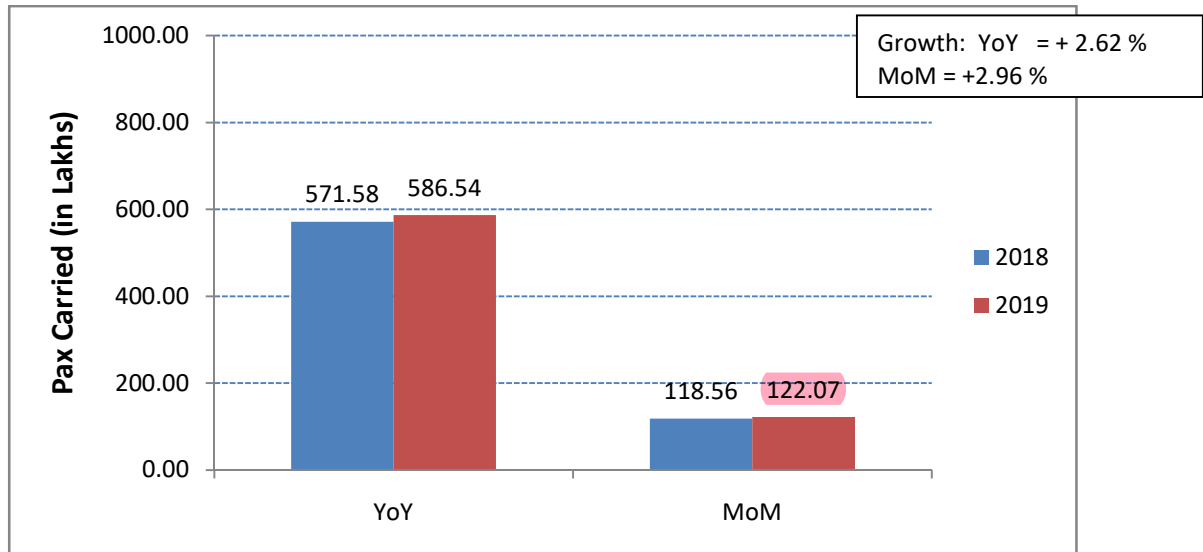


**Subject:** Performance of domestic airlines for the year 2019.

Traffic data submitted by various domestic airlines has been analysed for the month of May 2019. Following are the salient features:

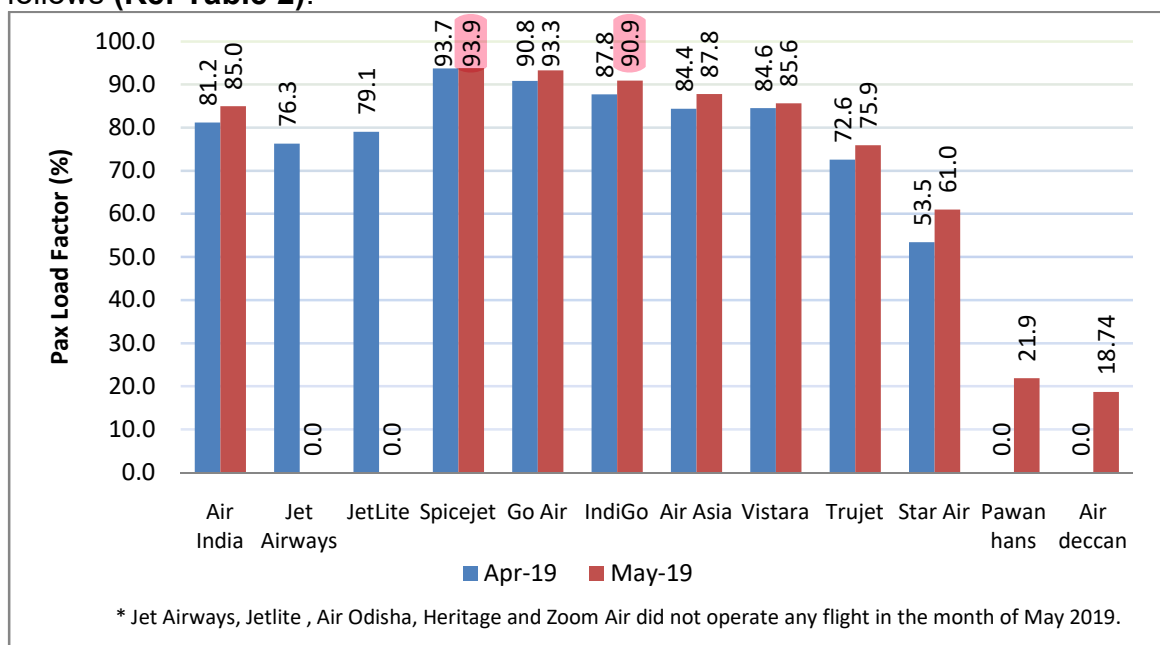
### Passenger Growth

Passengers carried by domestic airlines during Jan-May 2019 were **586.54 lakhs** as against **571.58 lakhs** during the corresponding period of previous year thereby registering a **growth of 2.62% (Ref Table 1)**.



### Passenger Load Factor

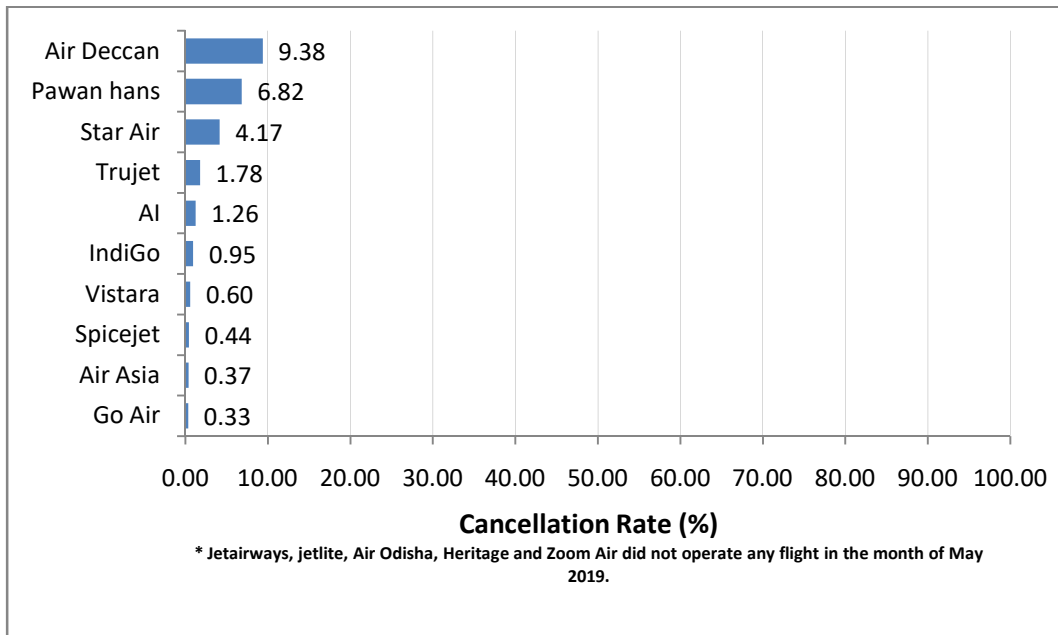
The passenger load factors of various scheduled domestic airlines in May 2019 are as follows (Ref Table 2):



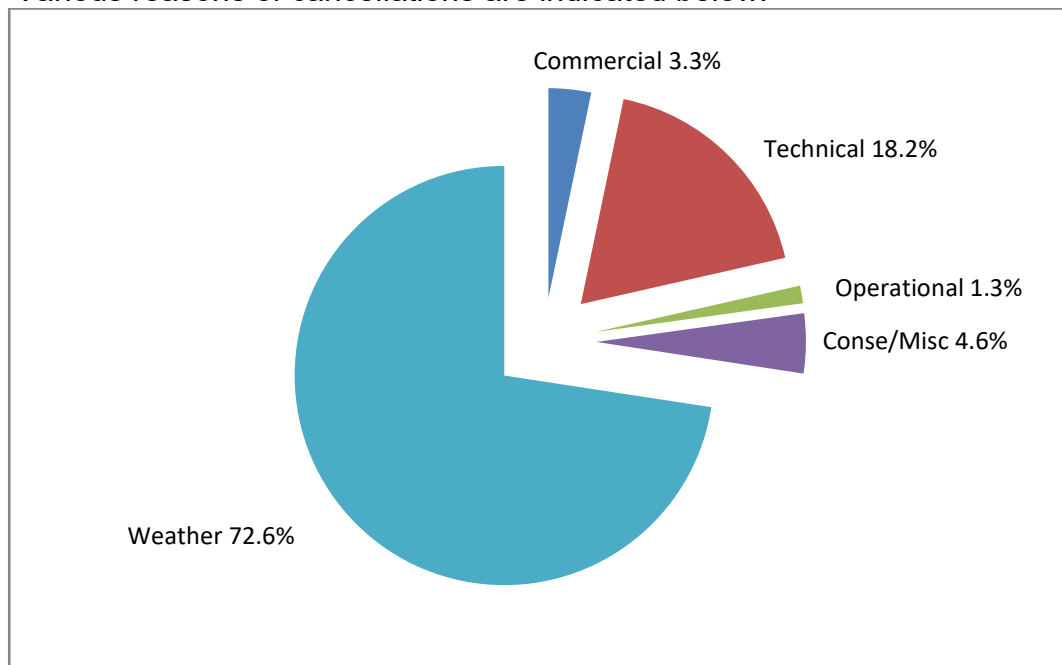
The passenger load factor in the month of May 2019 has shown marginally increasing trend compared to previous month due to ongoing tourist season.

