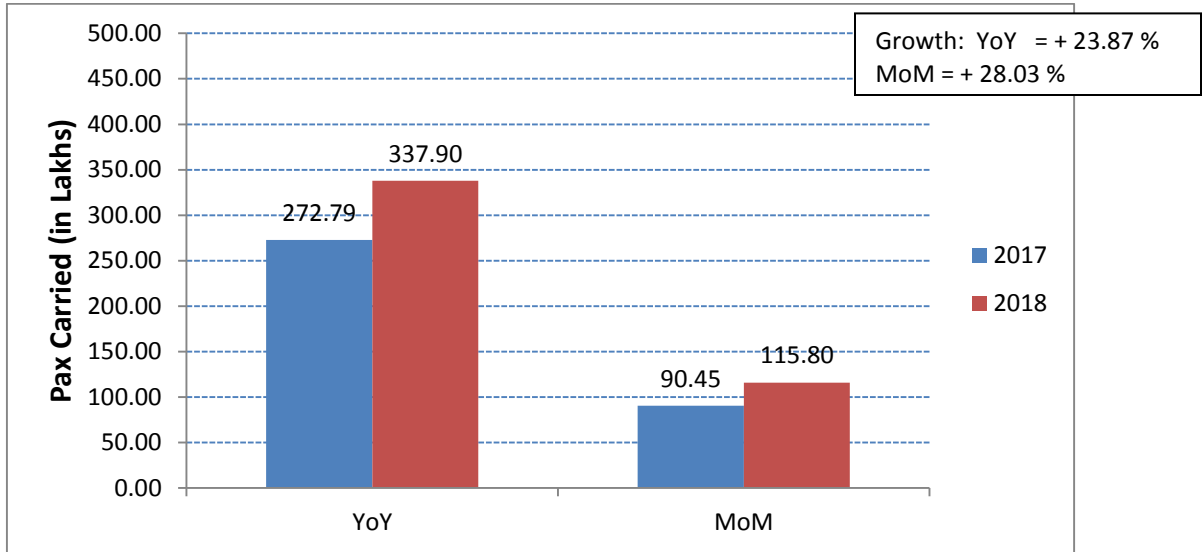


Subject: Performance of domestic airlines for the year 2018.

Traffic data submitted by various domestic airlines has been analysed for the month of Mar 2018. Following are the salient features:

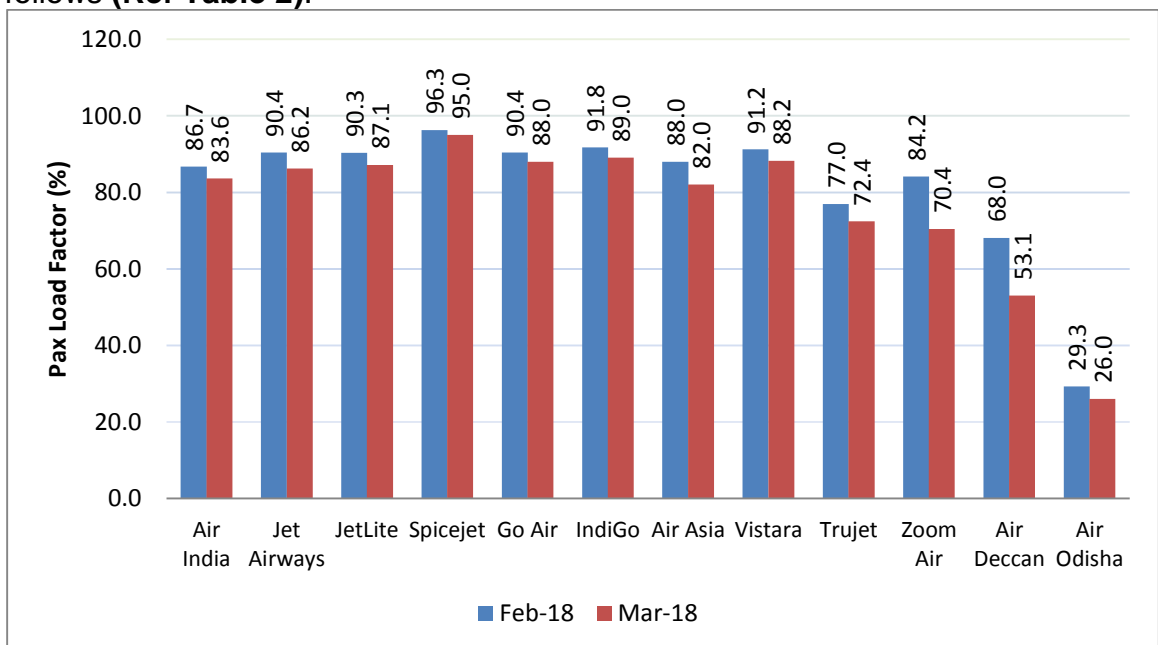
Passenger Growth

Passengers carried by domestic airlines during Jan-Mar 2018 were **337.90 lakhs** as against **272.79 lakhs** during the corresponding period of previous year thereby registering a **growth of 23.87 % (Ref Table 1)**.



Passenger Load Factor

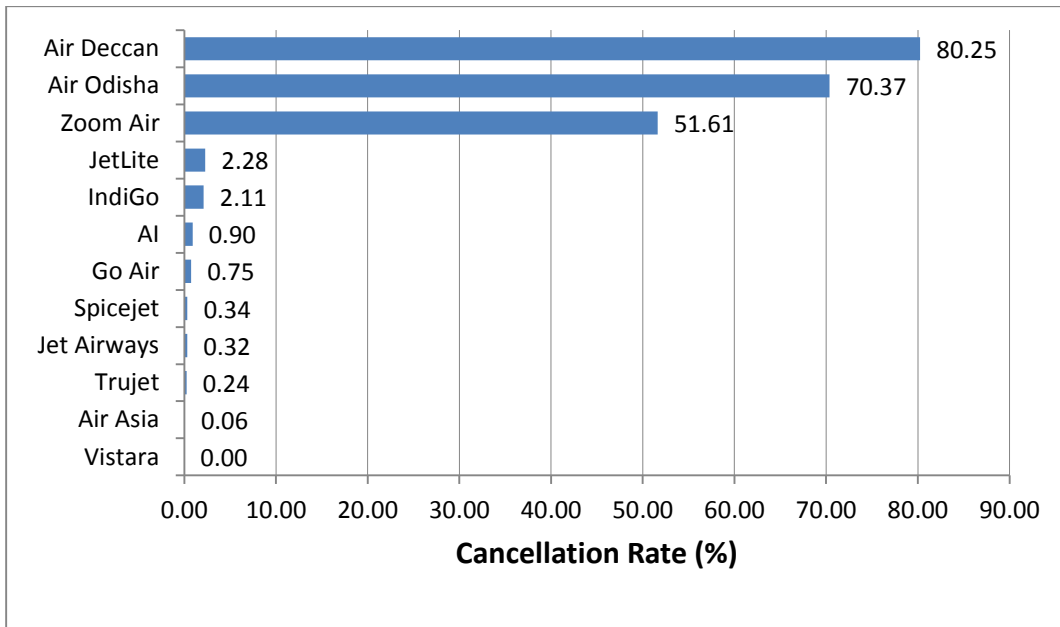
The passenger load factors of various scheduled domestic airlines in Mar 2018 are as follows (Ref Table 2):



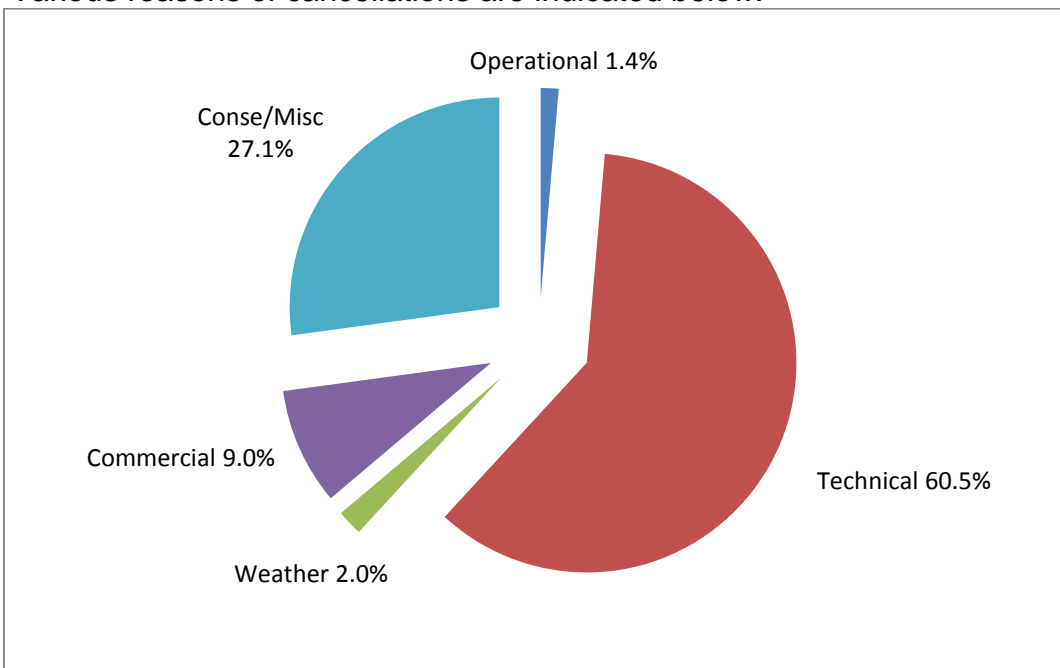
The passenger load factor in the month of Mar 2018 has shown decreasing trend compared to previous month due to end of vacation period of various sectors.

