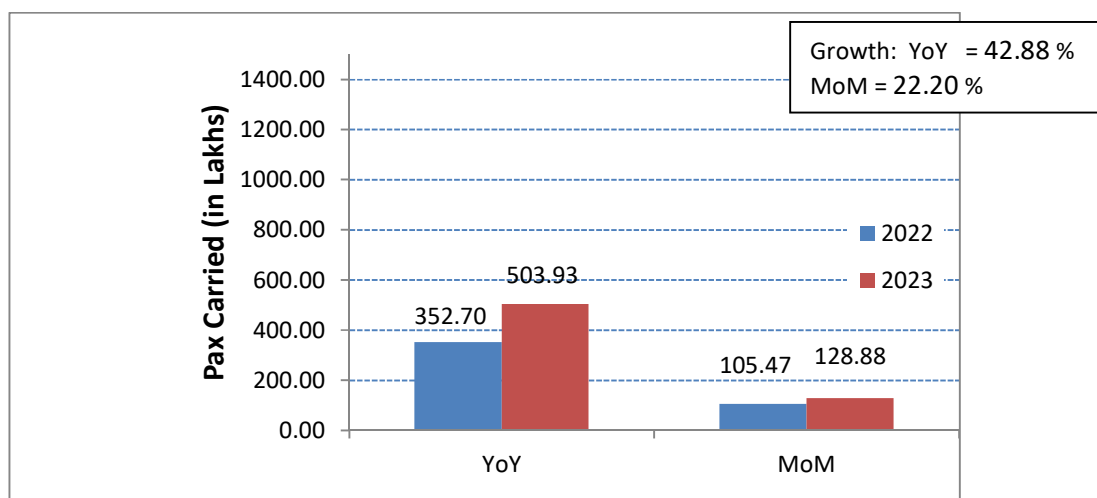


Subject: Performance of domestic airlines for the year 2023.

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

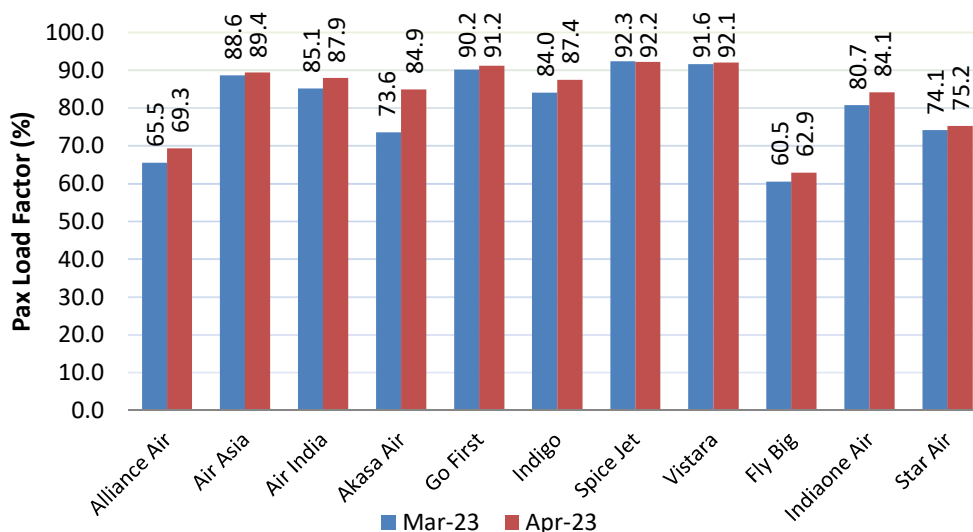
Passenger Growth

Passengers carried by domestic airlines during January - April 2023 were **503.93 lakhs** as against **352.70 lakhs** during the corresponding period of previous year thereby registering annual growth of **42.88 %** and monthly growth of **22.20 %**.



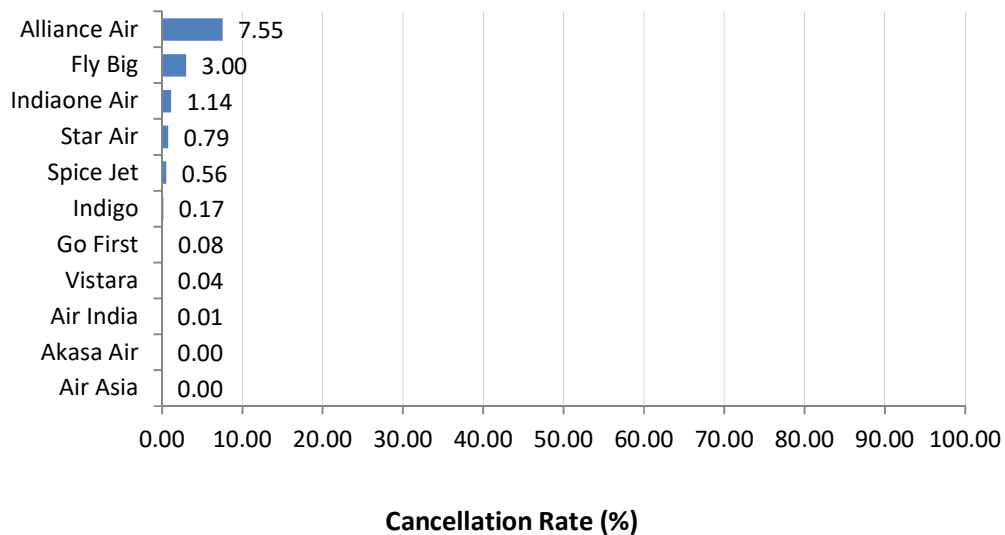
Passenger Load Factor

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

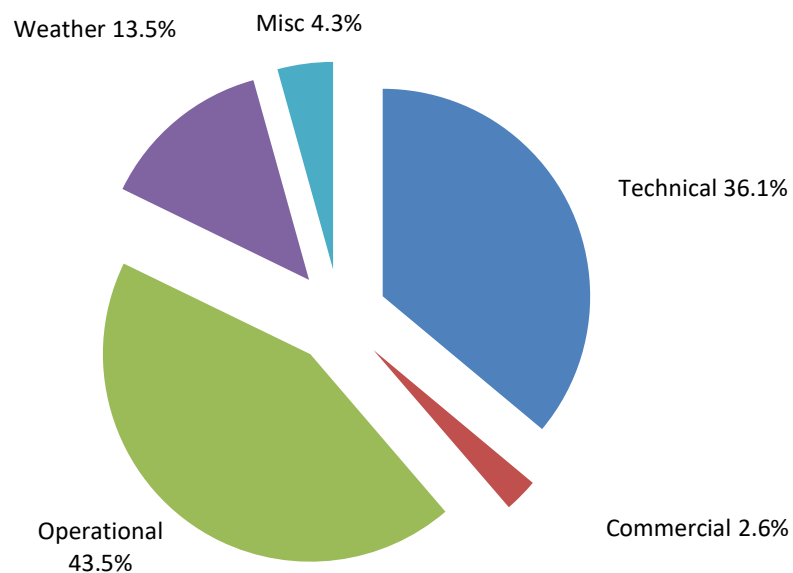


Cancellations

The overall cancellation rate of scheduled domestic airlines for the month of April 2023 has been 0.47 %. 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.

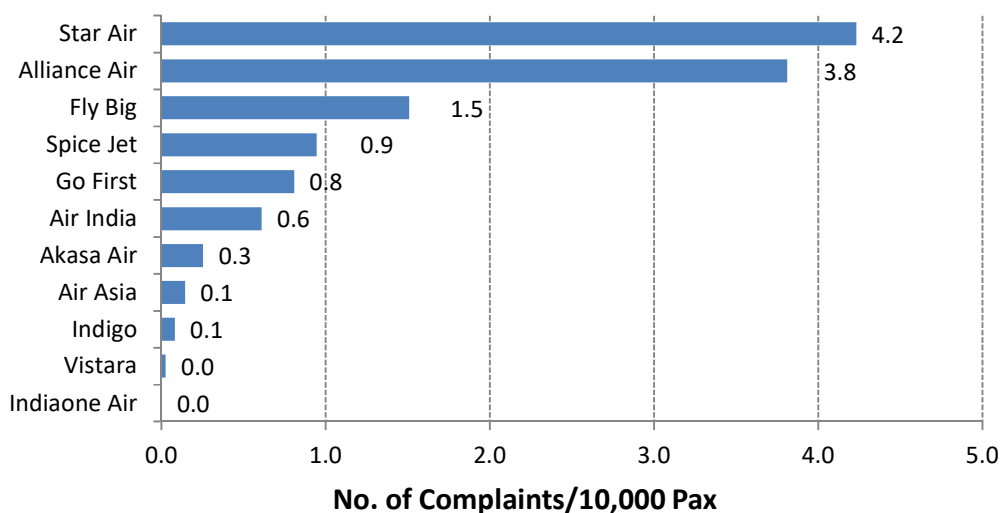
MARKET SHARE OF SCHEDULES DOMESTIC AIRLINES (YEAR 2023)

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											
	Market Share											
Jun	Pax Carried											
	Market Share											
IIIndQtr	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
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	5.51	37.33	44.83	16.51	37.40	283.13	33.41	44.30	0.76	0.06	0.68
	Market Share	1.1	7.4	8.9	3.3	7.4	56.2	6.6	8.8	0.2	0.0	0.1