### **Cancellations**

The overall cancellation rate of scheduled domestic airlines for the month of May 2019 has been 0.81%. Airline-wise details of cancellations are as follows:

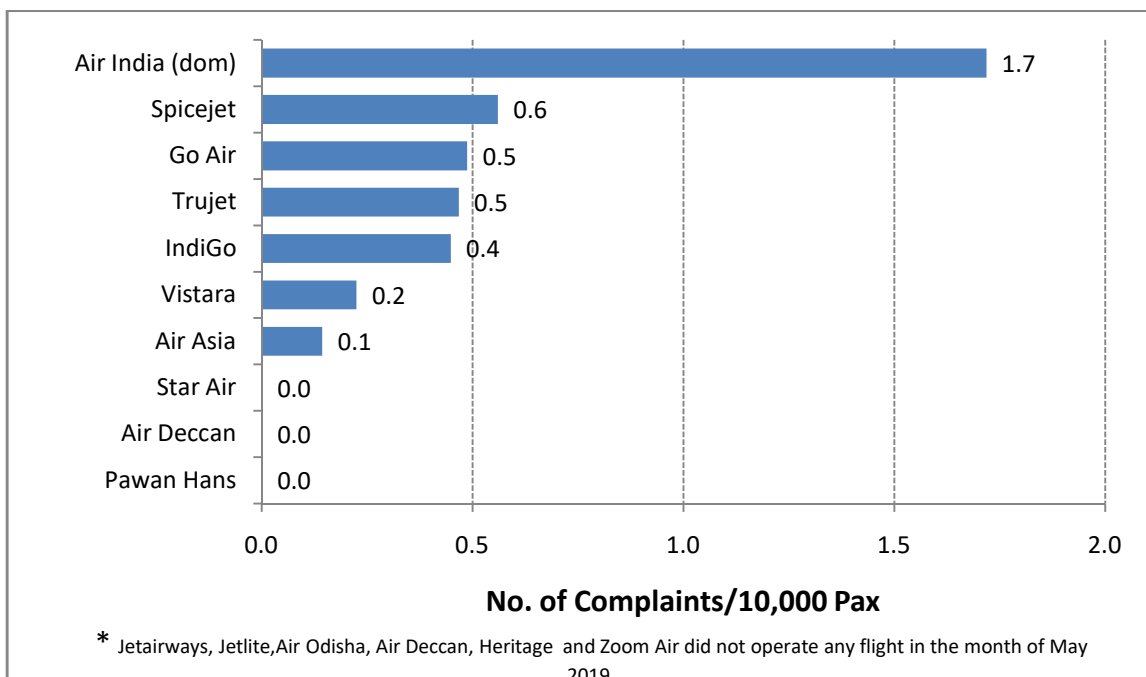


Various reasons of cancellations are indicated below:

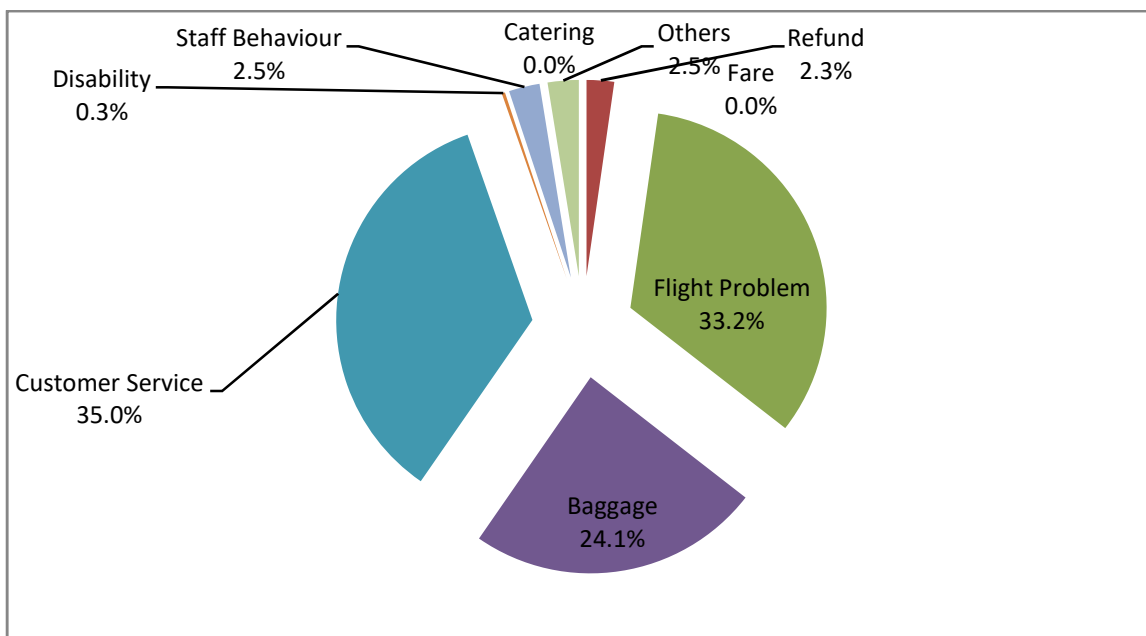


## Passenger Complaints during the month

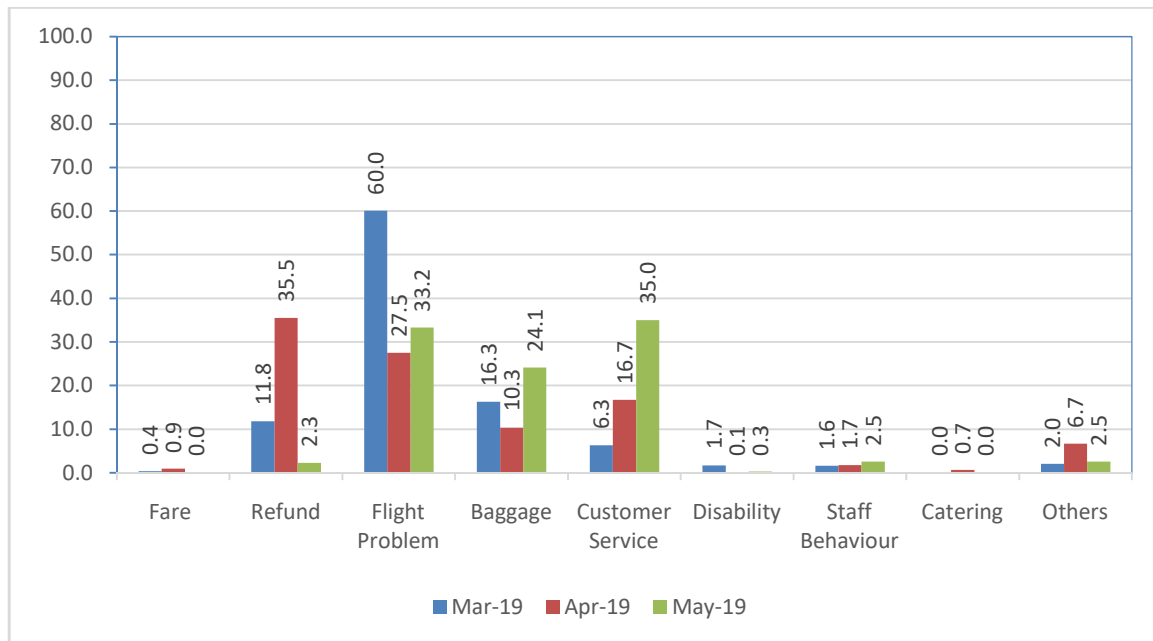
During May 2019, a total of 746 passenger related complaints had been received by the scheduled domestic airlines. The number of complaints per 10,000 passengers carried for the month of May 2019 has been around 0.61. The airline-wise details are as follows:



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.

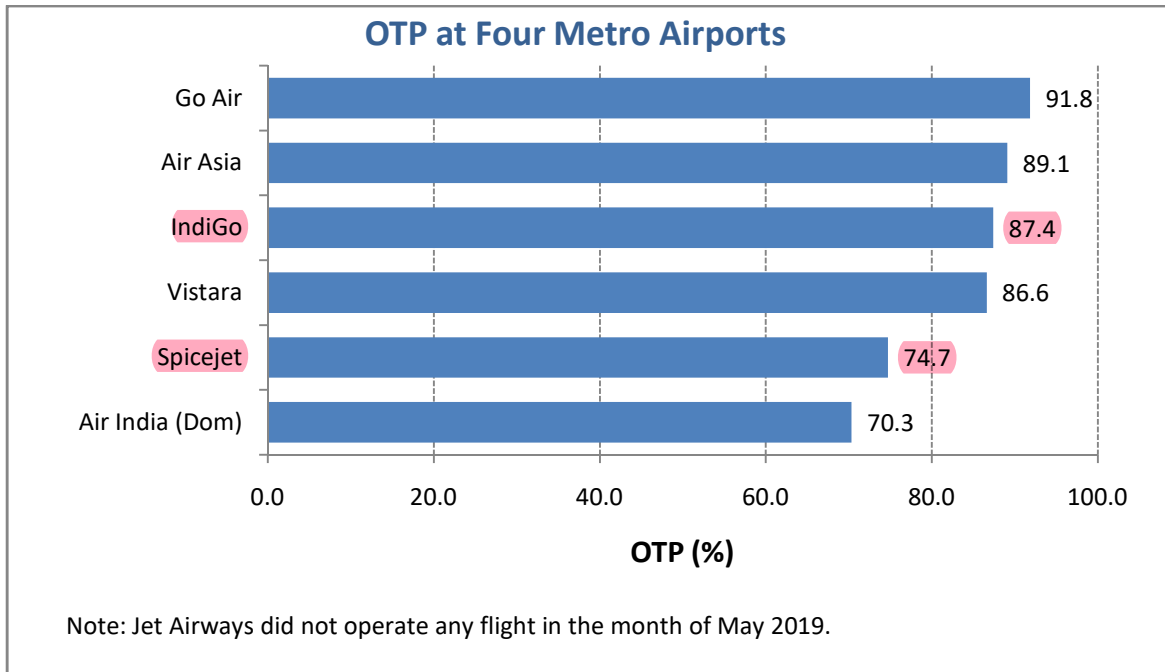
### **Compliance of Route Dispersal Guidelines**

Airline-wise Compliance of Route Dispersal Guidelines during the month of May 2019 is given in the following table.