Cancellations

The overall cancellation rate of scheduled domestic airlines for the month of Mar 2018 has been 1.38%. Airline-wise details of cancellations are as follows:

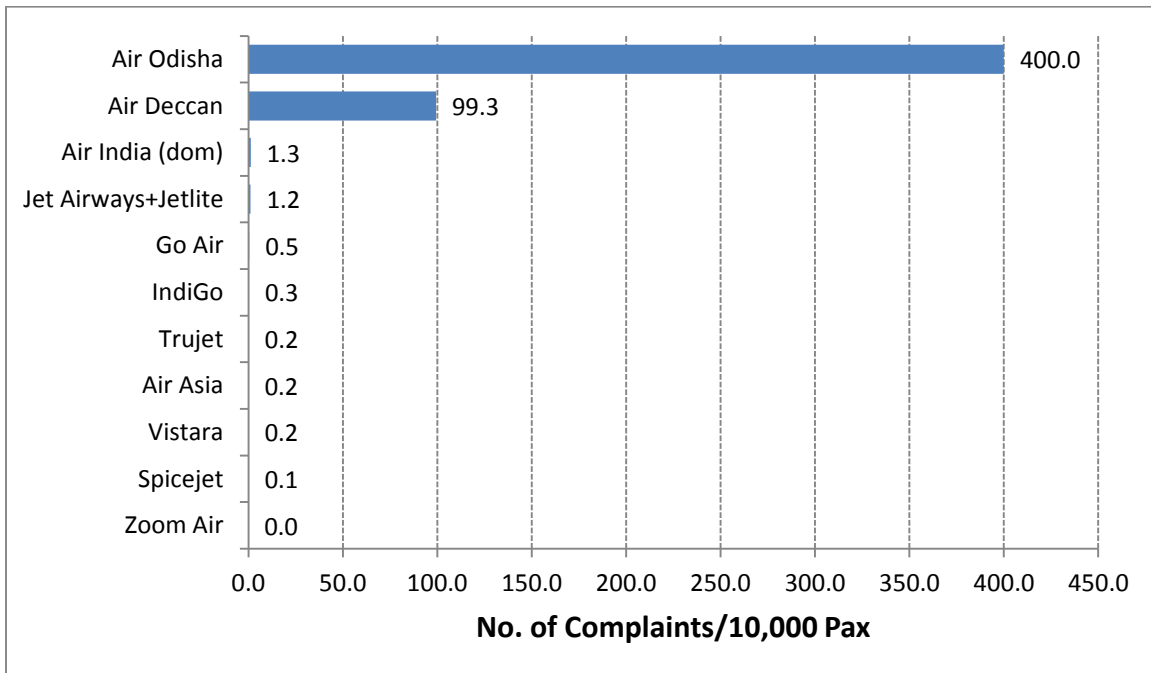


Various reasons of cancellations are indicated below:

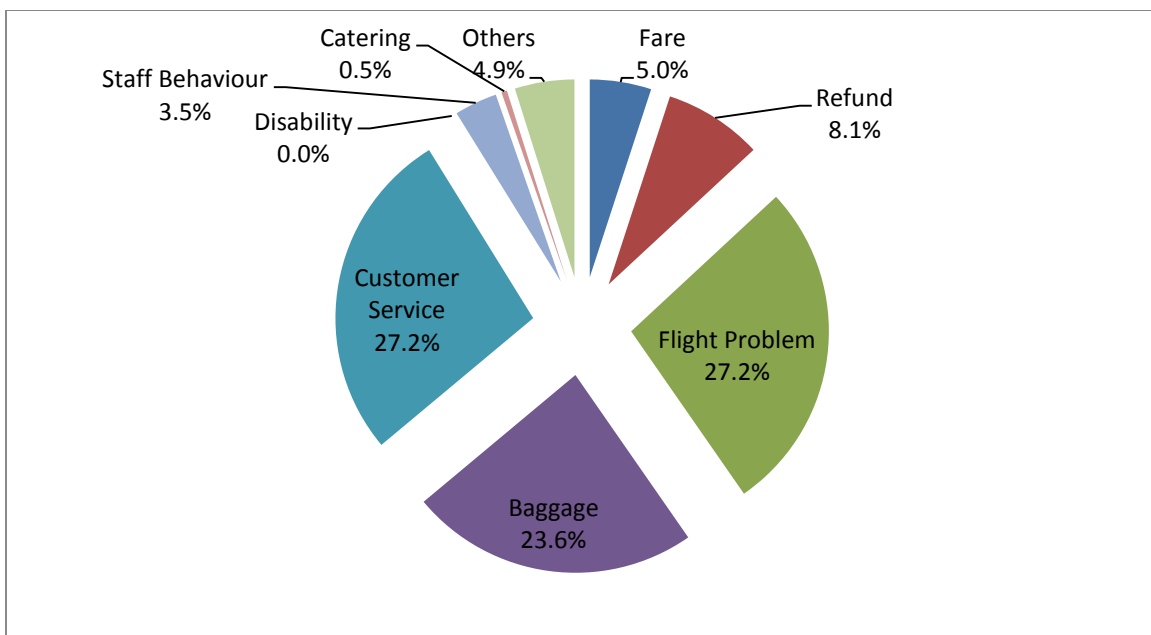


Passenger Complaints during the month

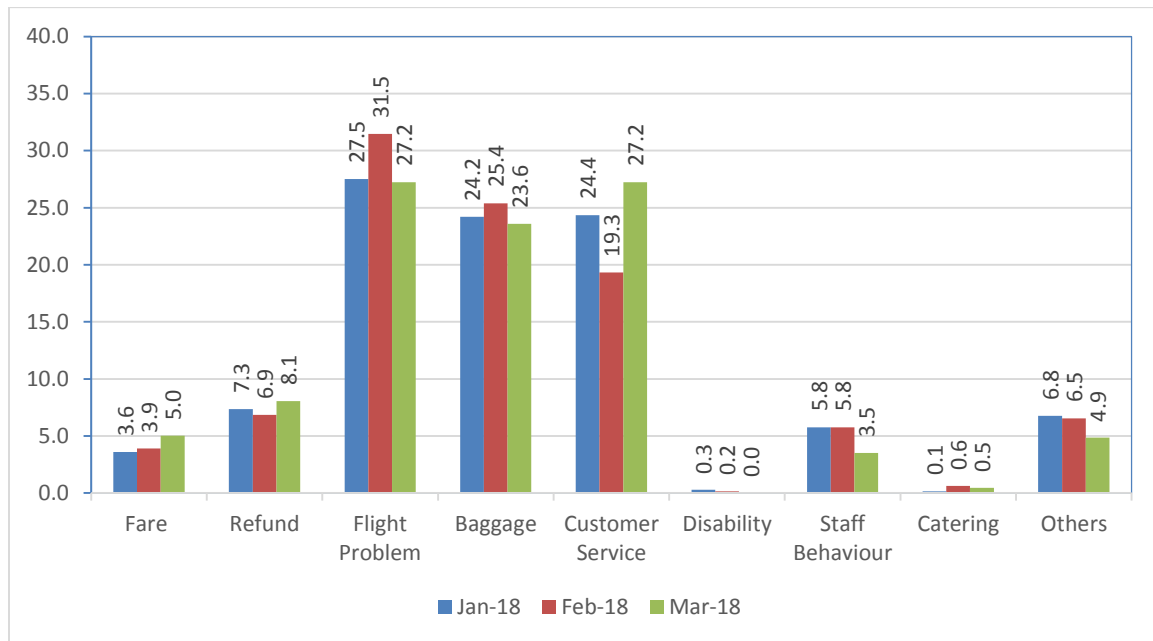
During March 2018, a total of 657 passenger related complaints had been received by the scheduled domestic airlines. The number of complaints per 10,000 passengers carried for the month of Mar 2018 has been around 0.57. The airline-wise details are as follows:



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.

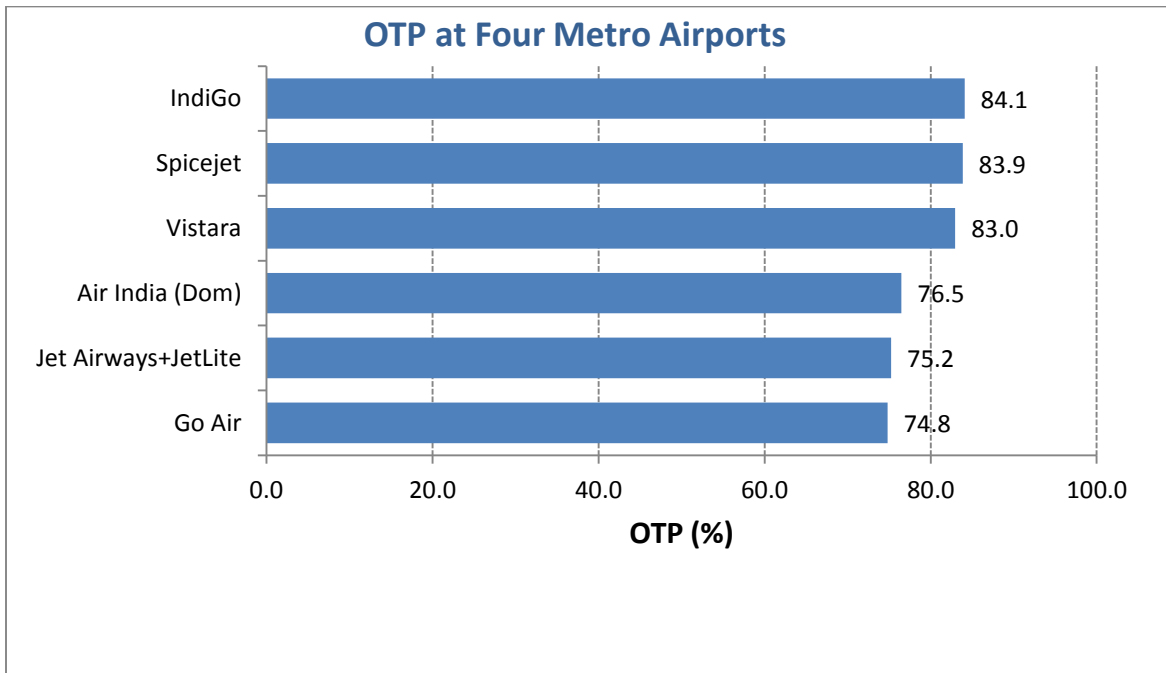
Compliance of Route Dispersal Guidelines

Airline-wise Compliance of Route Dispersal Guidelines during the month of Mar 2018 is given in the following table. Zoom Air did not operate in CAT I routes for the month of Mar 2018.

