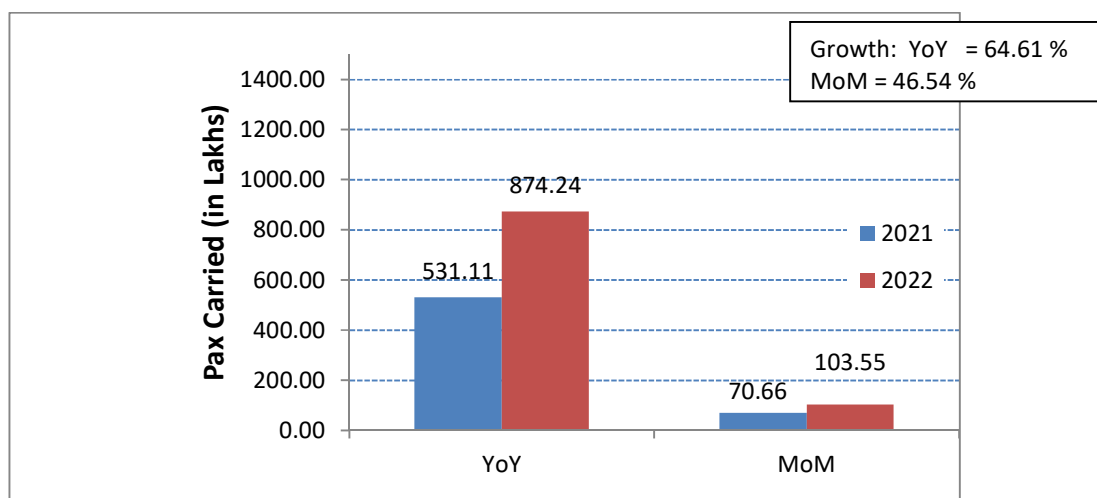


Subject: Performance of domestic airlines for the year 2022.

Traffic data submitted by various domestic airlines has been analysed for the month of September 2022.

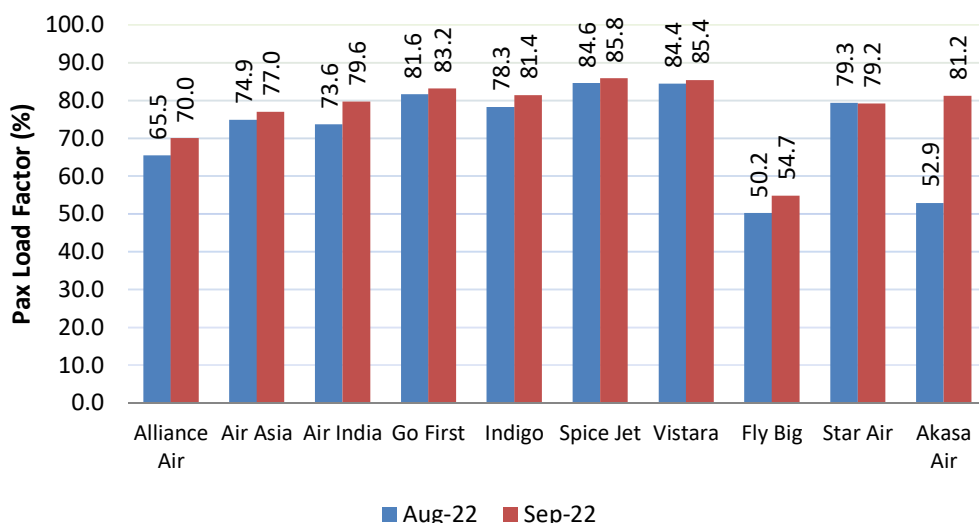
Passenger Growth

Passengers carried by domestic airlines during January-September 2022 were **874.24 lakhs** as against **531.11 lakhs** during the corresponding period of previous year thereby registering annual growth of **64.61 %** and monthly growth of **46.54 %**.



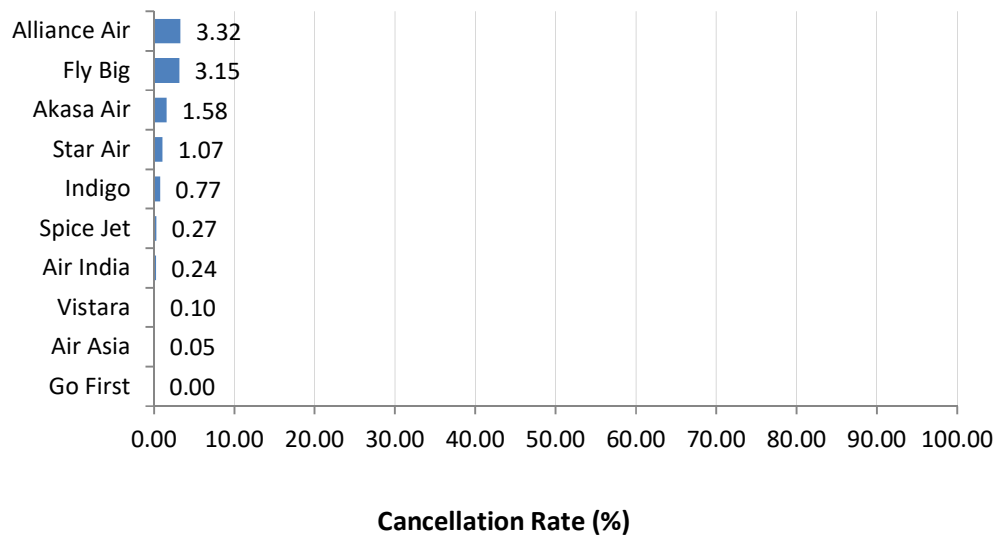
Passenger Load Factor

The passenger load factors of various scheduled domestic airlines in September 2022 are as follows (**Ref Table 1**):

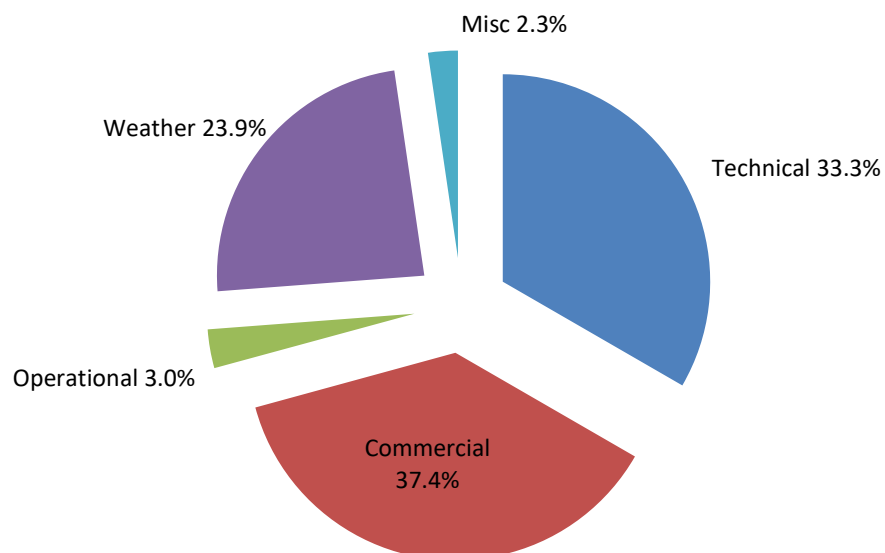


Cancellations

The overall cancellation rate of scheduled domestic airlines for the month of September 2022 has been 0.67 %.Airline-wise details of cancellations are as follows:



Various reasons of cancellations are indicated below:



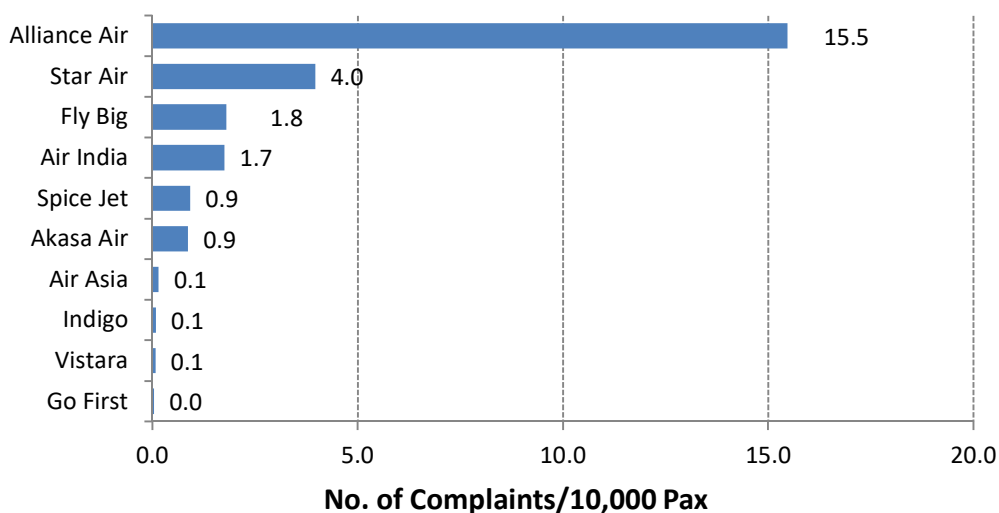
MARKET SHARE OF SCHEDULES DOMESTIC AIRLINES (YEAR 2022)

