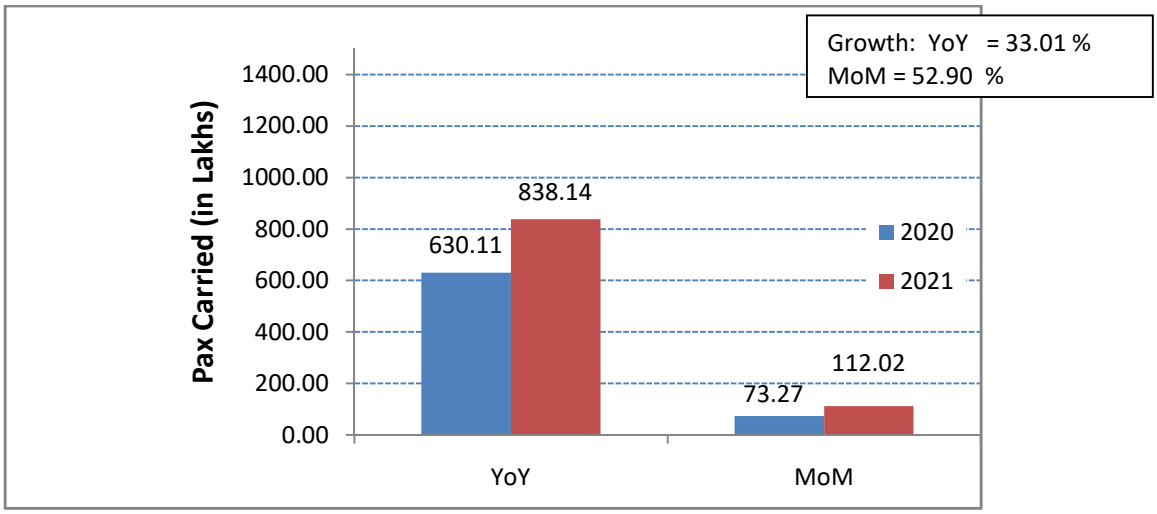
Subject: Performance of domestic airlines for the year 2021.

Traffic data submitted by various domestic airlines has been analysed for the month of December 2021.

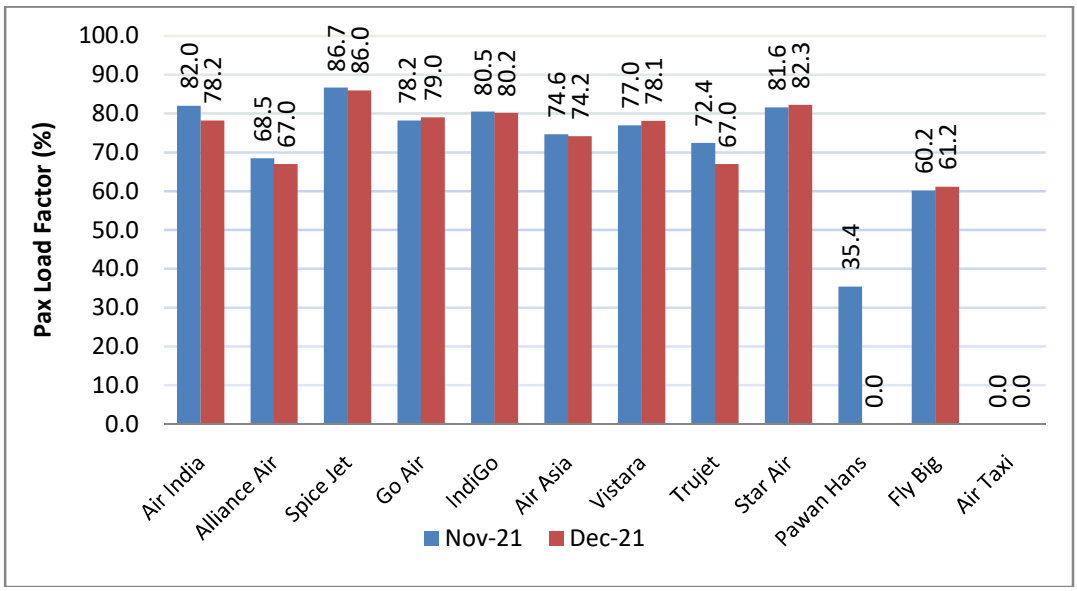
Passenger Growth

Passengers carried by domestic airlines during Jan-Dec 2021 were **838.14 lakhs** as against **630.11 lakhs** during the corresponding period of previous year thereby registering annual growth of **33.01 %** and monthly growth of **52.90 %** (Ref Table 1).



