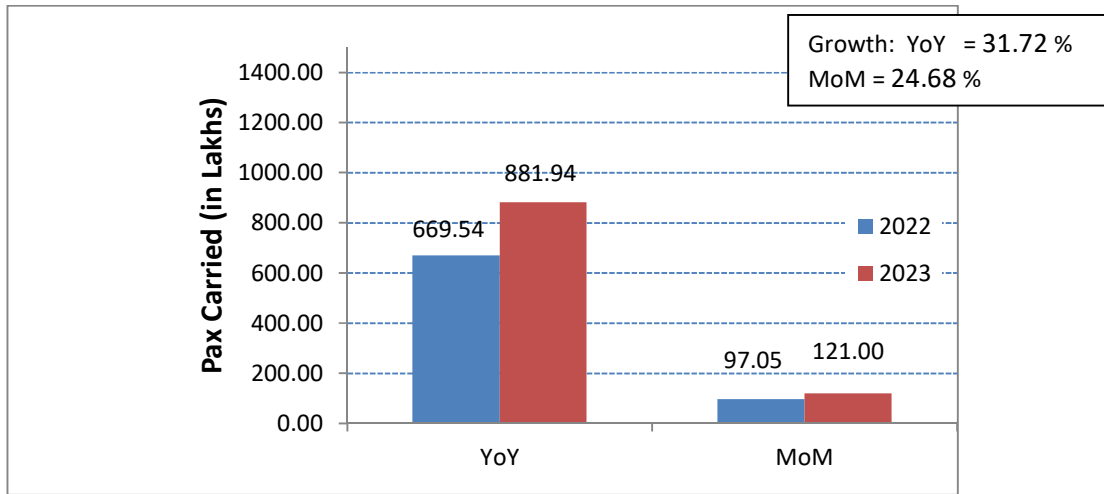


Subject: Performance of domestic airlines for the year 2023.

Traffic data submitted by various domestic airlines has been analysed for the month of July 2023.

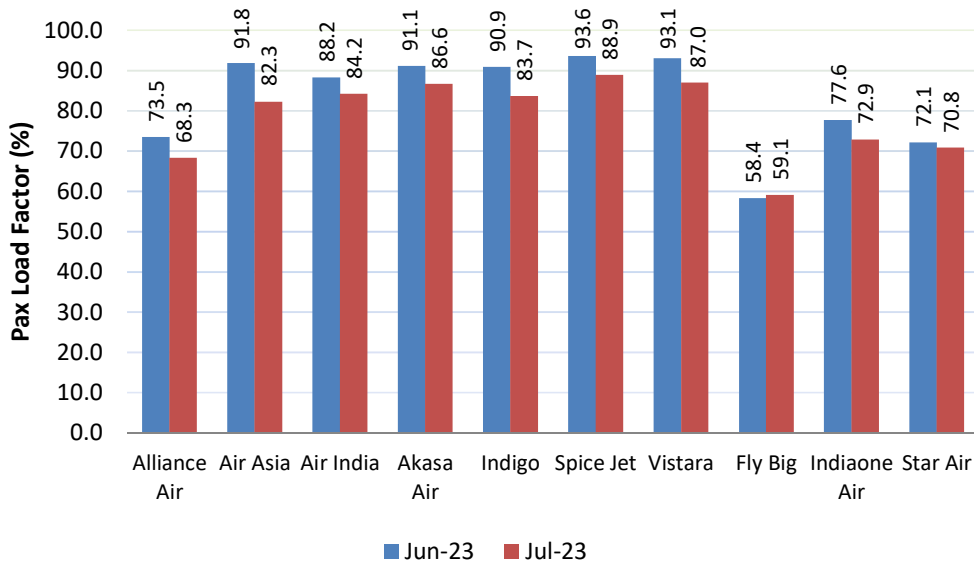
Passenger Growth

Passengers carried by domestic airlines during January- July 2023 were **881.94 lakhs** as against **669.54 lakhs** during the corresponding period of previous year thereby registering annual growth of **31.72 %** and monthly growth of **24.68 %**.



Passenger Load Factor

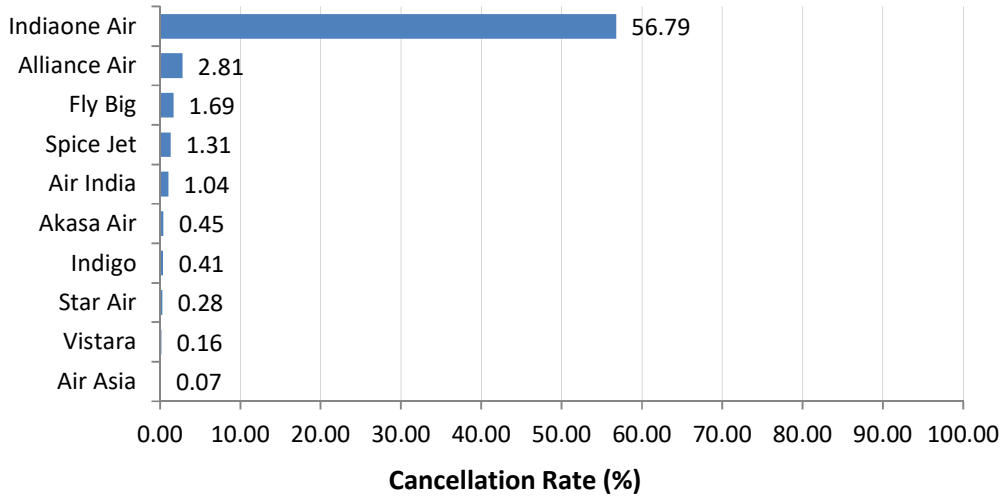
The passenger load factors of various scheduled domestic airlines in July 2023 are as follows (Ref Table 1):



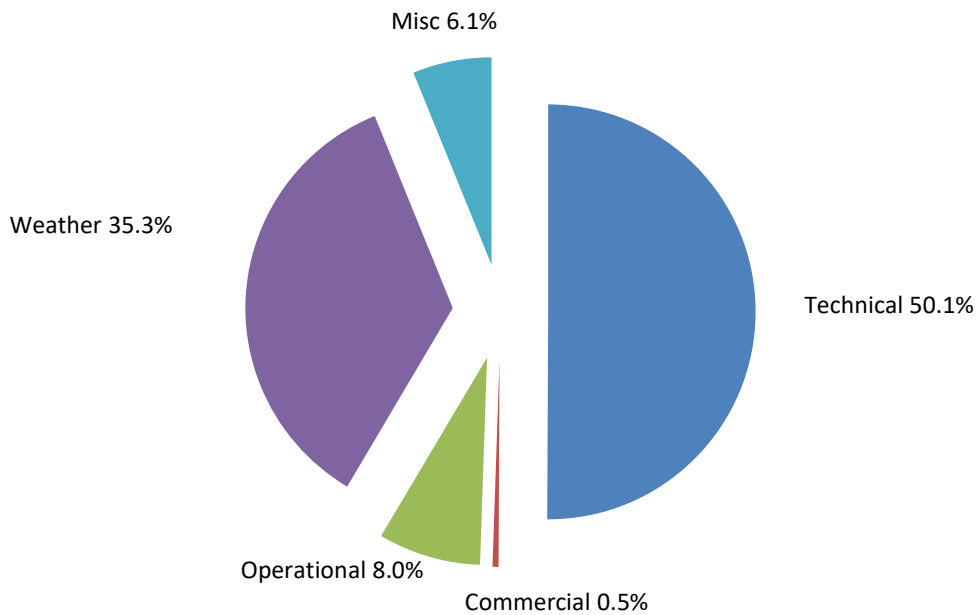
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Cancellations

The overall cancellation rate of scheduled domestic airlines for the month of July 2023 has been 0.75 %.Airline-wise details of cancellations are as follows:



Various reasons of cancellations are indicated below:



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

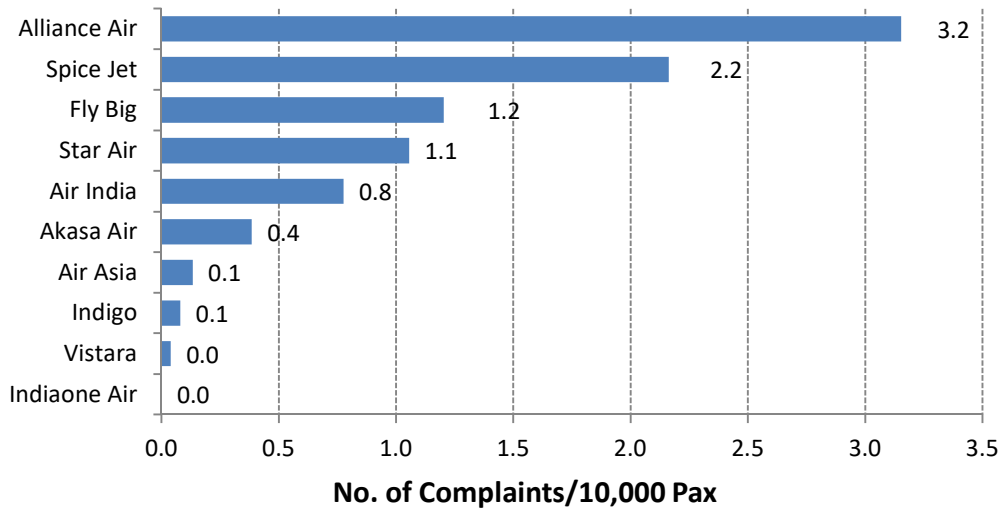
MARKET SHARE OF SCHEDULES DOMESTIC AIRLINES (YEAR 2023)