Month & Year		Passengers Carried (in Lakhs)/Market Share (%)										
		Alliance Air	Air Asia	Air India	Go First	Indigo	Spice Jet	Vistara	Fly Big	Star Air	Tru Jet	
Jan	Pax Carried	0.80	2.95	6.56	6.35	35.57	6.80	4.79	0.07	0.15	0.05	-
	Market Share	1.2	4.6	10.2	9.9	55.5	10.6	7.5	0.1	0.2	0.1	-
Feb	Pax Carried	1.12	4.46	8.55	7.34	39.51	8.20	7.49	0.10	0.18	0.02	-
	Market Share	1.5	5.8	11.1	9.5	51.3	10.7	9.7	0.1	0.2	0.0	-
Mar	Pax Carried	1.45	6.98	9.36	10.44	57.84	10.21	9.56	0.13	0.21	-	-
	Market Share	1.4	6.6	8.8	9.8	54.5	9.6	9.0	0.1	0.2	-	-
IstQtr	Pax Carried	3.37	14.39	24.47	24.14	132.91	25.21	21.83	0.30	0.54	0.07	-
	Market Share	1.4	5.8	9.9	9.8	53.8	10.2	8.8	0.1	0.2	0.0	-
Apr	Pax Carried	1.20	5.92	8.26	11.09	59.57	10.01	9.04	0.16	0.21	-	-
	Market Share	1.1	5.6	7.8	10.5	56.5	9.5	8.6	0.2	0.2	-	-
May	Pax Carried	1.25	6.86	8.23	12.76	63.76	11.52	9.83	0.24	0.21	-	-
	Market Share	1.1	6.0	7.2	11.1	55.6	10.0	8.6	0.2	0.2	-	-
Jun	Pax Carried	1.20	5.90	7.83	9.99	59.83	10.02	9.92	0.23	0.21	-	-
	Market Share	1.1	5.6	7.5	9.5	56.9	9.5	9.4	0.2	0.2	-	-
IIIndQtr	Pax Carried	3.66	18.68	24.32	33.84	183.17	31.55	28.79	0.63	0.63	-	-
	Market Share	1.1	5.7	7.5	10.4	56.3	9.7	8.9	0.2	0.2	-	-
Jul	Pax Carried	1.12	4.42	8.14	7.95	57.11	7.76	10.13	0.22	0.20	-	-
	Market Share	1.2	4.6	8.4	8.2	58.8	8.0	10.4	0.2	0.2	-	-
Aug	Pax Carried	1.25	5.88	8.61	8.70	58.32	7.98	9.81	0.16	0.19	-	0.24
	Market Share	1.2	5.8	8.5	8.6	57.7	7.9	9.7	0.2	0.2	-	0.2
Sep	Pax Carried	1.28	6.14	9.49	8.15	59.72	7.53	9.96	0.17	0.18	0.00	0.93
	Market Share	1.2	5.9	9.2	7.9	57.7	7.3	9.6	0.2	0.2	0.0	0.9
IIIrdQtr	Pax Carried	3.65	16.44	26.24	24.80	175.16	23.28	29.91	0.55	0.57	0.00	1.16
	Market Share	1.2	5.4	8.7	8.2	58.0	7.7	9.9	0.2	0.2	0.0	0.4
Oct	Pax Carried											
	Market Share											
Nov	Pax Carried											
	Market Share											
Dec	Pax Carried											
	Market Share											
IVthQtr	Pax Carried											
	Market Share											
TOTAL	Pax Carried	10.68	49.51	75.04	82.78	491.23	80.04	80.53	1.48	1.73	0.07	1.16
	Market Share	1.2	5.7	8.6	9.5	56.2	9.2	9.2	0.2	0.2	0.0	0.1

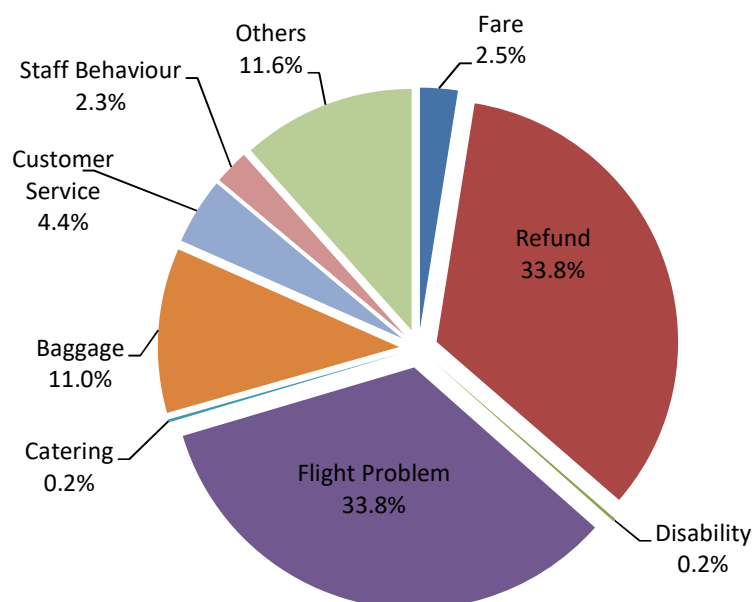
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Passenger Complaints during the month

During September 2022, a total of 517 passenger related complaints had been received by the scheduled domestic airlines. The number of complaints per 10,000 passengers carried for the month of September 2022 has been around 0.50. The airline-wise details are as follows:



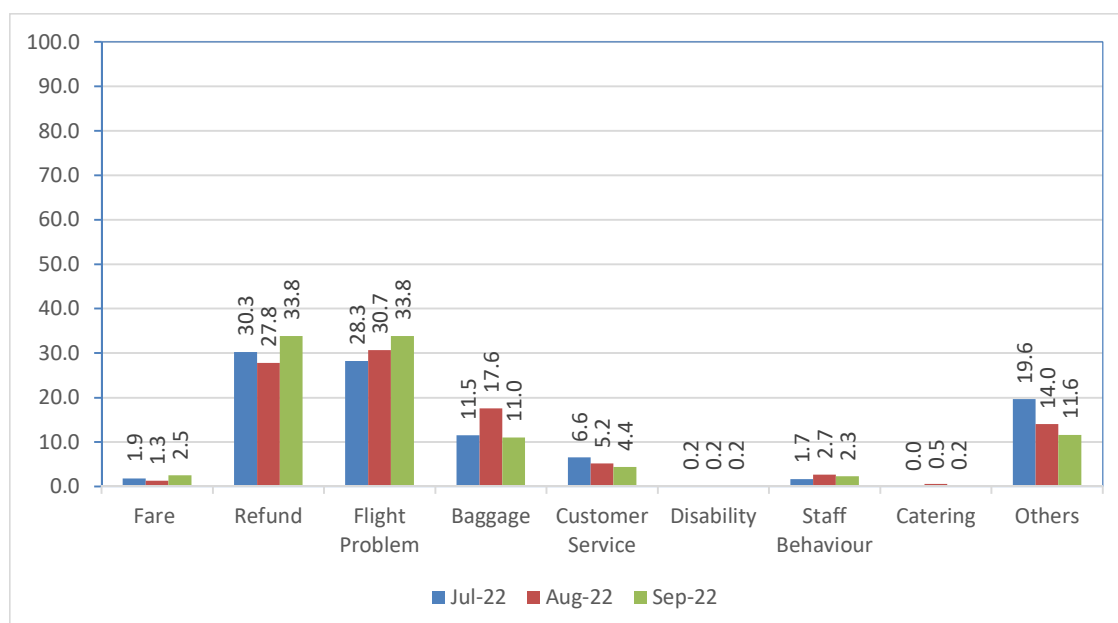
Various reasons of passenger complaints are indicated below:



Note –The major reasons for complaints is flight problem and refund. Airlines have received a total of 517 complaints, out of which 500 (approx.97%) 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

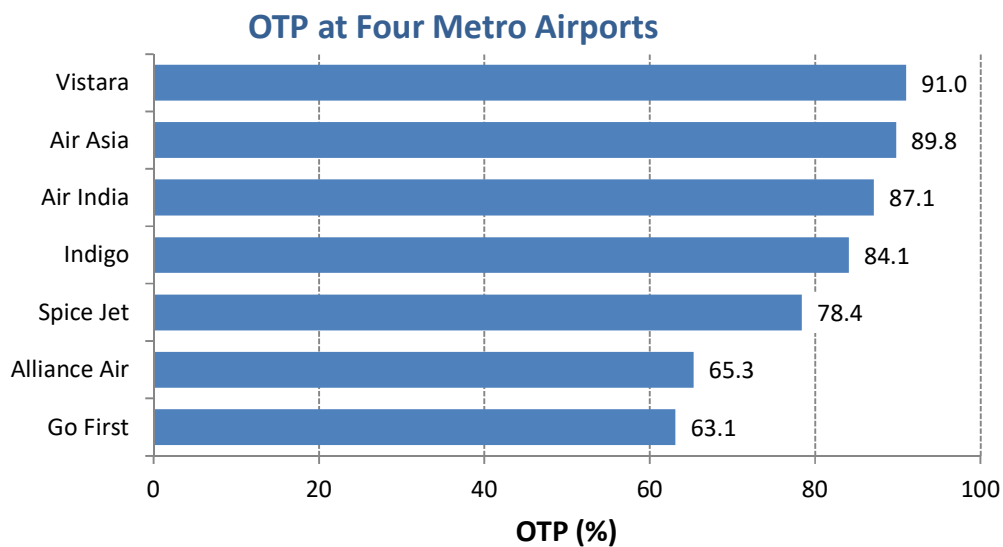
Airline-wise Compliance of Route Dispersal Guidelines during the month of September 2022 is given in the following table.

Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Alliance Air	10155.0	1257.64	2674.6
Air Asia	129.5	2.14	63.0
Air India	69.1	1.30	16.8
Go First	84.5	1.09	41.8
Indigo	169.8	1.03	38.5
Spice Jet	105.4	1.18	81.7
Vistara	43.6	1.06	16.2
Akasa Air	95.1	0.00	0.0
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% 			

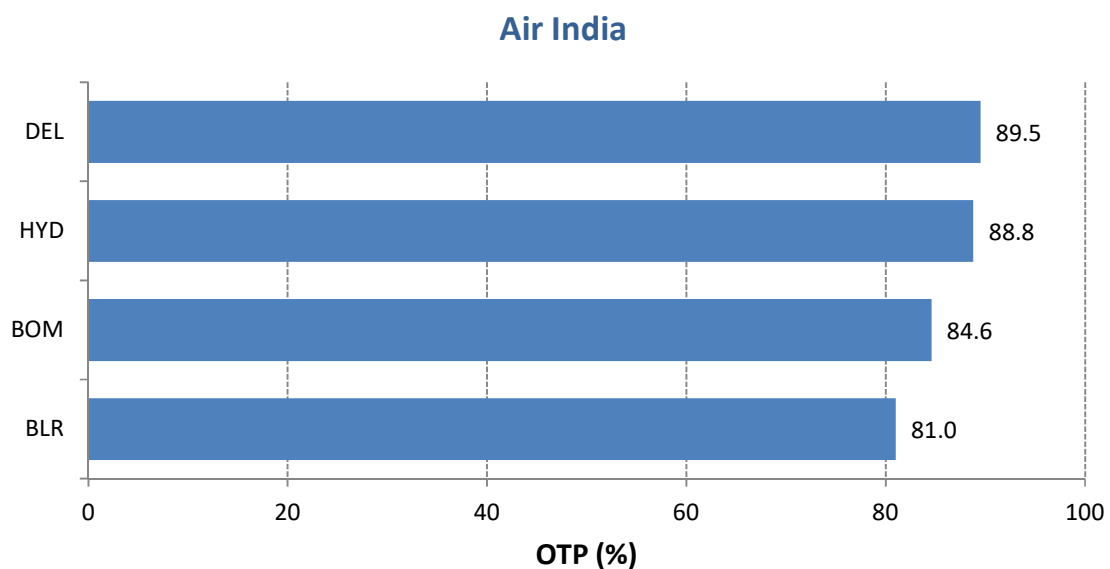
The Traffic report is being prepared based on information received from scheduled domestic airlines.

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 September 2022 is as follows:

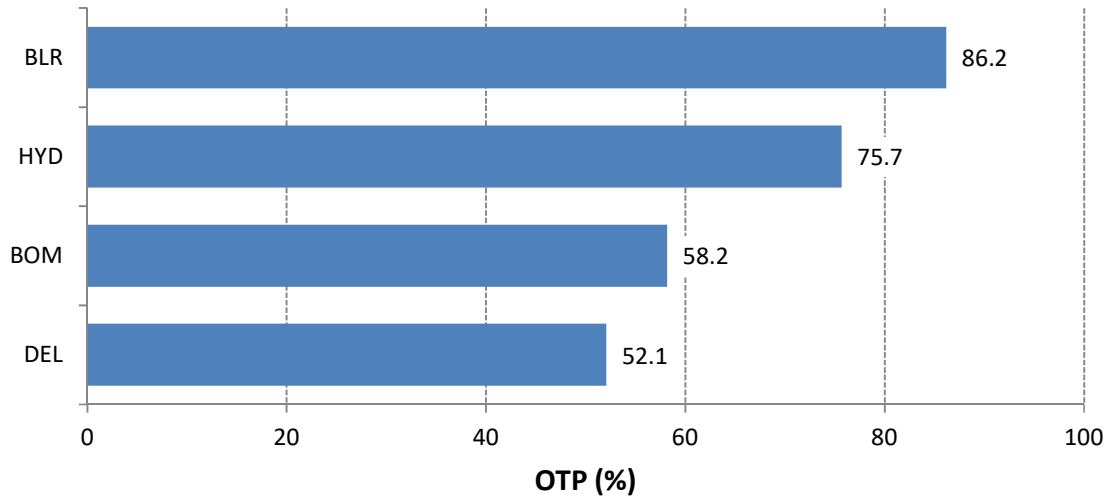


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

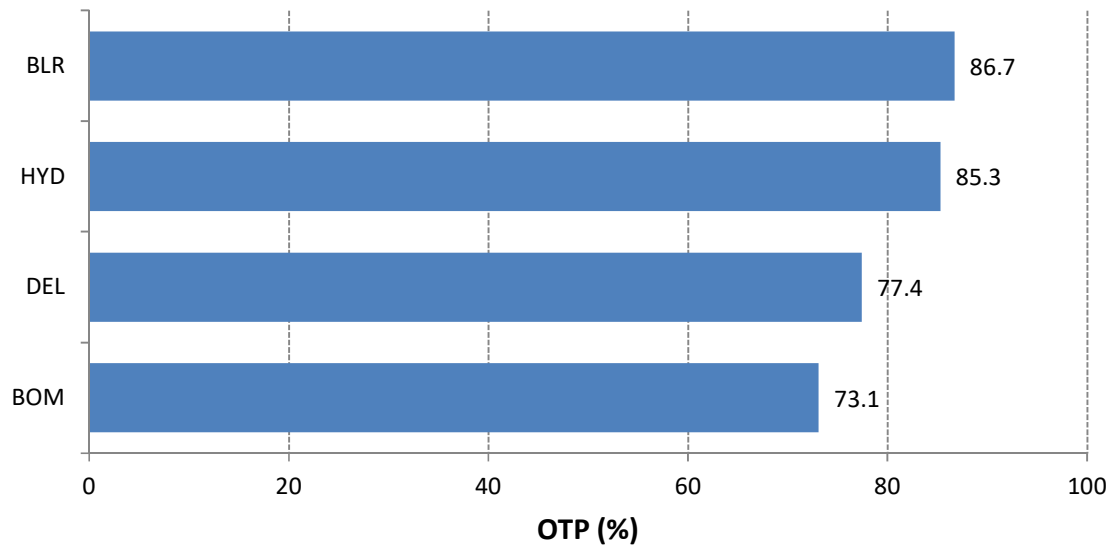


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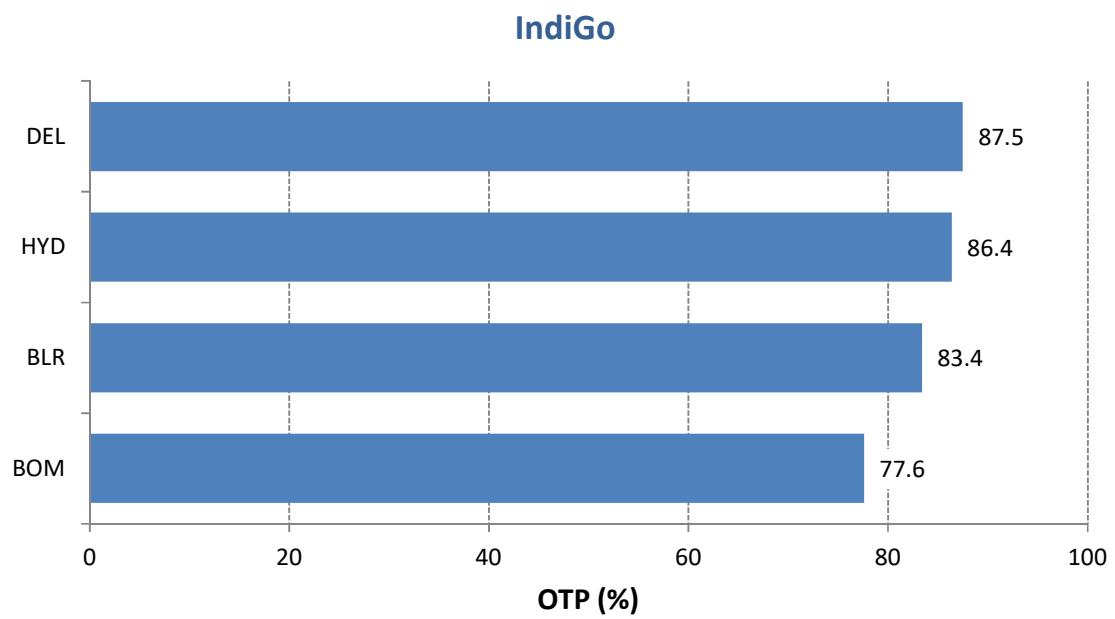
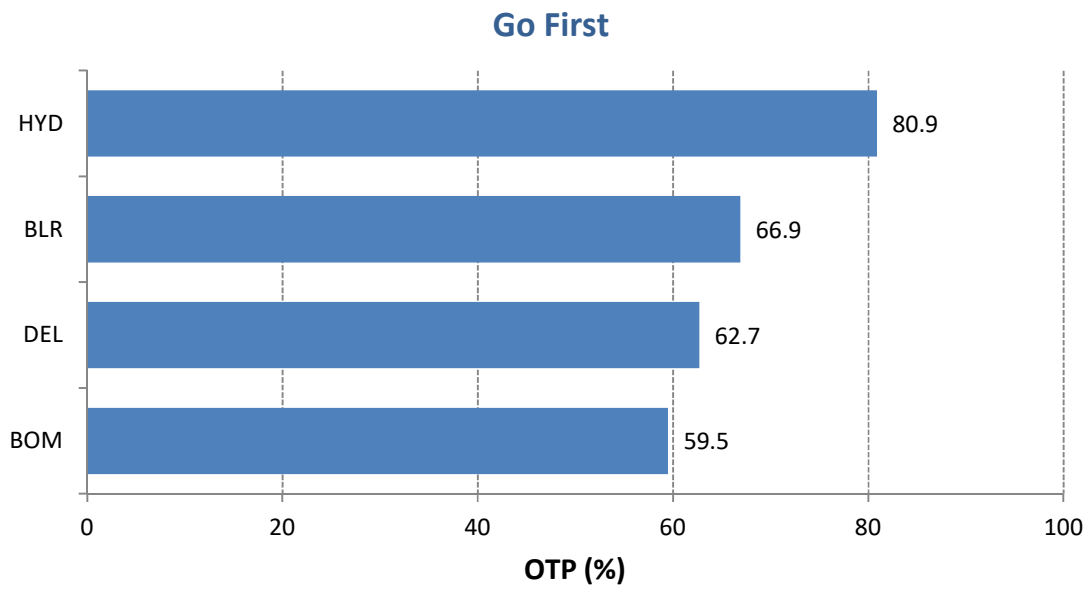
Alliance Air