Passenger Load Factor

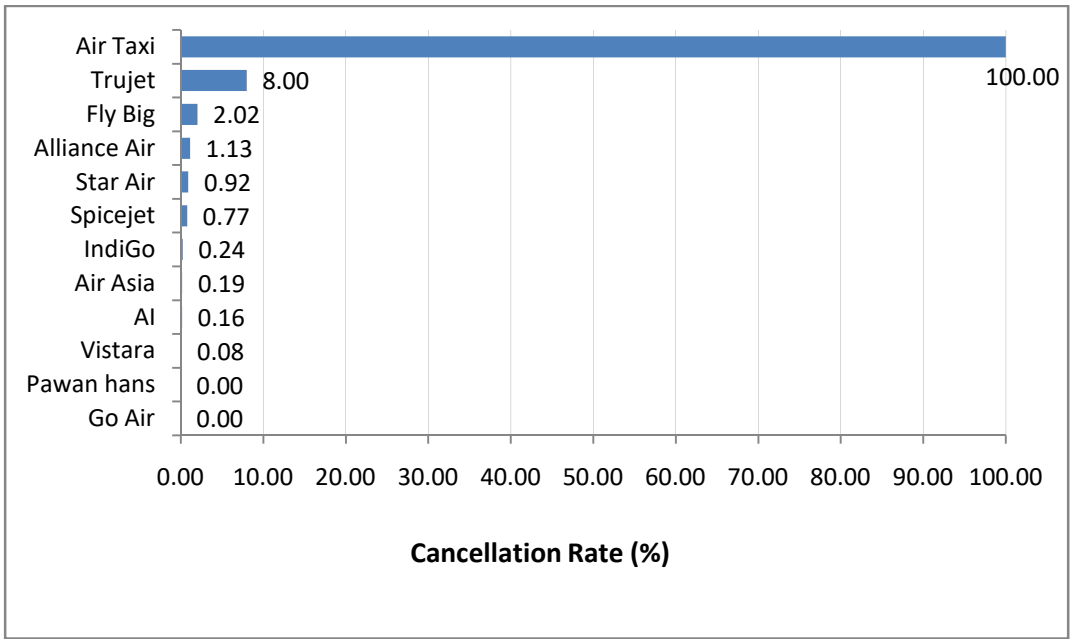
The passenger load factors of various scheduled domestic airlines in December 2021 are as follows **(Ref Table 2)**:



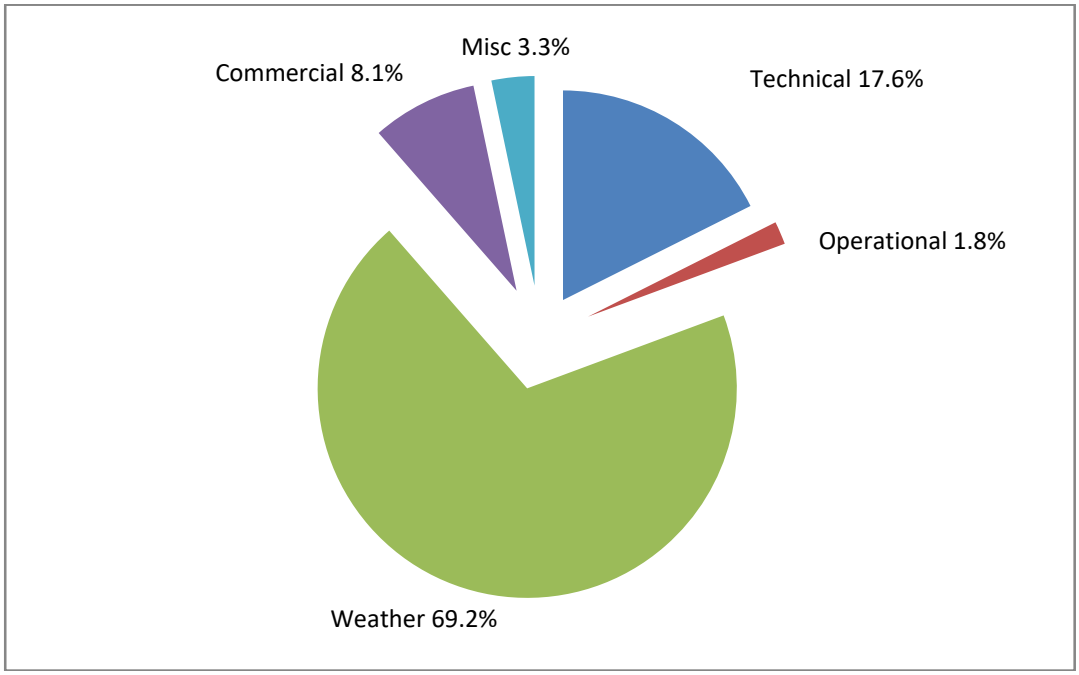
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Cancellations

The overall cancellation rate of scheduled domestic airlines for the month of December 2021 has been 0.52%.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.