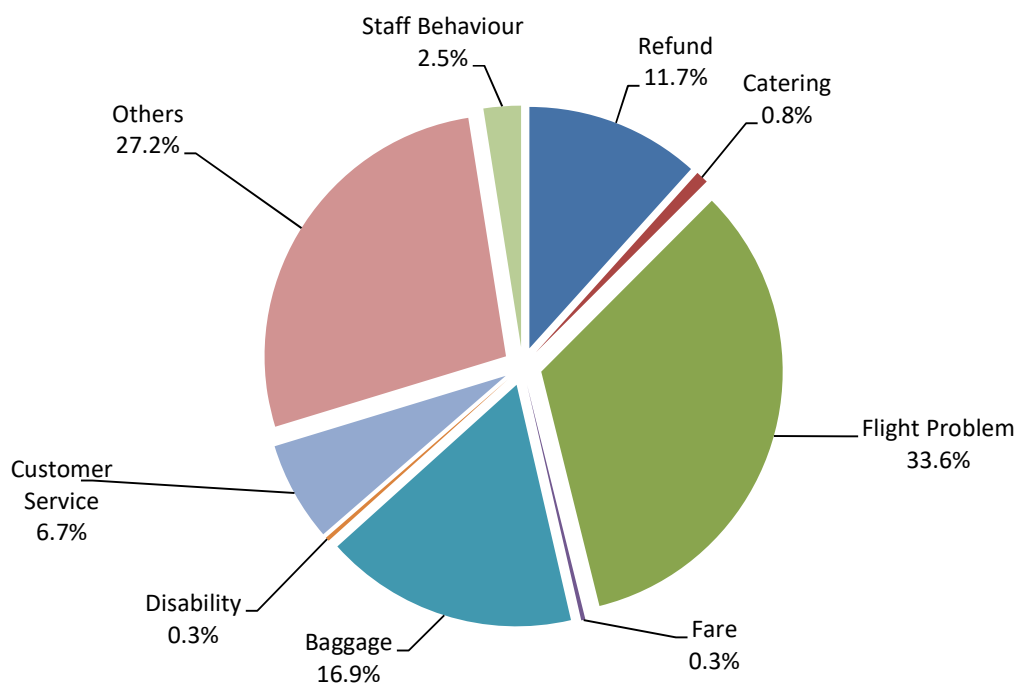
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Passenger Complaints during the month

During April 2023, a total of 360 passenger related complaints had been received by the scheduled domestic airlines. The number of complaints per 10,000 passengers carried for the month of April 2023 has been around 0.28. The airline-wise details are as follows:



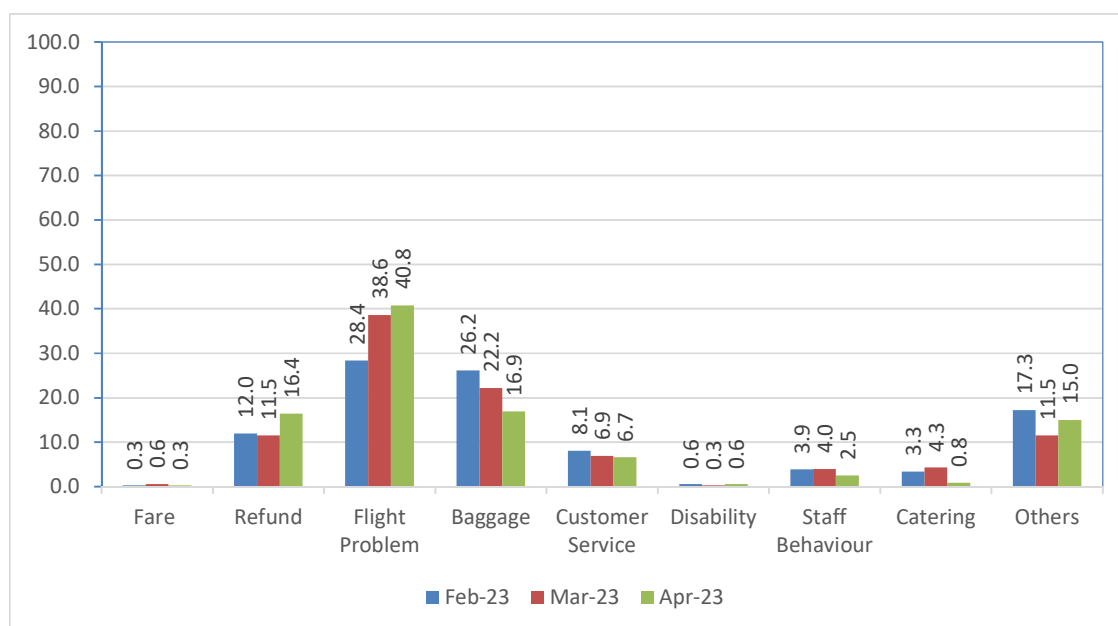
Various reasons of passenger complaints are indicated below:



Note –The major reasons for complaints are flight problem. Airlines have received a total of 360 complaints, out of which 353 (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

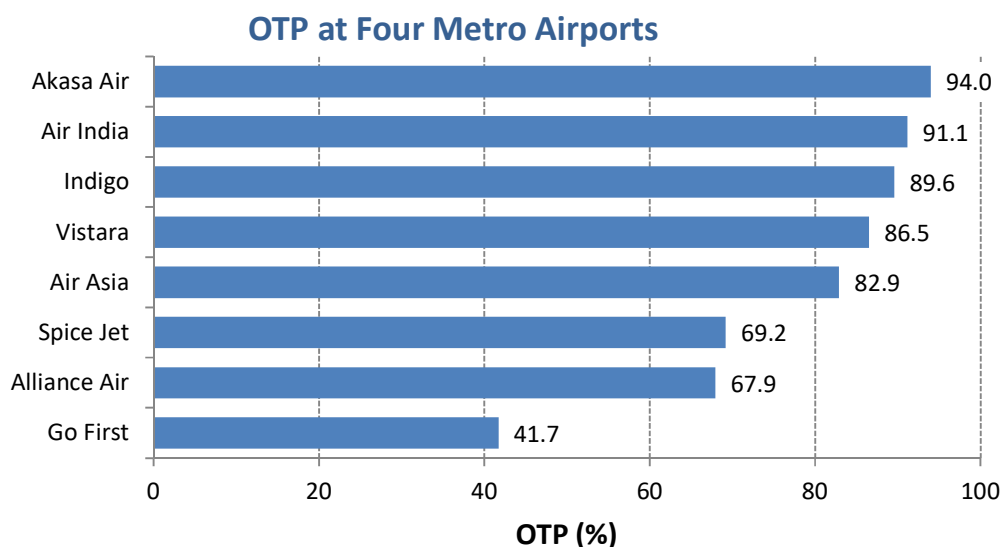
Airline-wise Compliance of Route Dispersal Guidelines during the month of April 2023 is given in the following table.

Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Alliance Air	118819.4	11296.21	36720.5
Air Asia	210.6	2.32	91.5
Air India	52.2	1.31	12.7
Akasa Air	148.5	1.48	16.9
Go First	100.2	2.16	56.2
Indigo	186.1	1.18	41.2
Spice Jet	87.7	1.54	102.2
Vistara	42.0	1.18	13.3
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% 			

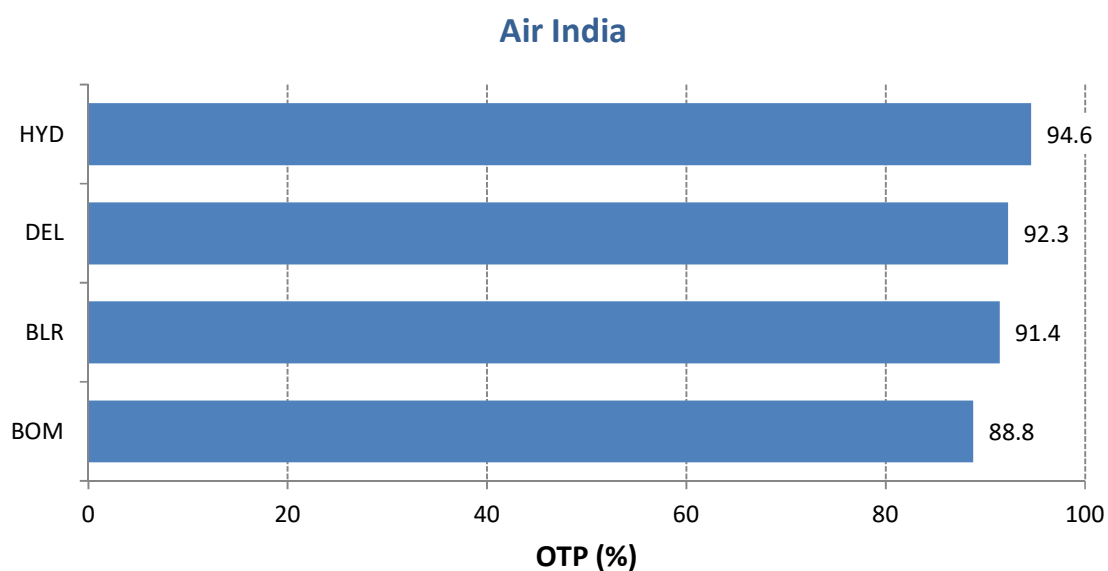
The Traffic report is being prepared based on information received from scheduled domestic airlines.