Month & Year		Passengers Carried (in Lakhs)/Market Share (%)										
		Alliance Air	Air Asia	Air India	Akasa Air	Go First*	Indigo	Spice Jet	Vistara	Fly Big	Indiaone Air	Star Air
Jan	Pax Carried	1.43	9.30	11.55	3.57	10.53	68.47	9.14	11.05	0.22	0.01	0.16
	Market Share	1.1	7.4	9.2	2.8	8.4	54.6	7.3	8.8	0.2	0.0	0.1
Feb	Pax Carried	1.34	8.46	10.76	3.61	9.63	67.42	8.58	10.53	0.18	0.02	0.15
	Market Share	1.1	7.0	8.9	3.0	8.0	55.9	7.1	8.7	0.2	0.0	0.1
Mar	Pax Carried	1.33	9.76	11.39	4.20	8.95	73.17	8.27	11.49	0.16	0.02	0.18
	Market Share	1.0	7.6	8.8	3.3	6.9	56.8	6.4	8.9	0.1	0.0	0.1
IstQtr	Pax Carried	4.10	27.52	33.70	11.38	29.11	209.07	25.99	33.07	0.56	0.04	0.49
	Market Share	1.1	7.3	9.0	3.0	7.8	55.7	6.9	8.8	0.2	0.0	0.1
Apr	Pax Carried	1.42	9.81	11.13	5.13	8.29	74.06	7.41	11.23	0.20	0.02	0.19
	Market Share	1.1	7.6	8.6	4.0	6.4	57.5	5.8	8.7	0.2	0.0	0.1
May	Pax Carried	1.85	10.41	12.44	6.29	0.48	81.10	7.20	11.95	0.16	0.01	0.26
	Market Share	1.4	7.9	9.4	4.8	0.4	61.4	5.4	9.0	0.1	0.0	0.2
Jun	Pax Carried	1.44	10.04	12.13	6.18	-	78.93	5.55	10.11	0.22	0.01	0.25
	Market Share	1.2	8.0	9.7	4.9	-	63.2	4.4	8.1	0.2	0.0	0.2
IIIndQtr	Pax Carried	4.71	30.25	35.70	17.60	8.77	234.09	20.16	33.28	0.58	0.05	0.69
	Market Share	1.2	7.8	9.3	4.6	2.3	60.7	5.2	8.6	0.2	0.0	0.2
Jul	Pax Carried	1.24	9.01	11.98	6.24	-	76.75	5.04	10.20	0.25	0.01	0.28
	Market Share	1.0	7.5	9.9	5.2	-	63.4	4.2	8.4	0.2	0.0	0.2
Aug	Pax Carried											
	Market Share											
Sep	Pax Carried											
	Market Share											
IIIrdQtr	Pax Carried	1.24	9.01	11.98	6.24	-	76.75	5.04	10.20	0.25	0.01	0.28
	Market Share	1.0	7.5	9.9	5.2	-	63.4	4.2	8.4	0.2	0.0	0.2
Oct	Pax Carried											
	Market Share											
Nov	Pax Carried											
	Market Share											
Dec	Pax Carried											
	Market Share											
IVthQtr	Pax Carried											
	Market Share											
TOTAL	Pax Carried	10.04	66.79	81.37	35.22	37.88	519.91	51.20	76.55	1.40	0.10	1.47
	Market Share	1.1	7.6	9.2	4.0	4.3	59.0	5.8	8.7	0.2	0.0	0.2

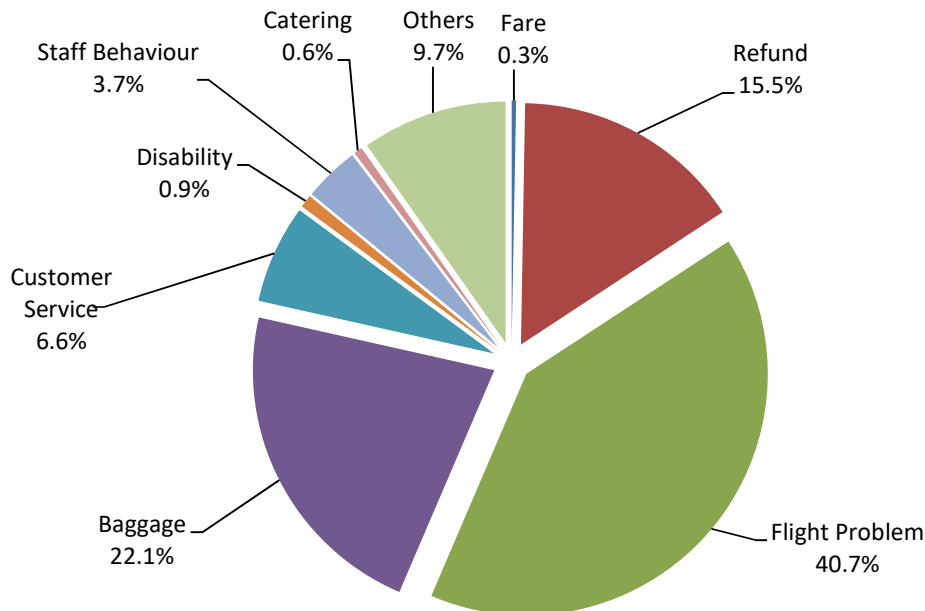
* M/s Go First stopped Operations from 3rd May 2023

Passenger Complaints during the month

During July 2023, a total of 349 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 2023 has been around 0.29. The airline-wise details are as follows:



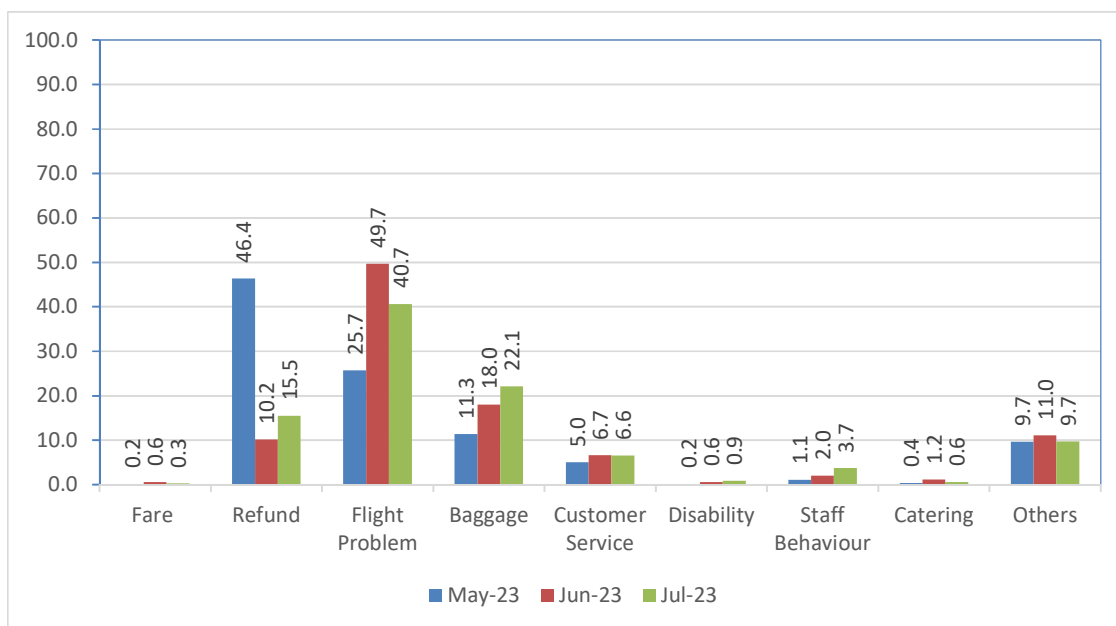
Various reasons of passenger complaints are indicated below:



Note –The major reasons for complaints is flight problem related. Airlines have received a total of 349 complaints, out of which 341 (approx.98 %) have been addressed.

