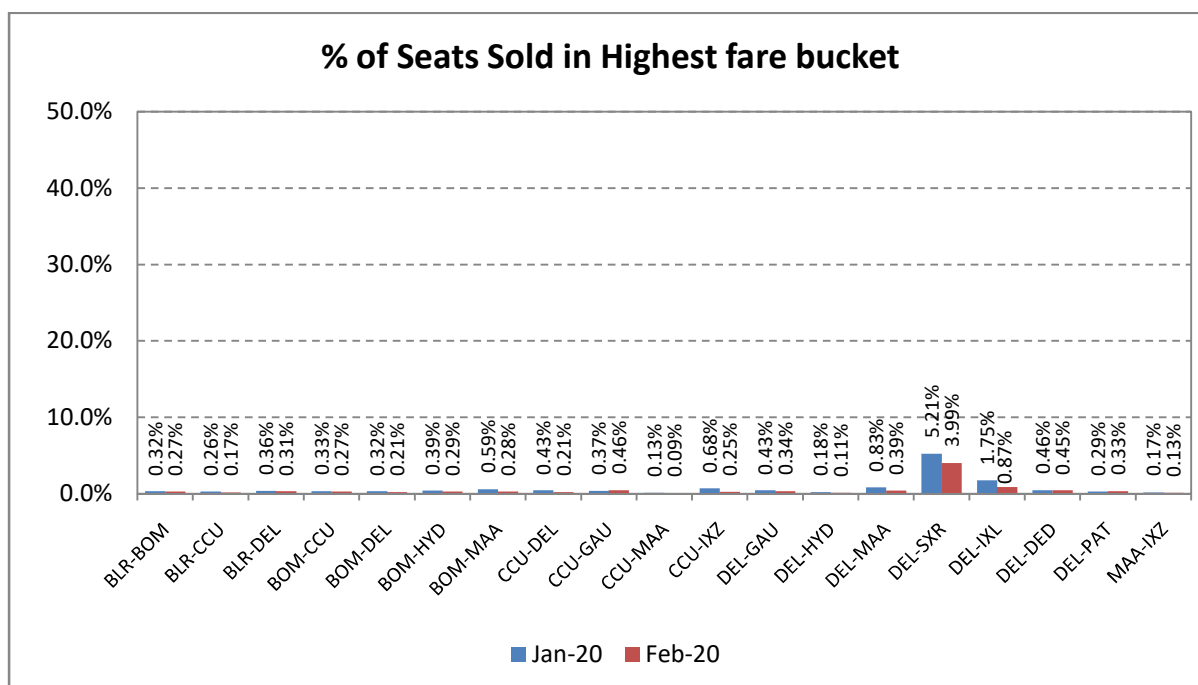


The Traffic report is being prepared based on information received from scheduled domestic airlines.