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 April 2023 is as follows:

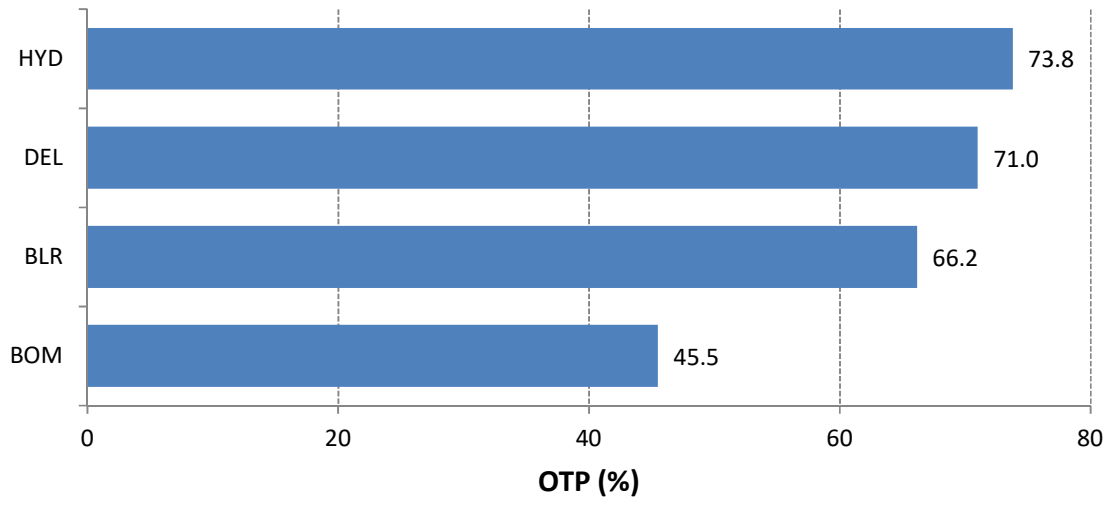


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

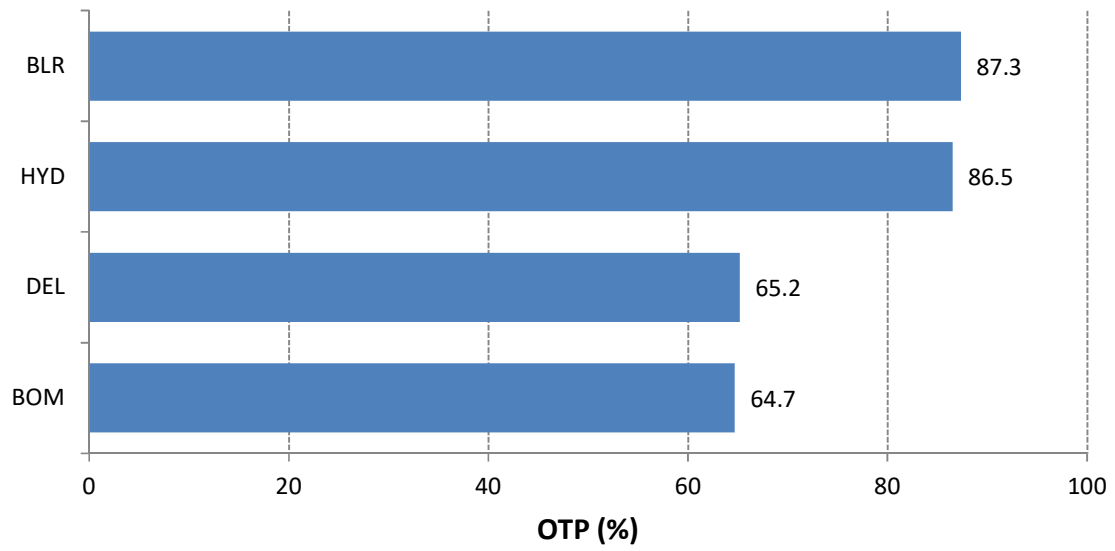


The Traffic report is being prepared based on information received from scheduled domestic airlines.

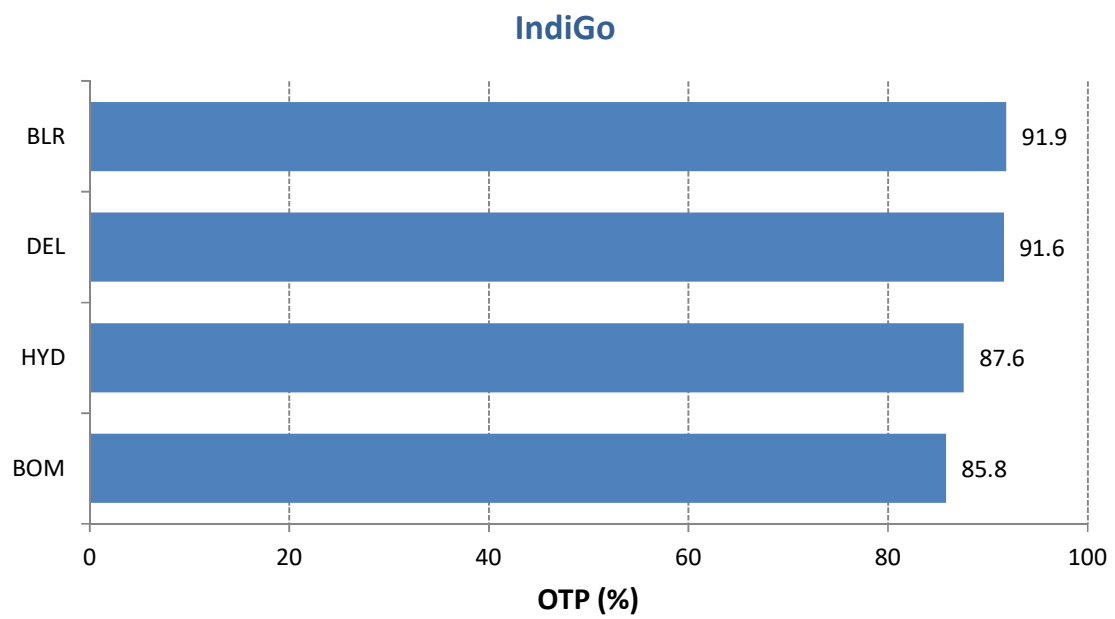
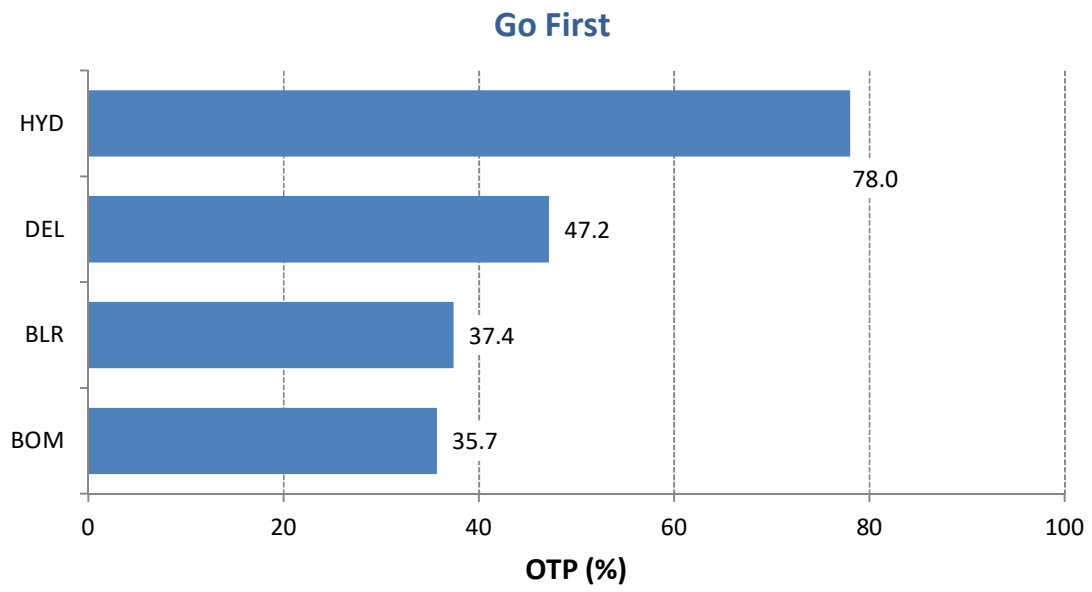
Alliance Air