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 – 2.

Compliance of Route Dispersal Guidelines

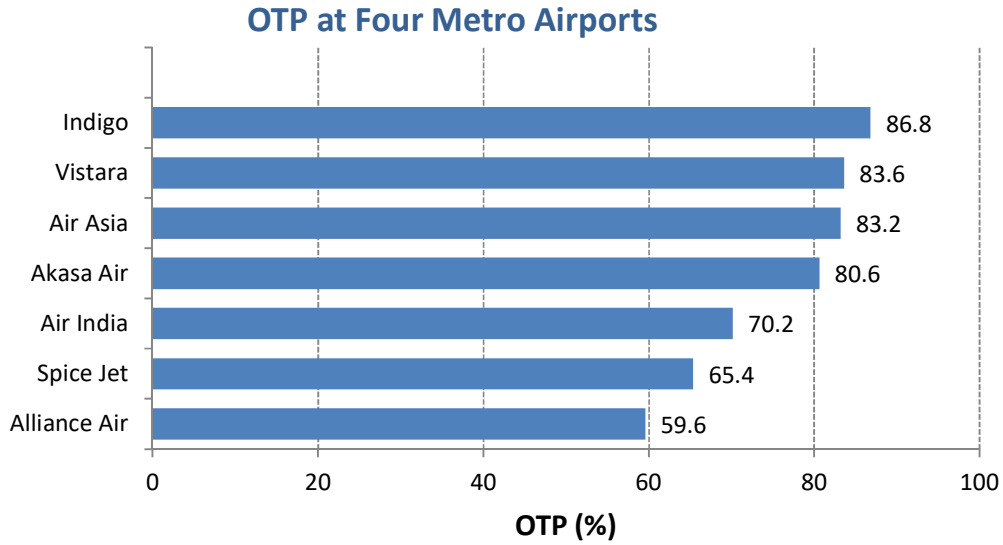
Airline-wise Compliance of Route Dispersal Guidelines during the month of July 2023 is given in the following table.

Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Alliance Air	19106.9	2101.75	6517.3
Air Asia	169.0	2.02	89.0
AirIndia	59.9	1.29	15.9
Akasa Air	75.2	1.03	37.4
Indigo	175.4	1.73	43.0
SpiceJet	108.2	2.96	131.1
Vistara	37.7	1.18	11.3
Minimum Capacity Requirement in accordance with RDG (As % of Capacity Deployed in Category I)			
<ul style="list-style-type: none"> • Category II - 10% • Category IIA - 1% • Category III - 35% 			

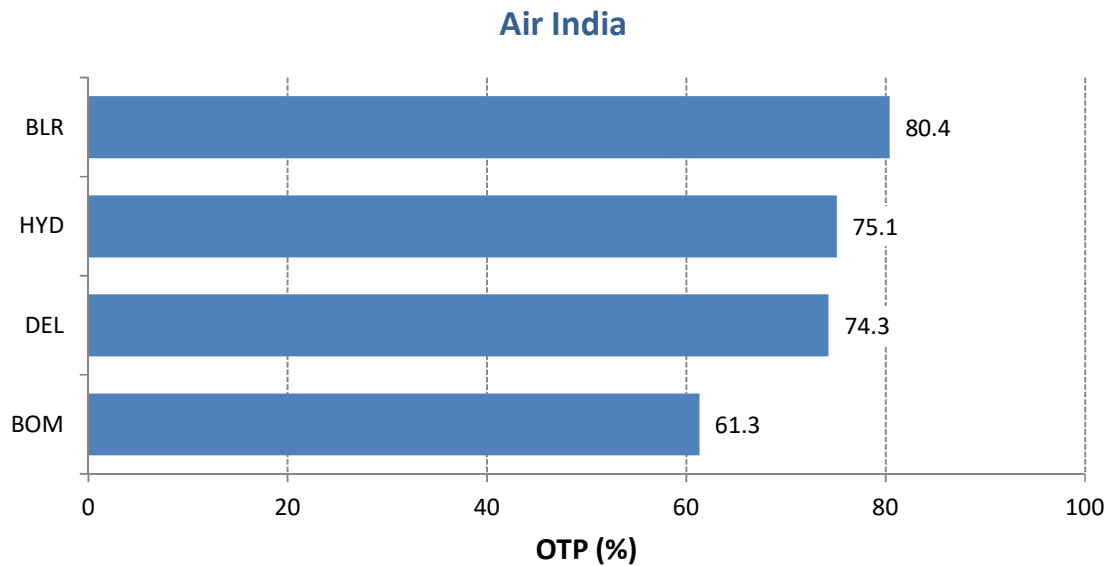
The Traffic report is being prepared based on information received from scheduled domestic airlines.

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 July 2023 is as follows:

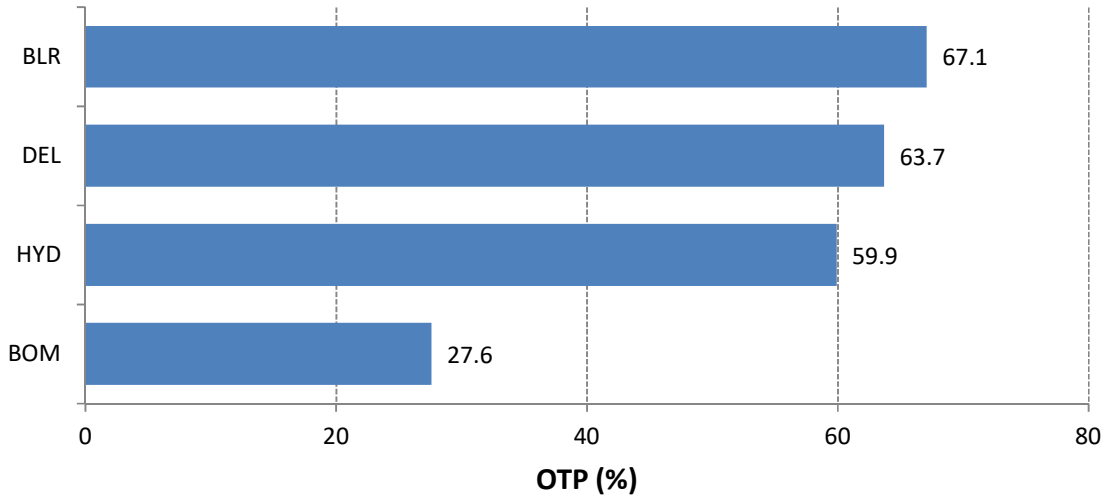


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

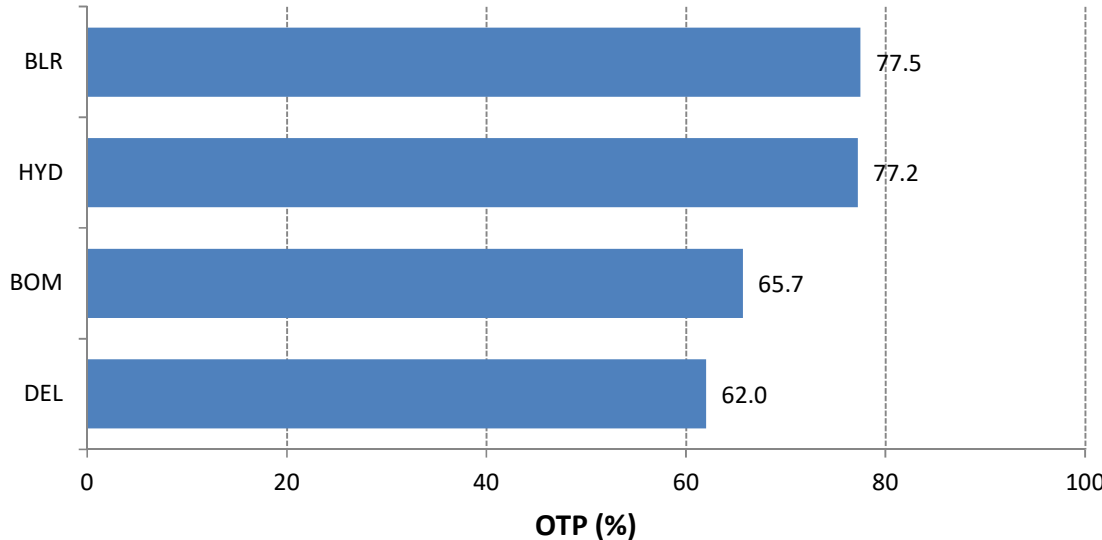


The Traffic report is being prepared based on information received from scheduled domestic airlines.