Table 1

TOTAL DOMESTIC PASSENGERS CARRIED BY SCHEDULED DOMESTIC AIRLINES (IN LAKHS) - YEAR 2021

Month & Year	Air India +Alliance Air	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
Jan	7.97	69.37	77.34	89.7	10.3
Feb	9.16	69.11	78.27	88.3	11.7
Mar	9.17	69.06	78.22	88.3	11.7
Ist Quarter	**26.30**	**207.53**	**233.83**	**88.8**	**11.2**
Apr	6.85	50.40	57.25	88.0	12.0
May	4.29	16.87	21.15	79.7	20.3
Jun	5.14	25.99	31.13	83.5	16.5
IInd Quarter	**16.28**	**93.26**	**109.53**	**85.1**	**14.9**
Jul	6.70	43.37	50.07	86.6	13.4
Aug	8.86	58.15	67.01	86.8	13.2
Sep	8.53	62.13	70.66	87.9	12.1
IIIrd Quarter	**24.08**	**163.66**	**187.74**	**87.2**	**12.8**
Oct	11.69	78.16	89.85	87.0	13.0
Nov	11.18	93.98	105.16	89.4	10.6
Dec	11.15	100.88	112.02	90.0	10.0
IVth Quarter	**34.01**	**273.02**	**307.03**	**88.9**	**11.1**
Total	**100.67**	**737.47**	**838.14**	**88.0**	**12.0**

Data of 2020	Air India +Alliance Air	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
IstQtr	38.01	291.12	329.12	88.5	11.5
IIndQtr	2.90	19.75	22.65	87.2	12.8
IIIrdQtr	8.40	80.42	88.82	90.5	9.5
IVthQtr	19.01	170.51	189.51	90.0	10.0
Total	**68.32**	**561.79**	**630.11**	**89.2**	**10.8**
Growth (%) =	**47.34**	**31.27**	**33.01**		

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

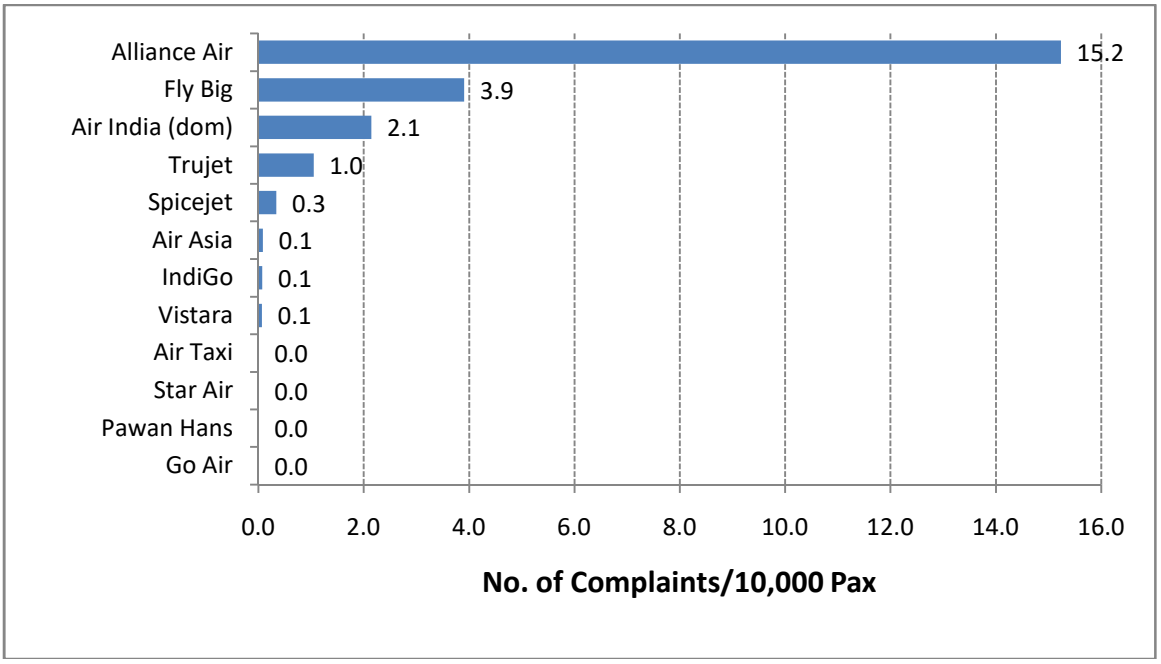
MARKET SHARE OF SCHEDULES DOMESTIC AIRLINES (YEAR 2021)