Spicejet

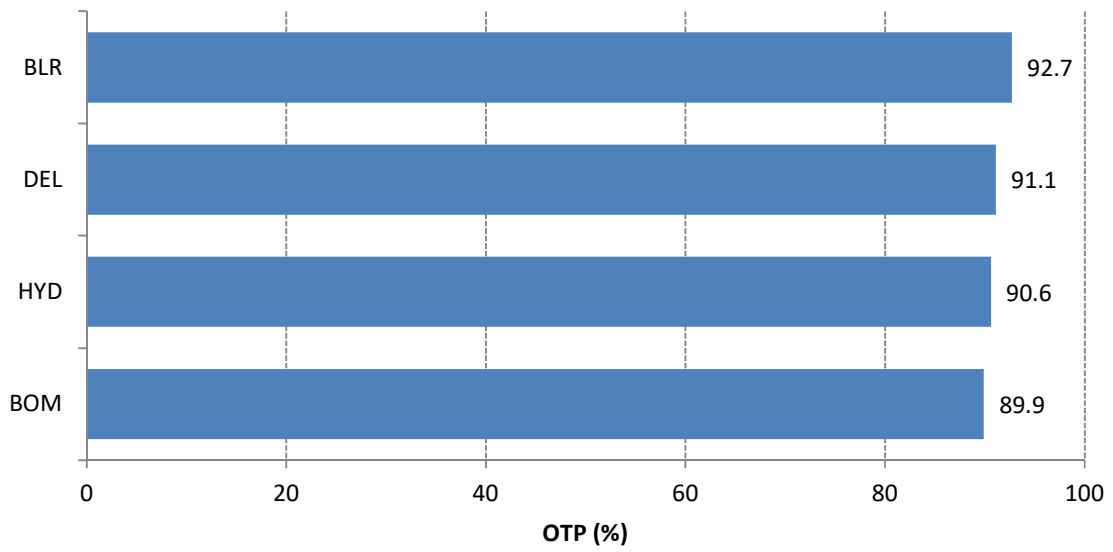


The Traffic report is being prepared based on information received from scheduled domestic airlines.

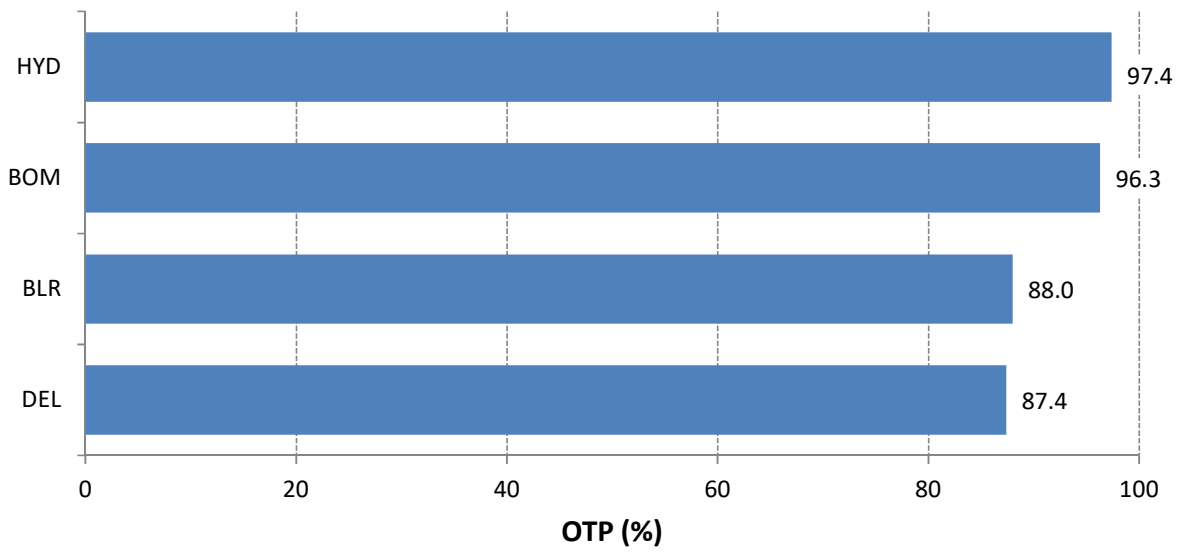


The Traffic report is being prepared based on information received from scheduled domestic airlines.

Vistara

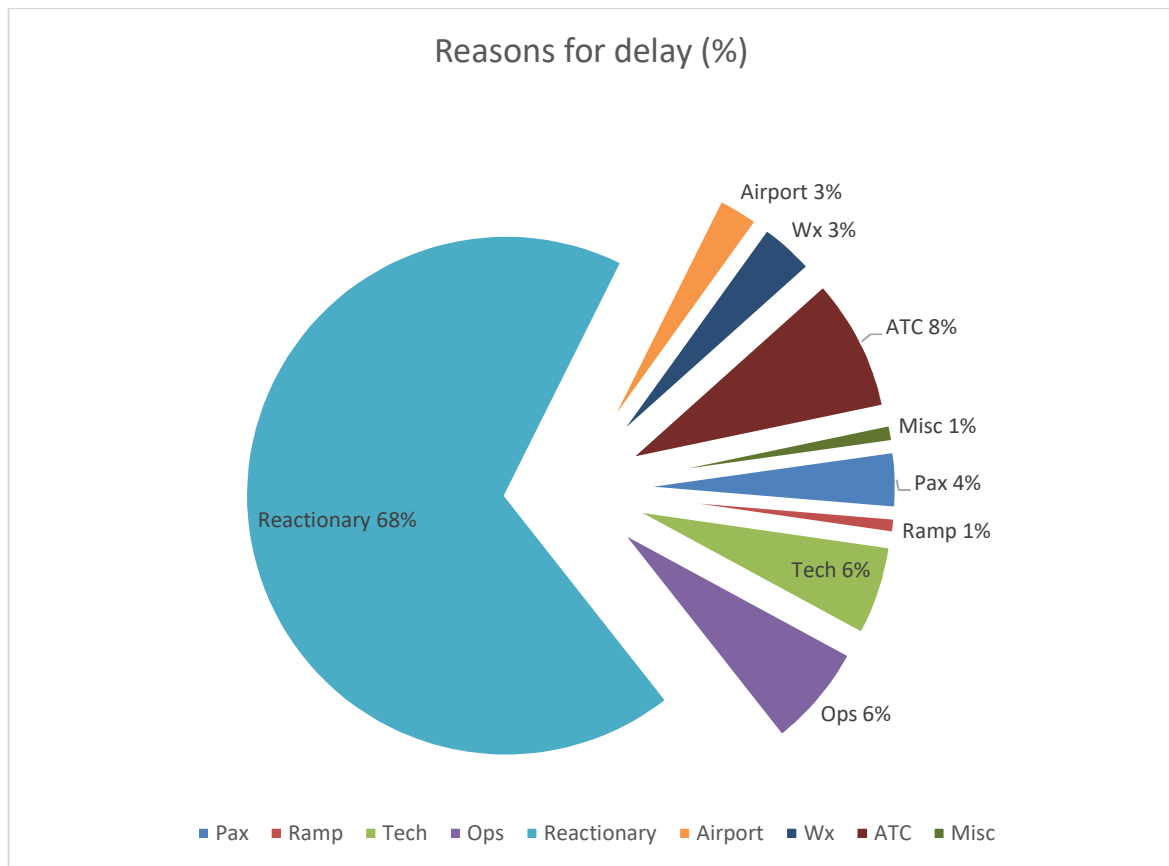


Air Asia



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'.