Spicejet

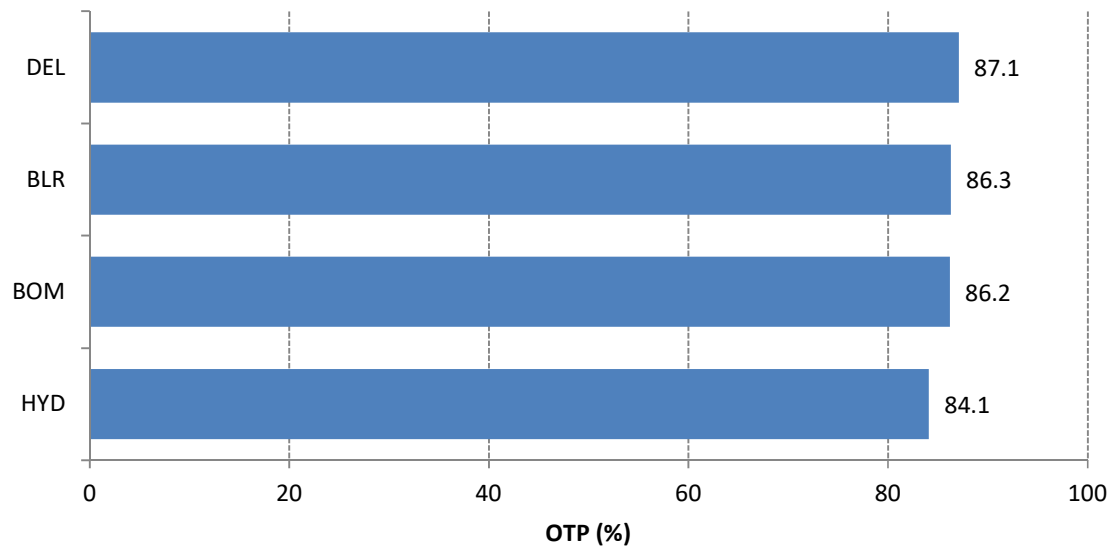


The Traffic report is being prepared based on information received from scheduled domestic airlines.

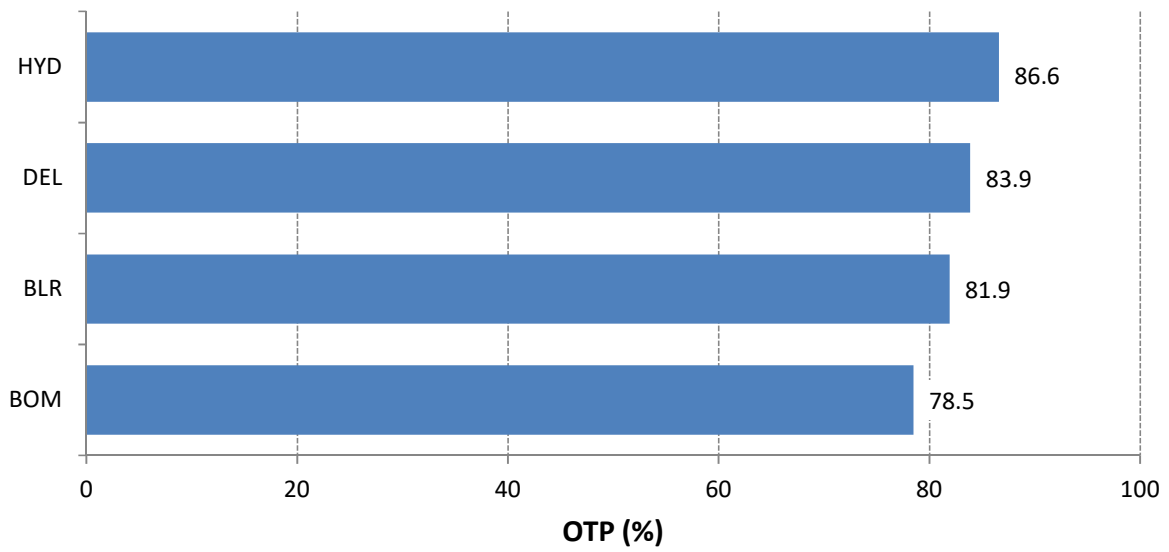


The Traffic report is being prepared based on information received from scheduled domestic airlines.

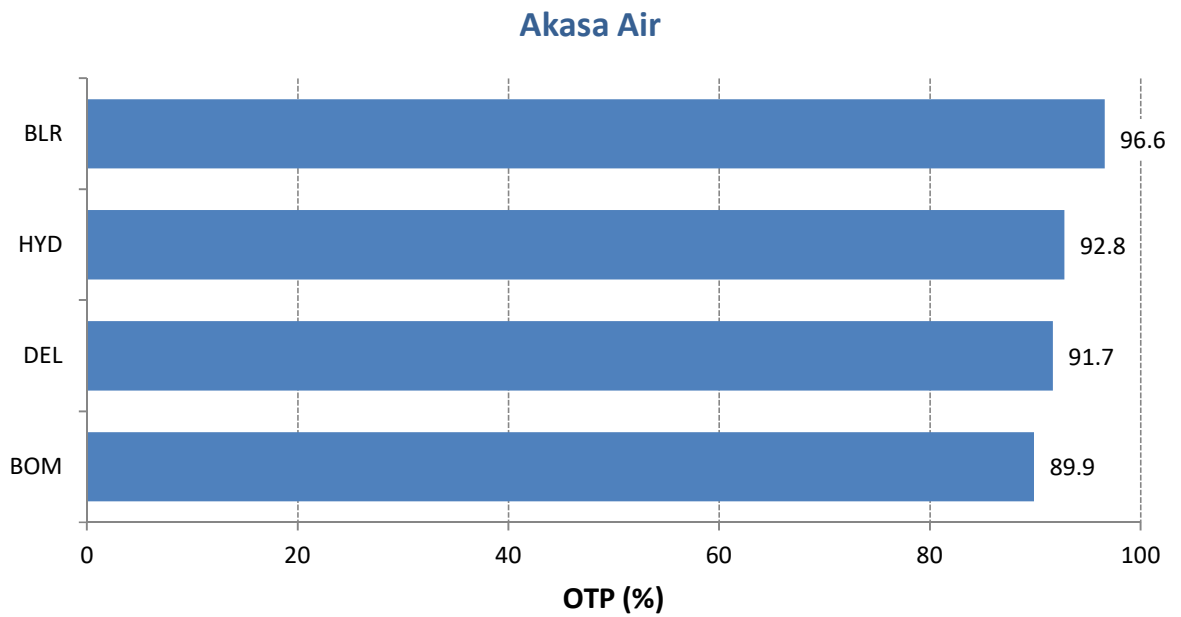
Vistara



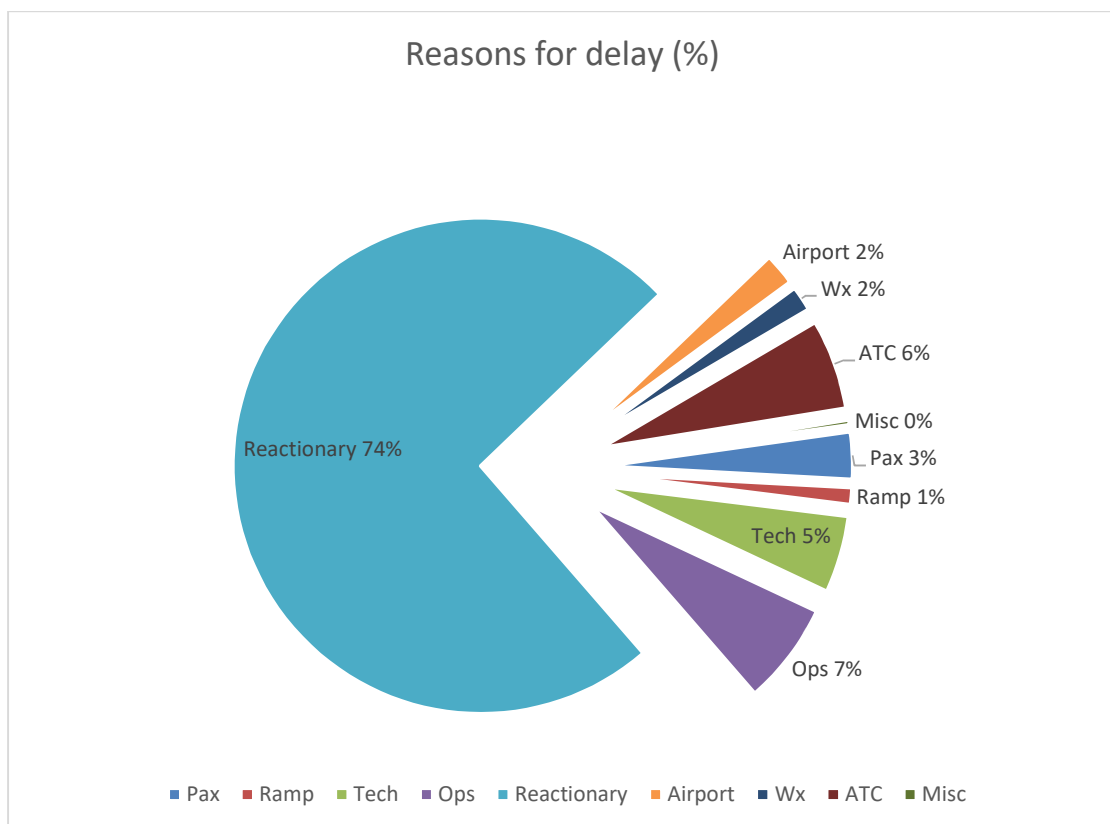
Air Asia



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'.