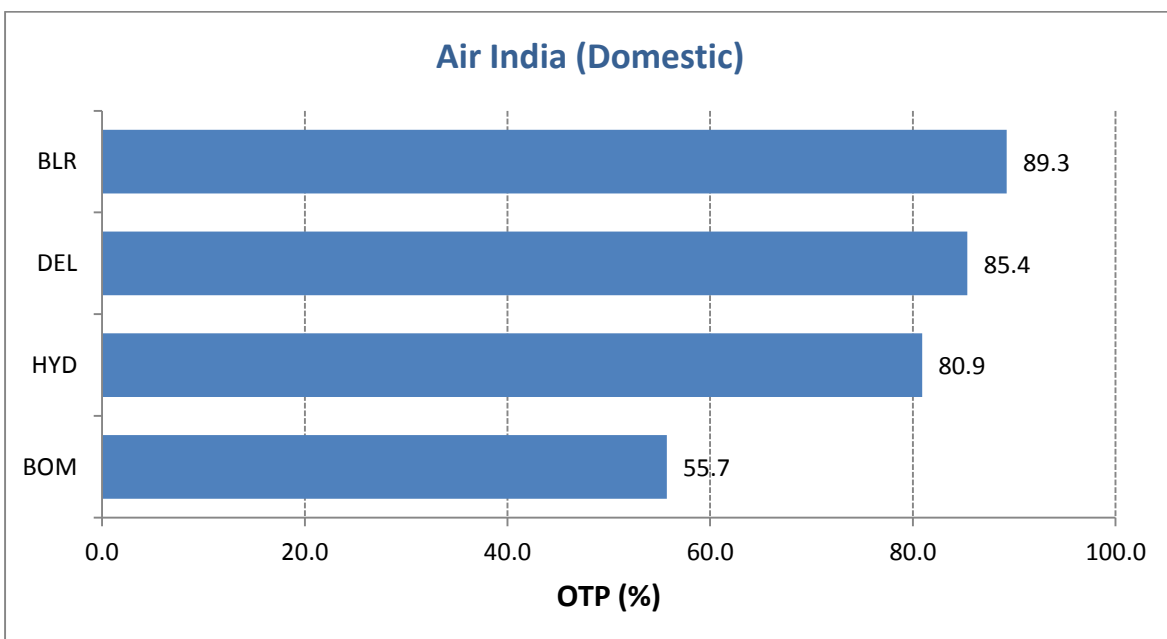
Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Air India + Alliance Air	93.4	1.30	29.5
Jet Airways + JetLite	46.9	1.09	13.6
Spicejet	100.3	1.17	28.6
Go Air	93.5	1.36	27.7
IndiGo	184.0	1.38	29.9
Vistara	35.1	2.88	20.8
Air Asia	250.4	2.21	71.1
Zoom Air	-	-	-
Minimum Capacity Requirement in accordance with RDG (As % of Capacity Deployed in Category I)			
• Category II	-	10%	
• Category IIA	-	1%	
• Category III	-	35%	

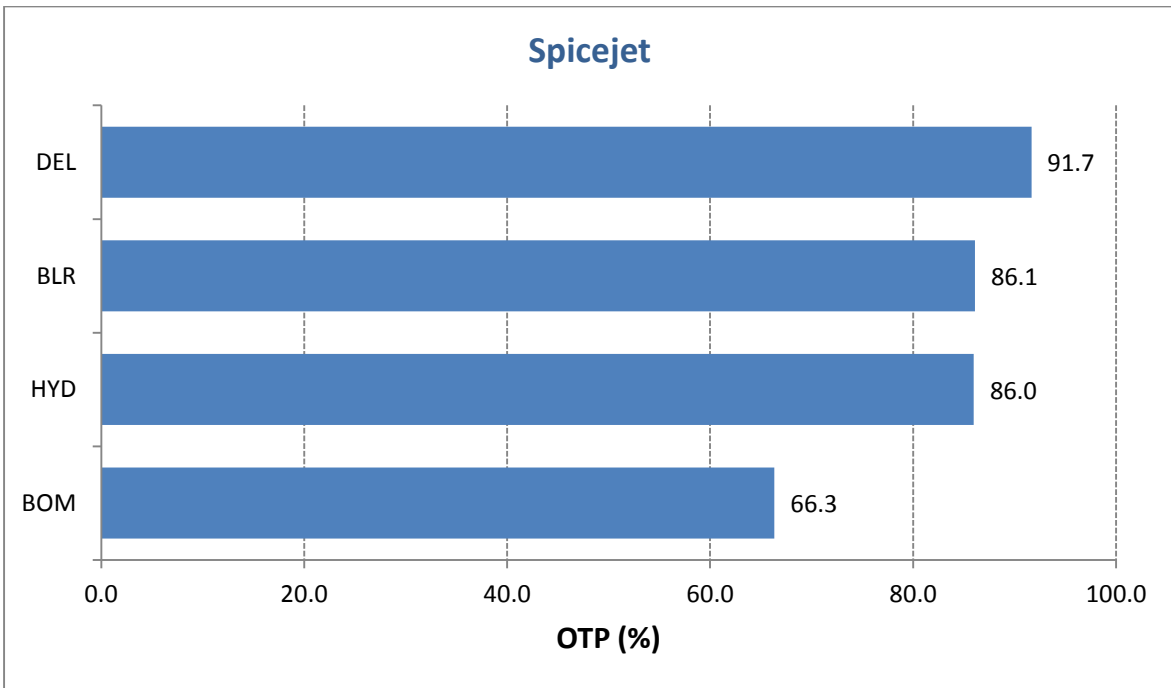
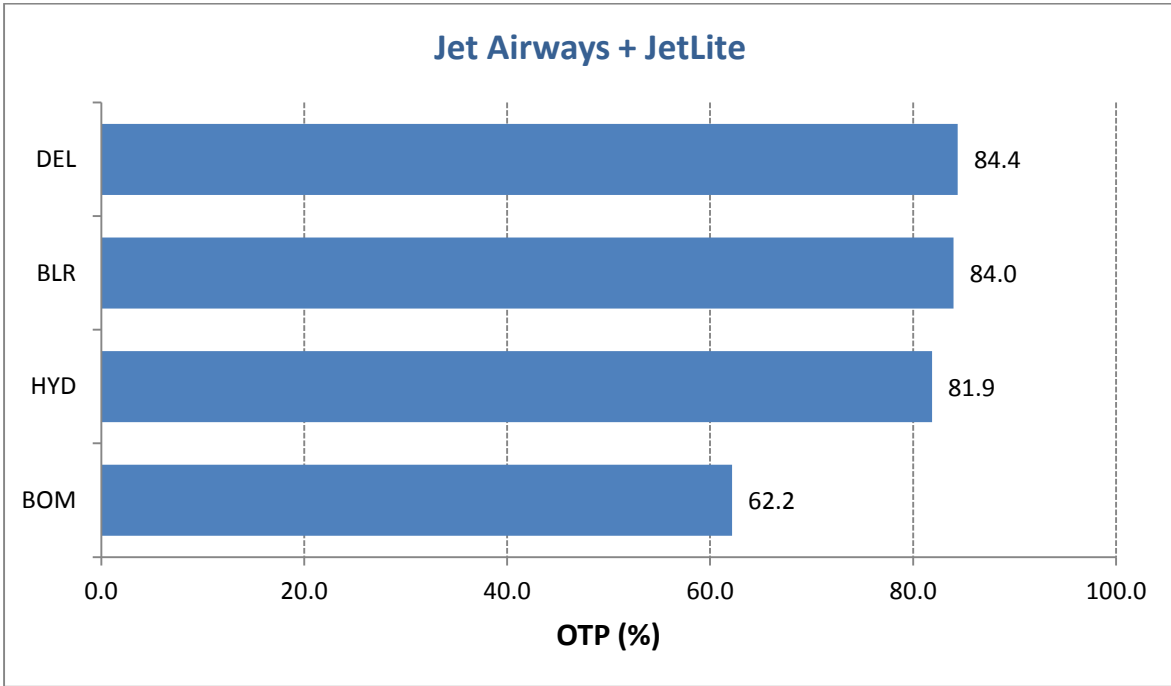
On-Time Performance (Scheduled Domestic Airlines)