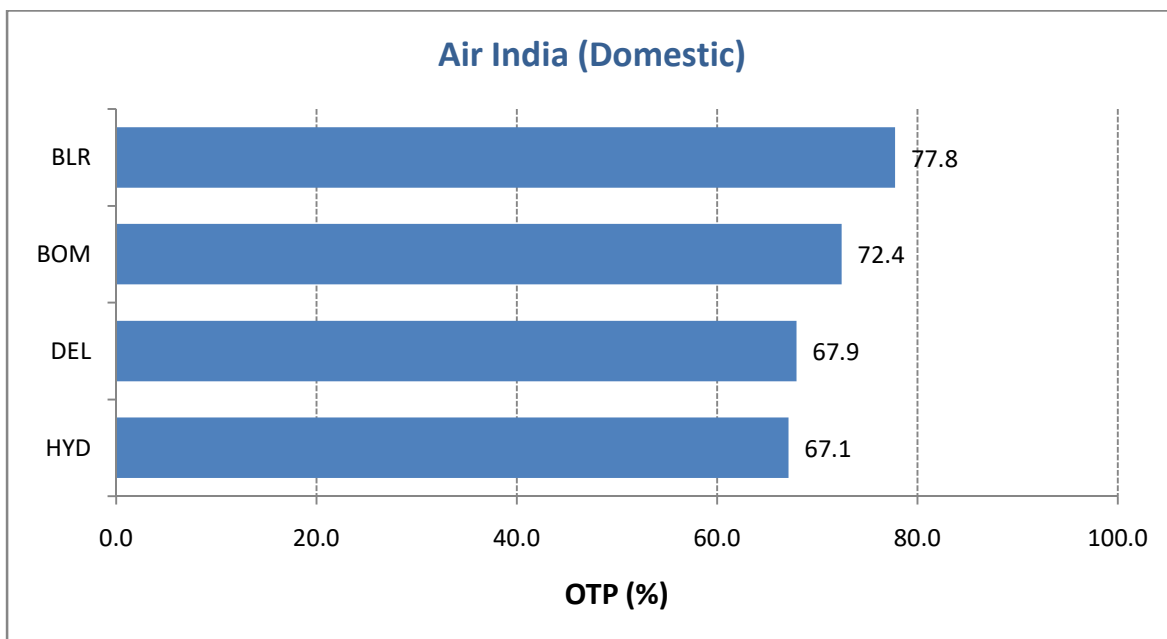
Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Air India + Alliance Air	105.9	1.50	29.4
Spicejet	112.0	1.25	43.8
Go Air	94.7	1.05	29.7
IndiGo	156.8	1.25	38.2
Vistara	35.1	1.68	14.9
Air Asia	96.0	1.08	51.1
Minimum Capacity Requirement in accordance with RDG (As % of Capacity Deployed in Category I)			
• Category II	-	10%	
• Category IIA	-	1%	
• Category III	-	35%	

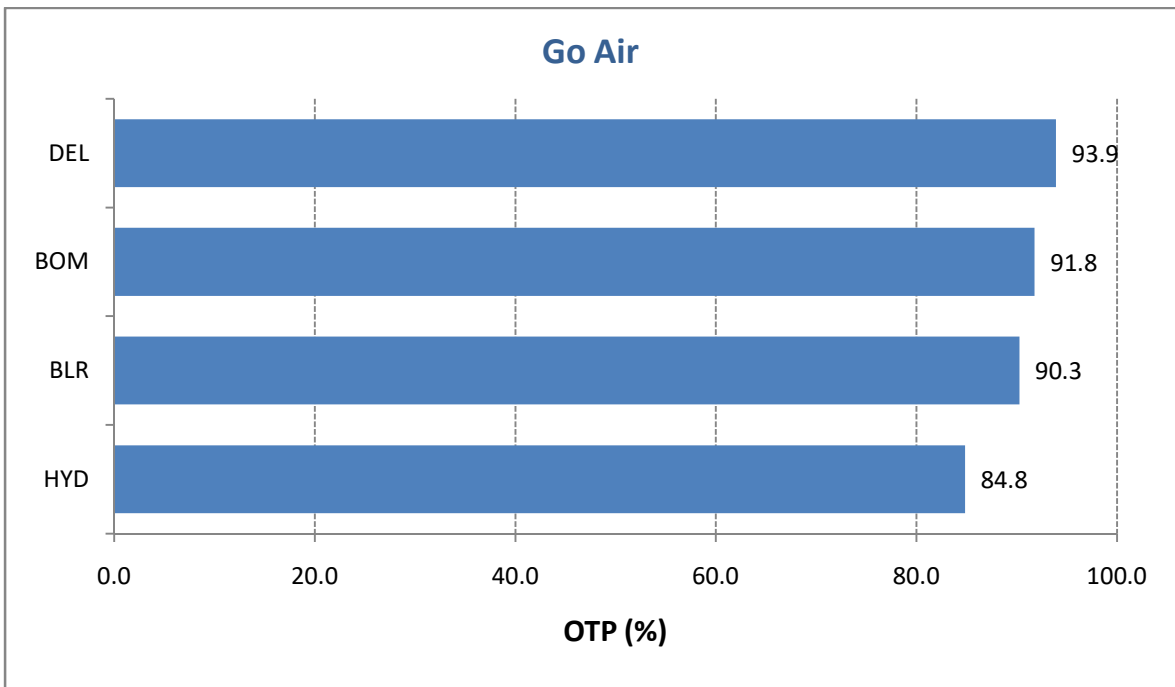
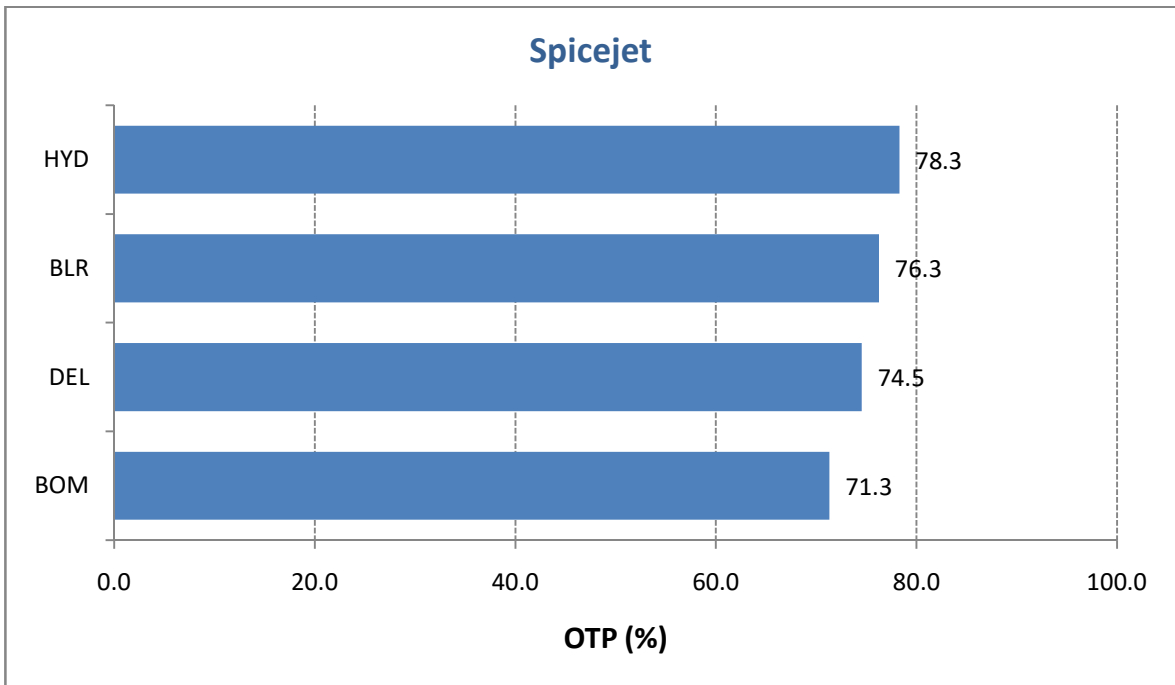
## On-Time Performance (Scheduled Domestic Airlines)

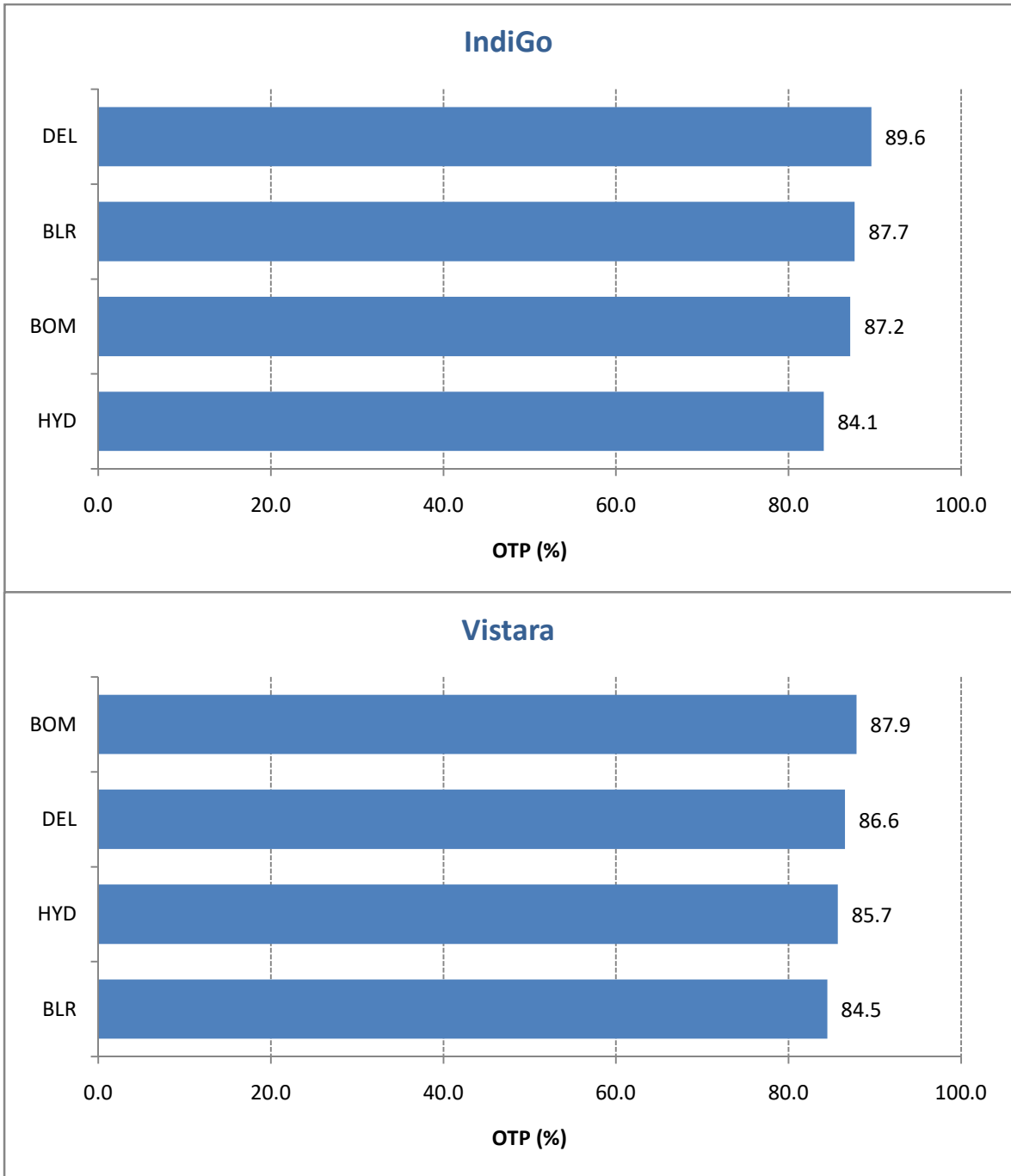
On-Time Performance (OTP) of scheduled domestic airlines has been computed for four metro airports viz. Bangalore, Delhi, Hyderabad and Mumbai. Airline-wise OTP at four metro airports for the month of May 2019 is as follows:

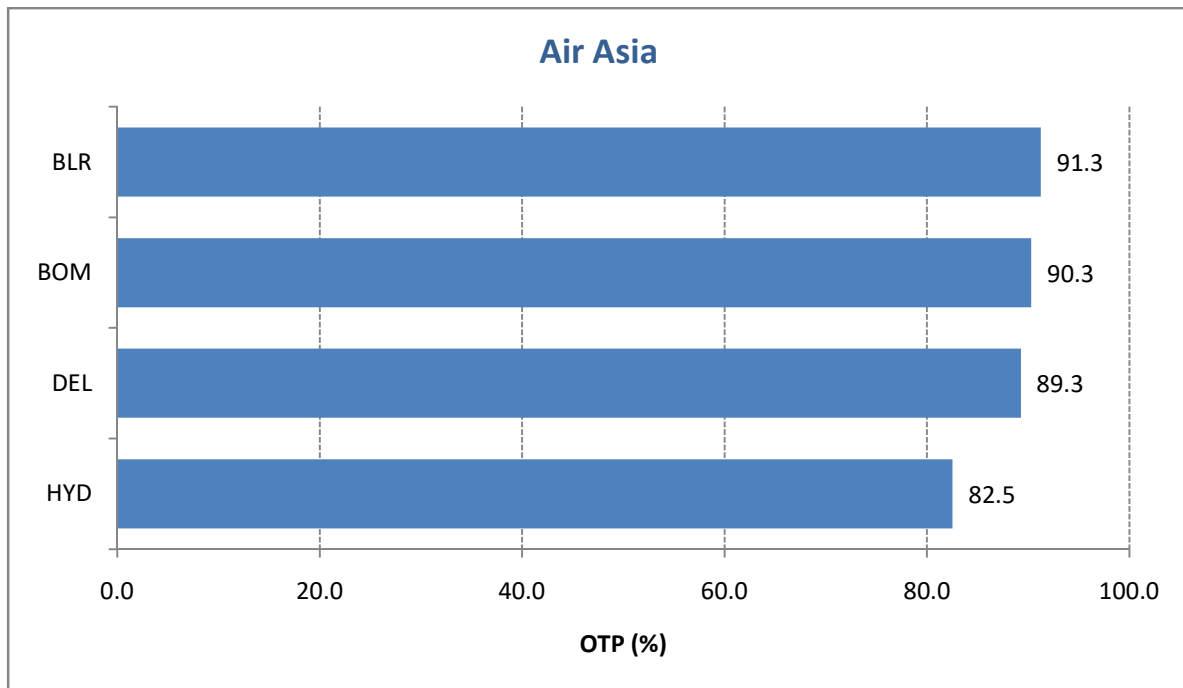


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

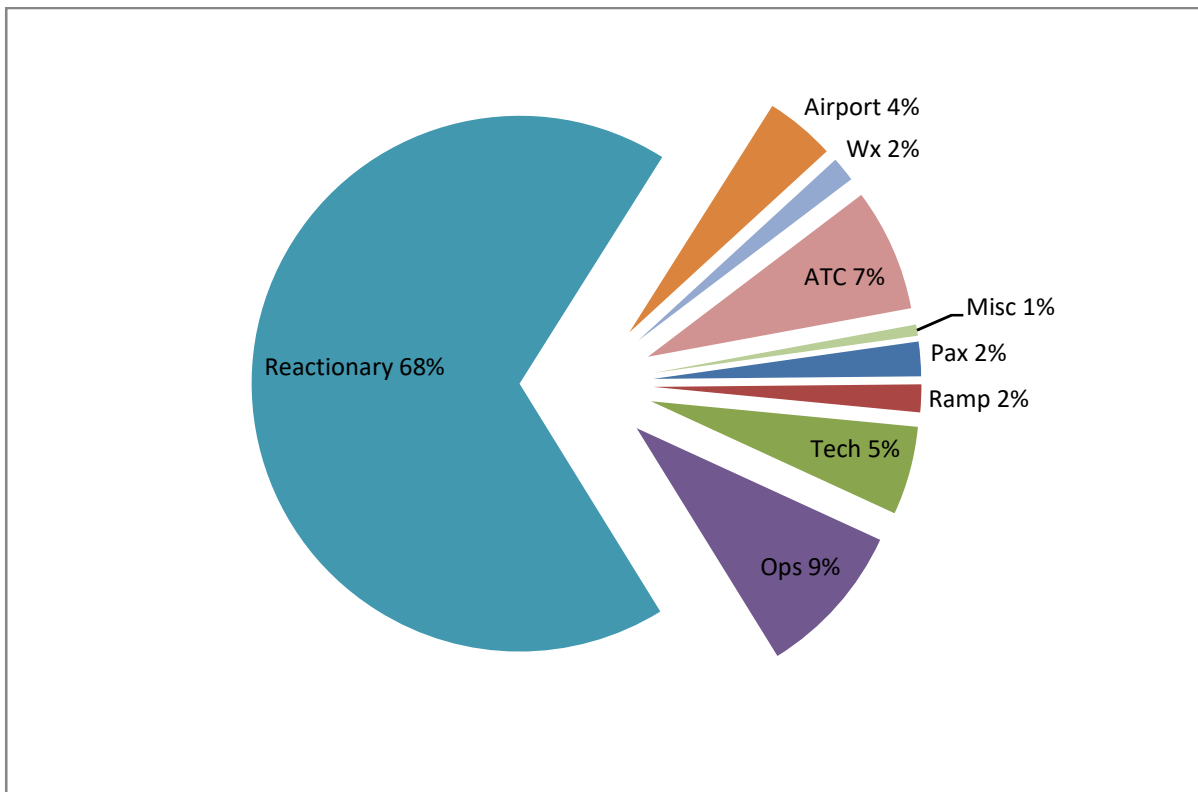








Reasons for delay have been analysed, which are presented below. It has been found that majority of delays have been attributed to 'Reactionary'.