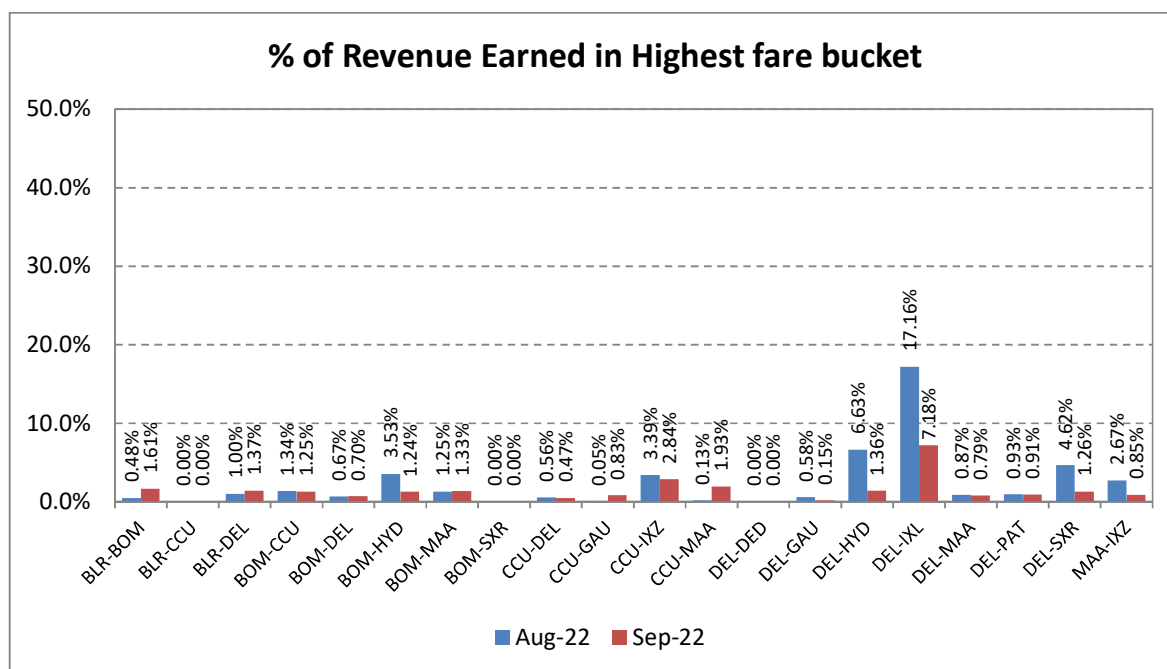
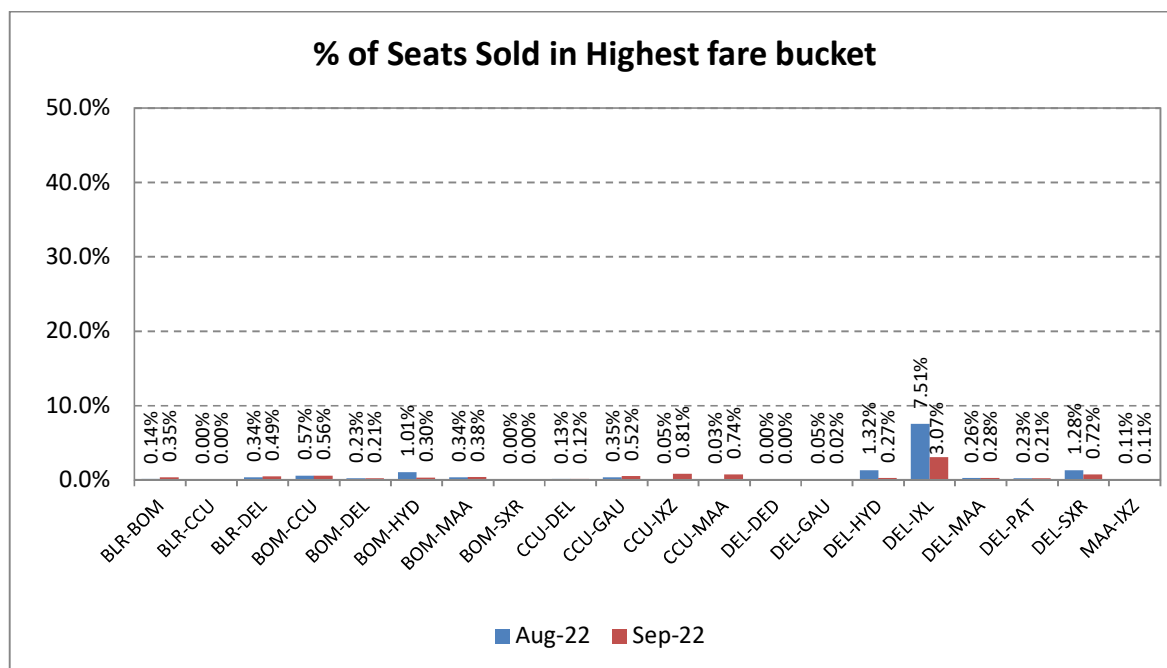


The Traffic report is being prepared based on information received from scheduled domestic airlines.

Revenue Earned & Seats Sold in Highest Fare Bucket

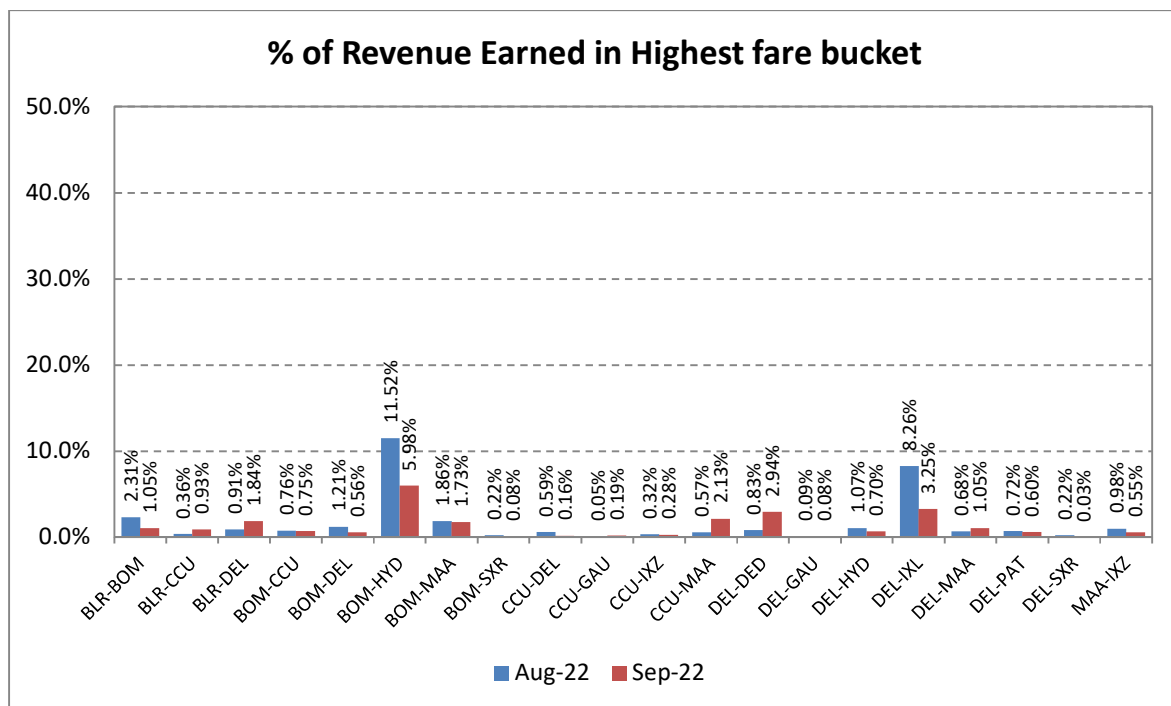
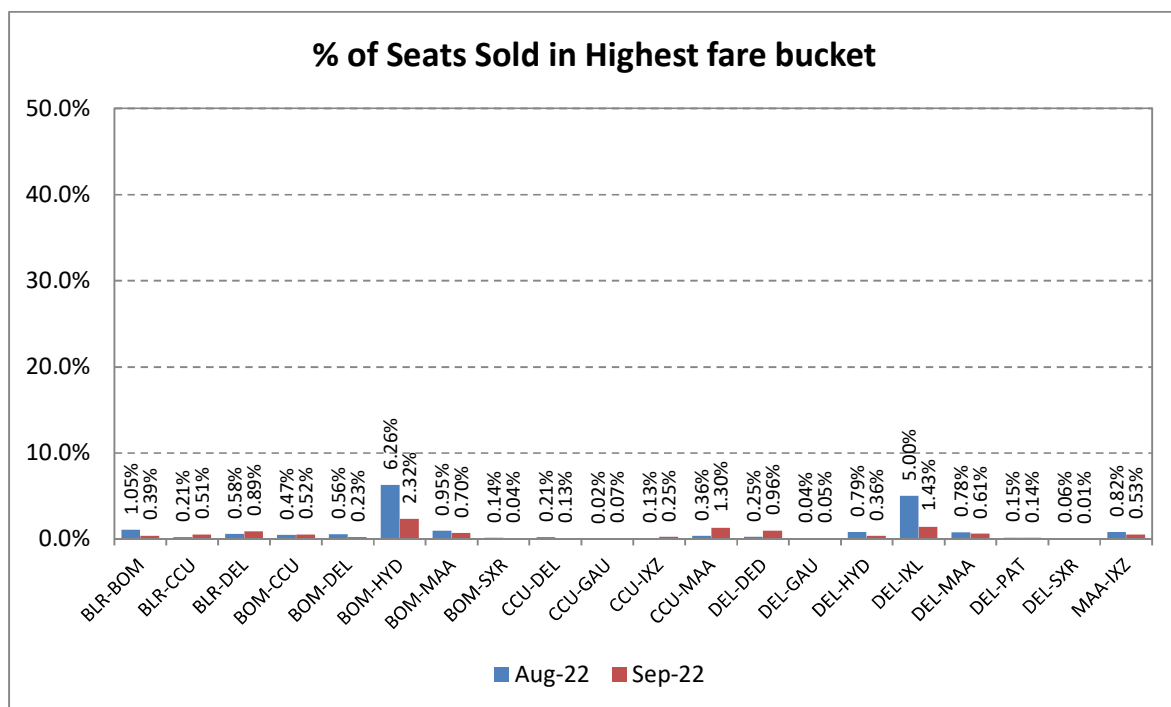
The revenue earned and the number of seats sold by scheduled airlines in the highest fare bucket on selected 20 sectors is as follows:

Air India



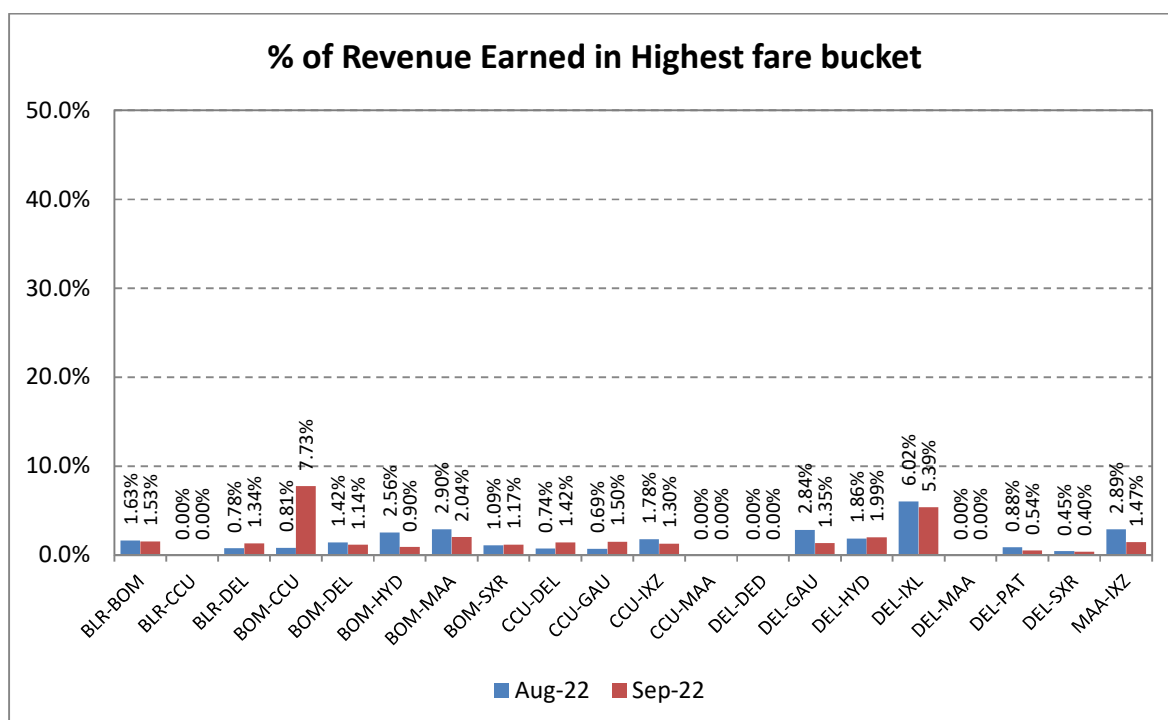
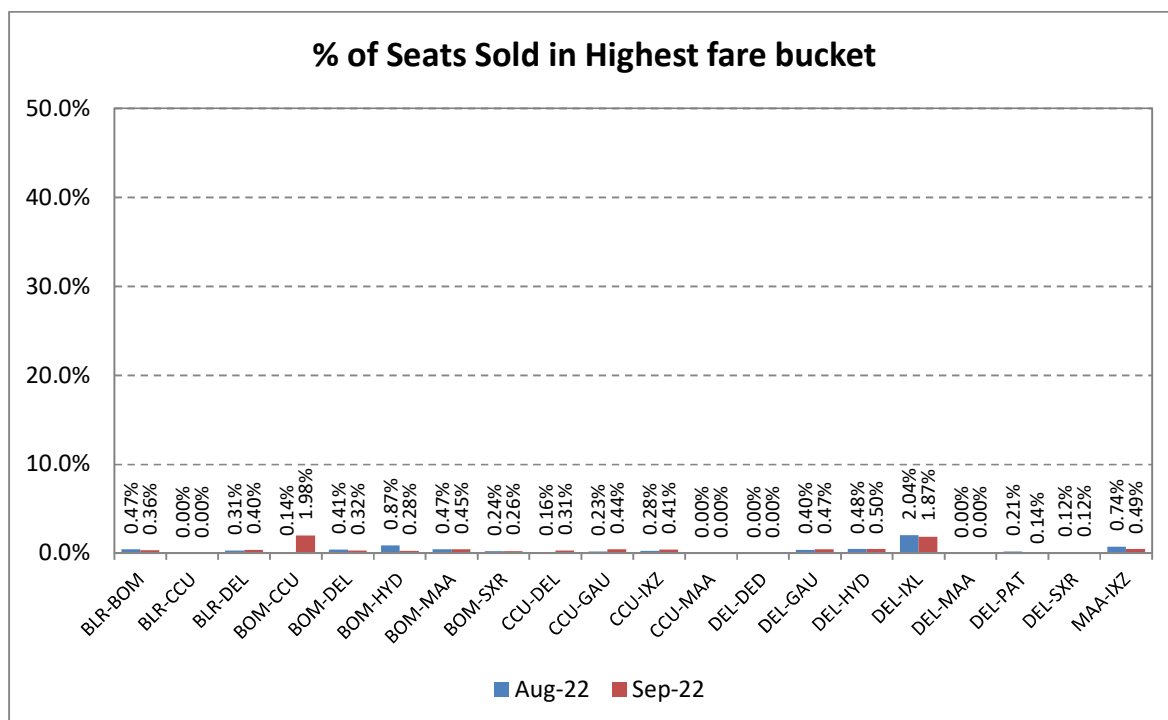
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Indigo



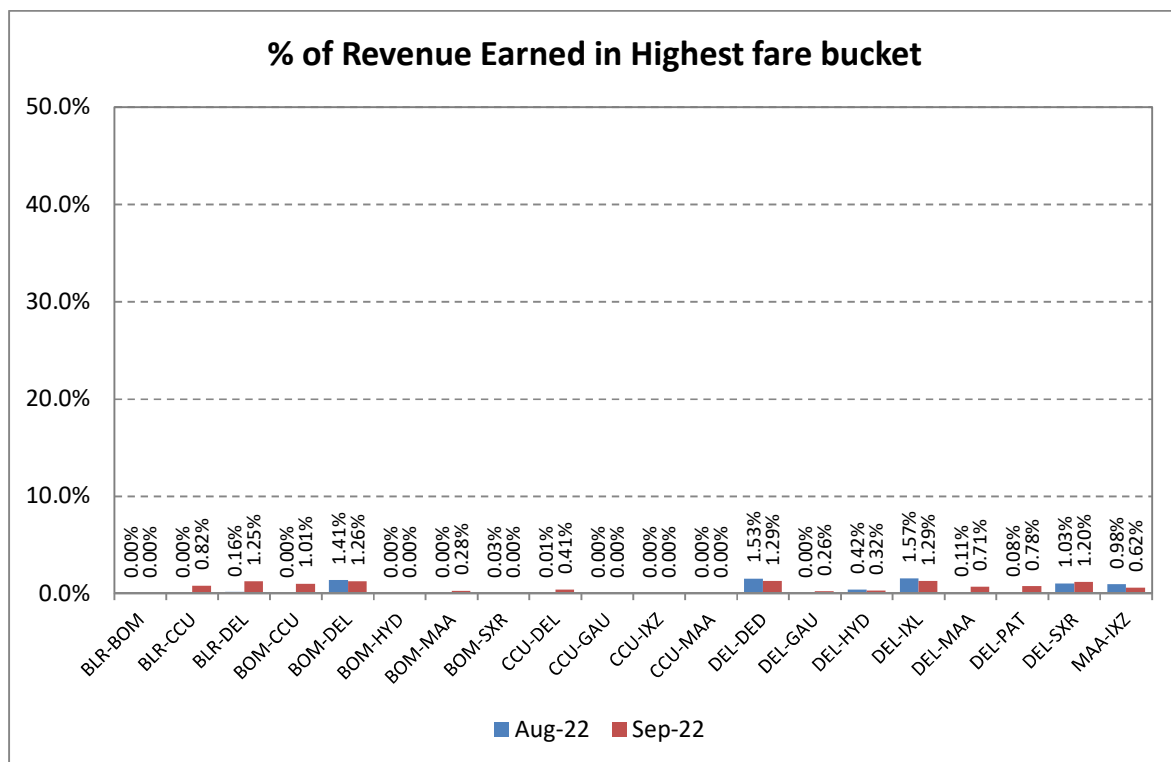
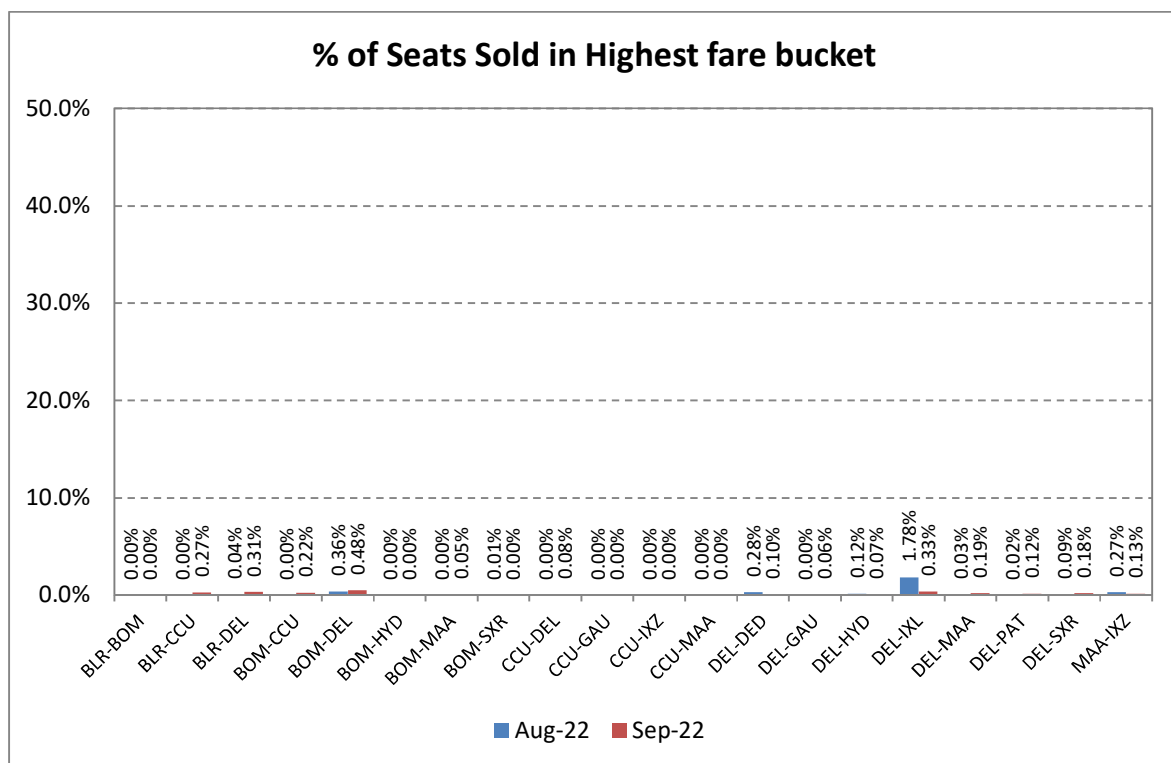
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Go First