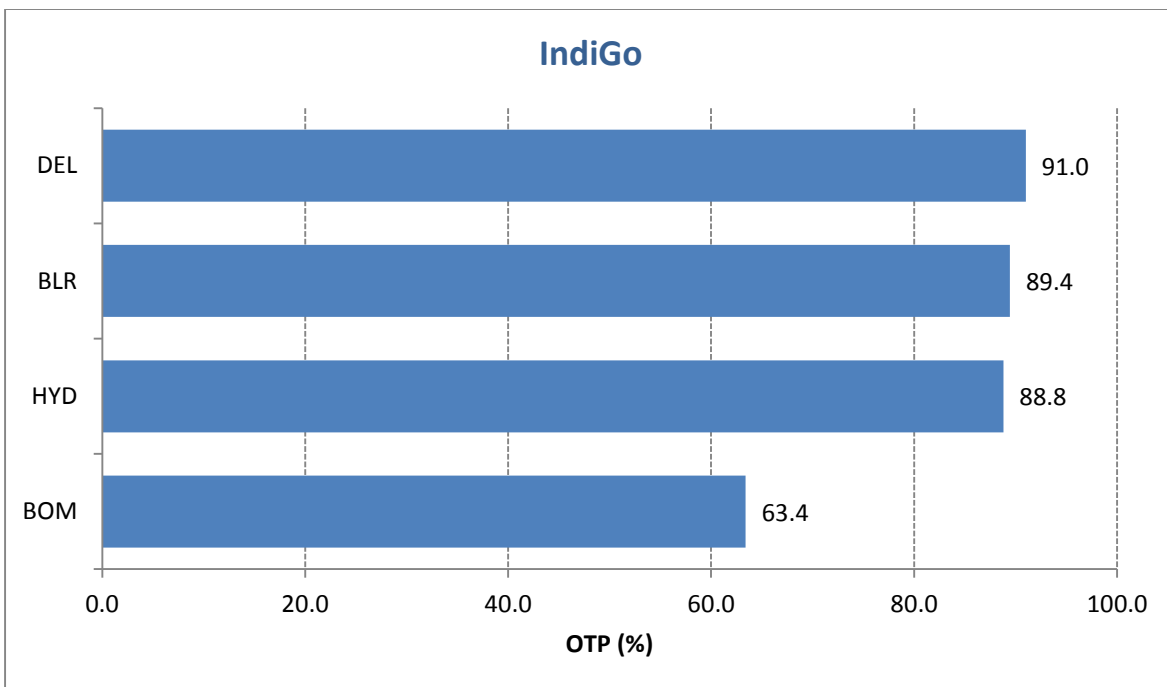
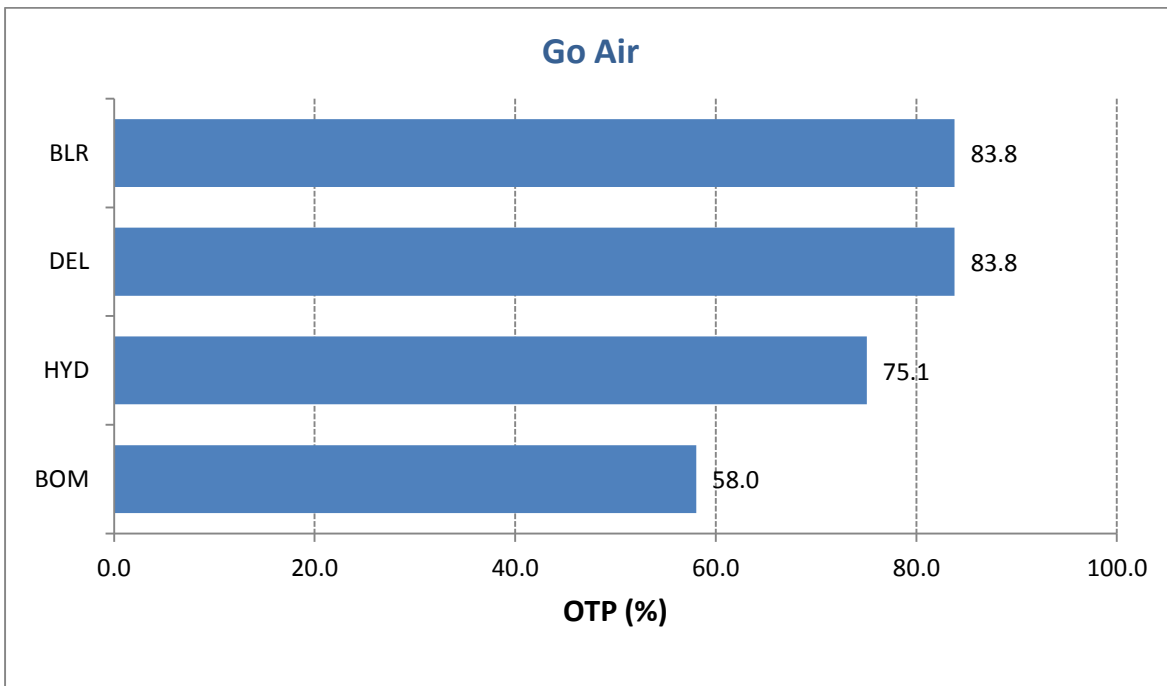
On-Time Performance (OTP) of scheduled domestic airlines has been computed for four metro airports viz. Bangalore, Delhi, Hyderabad and Mumbai. Airline-wise OTP at four metro airports for the month of Mar 2018 is as follows:

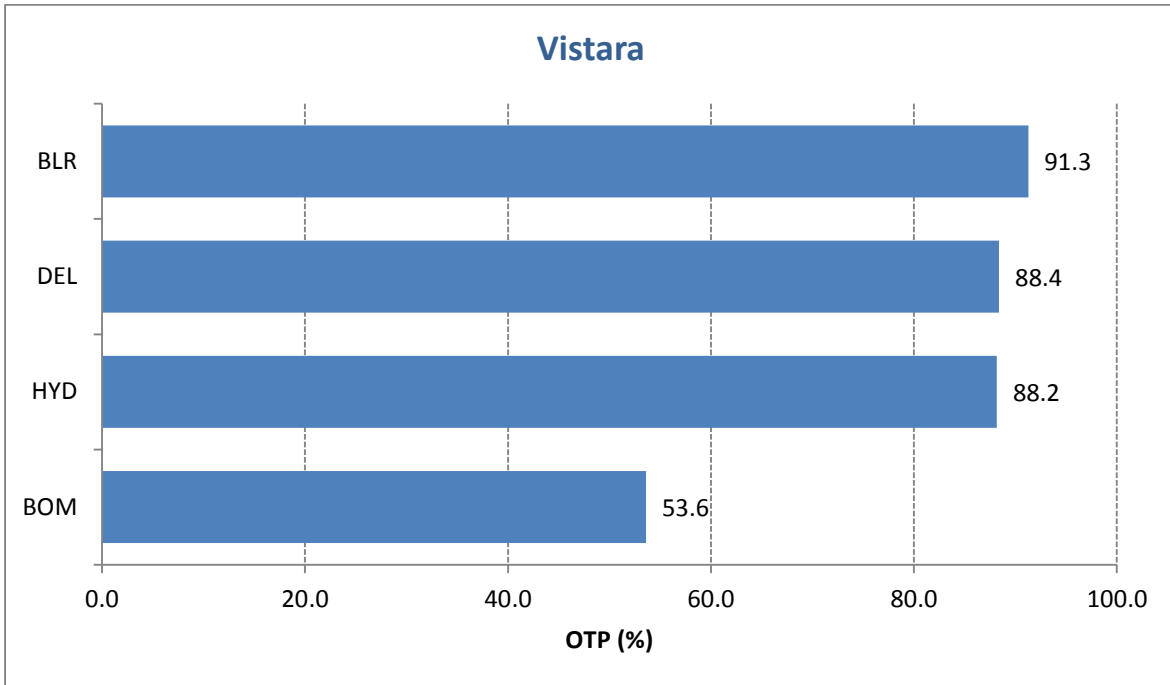


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

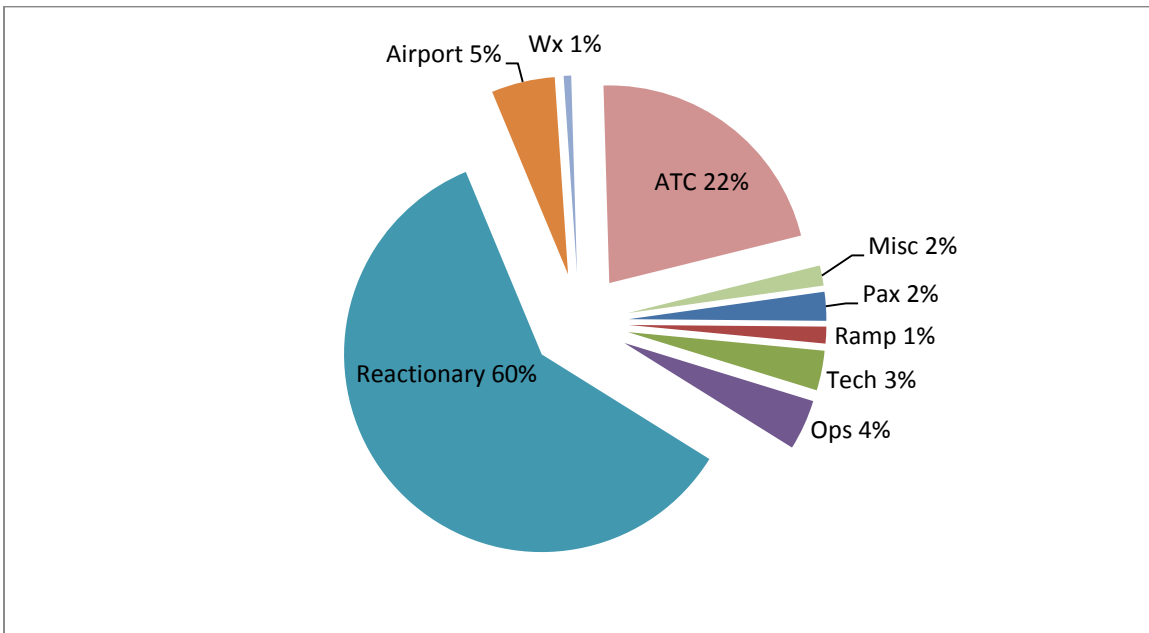








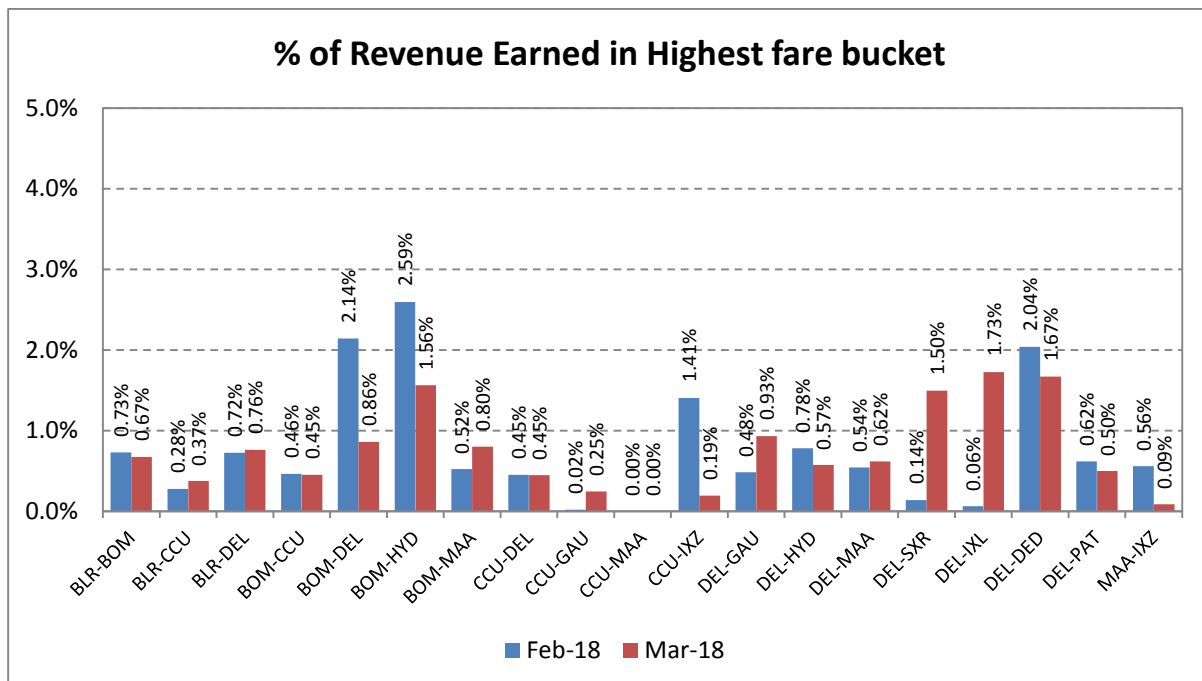
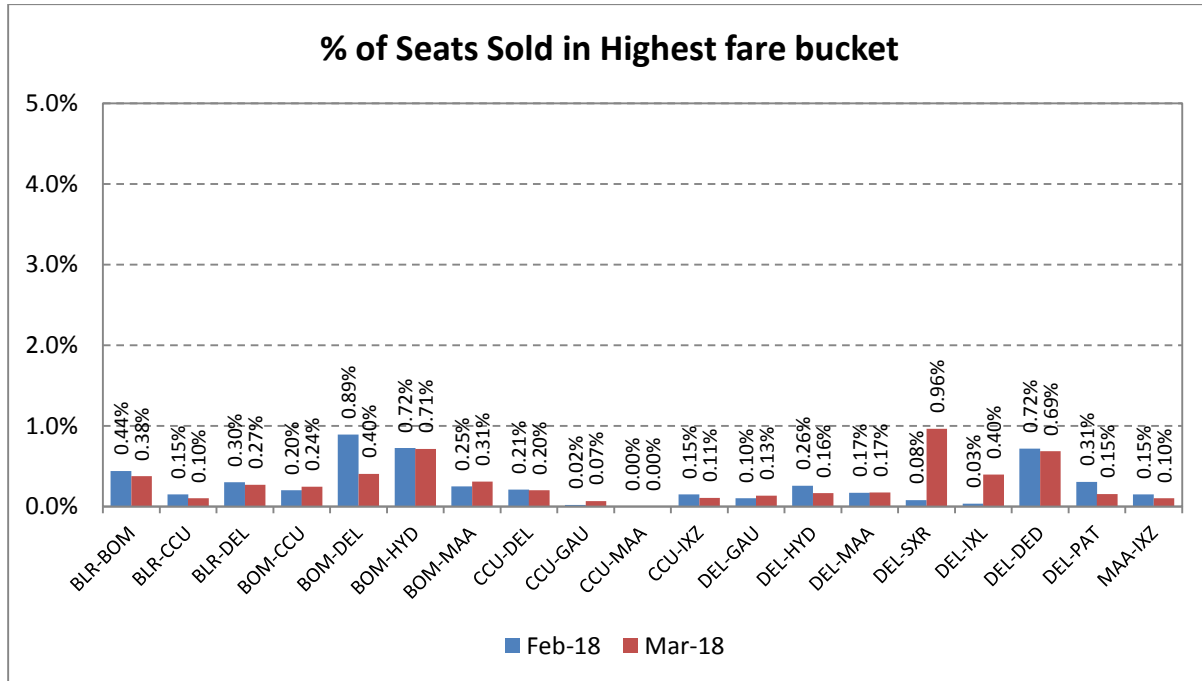
Reasons for delay have been analysed, which are presented below. It has been found that majority of delays have been attributed to 'Reactionary'.



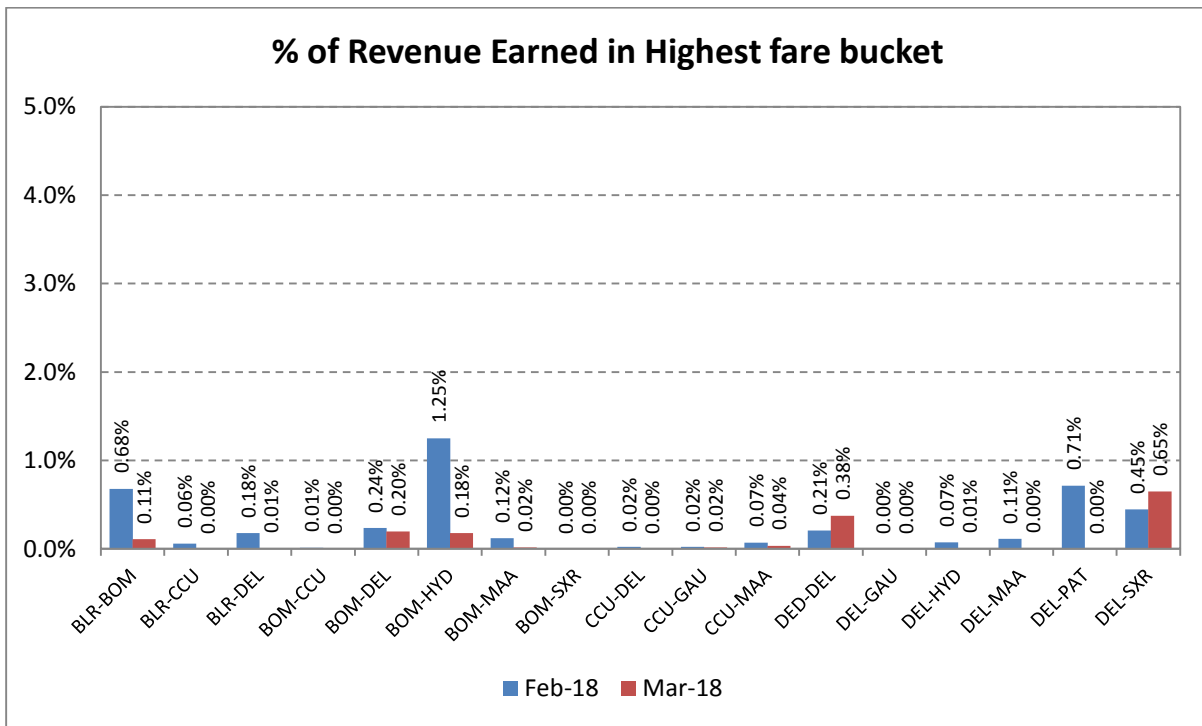
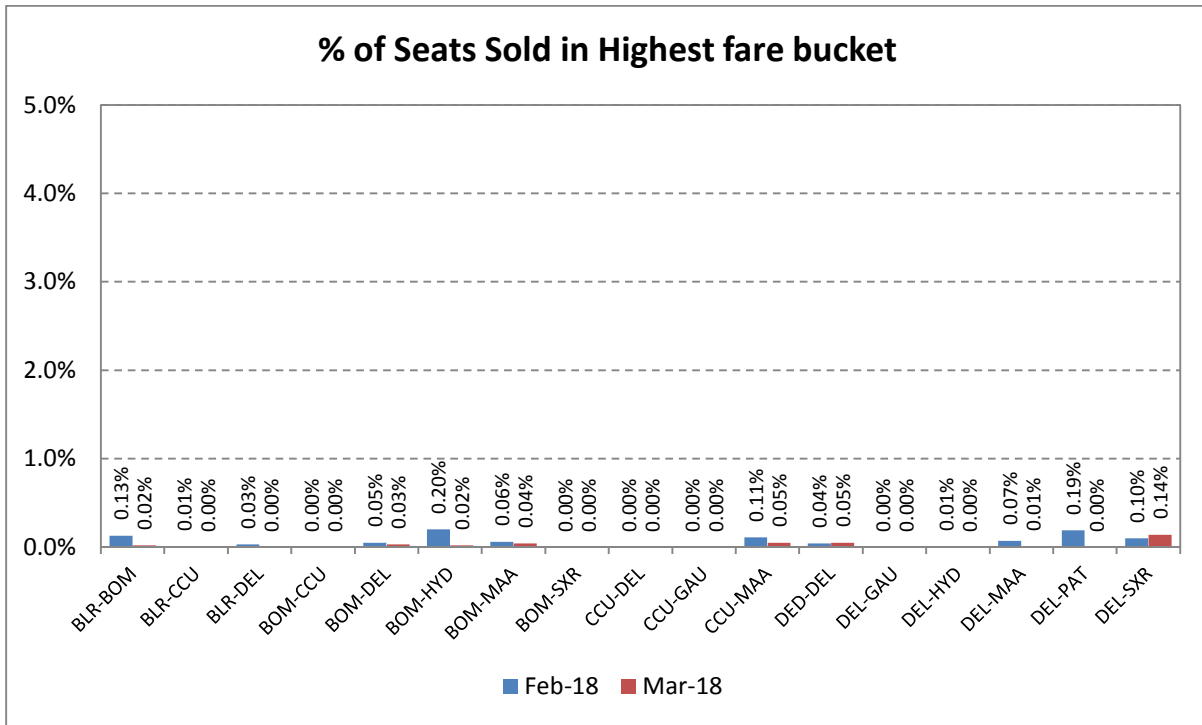
Revenue Earned & Seats Sold in Highest Fare Bucket