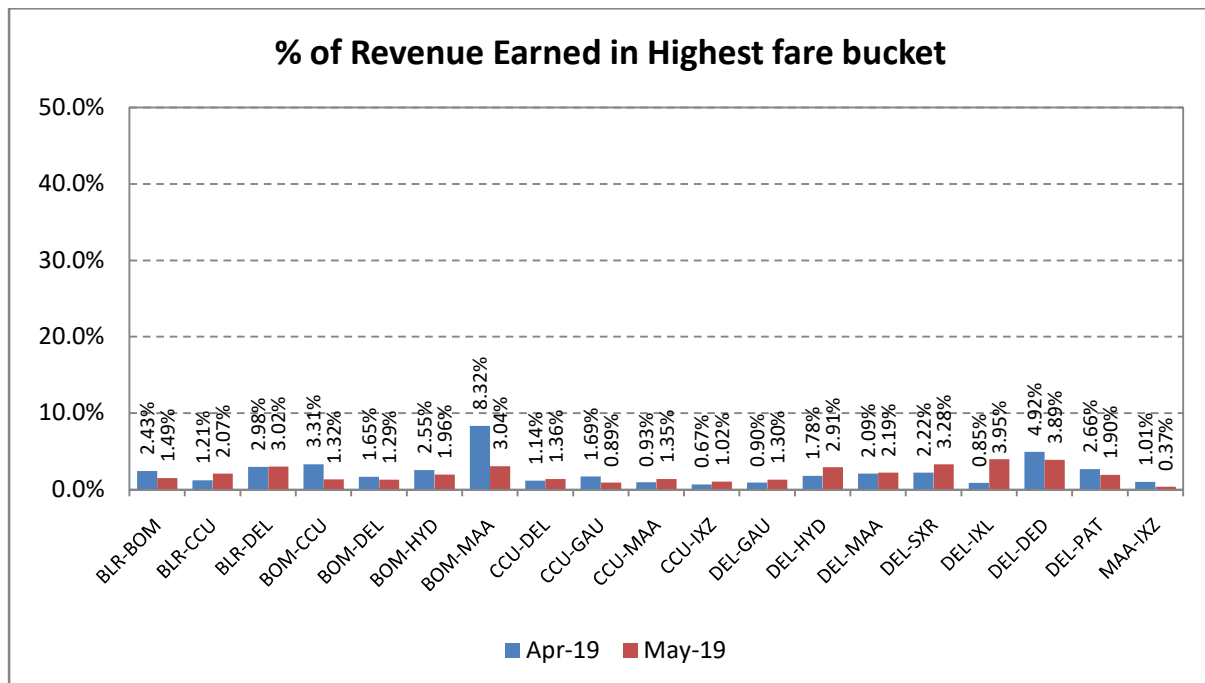
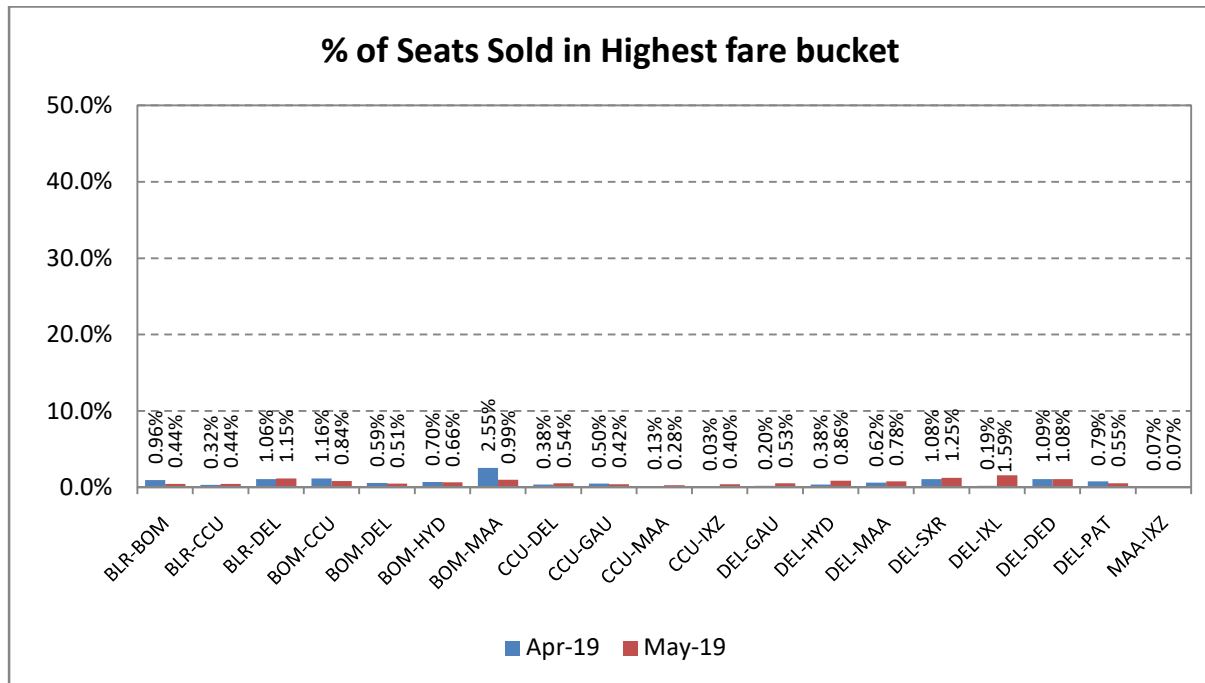




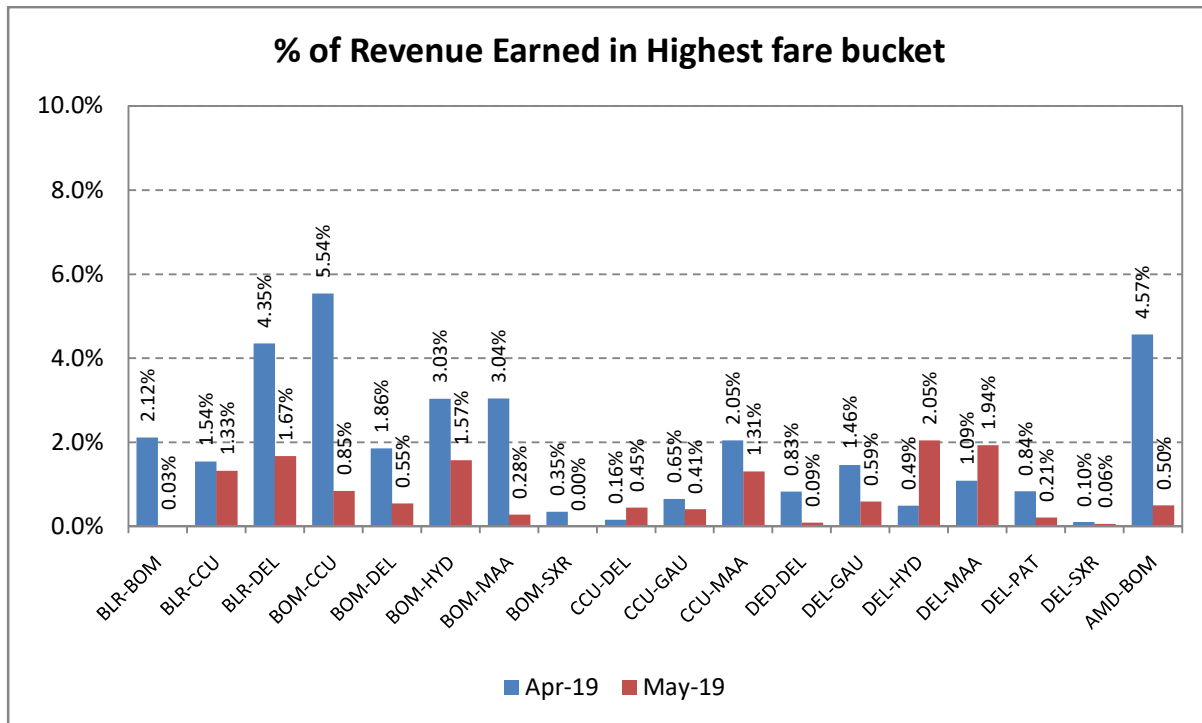
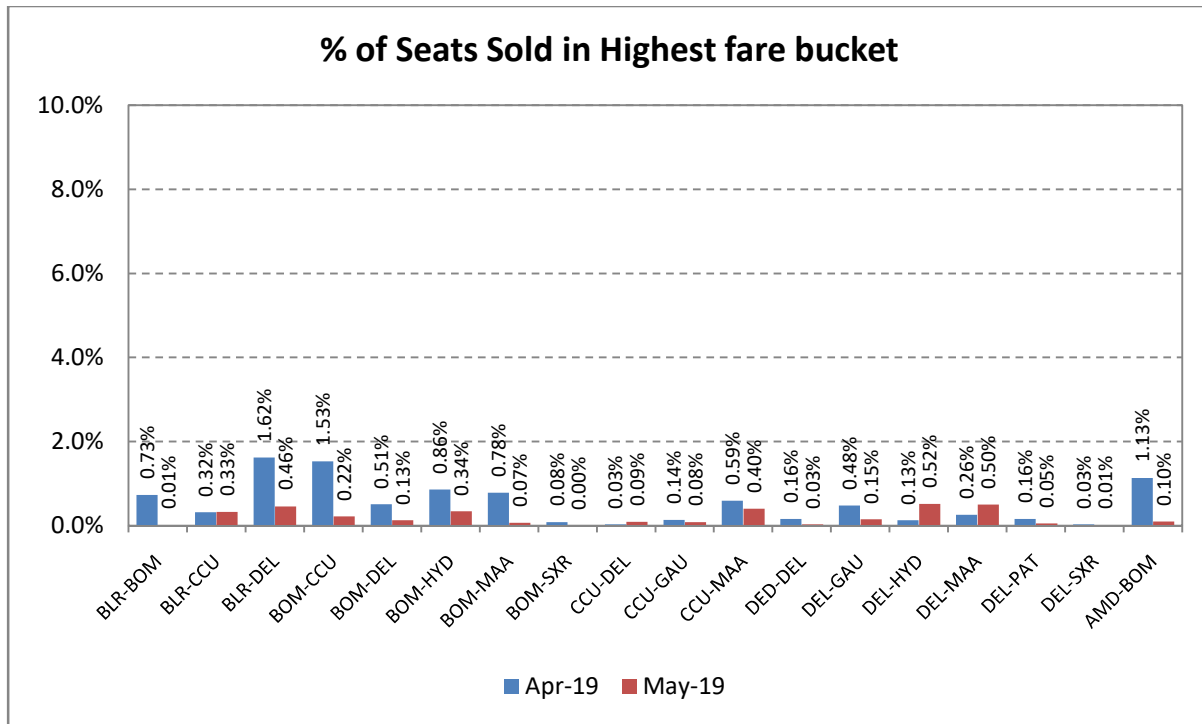
## Revenue Earned & Seats Sold in Highest Fare Bucket

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:

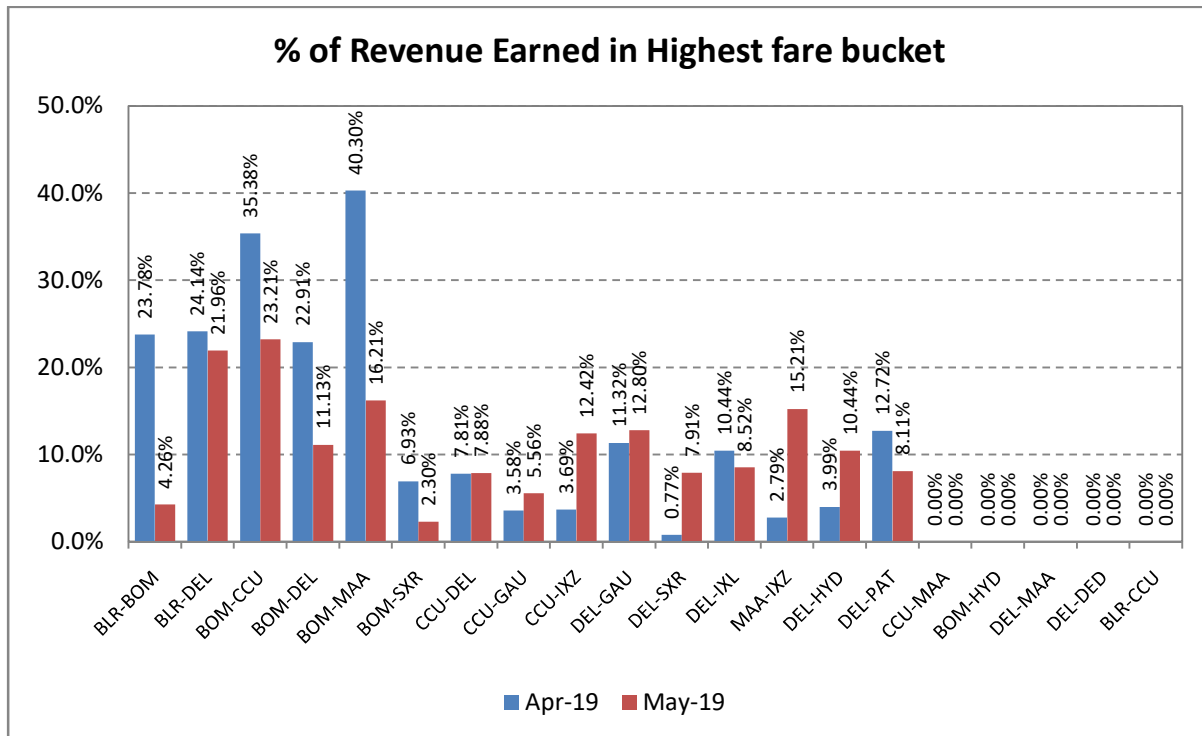
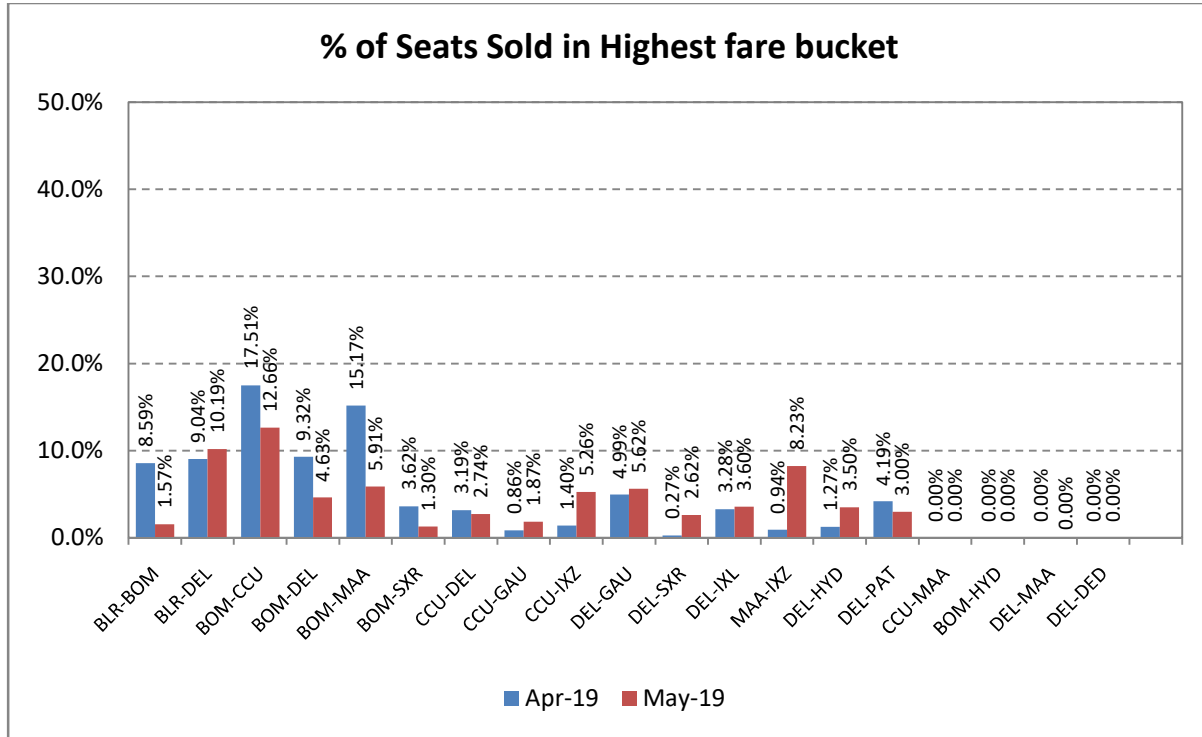
### Air India



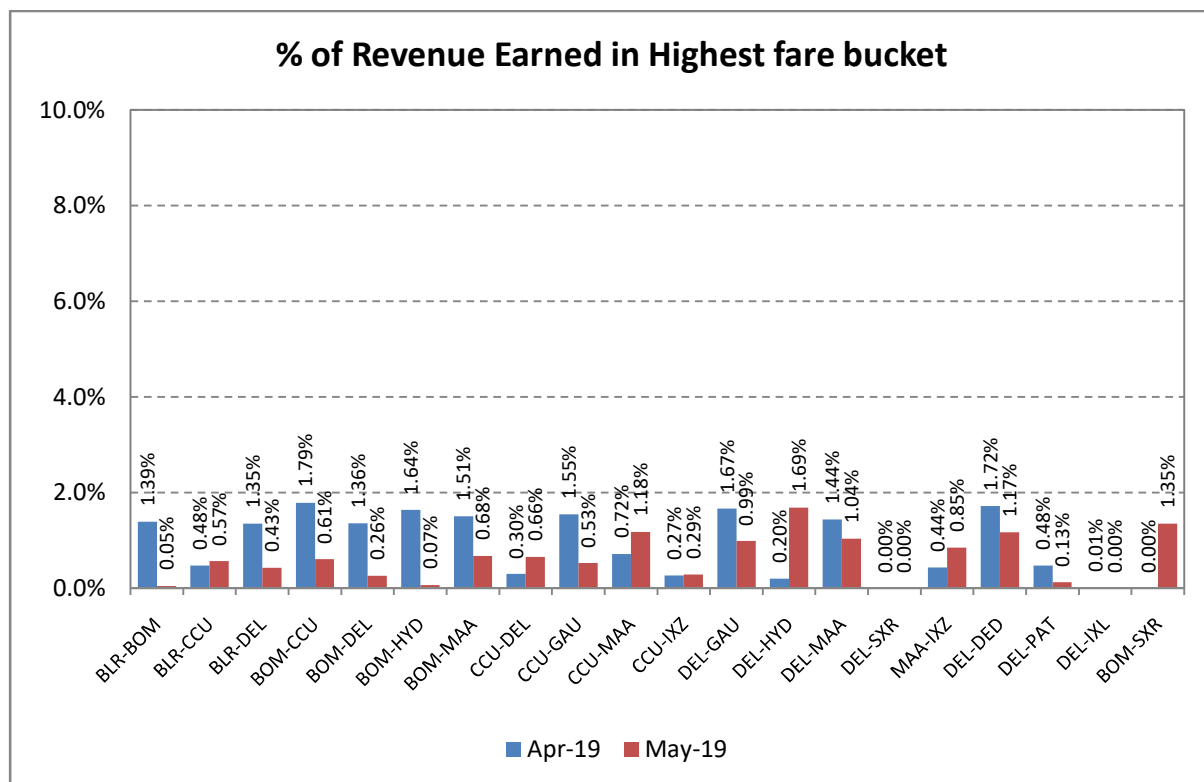
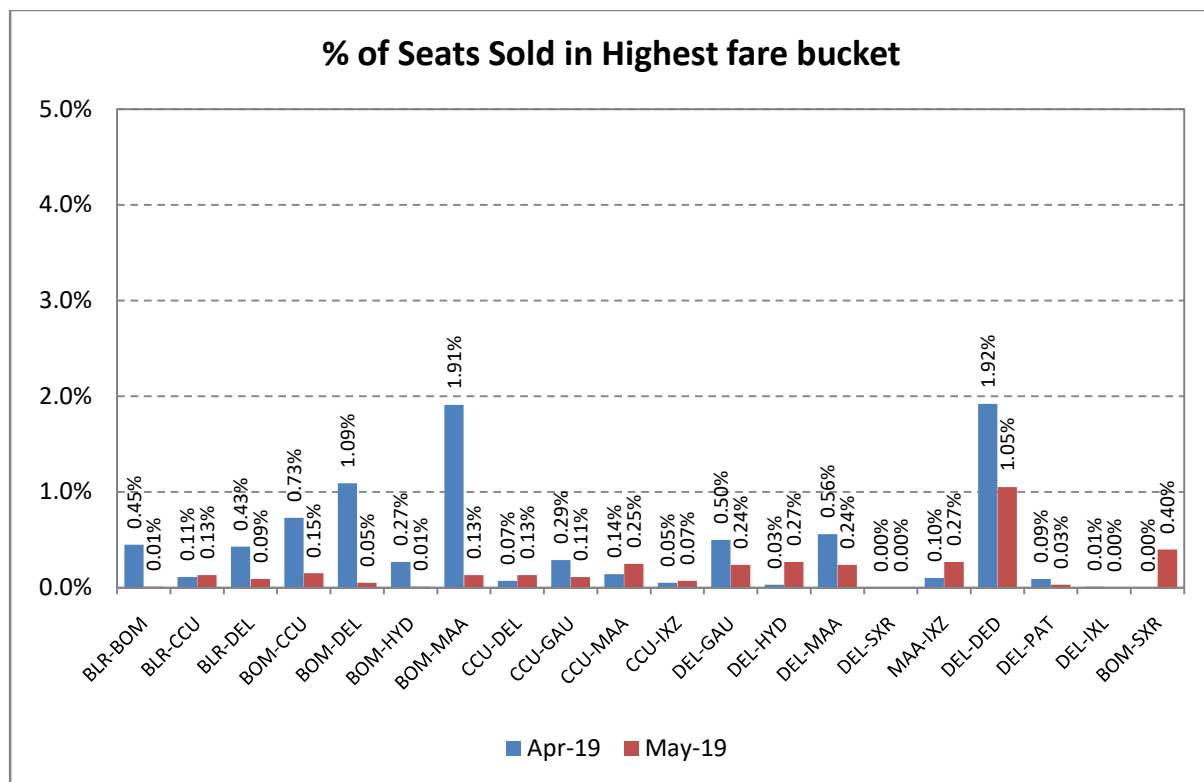
# Indigo