Alliance Air

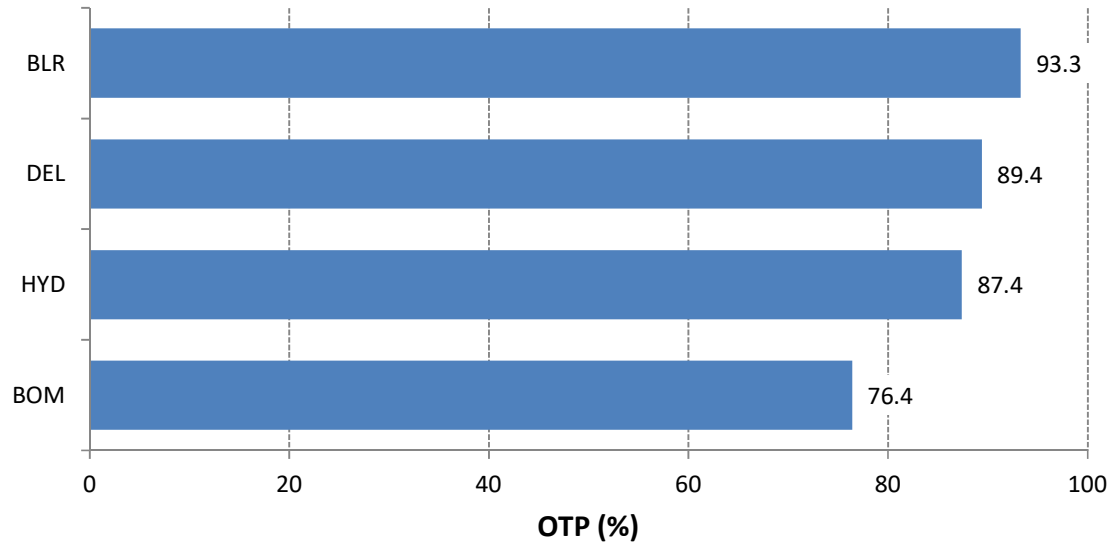


Spicejet

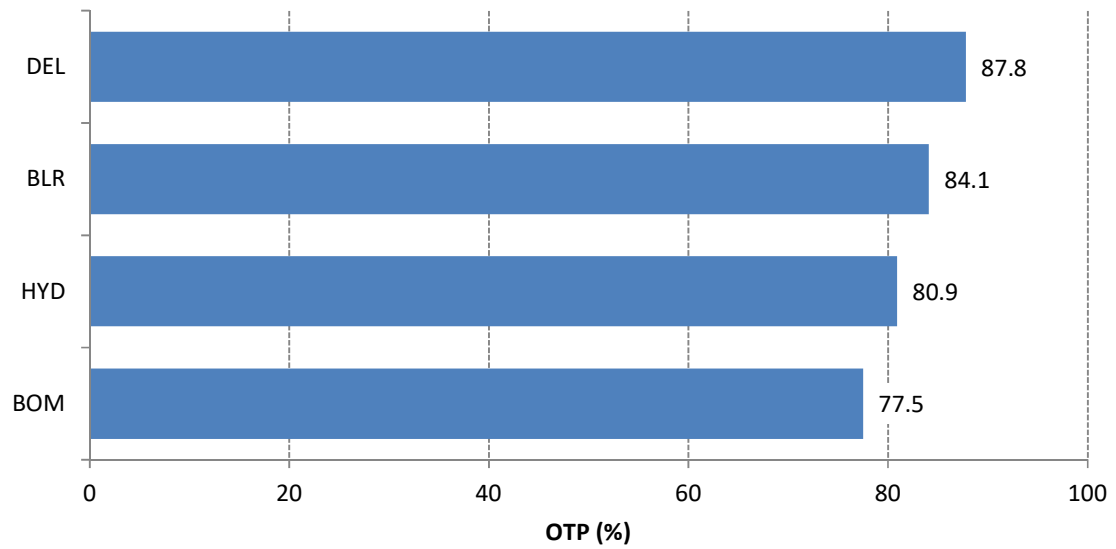


The Traffic report is being prepared based on information received from scheduled domestic airlines.

IndiGo

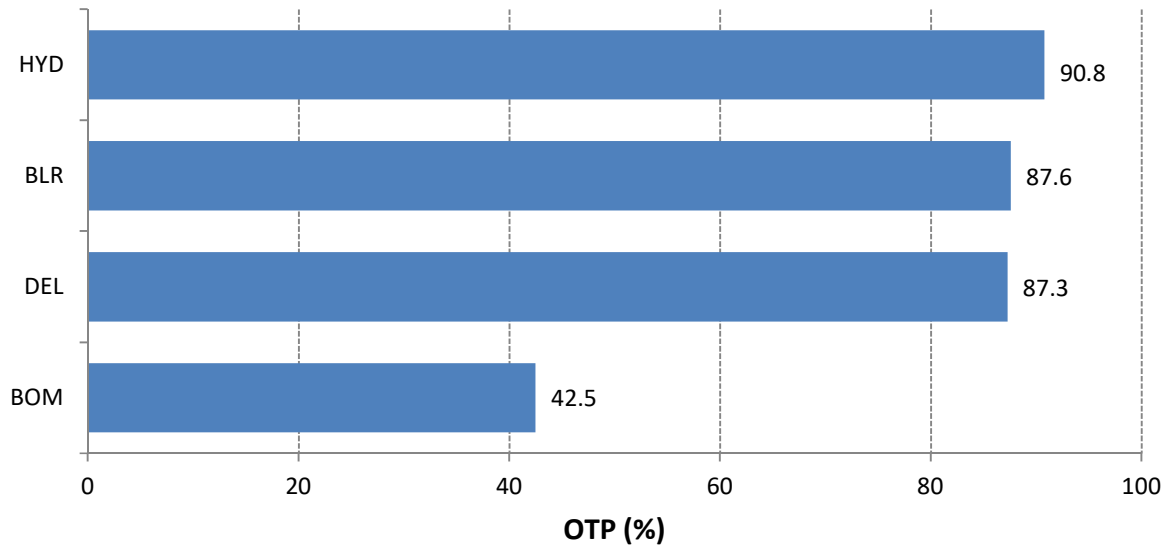


Vistara

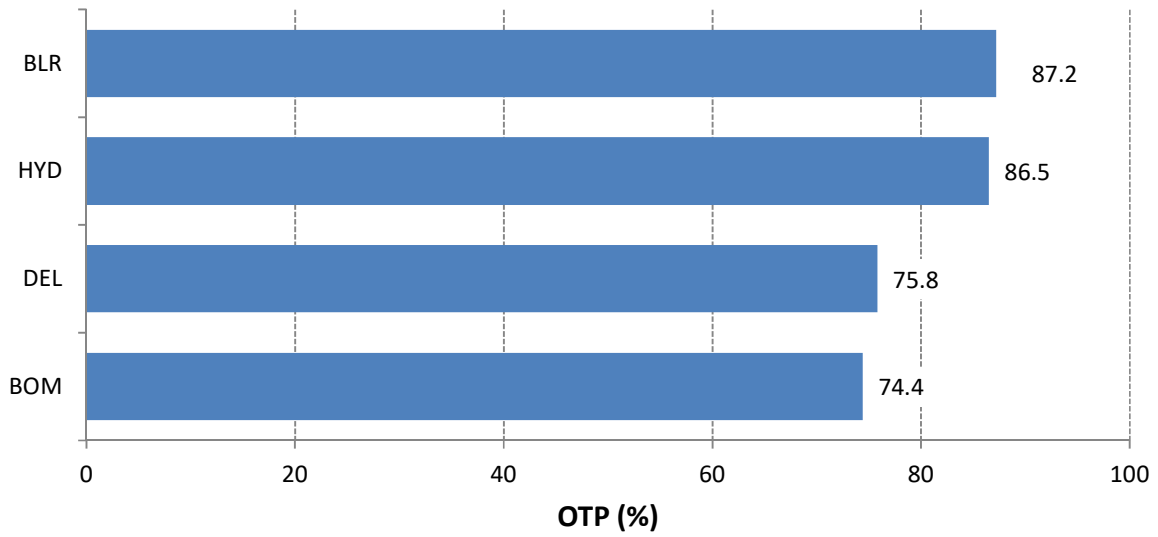


The Traffic report is being prepared based on information received from scheduled domestic airlines.