## Revenue Earned & Seats Sold in Highest Fare Bucket

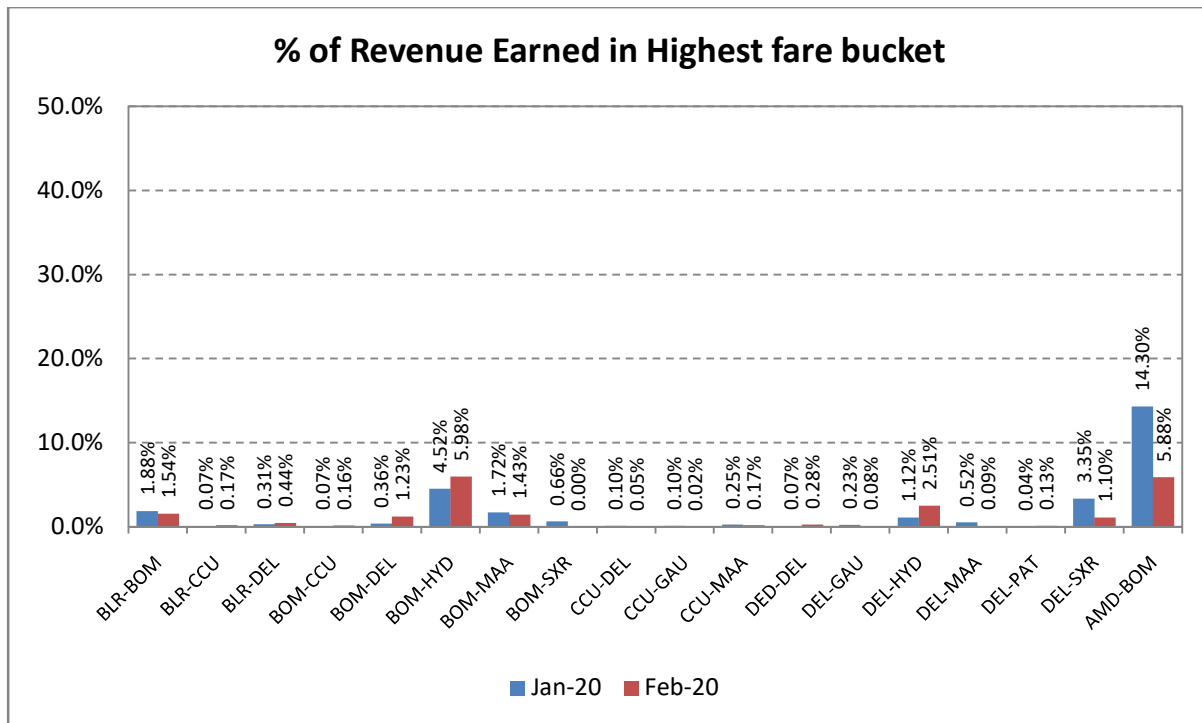
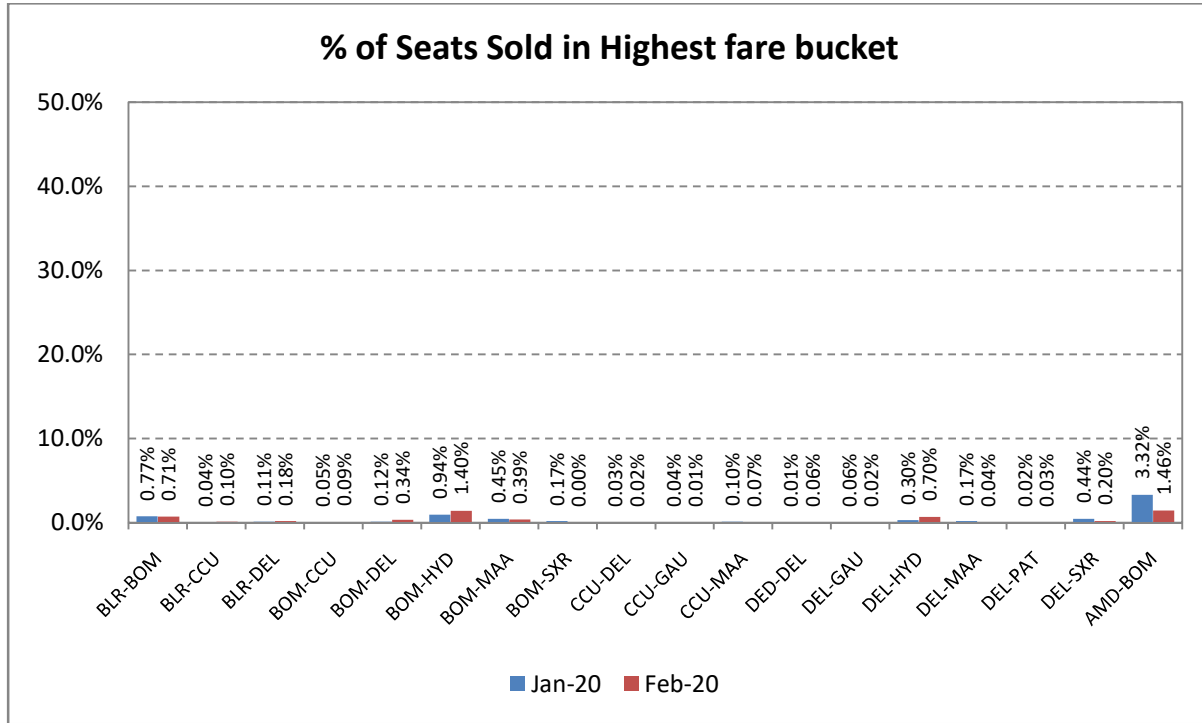
The revenue earned and the number of seats sold by scheduled private airlines in the highest fare bucket on select 20 sectors is as follows:

### Air India



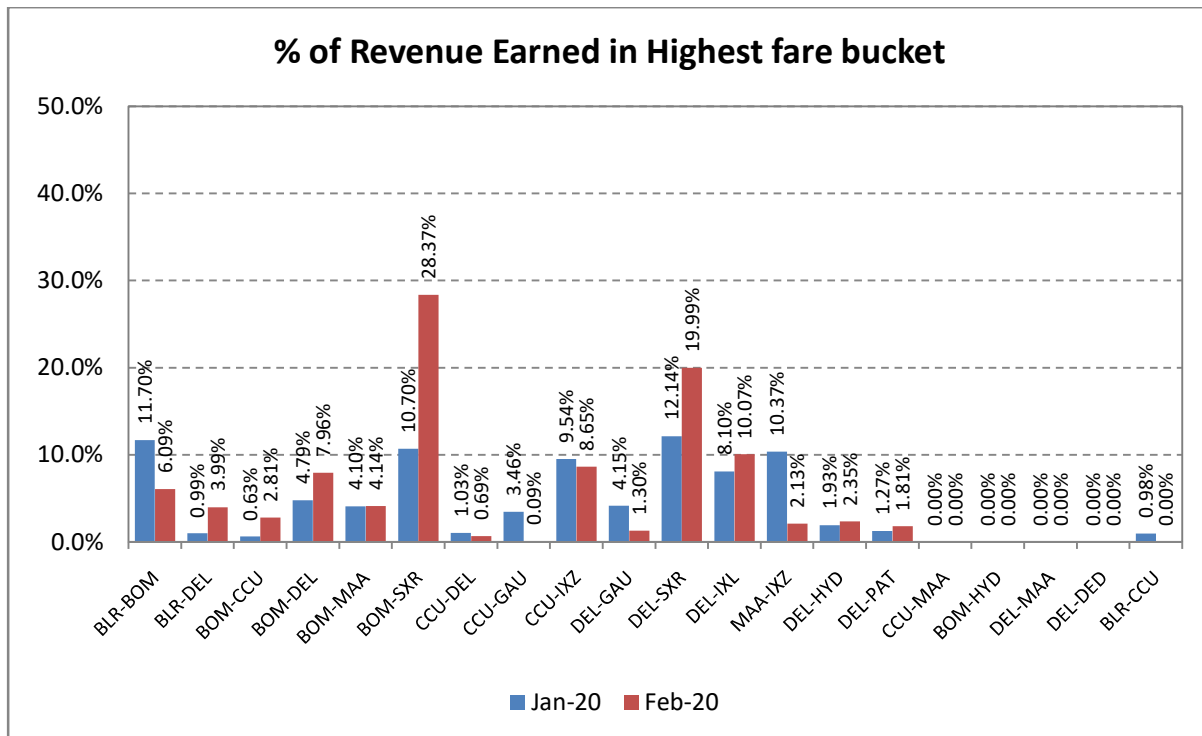
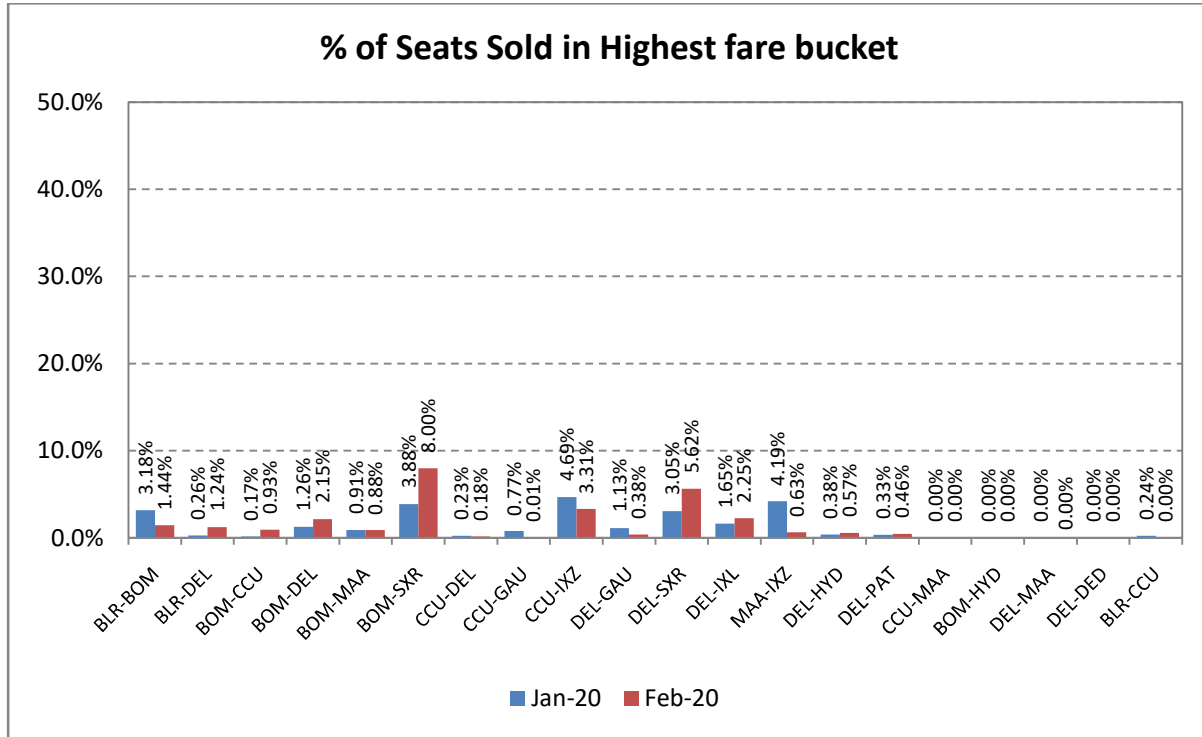
The Traffic report is being prepared based on information received from scheduled domestic airlines.