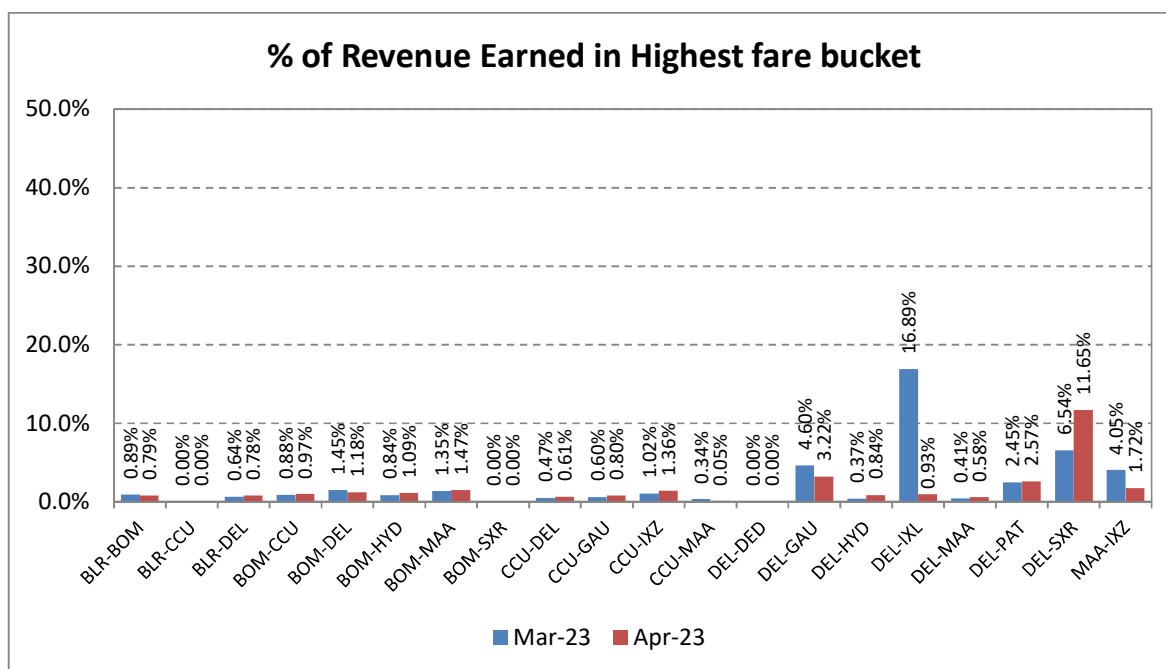
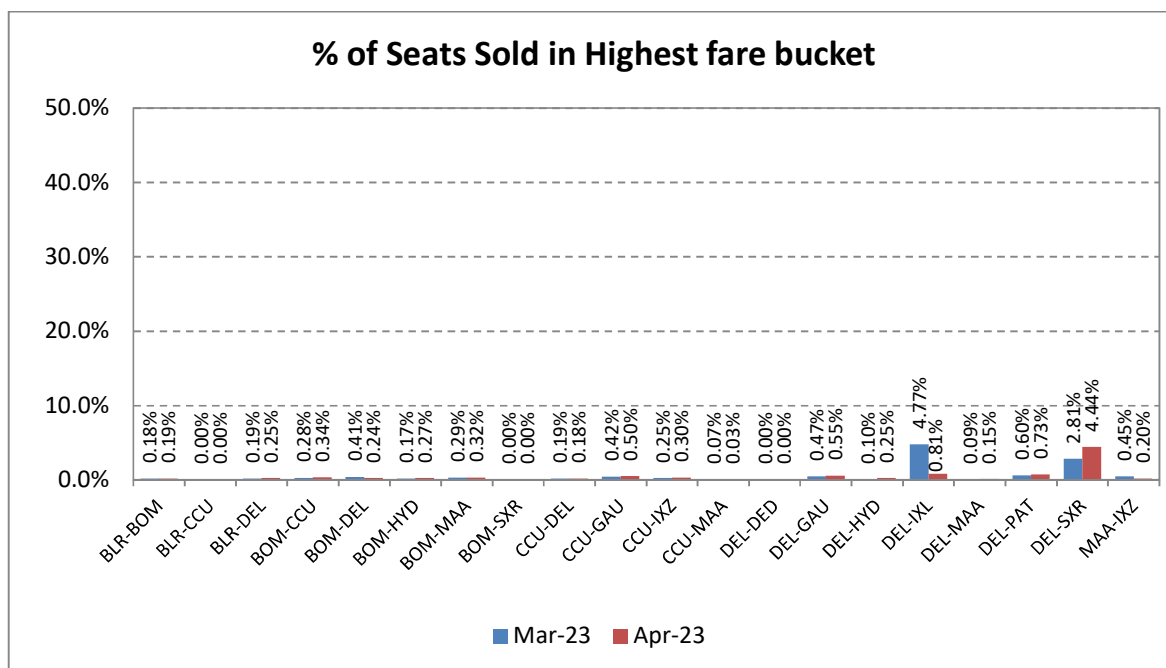


The Traffic report is being prepared based on information received from scheduled domestic airlines.

Revenue Earned & Seats Sold in Highest Fare Bucket

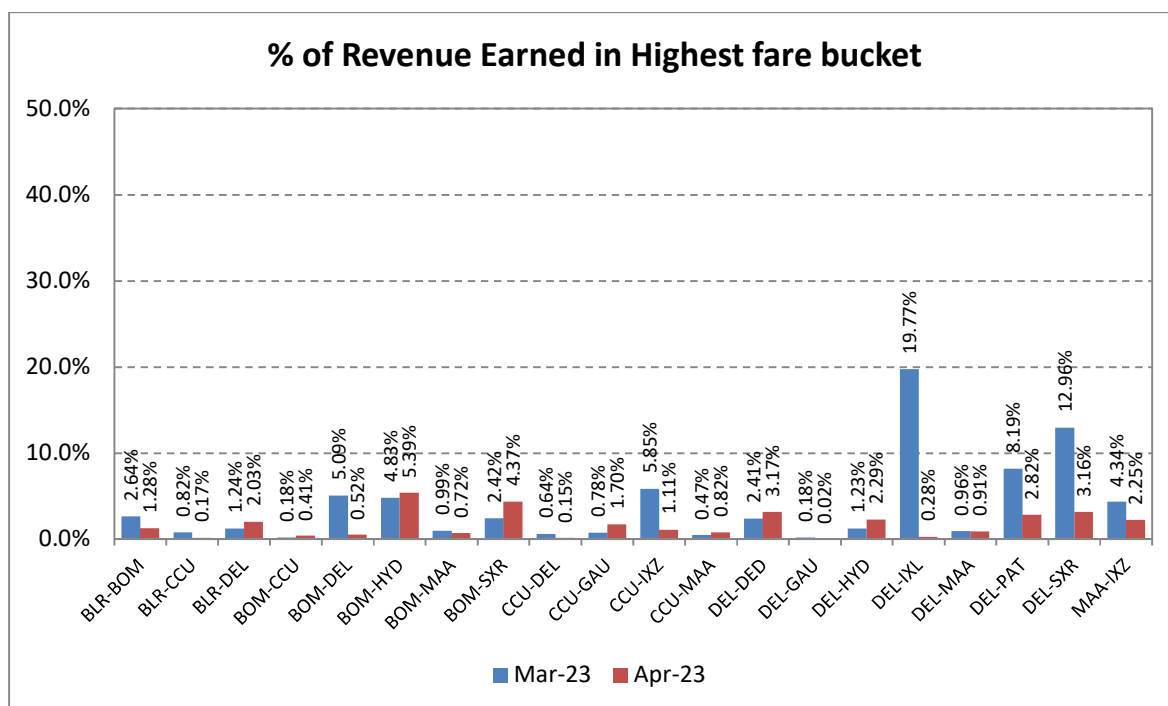
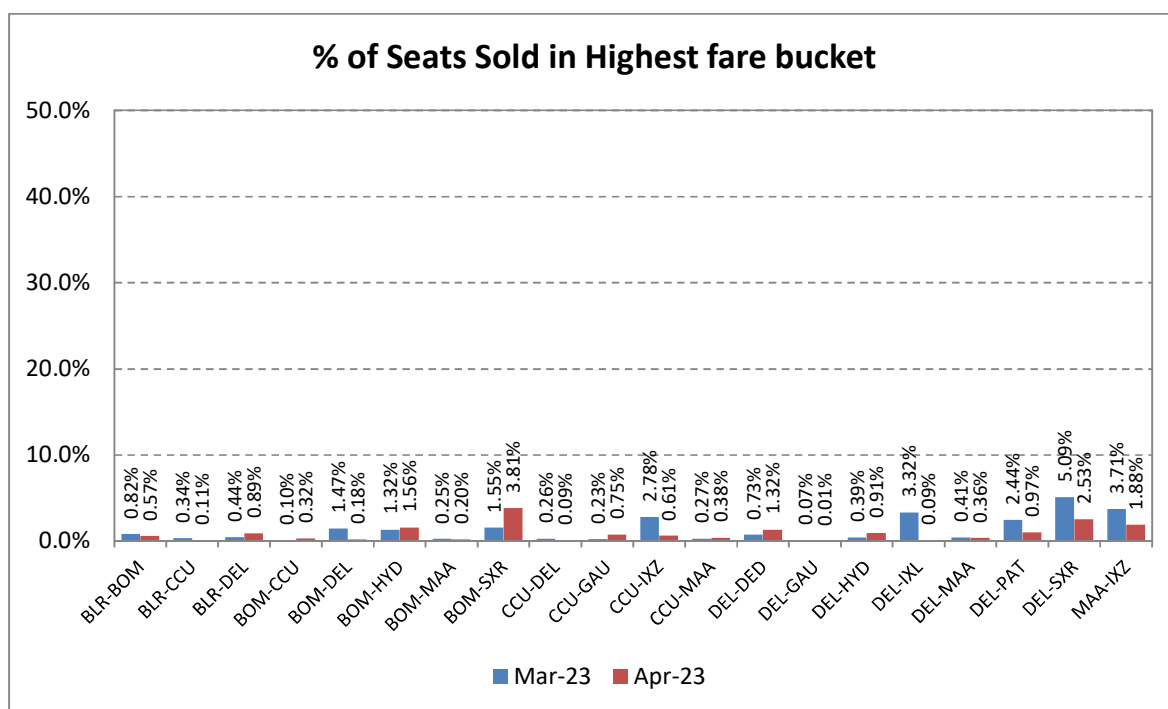
The revenue earned and the number of seats sold by scheduled airlines in the highest fare bucket on selected 20 sectors is as follows:

Air India



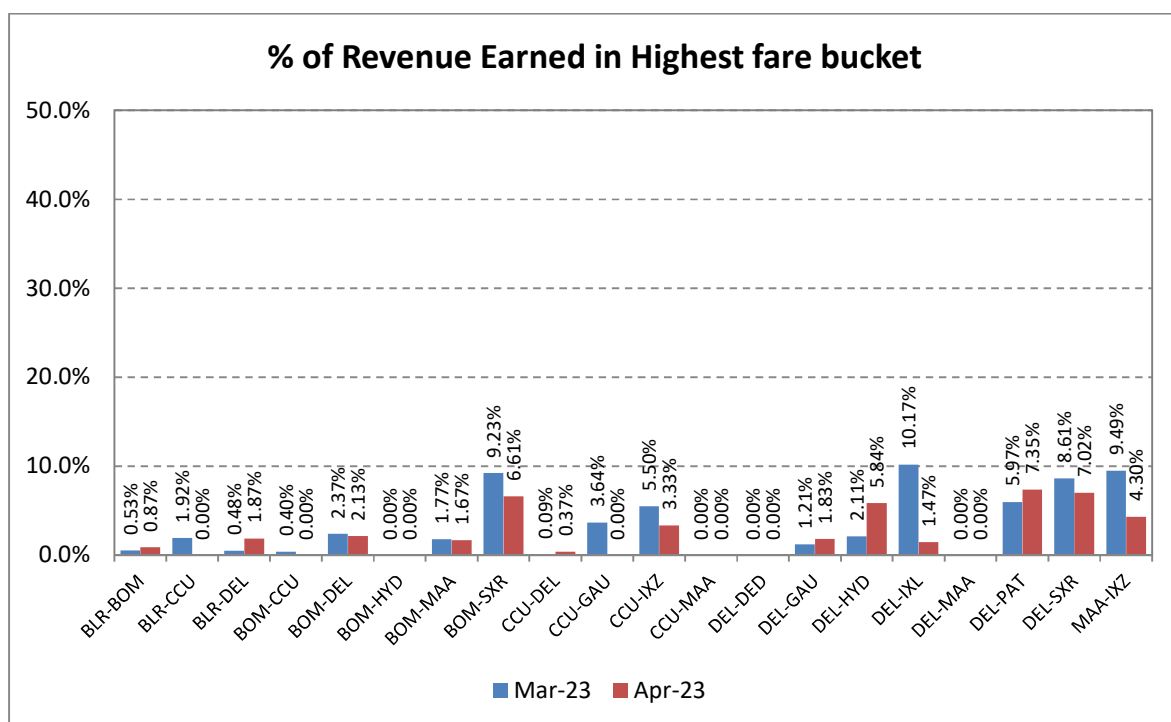
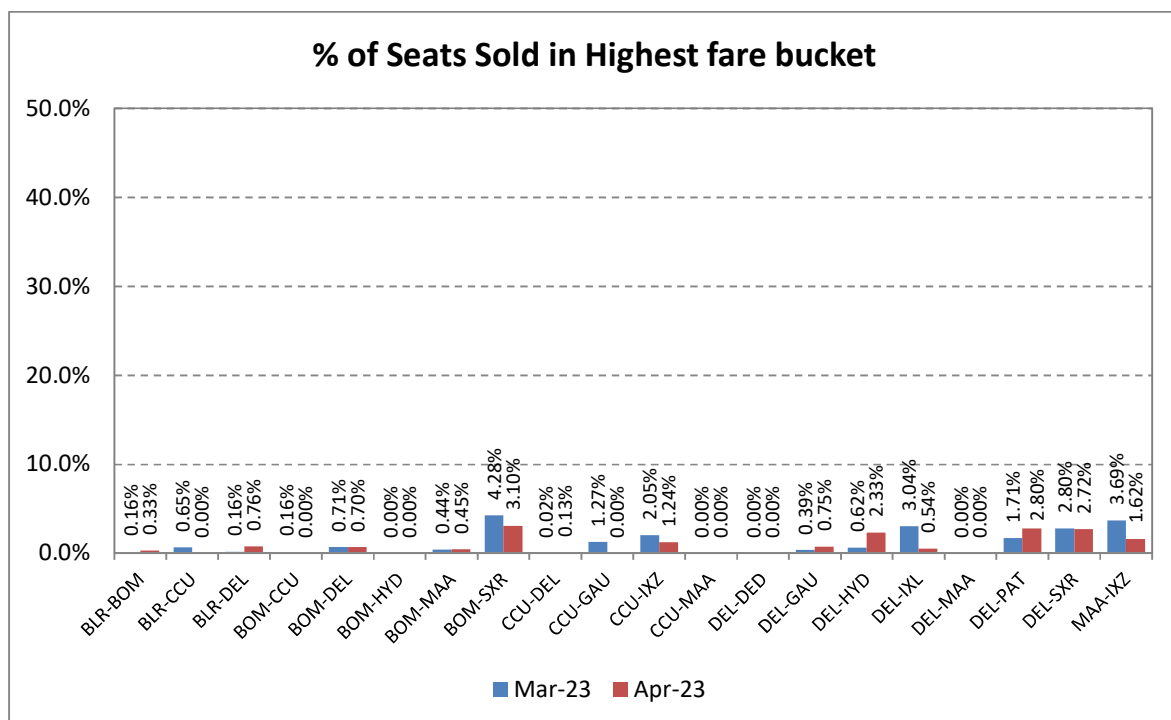
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Indigo