Air Asia

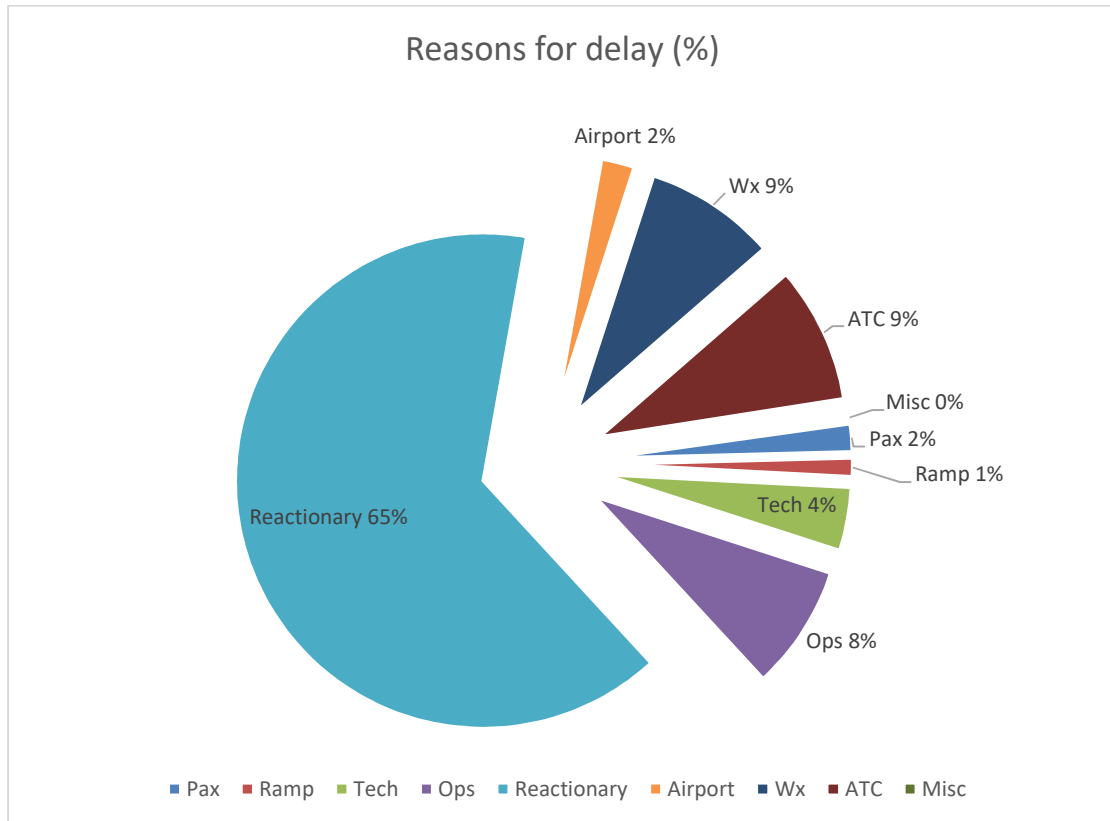


Akasa Air



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'.

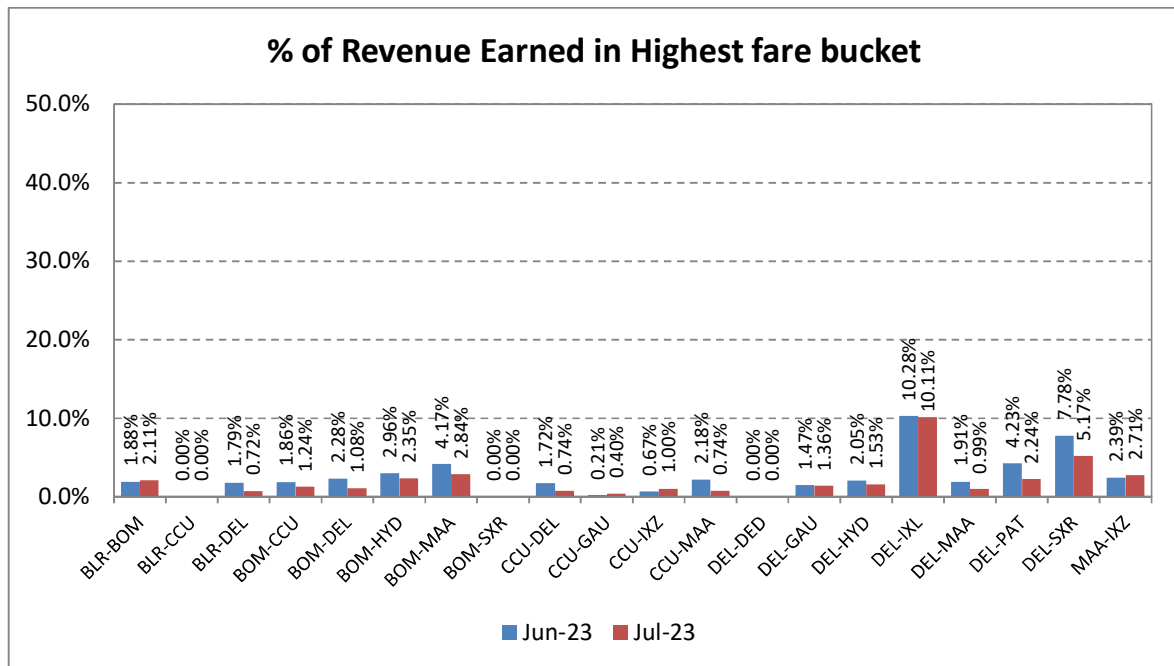
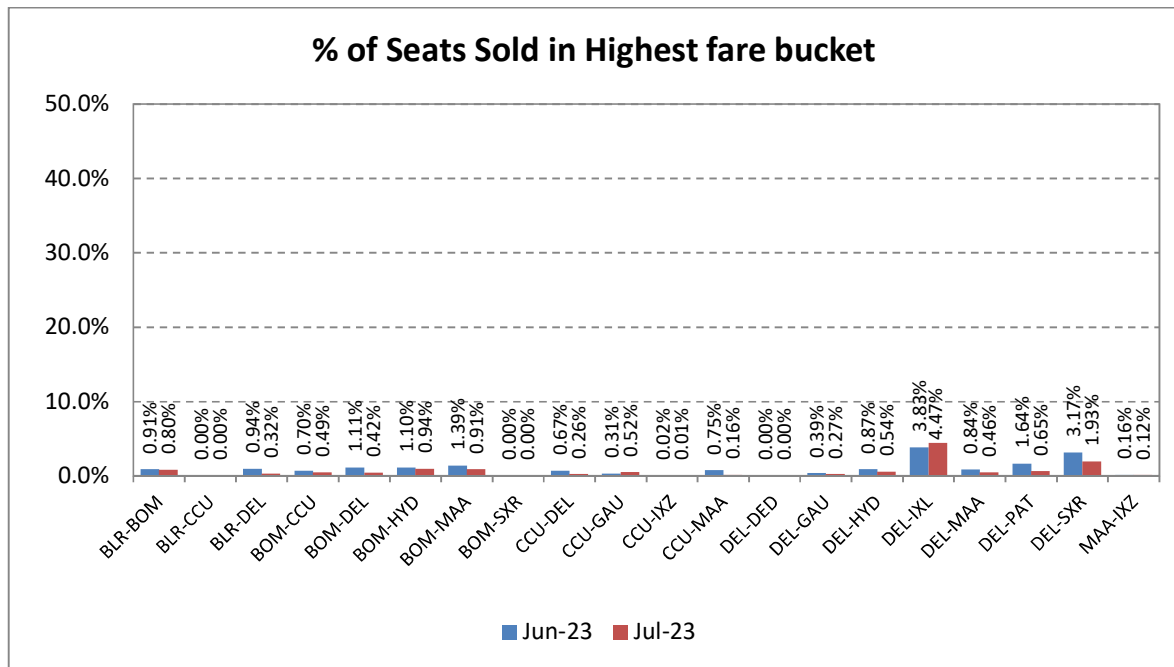


The Traffic report is being prepared based on information received from scheduled domestic airlines.