# Indigo



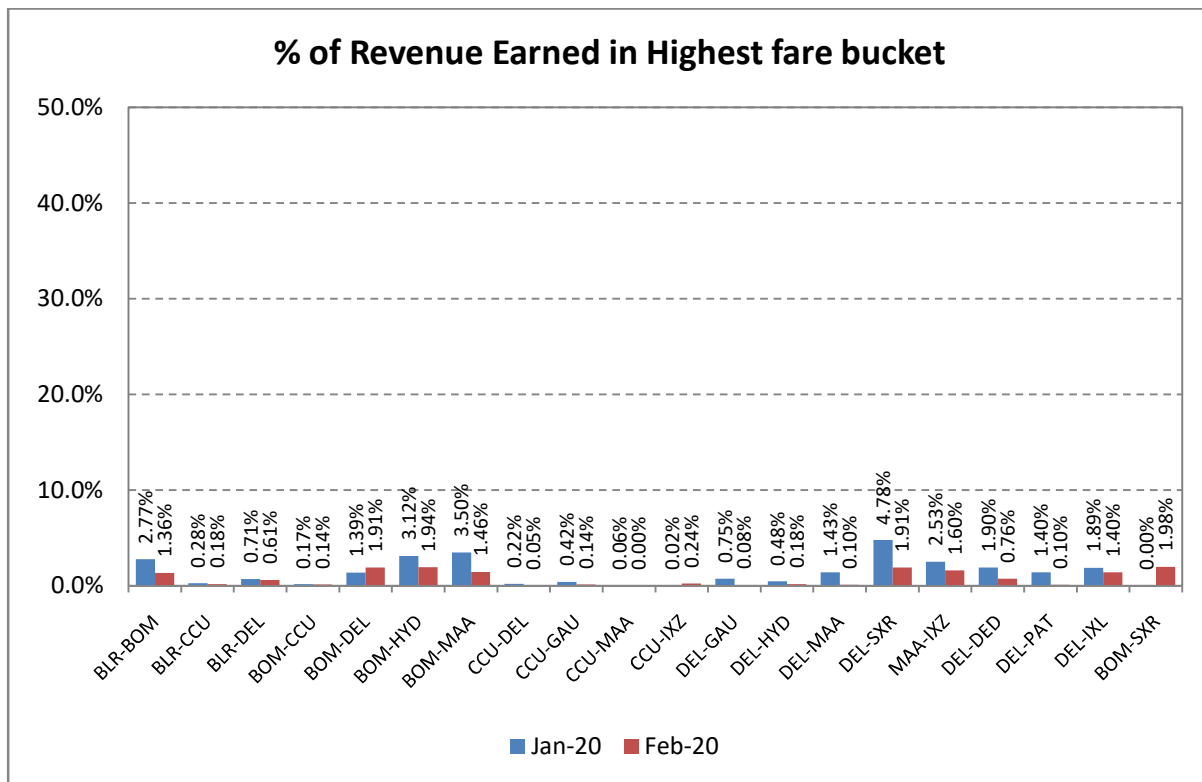
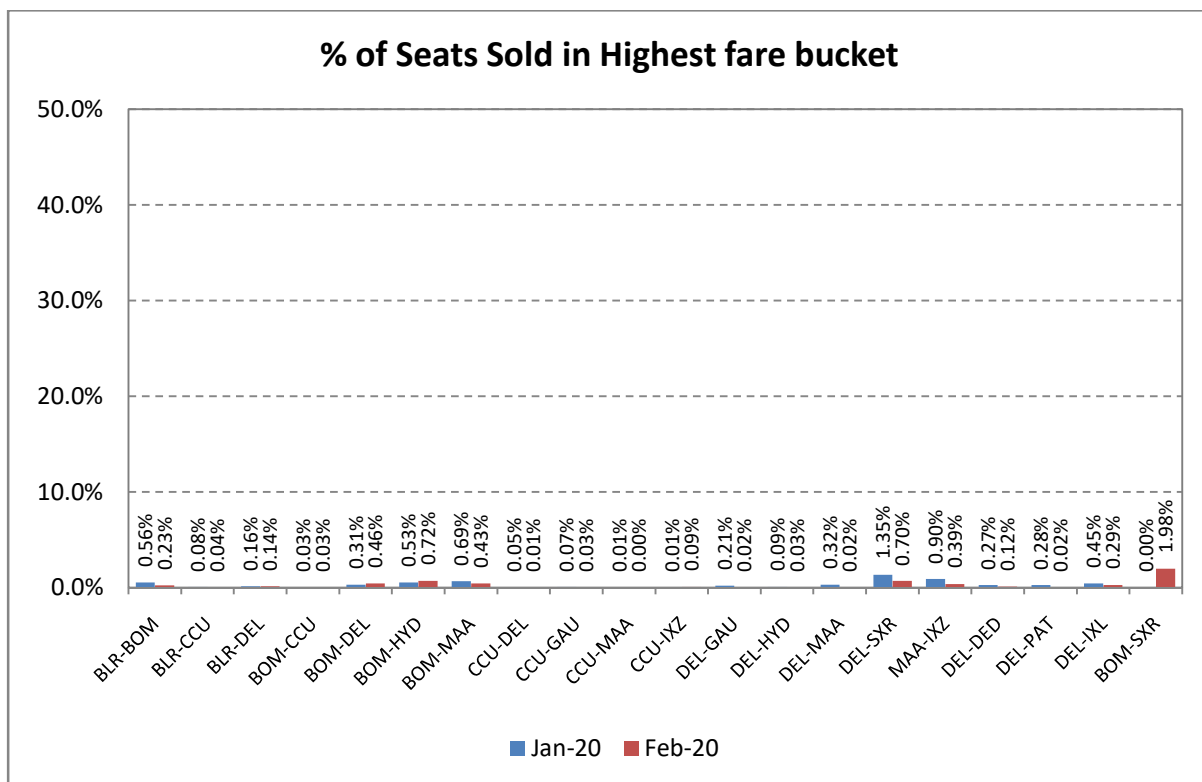
The Traffic report is being prepared based on information received from scheduled domestic airlines.