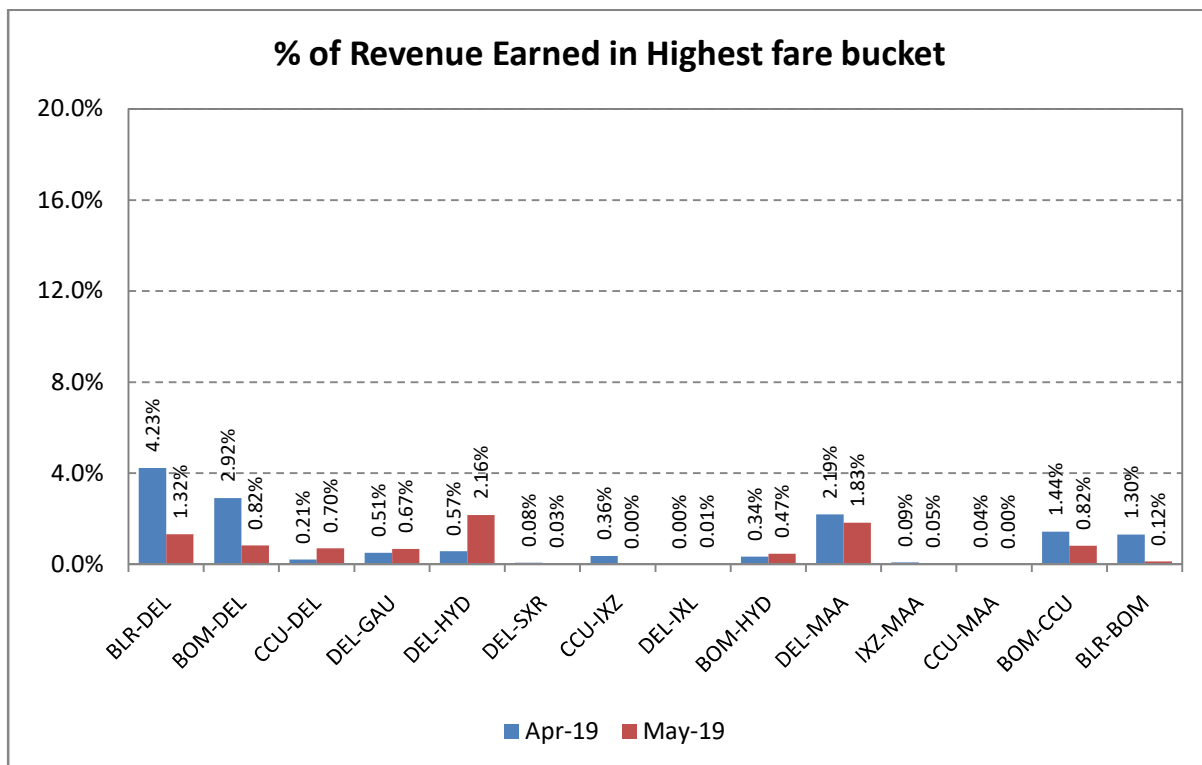
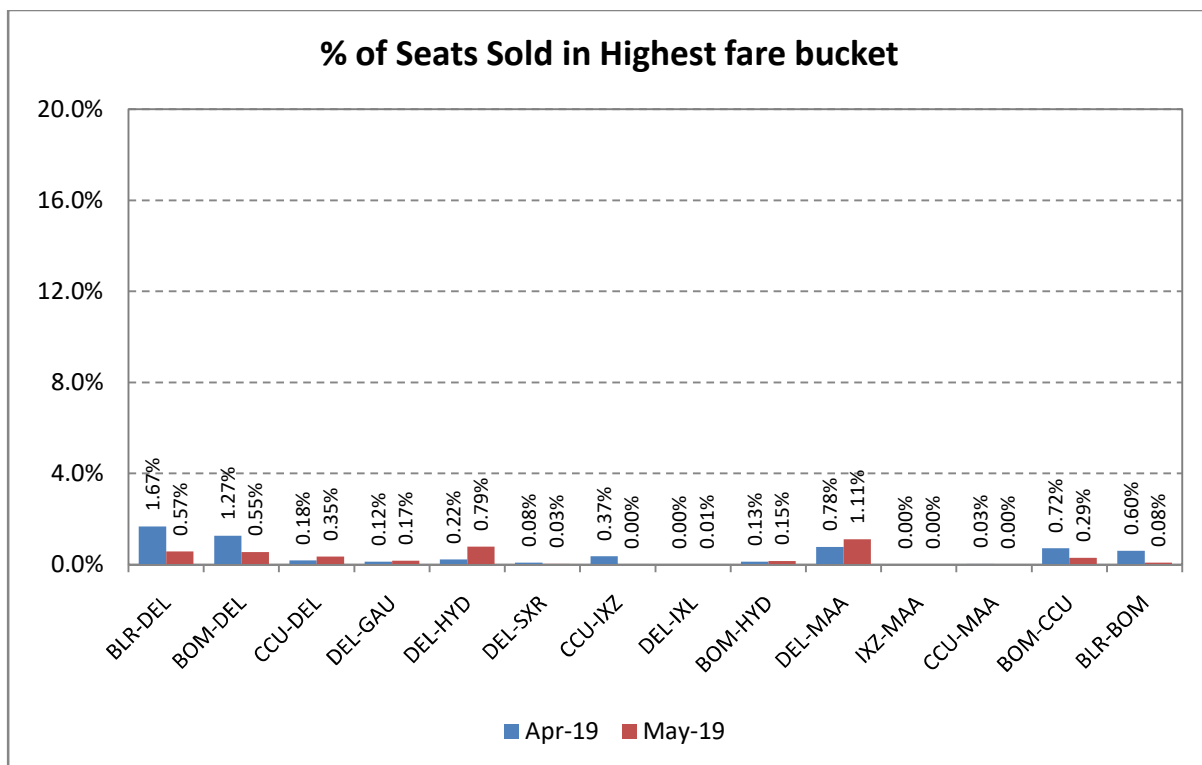
## Go Air



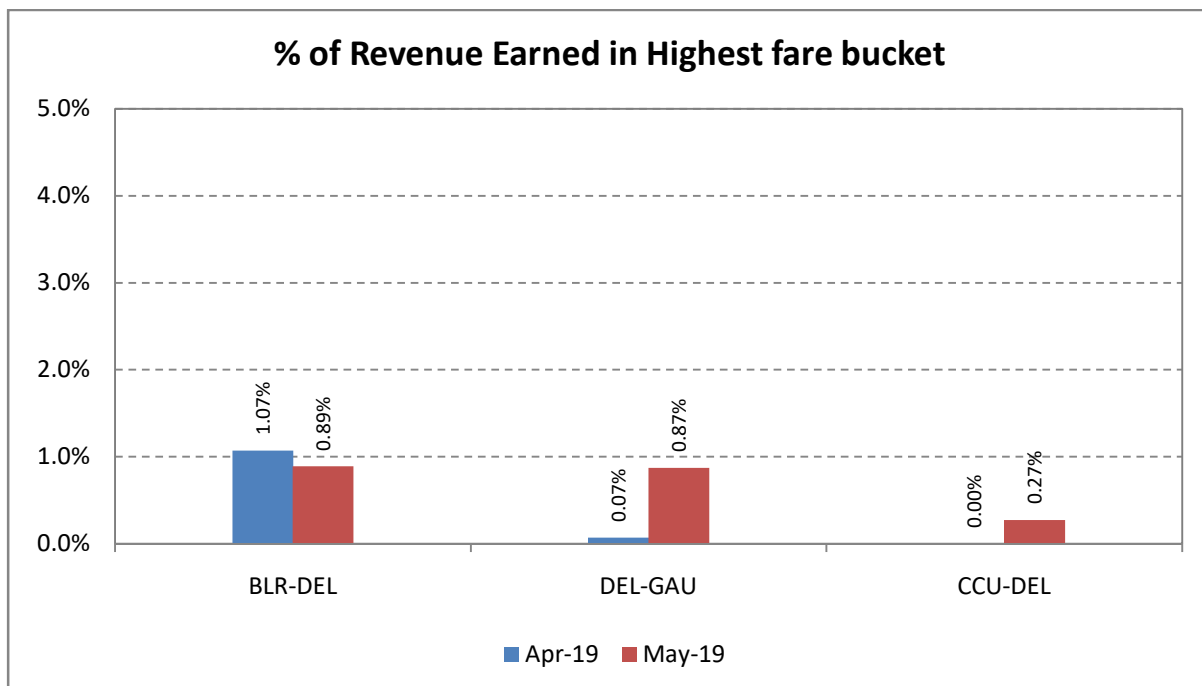
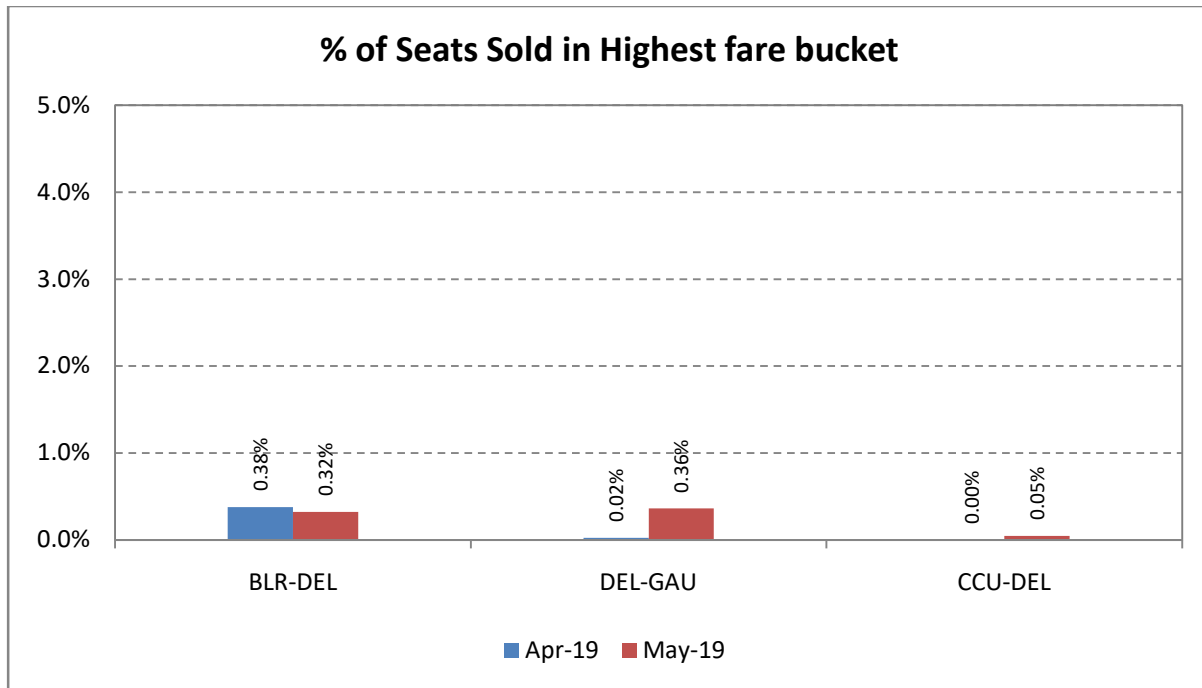
## Spicejet