Revenue Earned & Seats Sold in Highest Fare Bucket

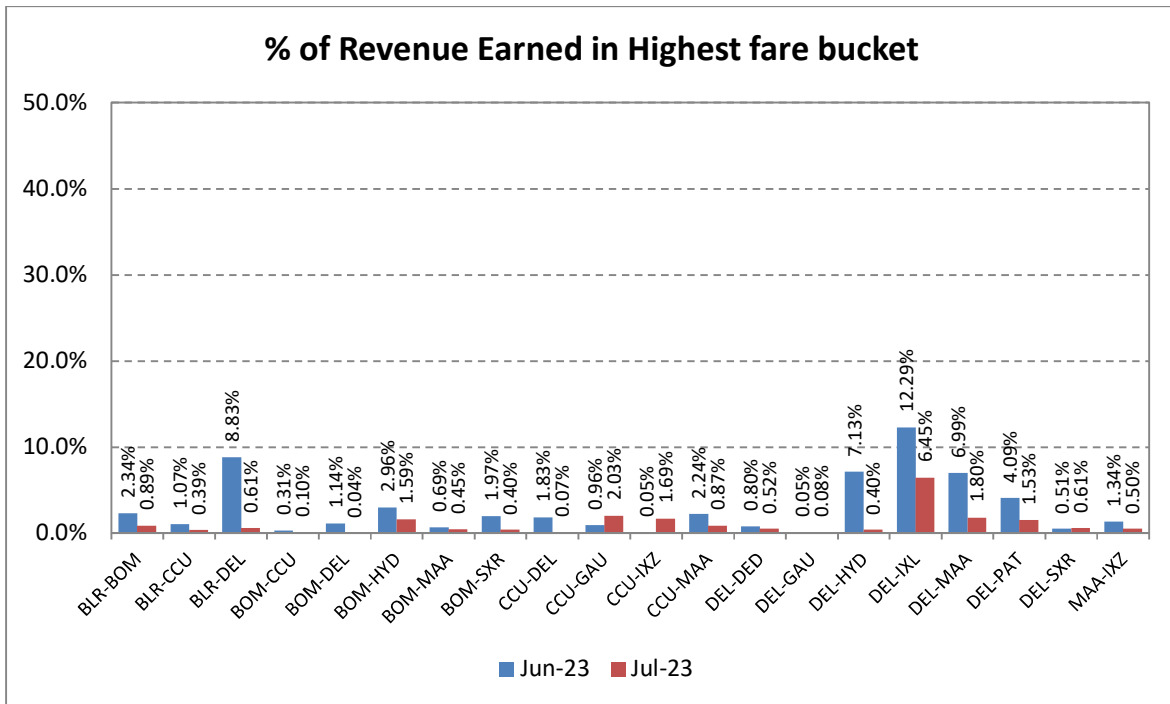
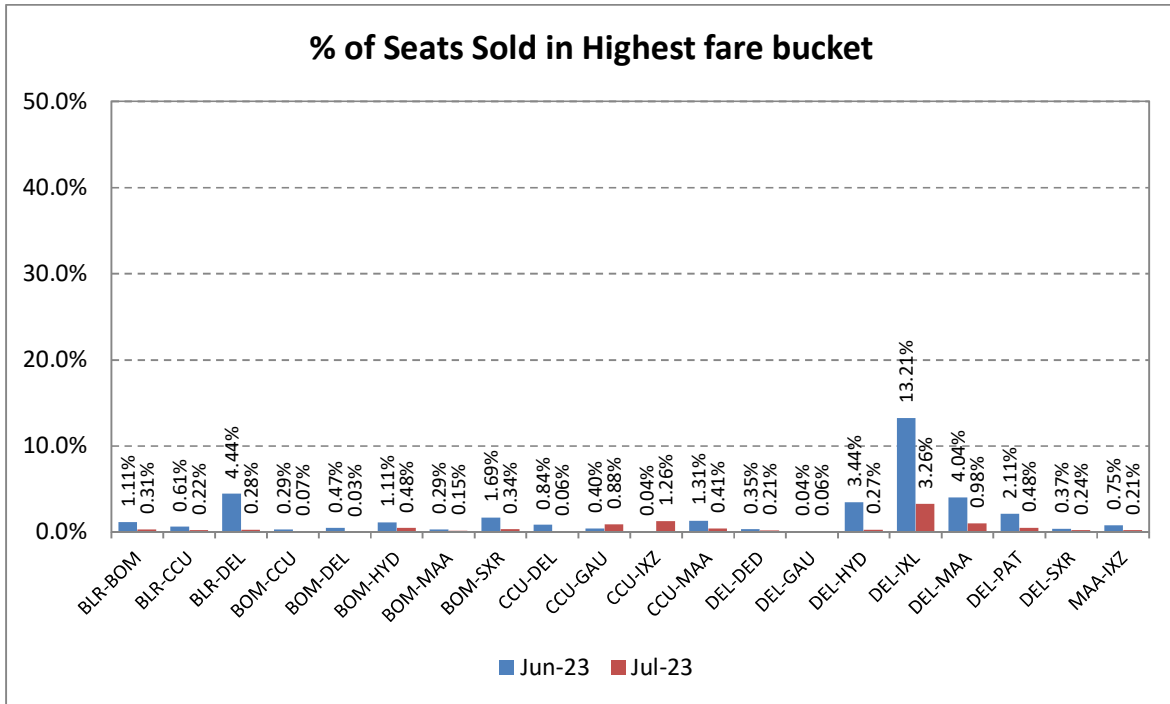
The revenue earned and the number of seats sold by scheduled airlines in the highest fare bucket on selected 20 sectors is as follows:

Air India



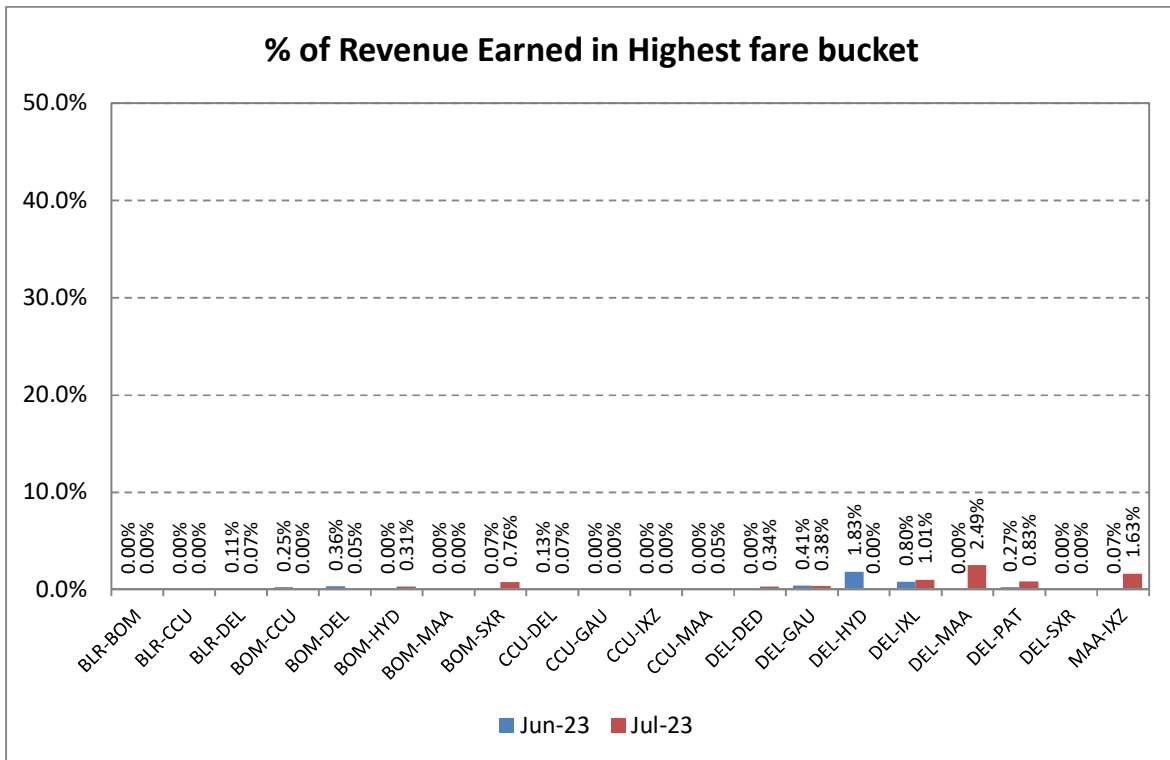
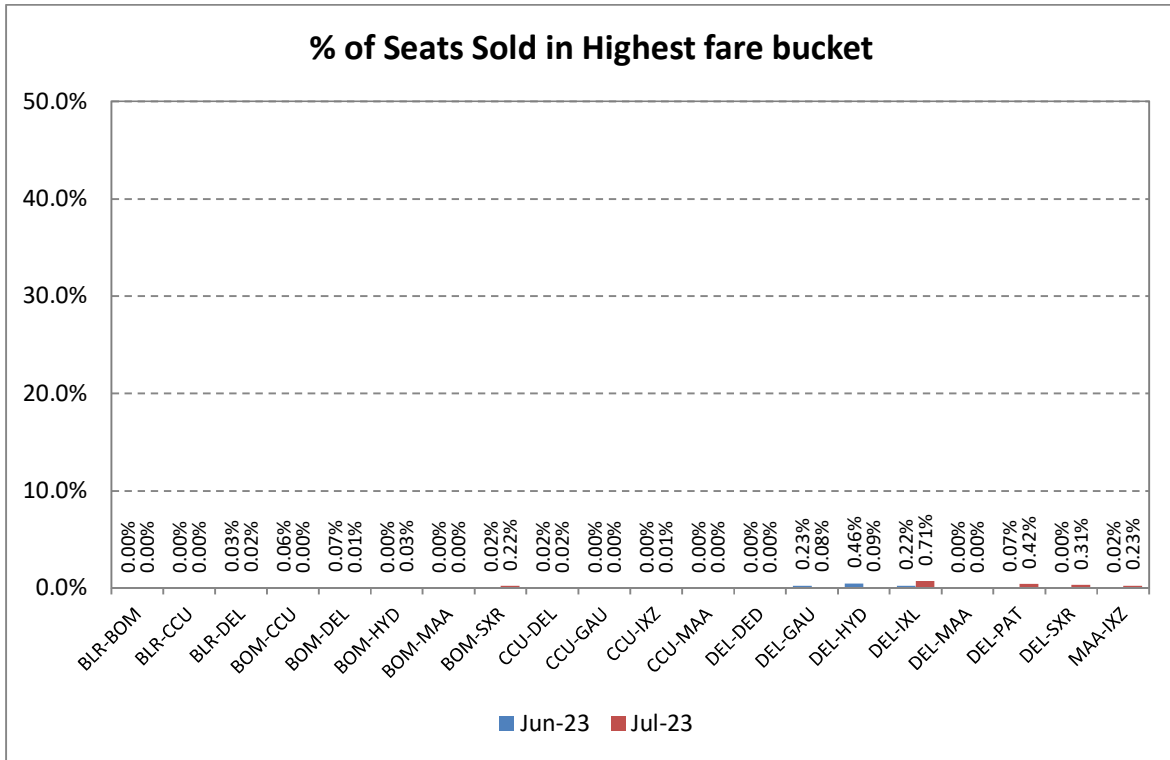
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Indigo