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:

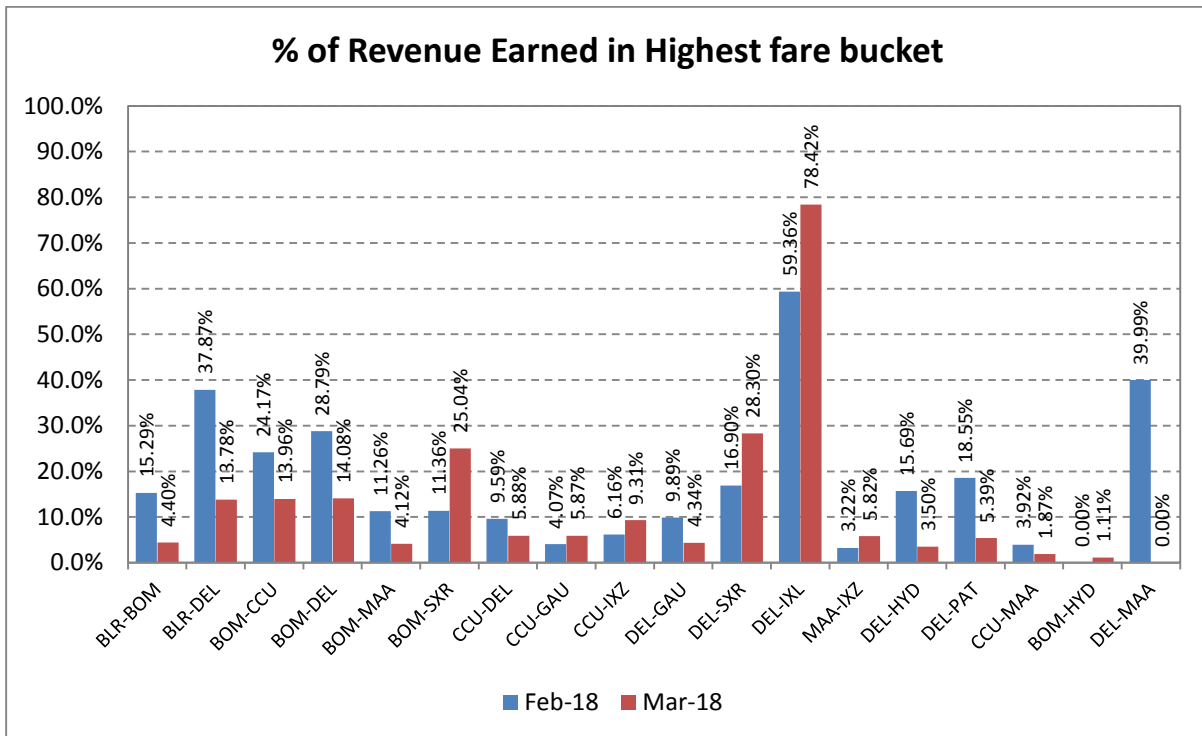
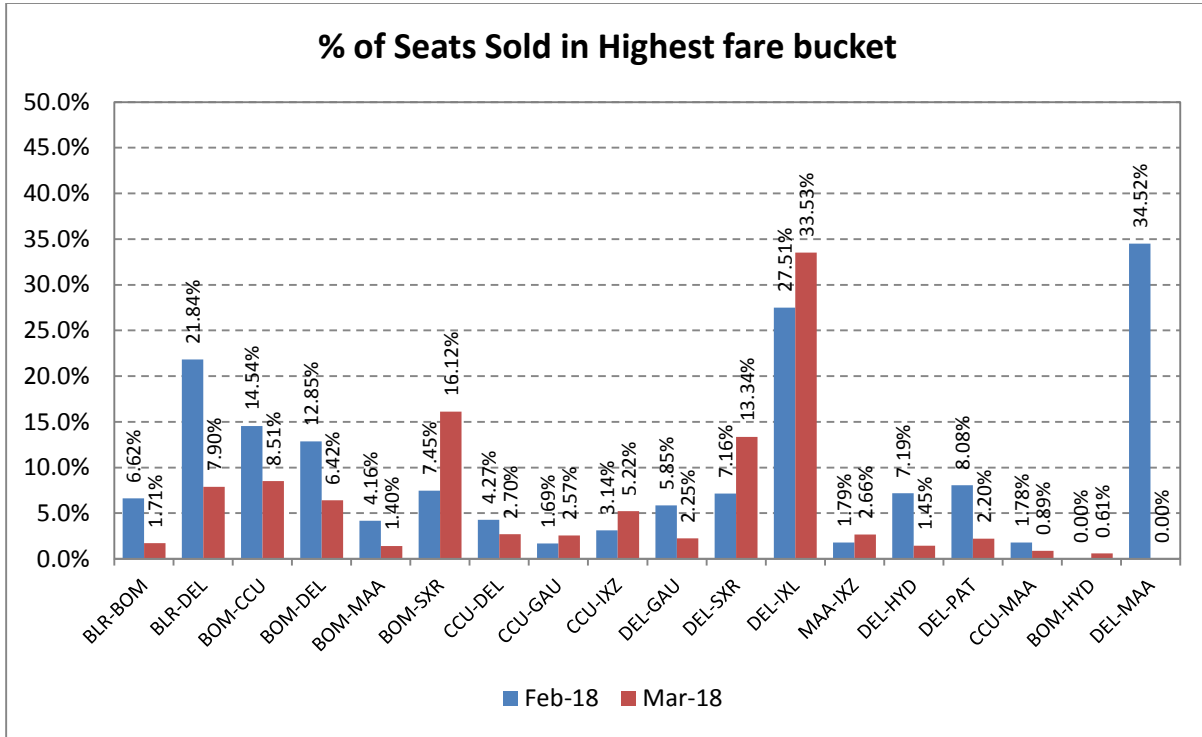
Jet Airways



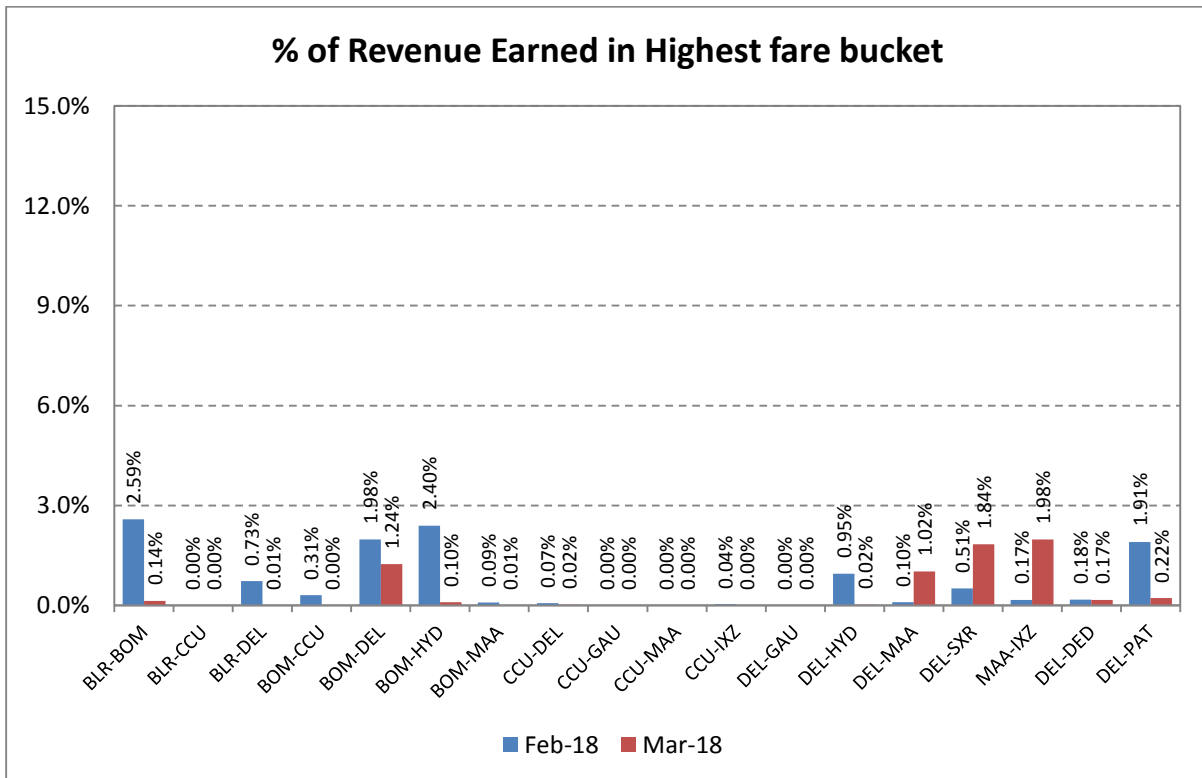
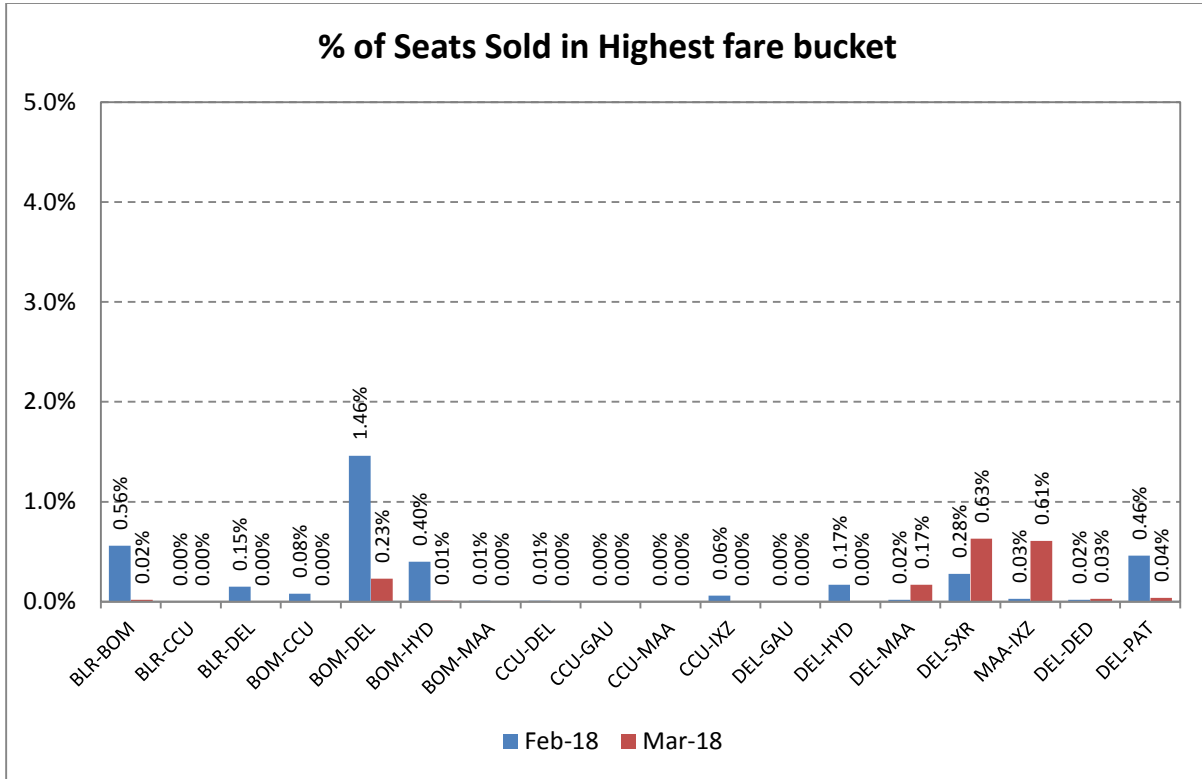
Indigo