Month & Year		Passengers Carried (in Lakhs)/Market Share (%)											
		Air India	Alliance Air	Private Air Carriers									
				Spice Jet	Go Air	IndiGo	Air Asia	Vistara	Pawan Hans	Trujet	Star Air	Fly Big	Air Taxi
Jan	Pax Carried	7.97		9.92	6.34	42.03	5.32	5.14	0.00	0.45	0.16	0.02	-
	Market Share	10.3		12.8	8.2	54.3	6.9	6.7	0.0	0.6	0.2	0.0	-
Feb	Pax Carried	9.16		9.62	5.81	42.38	5.21	5.40	0.00	0.48	0.18	0.03	0.00
	Market Share	11.7		12.3	7.4	54.2	6.7	6.9	0.0	0.6	0.2	0.0	0.0
Mar	Pax Carried	9.17		10.03	6.12	41.85	5.42	5.00	0.00	0.43	0.19	0.03	0.00
	Market Share	11.7		12.8	7.8	53.5	6.9	6.4	0.0	0.5	0.2	0.0	0.0
IstQtr	***Pax Carried***	**26.30**		**29.57**	**18.27**	**126.26**	**15.94**	**15.55**	**0.01**	**1.35**	**0.52**	**0.07**	**0.00**
	Market Share	**11.2**		**12.6**	**7.8**	**54.0**	**6.8**	**6.6**	**0.0**	**0.6**	**0.2**	**0.0**	**0.0**
Apr	Pax Carried	6.85		7.05	5.47	30.83	3.55	3.11	0.00	0.24	0.13	0.02	0.00
	Market Share	12.0		12.3	9.6	53.9	6.2	5.4	0.0	0.4	0.2	0.0	0.0
May	Pax Carried	4.29		1.99	1.38	11.69	0.64	0.97	0.00	0.12	0.07	0.01	0.00
	Market Share	20.3		9.4	6.5	55.3	3.0	4.6	0.0	0.6	0.3	0.1	0.0
Jun	Pax Carried	5.14		2.81	2.58	17.02	1.07	2.25	0.00	0.11	0.12	0.03	0.00
	Market Share	16.5		9.0	8.3	54.7	3.4	7.2	0.0	0.3	0.4	0.1	0.0
IIndQtr	***Pax Carried***	**16.28**		**11.85**	**9.44**	**59.54**	**5.25**	**6.32**	**0.00**	**0.47**	**0.32**	**0.06**	**0.00**
	Market Share	**14.9**		**10.8**	**8.6**	**54.4**	**4.8**	**5.8**	**0.0**	**0.4**	**0.3**	**0.1**	**0.0**
Jul	Pax Carried	6.70		4.56	3.42	29.32	1.65	4.07	0.00	0.13	0.16	0.05	0.00
	Market Share	13.4		9.1	6.8	58.6	3.3	8.1	0.0	0.3	0.3	0.1	0.0
Aug	Pax Carried	8.86		5.84	4.58	38.16	3.49	5.58	0.00	0.27	0.18	0.06	0.00
	Market Share	13.2		8.7	6.8	57.0	5.2	8.3	0.0	0.4	0.3	0.1	0.0
Sep	Pax Carried	8.53		6.02	5.80	39.69	4.13	6.12	0.00	0.15	0.18	0.06	0.00
	Market Share	12.1		8.5	8.2	56.2	5.8	8.7	0.0	0.2	0.3	0.1	0.0
IIIrdQtr	***Pax Carried***	**24.08**		**16.41**	**13.80**	**107.18**	**9.26**	**15.77**	**0.00**	**0.55**	**0.53**	**0.16**	**0.00**
	Market Share	**12.8**		**8.7**	**7.3**	**57.1**	**4.9**	**8.4**	**0.0**	**0.3**	**0.3**	**0.1**	**0.0**
Oct	Pax Carried	10.61	1.08	8.10	8.84	48.07	5.72	6.96	0.00	0.19	0.20	0.08	0.00
	Market Share	11.8	1.2	9.0	9.8	53.5	6.4	7.8	0.0	0.2	0.2	0.1	0.0
Nov	Pax Carried	9.98	1.20	10.78	11.56	57.06	6.23	7.93	0.00	0.11	0.21	0.10	0.00
	Market Share	9.5	1.1	10.3	11.0	54.3	5.9	7.5	0.0	0.1	0.2	0.1	0.0
Dec	Pax Carried	9.89	1.25	11.51	11.93	61.41	7.01	8.61	0.00	0.10	0.21	0.10	0.00
	Market Share	8.8	1.1	10.3	10.7	54.8	6.3	7.7	0.0	0.1	0.2	0.1	0.0
IVthQtr	***Pax Carried***	**30.48**	**3.53**	**30.39**	**32.33**	**166.54**	**18.95**	**23.51**	**0.01**	**0.39**	**0.61**	**0.29**	**0.00**
	Market Share	**9.9**	**1.2**	**9.9**	**10.5**	**54.2**	**6.2**	**7.7**	**0.0**	**0.1**	**0.2**	**0.1**	**0.0**
TOTAL	***Pax Carried***	**100.67**		**88.22**	**73.84**	**459.52**	**49.40**	**61.14**	**0.02**	**2.75**	**1.98**	**0.58**	**0.00**
	Market Share	**12.0**		**10.5**	**8.8**	**54.8**	**5.9**	**7.3**	**0.0**	**0.3**	**0.2**	**0.1**	**0.0**