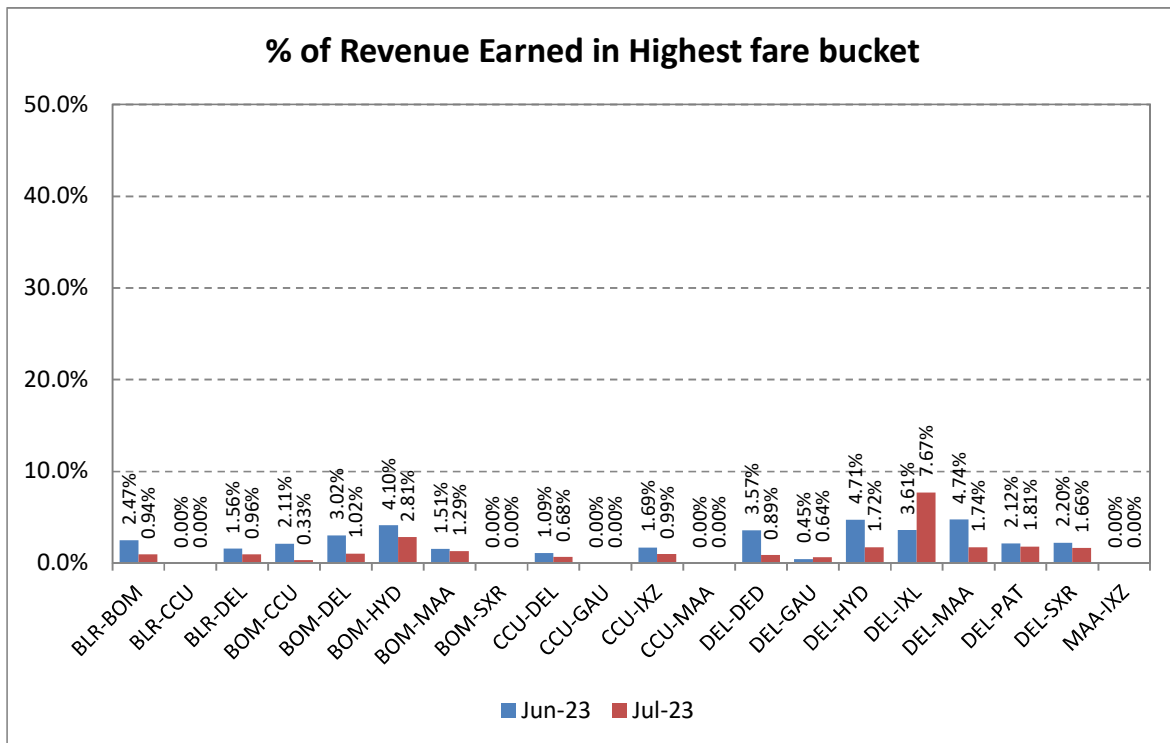
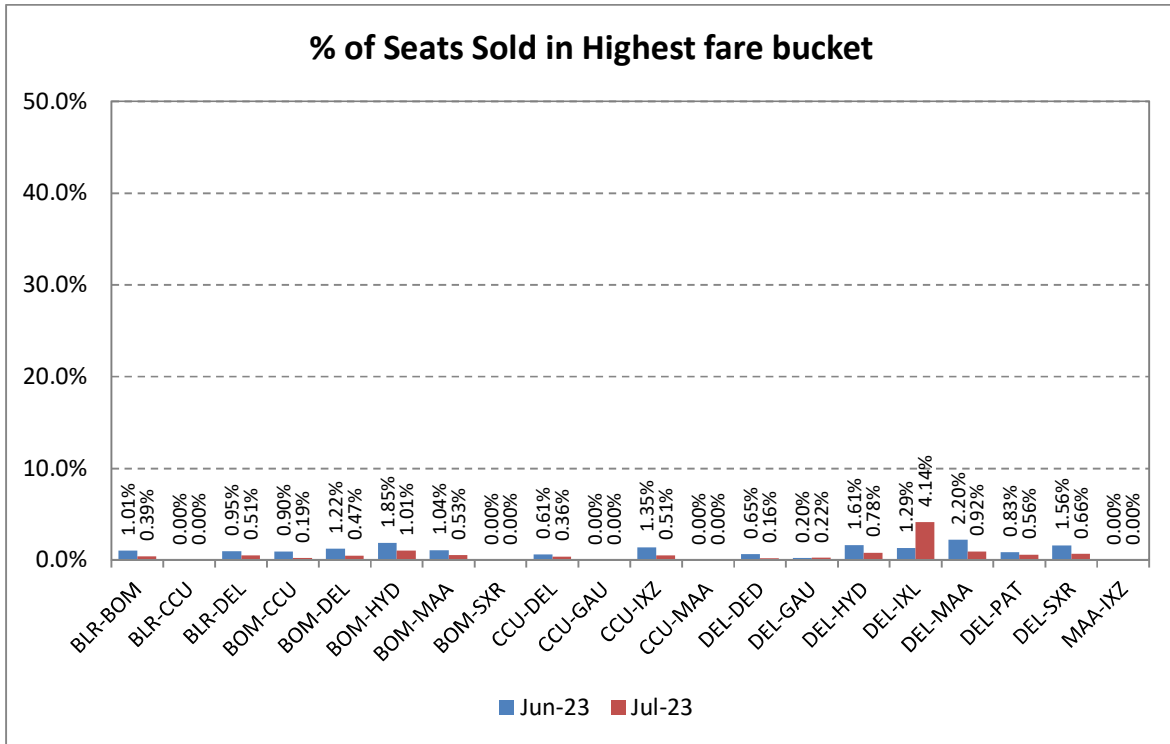
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Spicejet