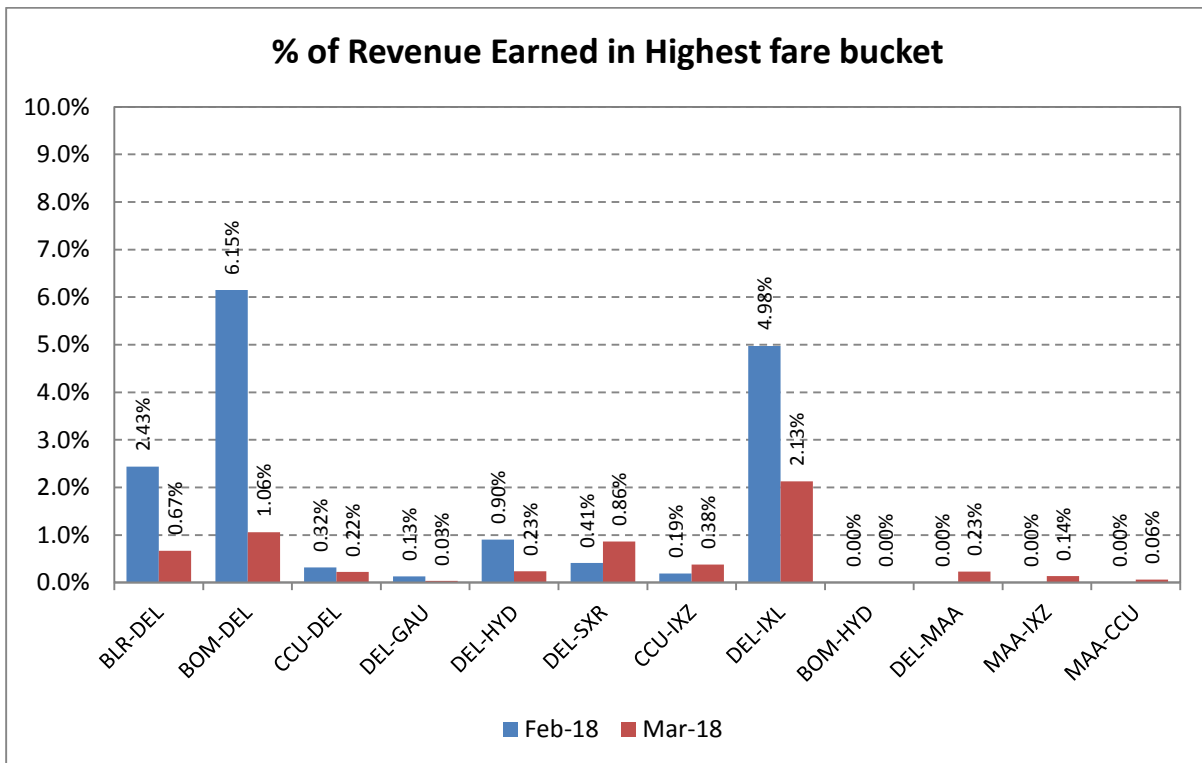
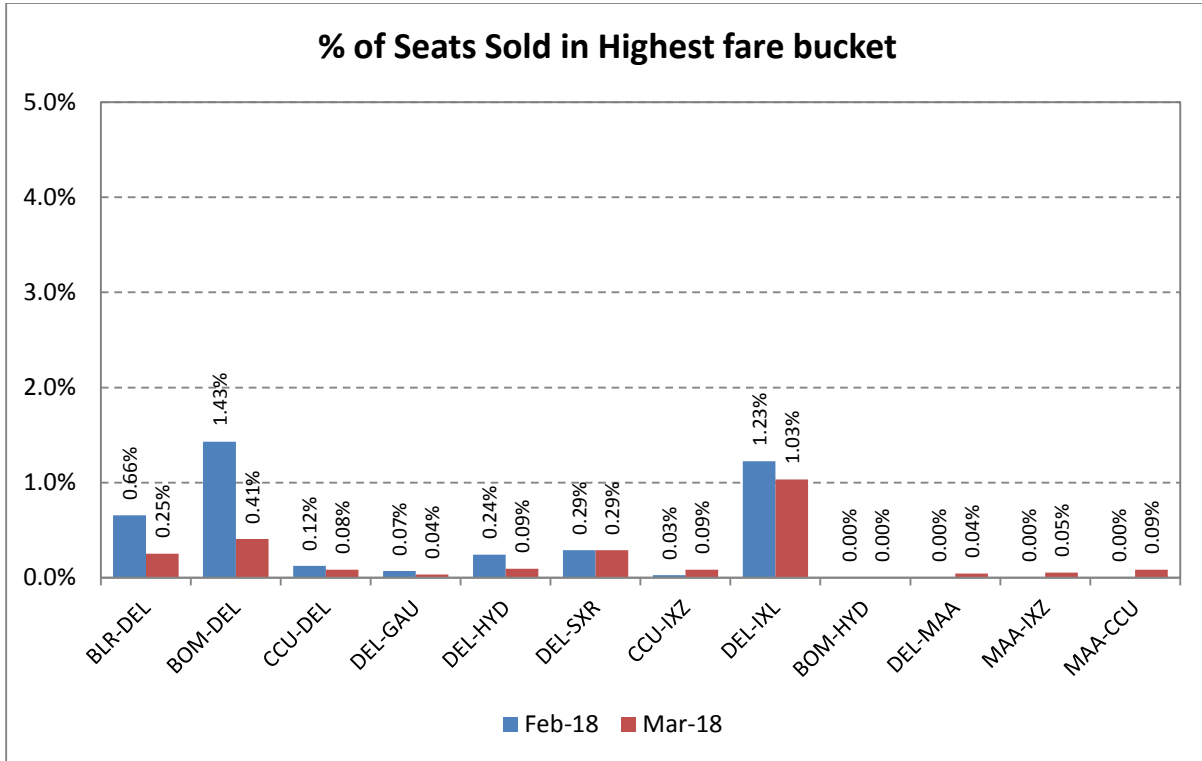
Go Air