## Go Air



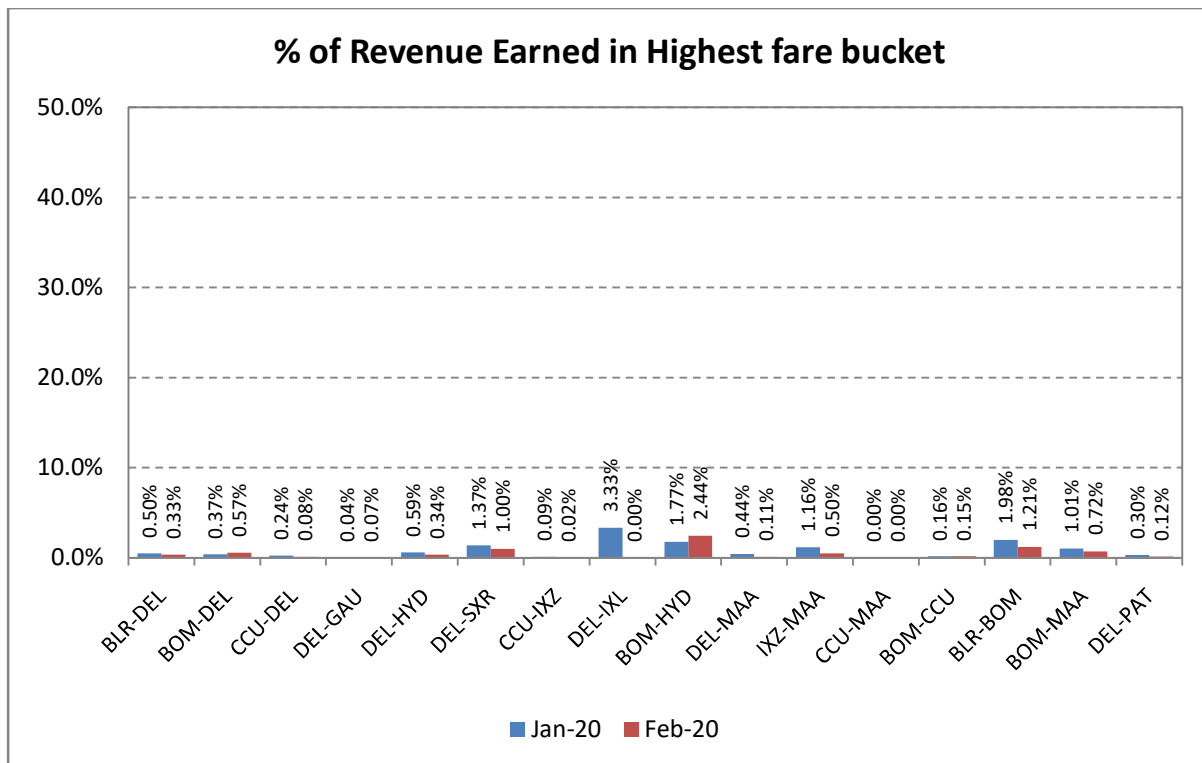
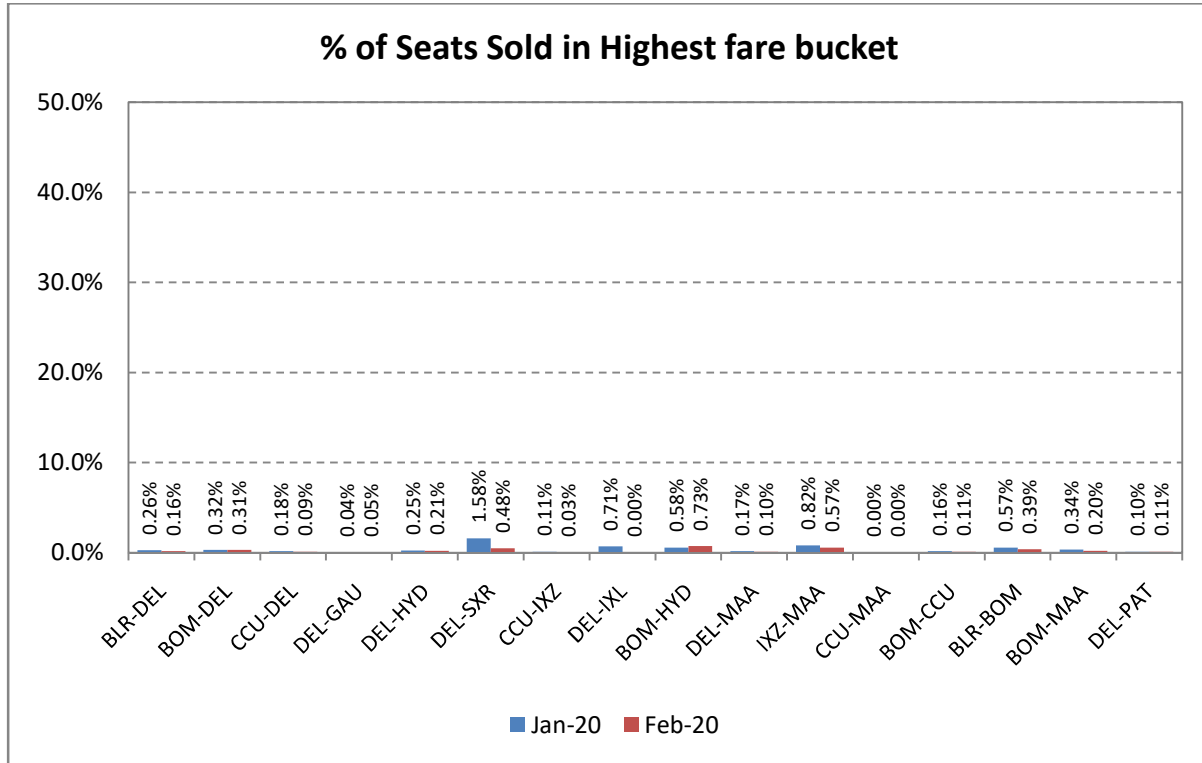
The Traffic report is being prepared based on information received from scheduled domestic airlines.