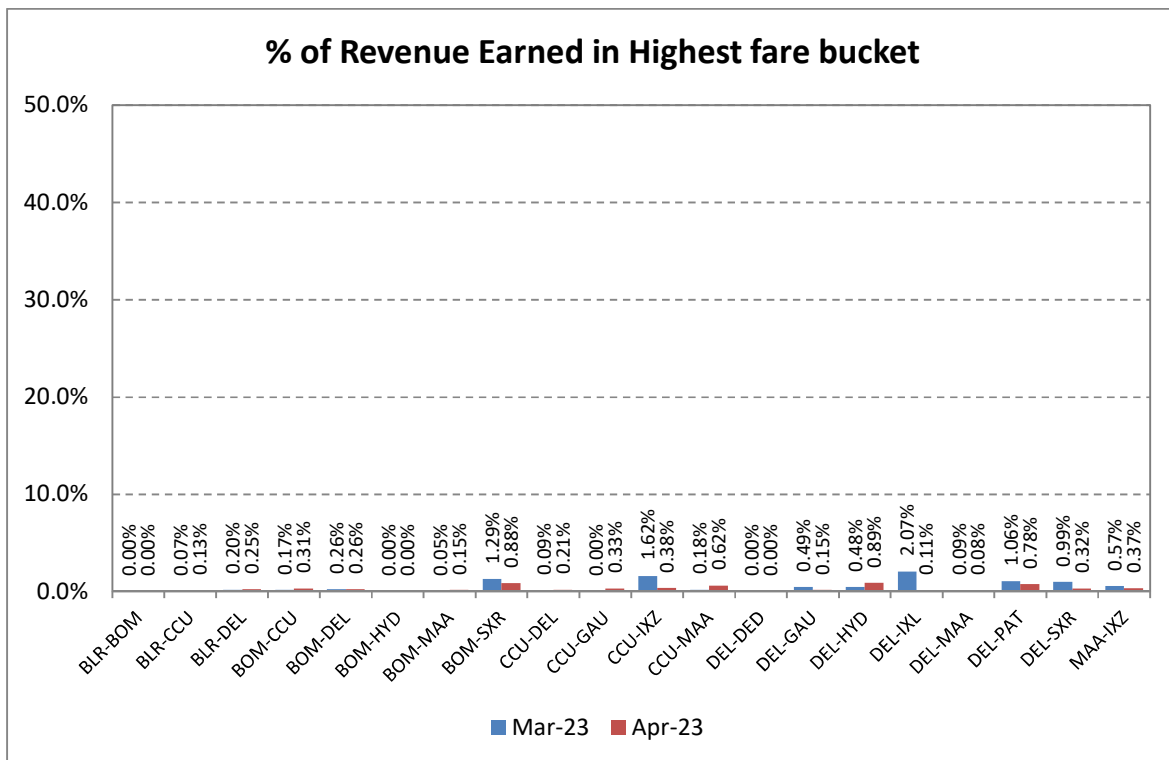
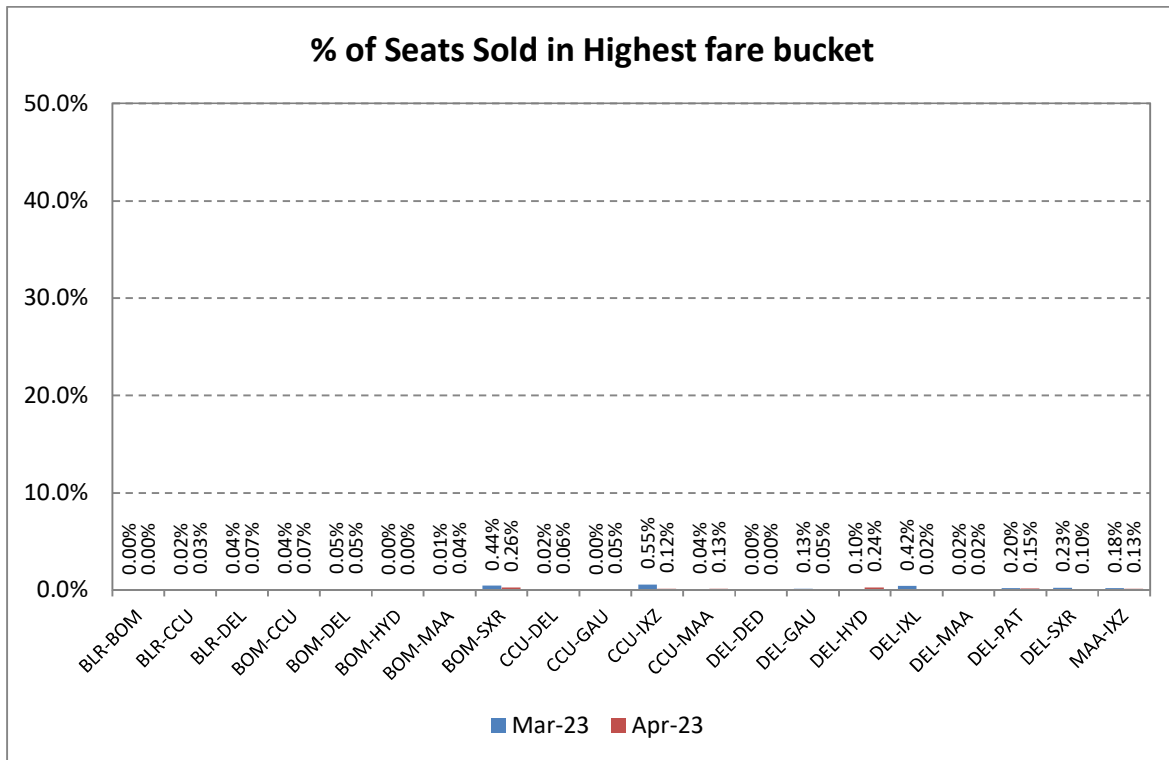
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Go First



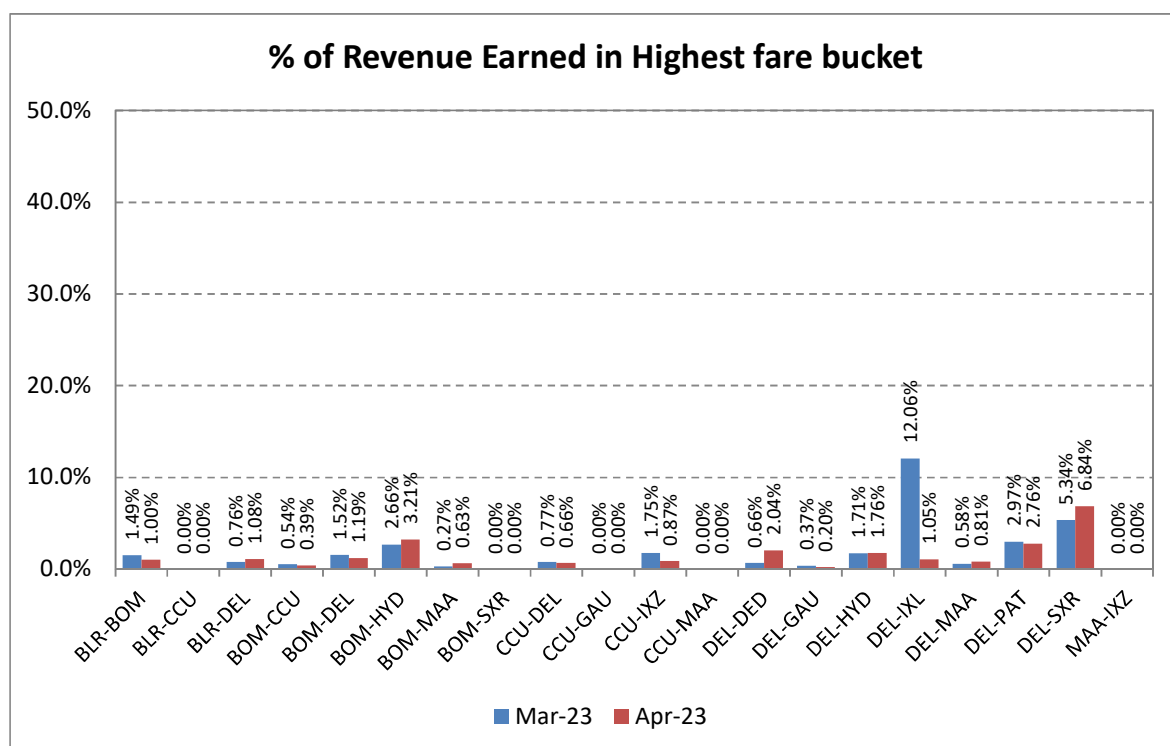
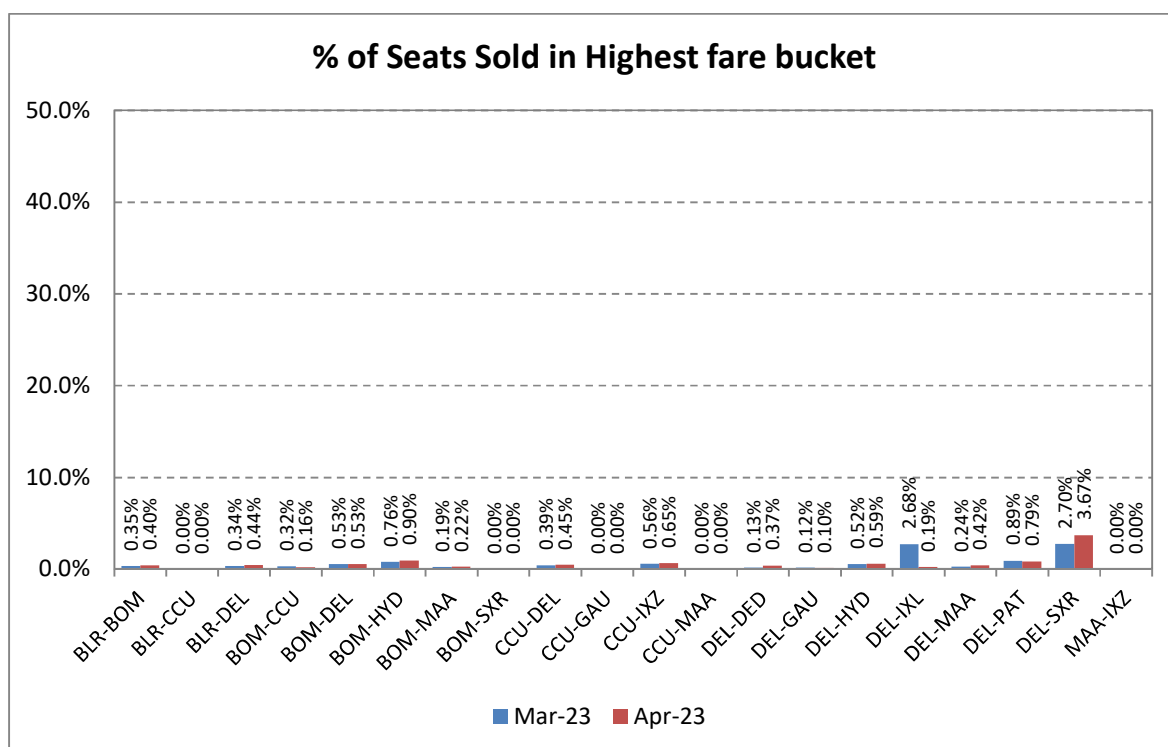
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Spicejet