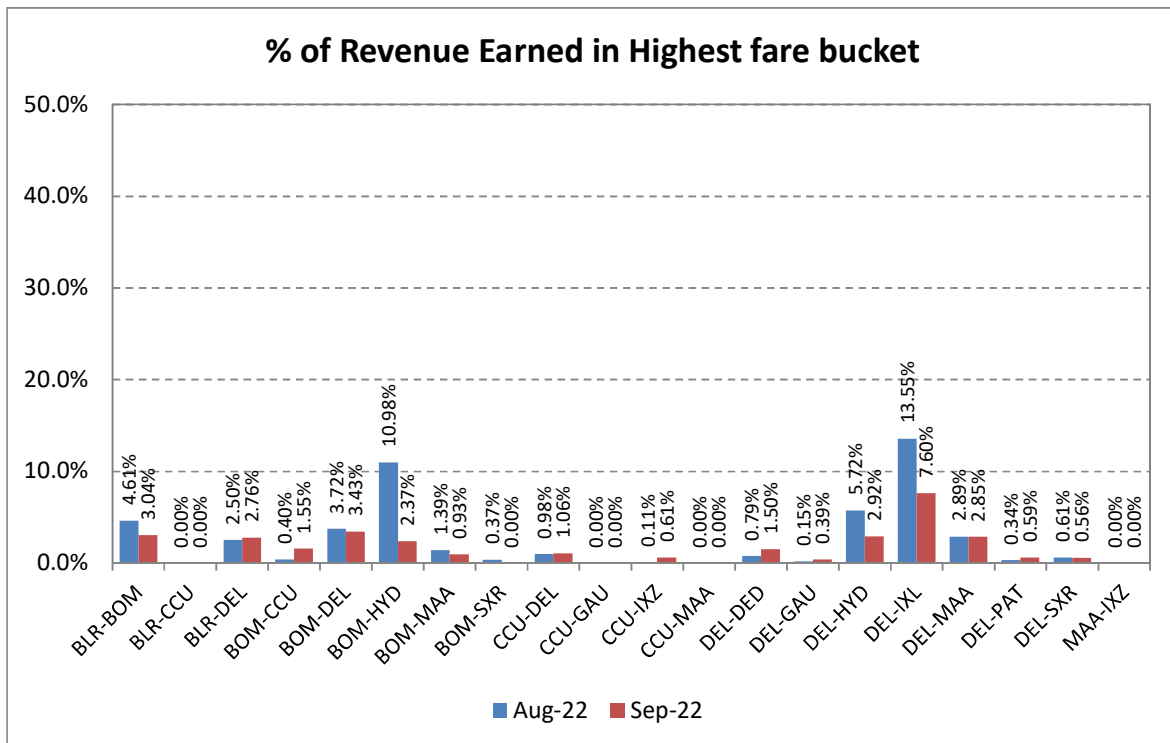
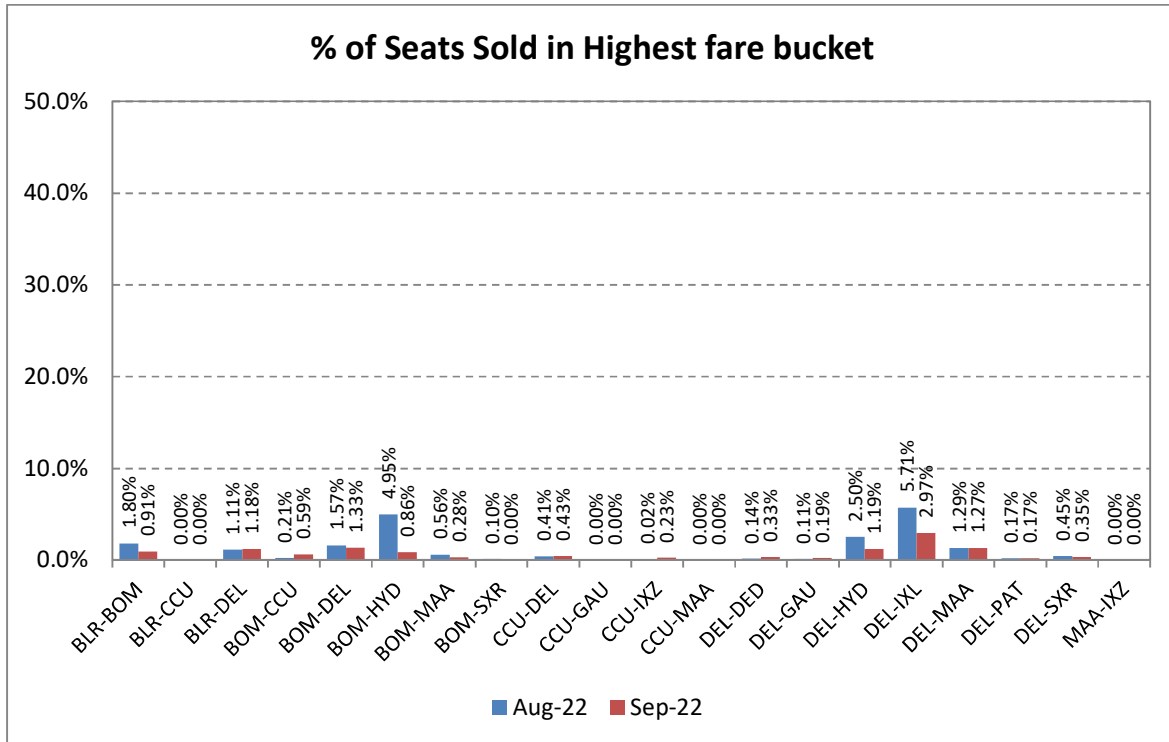
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Spicejet