# Spicejet



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

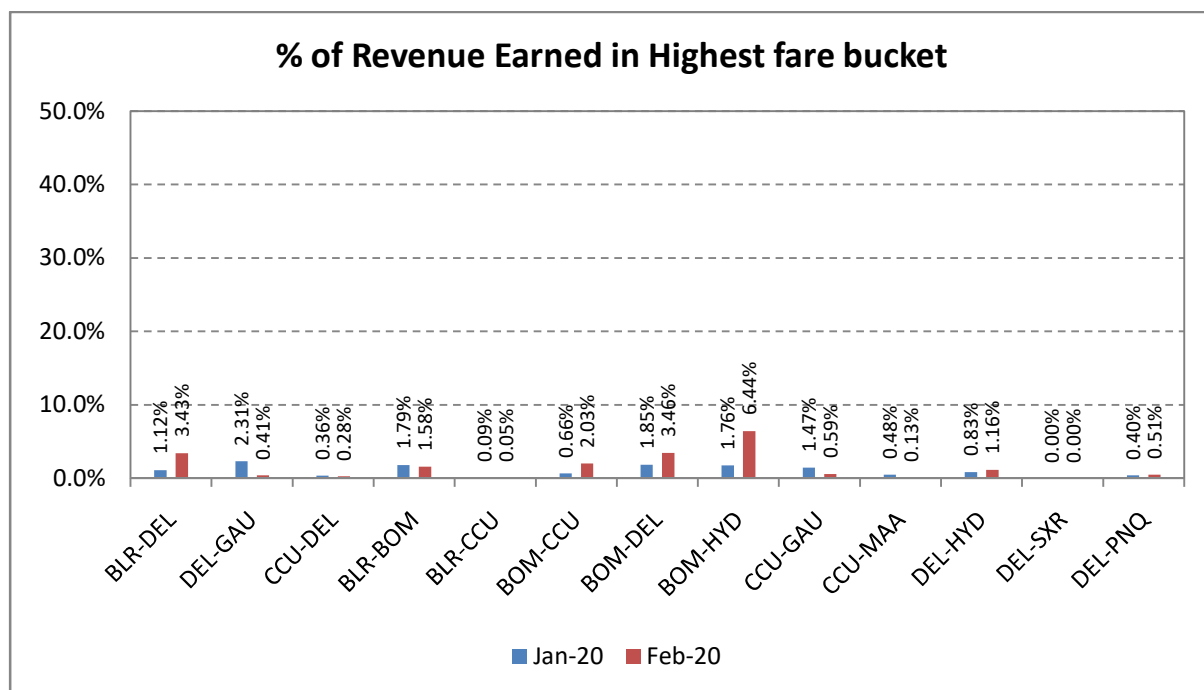
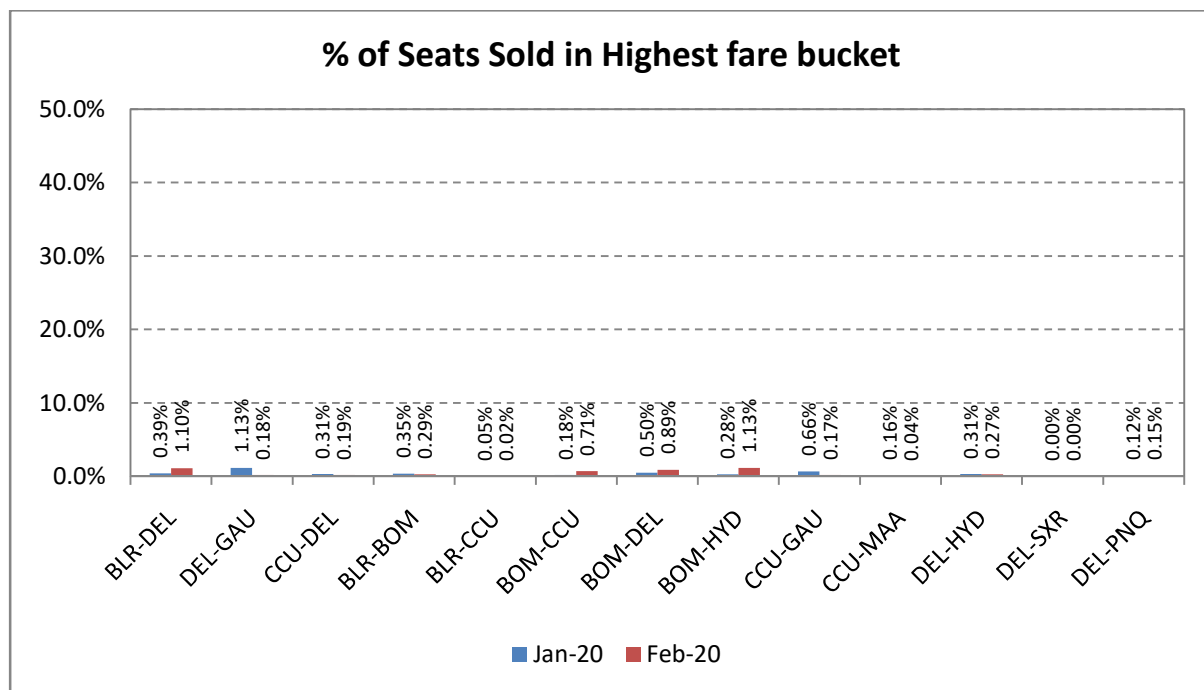
# Vistara