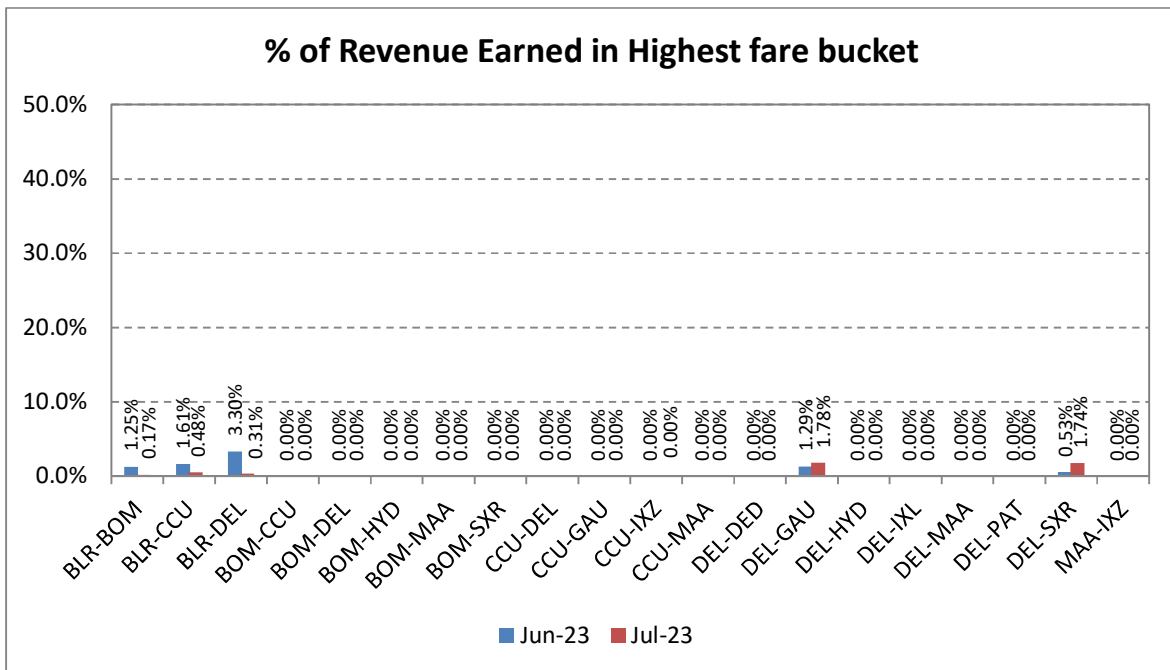
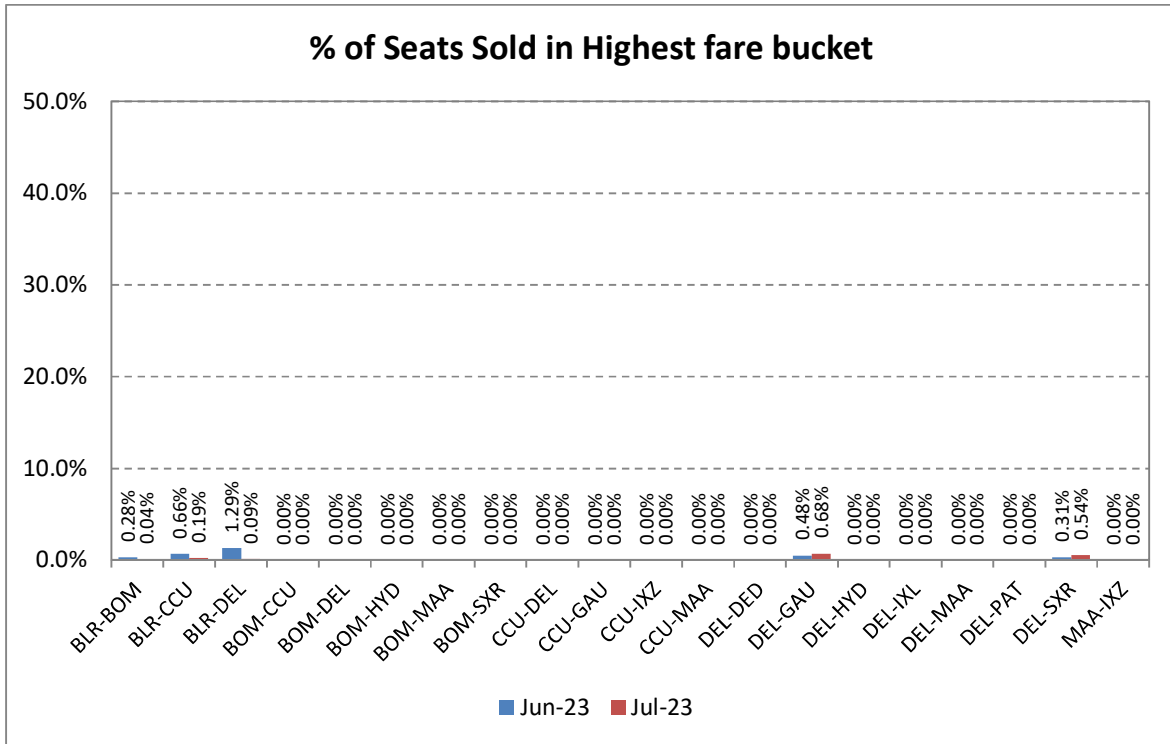
The Traffic report is being prepared based on information received from scheduled domestic airlines.

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
Alliance Air	NIL	NIL	7511	<ul style="list-style-type: none"> Accommodation Refund/Rebooking Amount spent on facilitation of Rs.0.17 lakhs. 	2094	<ul style="list-style-type: none"> Refreshments Refund/Rebooking Amount spent on facilitation of Rs.0.23 lakhs
Air Asia	NIL	NIL	179	<ul style="list-style-type: none"> Accommodation Refund/Rebooking Amount spent on facilitation of Rs.0.36 lakhs. 	8654	<ul style="list-style-type: none"> Refreshments Moved to alternate flights Amount spent on facilitation of Rs. 30.62 lakhs
Air India	357	<ul style="list-style-type: none"> Alternate flights Accommodation Refreshments/ Meals Rs. 38.24 Lakhs spends on facilitation/compensation. 	6226	<ul style="list-style-type: none"> Refreshments Accommodation Moved to alternate flights Refund Amount spent on facilitation of Rs.43.67 lakhs 	61942	<ul style="list-style-type: none"> Refreshments/Lunch Transfer to OAL Amount spent on facilitation of Rs.80.89 lakhs
Akasa Air	2	<ul style="list-style-type: none"> Transfer to Alternate flight 	1249	<ul style="list-style-type: none"> Refreshments Accommodation/ Refund Amount spent on facilitation of Rs.31.82 lakhs 	4385	<ul style="list-style-type: none"> Refreshments/ Refund Transfer to OAL Amount spent on facilitation of Rs.9.10 lakhs
Indigo	31	<ul style="list-style-type: none"> Alternate flights Travel voucher Rs. 1.98 lakhs spends on facilitation. 	4794	<ul style="list-style-type: none"> Alternate flights Full Refund 	96620	<ul style="list-style-type: none"> Refreshments
SpiceJet	87	<ul style="list-style-type: none"> Refreshments Alternate SG flights Amount spent on facilitation of Rs. 1.29 lakhs 	1796	<ul style="list-style-type: none"> Refreshments Accommodation Alternate SG flights Amount spent on facilitation of Rs.15.83 lakhs 	22242	<ul style="list-style-type: none"> Refreshments. Alternate SG flights Amount spent on facilitation of Rs.42.41 lakhs
Vistara	61	<ul style="list-style-type: none"> Alternate flights Amount spent on facilitation of Rs. 7.89 lakhs 	840	<ul style="list-style-type: none"> Refreshments Alternate flights Amount spent on facilitation of Rs.29.17 lakhs 	8921	<ul style="list-style-type: none"> Refreshments Amount spent on facilitation of Rs.20.24 lakhs
Fly Big	NIL	NIL	78	<ul style="list-style-type: none"> Transfer to other flights /Refund. Rs. 2.08 lakhs spend on refund 	248	<ul style="list-style-type: none"> Transfer to alternate flights/ Refund Rs. 0.60 lakhs spend on refund
Indiaone Air	NIL	NIL	87	Amount spent on facilitation of Rs.2.64 lakhs	NIL	NIL
Star Air	NIL	NIL	66	Refund/Re-accommodation	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
538	Rs 49.39 lakhs compensation and facilities	22826	Rs. 125.76 lakhs compensation and facilities	205106	Rs. 184.09 lakhs towards facilitation

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

Table 1**MONTH-WISE SEAT FACTOR OF SCHEDULED OPERATORS IN 2023**
(PASSENGER LOAD FACTOR IN PERCENTAGE)

Month	Alliance Air	Air Asia	Air India	Akasa Air	Go First*	Indigo	Spice Jet	Vistara	Fly Big	Indiaone Air	Star Air
Jan	64.9	87.0	87.5	82.8	90.9	82.0	91.0	89.4	56.3	90.9	79.2
Feb	64.9	89.5	89.0	83.7	93.1	86.5	94.1	92.8	56.4	83.5	78.5
Mar	65.5	88.6	85.1	73.6	90.2	84.0	92.3	91.6	60.5	80.7	74.1
Apr	69.3	89.4	87.9	84.9	91.2	87.4	92.2	92.1	62.9	84.1	75.2
May	80.3	92.8	90.1	91.1	92.4	91.5	94.8	93.2	52.2	84.3	81.2
Jun	73.5	91.8	88.2	91.1	-	90.9	93.6	93.1	58.4	77.6	72.1
Jul	68.3	82.3	84.2	86.6	-	83.7	88.9	87.0	59.1	72.9	70.8
Aug											
Sep											
Oct											
Nov											
Dec											

**M/s Go First stopped Operations from 3rd May 2023.*

Table 2

Airline	Complaints		Redressal Status	
	Total	Per 10,000 Passengers Carried	Closed	Open
Alliance Air	39	3.2	36	3
Air Asia	12	0.1	12	0
Air India	93	0.8	88	5
Akasa Air	24	0.4	24	0
Indigo	62	0.1	62	0
Spice Jet	109	2.2	109	0
Vistara	4	0.0	4	0
Fly Big	3	1.2	3	0
Indiaone Air	0	0.0	0	0
Star Air	3	1.1	3	0
Total	349	0.29	341	8

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