## 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	2563	<ul style="list-style-type: none"> <li>• Refund</li> <li>• Rebooked on other flights</li> <li>• Hotel accommodation</li> <li>• Compensation of Rs 114.52 lakhs</li> </ul>	4767	<ul style="list-style-type: none"> <li>• Refunds</li> <li>• Rescheduling</li> <li>• Hotel accommodation</li> <li>• Compensation of Rs. 17.72 lakhs</li> </ul>	32635	<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. 37.74lakhs</li> </ul>
Pawan hans	Nil	Nil	Nil	Nil	16	<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. 0.47 lakhs</li> </ul>
SpiceJet	736	Compensation of Rs 14.27 lakhs	6732	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Rescheduling</li> <li>• Compensation of Rs. 27.78 lakhs</li> </ul>	43450	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Transfer to other airlines</li> <li>• Amount spent on facilitation of Rs. 69.71lakhs</li> </ul>
Go Air	Nil	Nil	233	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Rescheduling</li> </ul>	1574	<ul style="list-style-type: none"> <li>• All pax given refreshments</li> <li>• Refunds where pax desired</li> <li>• Rescheduling</li> </ul>
Indigo	12	Compensation of Rs 1.31 lakhs	1346	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Rescheduling</li> <li>• Compensation of Rs. 0.26 lakhs</li> </ul>	32547	<ul style="list-style-type: none"> <li>• Refreshments</li> </ul>
Air Asia	8	Compensation of Rs 0.19 lakhs	1785	Compensation of Rs 0.13 lakhs	4005	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Rescheduling</li> <li>• Amount spent on facilitation of Rs 10.53 lakhs</li> </ul>
Vistara	32	Compensation of Rs 2.60 lakhs	878	Compensation of Rs 0.40 lakhs	7154	<ul style="list-style-type: none"> <li>• Refreshments</li> <li>• Rescheduling</li> </ul>
TruJet	Nil	Nil	125	Compensation of Rs 1.18 lakhs	Nil	Nil
Star Air	Nil	Nil	82	Nil	Nil	Nil
Air Deccan	Nil	Nil	Nil	Nil	Nil	Nil

## **SUMMARY**

Denied Boarding		Cancellations		Delays	
No. ofPax Affected	Facilities & Compensation	No. ofPax Affected	Facilities & Compensation	No. ofPax Affected	Facilities
3351	Rs. 132.89 lakhs compensation	15948	Rs. 47.46 lakhs compensation and facilities	121381	Rs. 118.45 lakhs towards facilitation



**Table 1****TOTAL DOMESTIC PASSENGERS CARRIED BY SCHEDULED DOMESTIC AIRLINES (IN LAKHS) - YEAR 2019**

Month & Year	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
Jan	15.30	109.78	125.08	87.8	12.2
Feb	14.53	98.96	113.49	87.2	12.8
Mar	15.19	100.77	115.96	86.9	13.1
<b>Ist Quarter</b>	<b>45.01</b>	<b>309.51</b>	<b>354.53</b>	<b>87.3</b>	<b>12.7</b>
Apr	15.23	94.71	109.95	86.1	13.9
May	16.53	105.54	122.07	86.5	13.5
Jun					
<b>IIInd Quarter</b>	<b>31.76</b>	<b>200.26</b>	<b>232.02</b>	<b>86.3</b>	<b>13.7</b>
Jul					
Aug					
Sep					
<b>IIIrd Quarter</b>					
Oct					
Nov					
Dec					
<b>IVth Quarter</b>					
<b>Total</b>	<b>76.77</b>	<b>509.77</b>	<b>586.54</b>	<b>86.9</b>	<b>13.1</b>

Data of 2018	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
I <sup>st</sup> Qtr	45.06	292.84	337.90	86.7	13.3
II <sup>nd</sup> Qtr	30.49	203.19	233.69	87.0	13.0
III <sup>rd</sup> Qtr					
IV <sup>th</sup> Qtr					
<b>Total</b>	<b>75.55</b>	<b>496.04</b>	<b>571.58</b>	<b>86.8</b>	<b>13.2</b>
<b>Growth (%) =</b>	<b>1.62</b>	<b>2.77</b>	<b>2.62</b>		

**Table 2**

**MONTH-WISE SEAT FACTOR OF SCHEDULED OPERATORS IN 2019**  
**(PASSENGER LOAD FACTOR IN PERCENTAGE)**

Month	Air India (Dom)	Jet Airways	Jet Lite	Spice Jet	Go Air	IndiGo	Air Asia	Vistara	Trujet	Star Air	Pawan Hans	Air Deccan
Jan	80.0	86.1	84.2	90.9	87.4	86.4	88.4	84.2	78.0	53.1	0.0	0.0
Feb	83.3	89.4	87.9	94.0	92.6	88.4	91.8	89.1	75.9	52.1	0.0	0.0
Mar	80.8	86.7	87.5	93.0	91.4	86.0	87.5	86.8	73.2	53.8	0.0	0.0
Apr	81.2	76.3	79.1	93.7	90.8	87.8	84.4	84.6	72.6	53.5	0.0	0.0
May	85.0	0.0	0.0	93.9	93.3	90.9	87.8	85.6	75.9	61.0	21.9	18.7
Jun												
Jul												
Aug												
Sep												
Oct												
Nov												
Dec												

Table 3

**MARKET SHARE OF SCHEDULES DOMESTIC AIRLINES (YEAR 2019)**

Month & Year		Passengers Carried (in Lakhs)/Market Share (%)											
		Air India	Private Air Carriers										
			Jet Airways	Jet Lite	Spice Jet	Go Air	IndiGo	Air Asia	Vistara	Pawan Hans	Turbo Megha	Star Air	Air Deccan
Jan	Pax Carried	15.30	14.91	2.15	16.66	10.88	53.22	6.67	4.70	-	0.58	0.01	0.00
	Market Share	12.2	11.9	1.7	13.3	8.7	42.5	5.3	3.8	-	0.5	0.0	0.0
Feb	Pax Carried	14.53	11.33	1.59	15.58	10.27	49.31	5.83	4.52	-	0.51	0.03	0.00
	Market Share	12.8	10.0	1.4	13.7	9.0	43.4	5.1	4.0	-	0.5	0.0	0.0
Mar	Pax Carried	15.19	5.37	1.34	15.81	11.49	54.41	6.87	4.90	-	0.54	0.04	0.00
	Market Share	13.1	4.6	1.2	13.6	9.9	46.9	5.9	4.2	-	0.5	0.0	0.0
IstQtr	Pax Carried	45.01	31.61	5.08	48.05	32.63	156.93	19.37	14.13	0.00	1.63	0.07	0.01
	Market Share	12.7	8.9	1.4	13.6	9.2	44.3	5.5	4.0	0.0	0.5	0.0	0.0
Apr	Pax Carried	15.23	0.86	0.17	14.41	11.90	54.81	6.78	5.17	-	0.57	0.04	0.00
	Market Share	13.9	0.8	0.2	13.1	10.8	49.9	6.2	4.7	-	0.5	0.0	0.0
May	Pax Carried	16.53	0.00	0.00	18.03	13.55	59.80	7.68	5.79	0.00	0.64	0.06	0.00
	Market Share	13.5	0.0	0.0	14.8	11.1	49.0	6.3	4.7	0.0	0.5	0.0	0.0
Jun	Pax Carried												
	Market Share												
IIIndQtr	Pax Carried	31.76	0.86	0.17	32.43	25.45	114.61	14.46	10.95	0.00	1.22	0.10	0.00
	Market Share	13.7	0.4	0.1	14.0	11.0	49.4	6.2	4.7	0.0	0.5	0.0	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	76.77	32.47	5.25	80.48	58.08	271.54	33.83	25.08	0.00	2.85	0.17	0.01
	Market Share	13.1	5.5	0.9	13.7	9.9	46.3	5.8	4.3	0.0	0.5	0.0	0.0

**Table 4**

Airline	Complaints		Redressal Status	
	Total	Per 10,000 Passengers Carried	Closed	Open
Air Asia	11	0.1	11	0
Vistara	13	0.2	13	0
Go Air	66	0.5	66	0
IndiGo	268	0.4	268	0
Spicejet	101	0.6	101	0
Pawan Hans	0	0.0	0	0
Air India (dom)	284	1.7	207	77
Trujet	3	0.5	3	0
Air Deccan	0	0.0	0	0
Star Air	0	0.0	0	0
<b>Total</b>	<b>746</b>	<b>0.61</b>	<b>669</b>	<b>77</b>