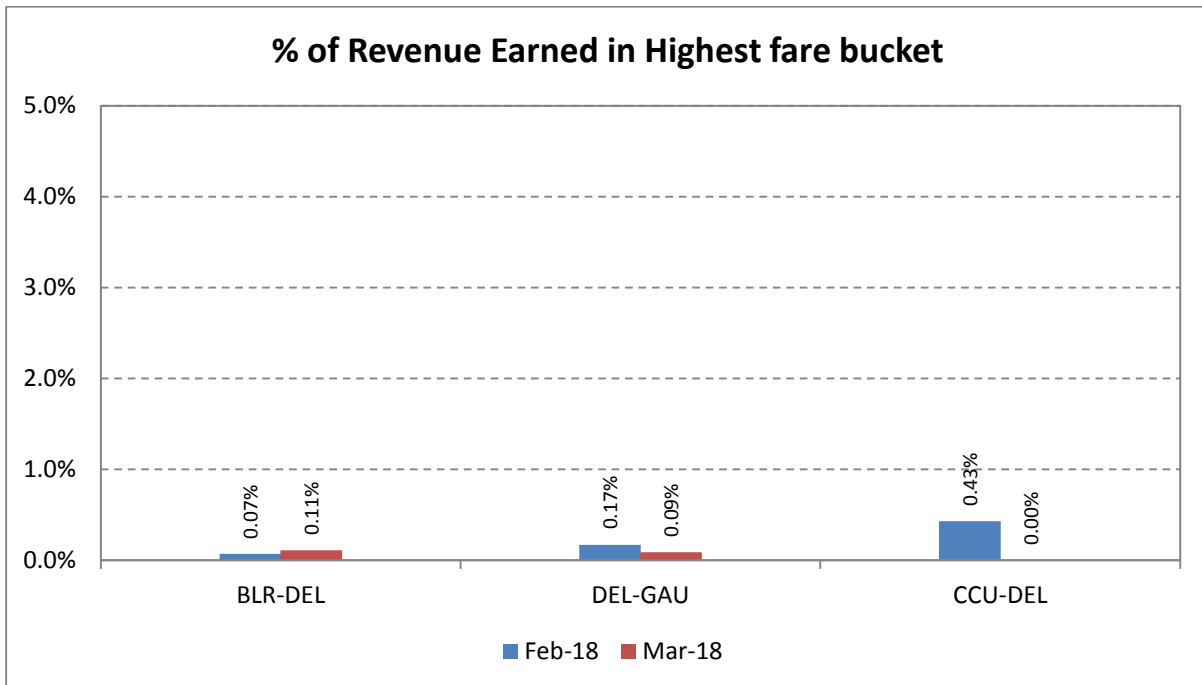
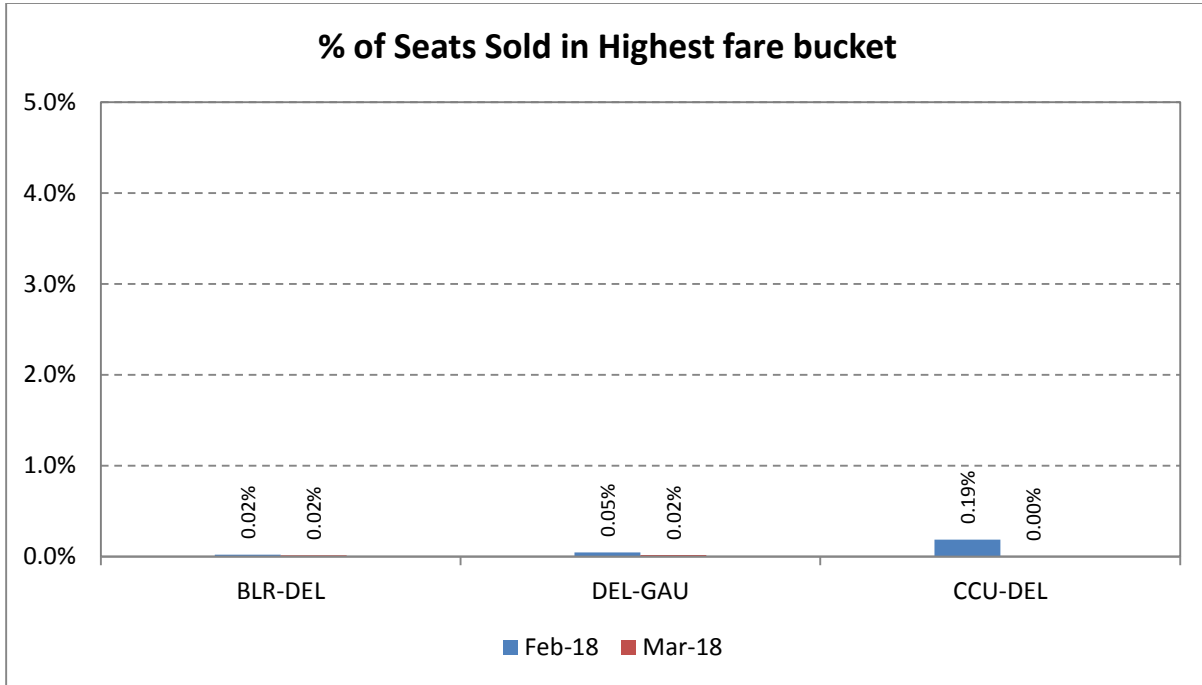
Spicejet



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	90	<ul style="list-style-type: none"> Refund Rebooked on other flights Hotel accommodation Compensation of Rs. 4.45 lakhs 	1872	<ul style="list-style-type: none"> Refunds Rescheduling Hotel accommodation Compensation of Rs. 8.91 lakhs 	18853	<ul style="list-style-type: none"> Refreshments Refunds where pax desired Rescheduling Amount spent on facilitation of Rs. 25.51 lakhs
Jet Airways and JetLite	788	<ul style="list-style-type: none"> Refund Rebooked on other flights Hotel accommodation Compensation of Rs. 54.17 lakhs 	92	<ul style="list-style-type: none"> Refunds Rescheduling Hotel accommodation. Compensation of Rs. 0.19 lakhs 	1930	<ul style="list-style-type: none"> Refreshments Refunds where pax desired Rescheduling
SpiceJet	117	4.13 lakhs	1401	<ul style="list-style-type: none"> Refreshments Rescheduling Compensation of Rs. 4.98 lakhs 	17244	<ul style="list-style-type: none"> Refreshments Transfer to other airlines Amount spent on facilitation of Rs. 39.17 lakhs
Go Air	Nil	Nil	210	<ul style="list-style-type: none"> Refreshments Rescheduling 	3094	<ul style="list-style-type: none"> All pax given refreshments Refunds where pax desired Rescheduling
Indigo	2	Nil	56884	0.49 lakhs	58656	<ul style="list-style-type: none"> Refreshments
Air Asia	6	0.33 lakhs	2	0.11 lakhs	3997	<ul style="list-style-type: none"> Refreshments Rescheduling Amount spent on facilitation of Rs 11.09 lakhs
Vistara	2	0.14 lakhs	Nil	Nil	2229	<ul style="list-style-type: none"> Refreshments Rescheduling
TruJet	Nil	Nil	79	1.73 lakhs	Nil	Nil
Zoom Air	Nil	Nil	69	<ul style="list-style-type: none"> Refreshments Rescheduling 	Nil	Nil
Air Deccan	Nil	Nil	365	7.21 lakhs	Nil	Nil
Air Odisha	Nil	Nil	135	2.87 lakhs	1	<ul style="list-style-type: none"> Refreshments Rescheduling Amount spent on facilitation of Rs 0.02 lakhs

SUMMARY

Denied Boarding		Cancellations		Delays	
No. of Pax Affected	Facilities & Compensation	No. of Pax Affected	Facilities & Compensation	No. of Pax Affected	Facilities
1005	Rs. 63.23 lakhs compensation	61109	Rs. 26.49 lakhs compensation and facilities	106004	Rs. 75.79 lakhs towards facilitation

Table 1**TOTAL DOMESTIC PASSENGERS CARRIED BY SCHEDULED DOMESTIC AIRLINES (IN LAKHS) - YEAR 2018**

Month & Year	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
Jan	15.29	99.36	114.65	86.7	13.3
Feb	14.23	93.21	107.44	86.8	13.2
Mar	15.53	100.27	115.80	86.6	13.4
Ist Quarter	45.06	292.84	337.90	86.7	13.3
Apr					
May					
Jun					
IIInd Quarter					
Jul					
Aug					
Sep					
IIIrd Quarter					
Oct					
Nov					
Dec					
IVth Quarter					
Total	45.06	292.84	337.90	86.7	13.3

Data of 2017	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
I st Qtr	37.01	235.79	272.79	86.4	13.6
II nd Qtr					
III rd Qtr					
IV th Qtr					
Total	37.01	235.79	272.79	86.4	13.6
Growth (%) =	+21.74	+24.20	+23.87		

Table 2

MONTH-WISE SEAT FACTOR OF SCHEDULED OPERATORS IN 2018
(PASSENGER LOAD FACTOR IN PERCENTAGE)

Month	Air India (Dom)	Jet Airways	JetLite	Spice Jet	Go Air	IndiGo	Air Asia	Vistara	Trujet	Zoom Air	Air Deccan	Air Odisha
Jan	84.6	88.7	89.7	95.0	90.0	89.7	83.7	87.0	77.0	80.2	50.3	-
Feb	86.7	90.4	90.3	96.3	90.4	91.8	88.0	91.2	77.0	84.2	68.0	29.3
Mar	83.6	86.2	87.1	95.0	88.0	89.0	82.0	88.2	72.4	70.4	53.1	26.0
Apr												
May												
Jun												
Jul												
Aug												
Sep												
Oct												
Nov												
Dec												

Table 3

MARKET SHARE OF SCHEDULES DOMESTIC AIRLINES (YEAR 2018)

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	Zoom Air	Trujet	Air Deccan	Air Odisha
Jan	Pax Carried	15.29	16.37	2.63	14.48	10.95	45.57	4.89	4.10	0.03	0.33	0.01	-
	Market Share	13.3	14.3	2.3	12.6	9.6	39.7	4.3	3.6	0.0	0.3	0.0	-
Feb	Pax Carried	14.23	15.72	2.32	13.32	10.21	42.90	4.56	3.84	0.03	0.31	0.01	0.00
	Market Share	13.2	14.6	2.2	12.4	9.5	39.9	4.2	3.6	0.0	0.3	0.0	0.0
Mar	Pax Carried	15.53	17.43	1.84	14.74	10.40	45.76	5.24	4.42	0.01	0.43	0.00	0.00
	Market Share	13.4	15.0	1.6	12.7	9.0	39.5	4.5	3.8	0.0	0.4	0.0	0.0
IstQtr	Pax Carried	45.06	49.52	6.79	42.53	31.56	134.23	14.69	12.36	0.07	1.06	0.02	0.00
	Market Share	13.3	14.7	2.0	12.6	9.3	39.7	4.3	3.7	0.0	0.3	0.0	0.0
Apr	Pax Carried												
	Market Share												
May	Pax Carried												
	Market Share												
Jun	Pax Carried												
	Market Share												
IIndQtr	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	45.06	49.52	6.79	42.53	31.56	134.23	14.69	12.36	0.07	1.06	0.02	0.00
	Market Share	13.3	14.7	2.0	12.6	9.3	39.7	4.3	3.7	0.0	0.3	0.0	0.0

Table 4

Airline	Complaints		Redressal Status	
	Total	Per 10,000 Passengers Carried	Closed	Open
Air Asia	11	0.2	11	0
Vistara	7	0.2	7	0
Go Air	50	0.5	50	0
Indigo	137	0.3	135	2
SpiceJet	20	0.1	20	0
Jet Airways + JetLite	228	1.2	228	0
Air India (Dom)	197	1.3	167	30
TruJet	1	0.2	1	0
Air Deccan	3	99.3	3	0
Zoom Air	0	0.0	0	0
Air Odisha	3	400.0	3	0
Total	657	0.57	625	32