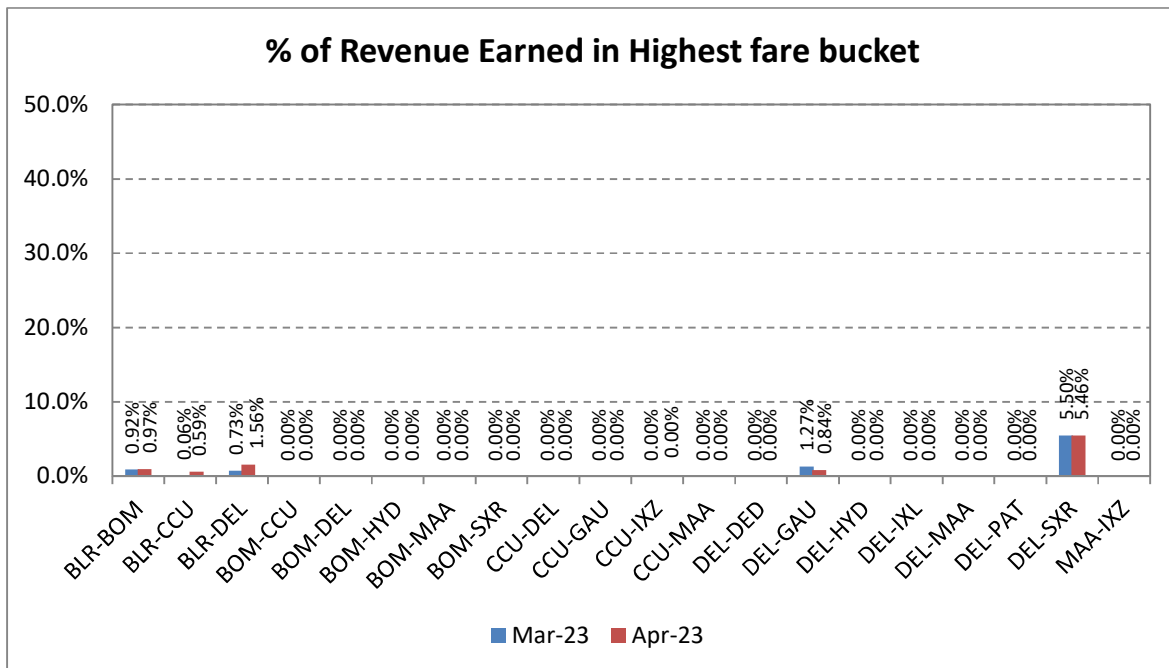
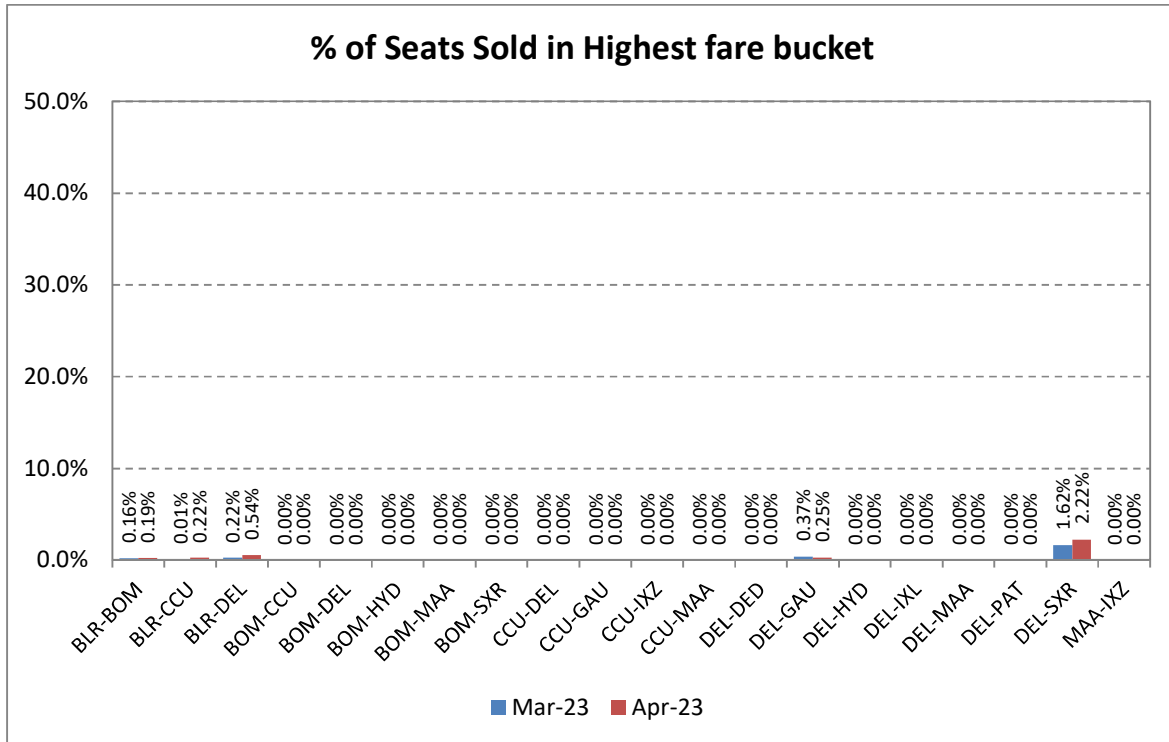
The Traffic report is being prepared based on information received from scheduled domestic airlines.

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	18	<ul style="list-style-type: none"> Refund Rs. 0.06 Lakhs spends on facilitation/compensation. 	6069	<ul style="list-style-type: none"> Accommodation Refund/Rebooking Amount spent on facilitation of Rs.0.12 lakhs. 	1806	<ul style="list-style-type: none"> Refreshments Refund/Rebooking Amount spent on facilitation of Rs.0.10 lakhs
Air Asia	NIL	NIL	NIL	NIL	4352	<ul style="list-style-type: none"> Refreshments Moved to alternate flights Amount spent on facilitation of Rs.25.71 lakhs
Air India	138	<ul style="list-style-type: none"> Alternate flights Accommodation Refreshments/ Meals Rs. 14.53 Lakhs spends on facilitation/compensation. 	455	<ul style="list-style-type: none"> Refreshments Accommodation Moved to alternate flights Refund Amount spent on facilitation of Rs.4.58 lakhs 	13627	<ul style="list-style-type: none"> Refreshments/Lunch Transfer to OAL Amount spent on facilitation of Rs.15.77 lakhs
Akasa Air	15	<ul style="list-style-type: none"> Transfer to OAL Rs. 0.50 Lakhs spends on alternate flight 	NIL	NIL	2983	<ul style="list-style-type: none"> Refreshments/ Refund Transfer to OAL Amount spent on facilitation of Rs.11.37 lakhs
Go First	15	<ul style="list-style-type: none"> Rs.2.03 lakhs spends on Refund 	2556	NIL	26570	<ul style="list-style-type: none"> Refreshments Amount spent on facilitation of Rs.57.46 lakhs
Indigo	89	<ul style="list-style-type: none"> Alternate flights Travel voucher Rs. 6.09 lakhs spends on facilitation. 	7372	<ul style="list-style-type: none"> Alternate flights Full Refund 	46902	<ul style="list-style-type: none"> Refreshments
SpiceJet	222	<ul style="list-style-type: none"> Refreshments Alternate SG flights Amount spent on facilitation of Rs.2.50 lakhs 	2182	<ul style="list-style-type: none"> Refreshments Accommodation Alternate SG flights Amount spent on facilitation of Rs.11.74 lakhs 	31619	<ul style="list-style-type: none"> Refreshments. Alternate SG flights Amount spent on facilitation of Rs.50.39 lakhs
Vistara	255	<ul style="list-style-type: none"> Alternate flights Amount spent on facilitation of Rs.27.74 lakhs 	6	<ul style="list-style-type: none"> Refreshments Alternate flights Amount spent on facilitation of Rs.0.01 lakhs 	3493	<ul style="list-style-type: none"> Refreshments Amount spent on facilitation of Rs.5.19 lakhs
Fly Big	NIL	NIL	450	<ul style="list-style-type: none"> Transfer to other flights /Refund. Rs. 9.36 lakhs spend on refund 	1021	<ul style="list-style-type: none"> Transfer to alternate flights/ Refund Rs. 23.30 lakhs spend on refund
Indiaone Air	NIL	NIL	26	Amount spent on facilitation of Rs.0.89 lakhs	NIL	NIL
Star Air	NIL	NIL	60	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
752	Rs 53.45 lakhs compensation and facilities	19176	Rs. 26.70 lakhs compensation and facilities	132373	Rs. 189.29 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											
Jun											
Jul											
Aug											
Sep											
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	54	3.8	52	2
Air Asia	14	0.1	14	0
Air India	68	0.6	67	1
Akasa Air	13	0.3	13	0
Go First	67	0.8	63	4
Indigo	60	0.1	60	0
Spice Jet	70	0.9	70	0
Vistara	3	0.0	3	0
Fly Big	3	1.5	3	0
Indiaone Air	0	0.0		0
Star Air	8	4.2	8	0
Total	360	0.28	353	07

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