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



## Air Asia



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
Air India	446	<ul style="list-style-type: none"> <li>Refund</li> <li>Rebooked on other flights</li> <li>Hotel accommodation</li> <li>Compensation of Rs18.54lakhs</li> </ul>	3220	<ul style="list-style-type: none"> <li>Refunds</li> <li>Rescheduling</li> <li>Hotel accommodation</li> <li>Compensation of Rs. 9.30lakhs</li> </ul>	38452	<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.41.32lakhs</li> </ul>
Pawan hans	Nil	Nil	11	Compensation of Rs0.41lakhs	Nil	Nil
SpiceJet	355	Compensation of Rs11.98 lakhs	6383	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> <li>Compensation of Rs. 21.23lakhs</li> </ul>	35104	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Transfer to other airlines</li> <li>Amount spent on facilitation of Rs. 55.82lakhs</li> </ul>
Go Air	12	Compensation of Rs 2.26 lakhs	524	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> </ul>	590	<ul style="list-style-type: none"> <li>All pax given refreshments</li> <li>Refunds where pax desired</li> <li>Rescheduling</li> </ul>
Indigo	62	Compensation of Rs 6.02 lakhs	4938	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> <li>Compensation of Rs. 0.06lakhs</li> </ul>	97314	<ul style="list-style-type: none"> <li>Refreshments</li> </ul>
Air Asia	6	Compensation of Rs 0.82 lakhs	369	Compensation of Rs6.34lakhs	3716	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> <li>Amount spent on facilitation of Rs9.93lakhs</li> </ul>
Vistara	39	Compensation of Rs 2.30 lakhs	228	Compensation of Rs6.43lakhs	6049	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> <li>Amount spent on facilitation of Rs13.02lakhs</li> </ul>
TruJet	Nil	Nil	571	Compensation of Rs 1.23 lakhs	30	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> <li>Amount spent on facilitation of Rs0.05lakhs</li> </ul>
Star Air	Nil	Nil	Nil	Nil	Nil	Nil
Air Deccan	4	Compensation of Rs 0.13 lakhs	46	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> </ul>	Nil	Nil
Air heritage	Nil	Nil	54	Nil	22	Amount spent on facilitation of Rs 0.11 lakhs
Zoom Air	Nil	Nil	33	Nil	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
924	Rs. 42.05lakhs compensation	16377	Rs45 lakhs compensation and facilities	181277	Rs. 120.24 lakhs towards facilitation

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

**Table 2**

**MONTH-WISE SEAT FACTOR OF SCHEDULED OPERATORS IN 2020**  
**(PASSENGER LOAD FACTOR IN PERCENTAGE)**

[illegible]

**Table 3**

Airline	Complaints		Redressal Status	
	Total	Per 10,000 Passengers Carried	Closed	Open
Air Asia	14	0.2	14	0
Vistara	7	0.1	7	0
Go Air	125	1.0	125	0
IndiGo	243	0.4	243	0
Spicejet	107	0.6	107	0
Pawan Hans	0	0.0	0	0
Air India (dom)	288	1.9	45	243
Trujet	2	0.2	2	0
Air Deccan	4	84.4	4	0
Star Air	0	0.0	0	0
Air Heritage	0	0.0	0	0
Zoom Air	0	0.0	0	0
<b>Total</b>	<b>790</b>	<b>0.64</b>	<b>547</b>	<b>243</b>