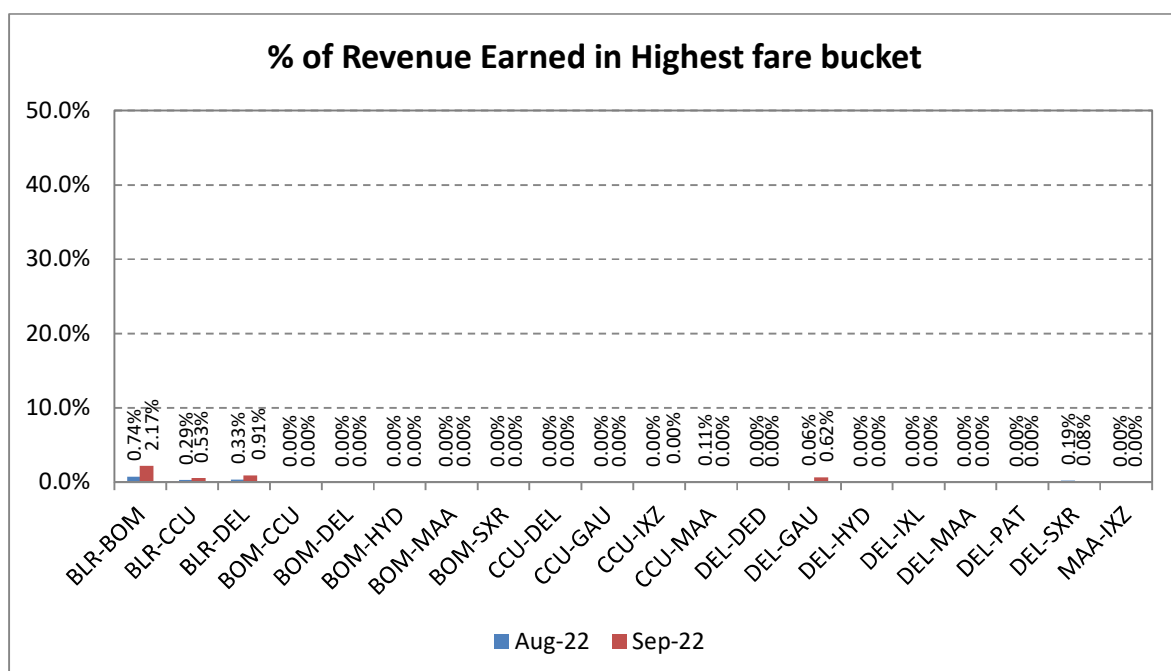
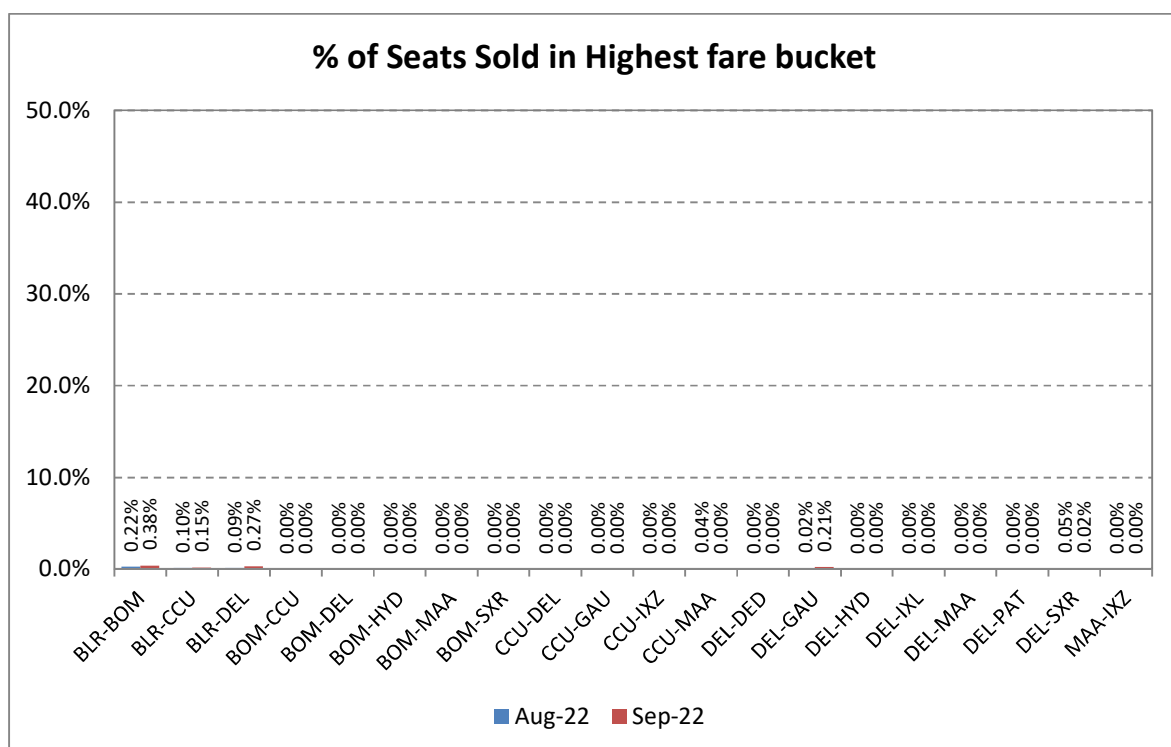
The Traffic report is being prepared based on information received from scheduled domestic airlines.

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	21	<ul style="list-style-type: none"> • Alternate flights • Re-scheduling • Accommodation 	3351	<ul style="list-style-type: none"> • Refreshments • Moved to alternate flights • Refund • Amount spent on facilitation of Rs.3.01 lakhs 	2986	<ul style="list-style-type: none"> • Refreshments/Lunch • Rescheduled • Amount spent on facilitation of Rs.0.18 lakhs
Air Asia	NIL	NIL	150	<ul style="list-style-type: none"> • Alternate Flights • Transportation • Amount spent on facilitation of Rs.7.43 lakhs 	2887	<ul style="list-style-type: none"> • Refreshments • Moved to alternate flights • Amount spent on facilitation of Rs.9.67 lakhs
Air India	86	<ul style="list-style-type: none"> • Alternate flights/ transportation • Accommodation • Refreshments/ Meals • Rs. 9.17 Lakhs spends on facilitation. 	1459	<ul style="list-style-type: none"> • Refreshments • Accommodation • Moved to alternate flights • Refund • Amount spent on facilitation of Rs.9.06 lakhs 	14808	<ul style="list-style-type: none"> • Refreshments/Lunch • Transfer to alternate flights. • Amount spent on facilitation of Rs.36.70 lakhs
Go First	7	<ul style="list-style-type: none"> • Rs.1.00 lakhs spends on Refund 	NIL	NIL	6414	<ul style="list-style-type: none"> • Refreshments • Amount spent on facilitation of Rs.14.02 lakhs
Indigo	55	<ul style="list-style-type: none"> • Alternate flights • Travel voucher • Rs.3.33 lakhs spends on facilitation. 	8015	<ul style="list-style-type: none"> • Alternate flights • Full Refund 	50945	<ul style="list-style-type: none"> • Refreshments • Travel voucher
SpiceJet	193	<ul style="list-style-type: none"> • Refreshments • Alternate SG flights • Amount spent on facilitation of Rs.2.07 lakhs 	1656	<ul style="list-style-type: none"> • Refreshments • Accommodation • Alternate SG flights • Amount spent on facilitation of Rs.1.17 lakhs 	28720	<ul style="list-style-type: none"> • Refreshments. • Alternate SG flights • Amount spent on facilitation of Rs.47.26 lakhs
Vistara	48	<ul style="list-style-type: none"> • Alternate flights • Amount spent on facilitation of Rs.4.97 lakhs 	880	<ul style="list-style-type: none"> • Alternate UK flights • Refreshment • Amount spent on facilitation of Rs.12.97 lakhs 	2798	<ul style="list-style-type: none"> • Refreshments • Amount spent on facilitation of Rs.10.89 lakhs
Fly Big	NIL	Nil	775	<ul style="list-style-type: none"> • Transfer to other flights /Refund. • Rs. 11.71 lakhs spend on refund 	1142	<ul style="list-style-type: none"> • Transfer to alternate flights/ Refund • Rs. 19.03 lakhs spend on refund
Star Air	NIL	Nil	98	• Full Refund/ Accomodation	NIL	Nil
Akasa Air	NIL	NIL	158	<ul style="list-style-type: none"> • Transfer to OAL/ Refund. • Amount spent on facilitation of Rs.1.91 lakhs 	197	<ul style="list-style-type: none"> • Refreshments • Amount spent on facilitation of Rs.0.63 lakhs

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
410	Rs 20.54 lakhs compensation and facilities	16542	Rs 47.27 lakhs compensation and facilities	110897	Rs. 138.39 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 2022
(PASSENGER LOAD FACTOR IN PERCENTAGE)

Month	Alliance Air	Air Asia	Air India	Go First	Indigo	Spice Jet	Vistara	Fly Big	Star Air	Tru Jet	Akasa Air
Jan	48.5	60.5	60.6	66.7	66.6	73.4	61.6	43.0	68.1	42.5	-
Feb	71.9	83.2	84.1	87.0	85.2	89.1	87.1	54.7	77.6	50.7	-
Mar	74.0	81.3	85.0	81.4	81.0	86.9	86.1	50.9	80.3	-	-
Apr	66.9	79.6	79.5	80.3	79.7	85.9	82.9	56.0	81.9	-	-
May	65.5	79.4	80.5	86.5	81.8	89.1	84.8	62.5	83.4	-	-
Jun	66.9	75.8	75.4	78.7	78.6	84.1	83.8	54.2	81.8	-	-
Jul	71.9	75.2	71.1	76.5	77.7	84.7	84.3	46.8	77.8	-	-
Aug	65.5	74.9	73.6	81.6	78.3	84.6	84.4	50.2	79.3	-	52.9
Sep	70.0	77.0	79.6	83.2	81.4	85.8	85.4	54.7	79.2	-	81.2
Oct											
Nov											
Dec											

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

Table 2

Airline	Complaints		Redressal Status	
	Total	Per 10,000 Passengers Carried	Closed	Open
Alliance Air	198	15.5	184	14
Air Asia	9	0.1	9	0
Air India	166	1.7	163	3
Go First	3	0.0	3	0
Indigo	47	0.1	47	0
Spice Jet	69	0.9	69	0
Vistara	7	0.1	7	0
Fly Big	3	1.8	3	0
Star Air	7	4.0	7	0
Akasa Air	8	0.9	8	0
Total	517	0.50	500	17

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