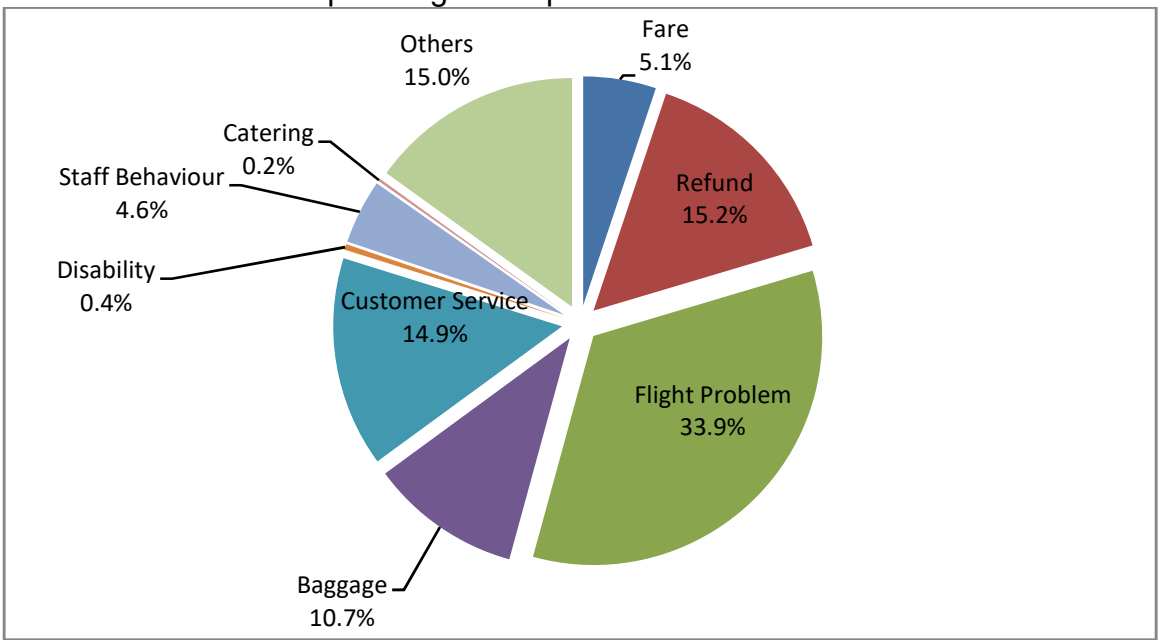
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Passenger Complaints during the month

During December 2021, a total of 505 passenger related complaints had been received by the scheduled domestic airlines. The number of complaints per 10,000 passengers carried for the month of December 2021 has been around 0.45. The airline-wise details are as follows:



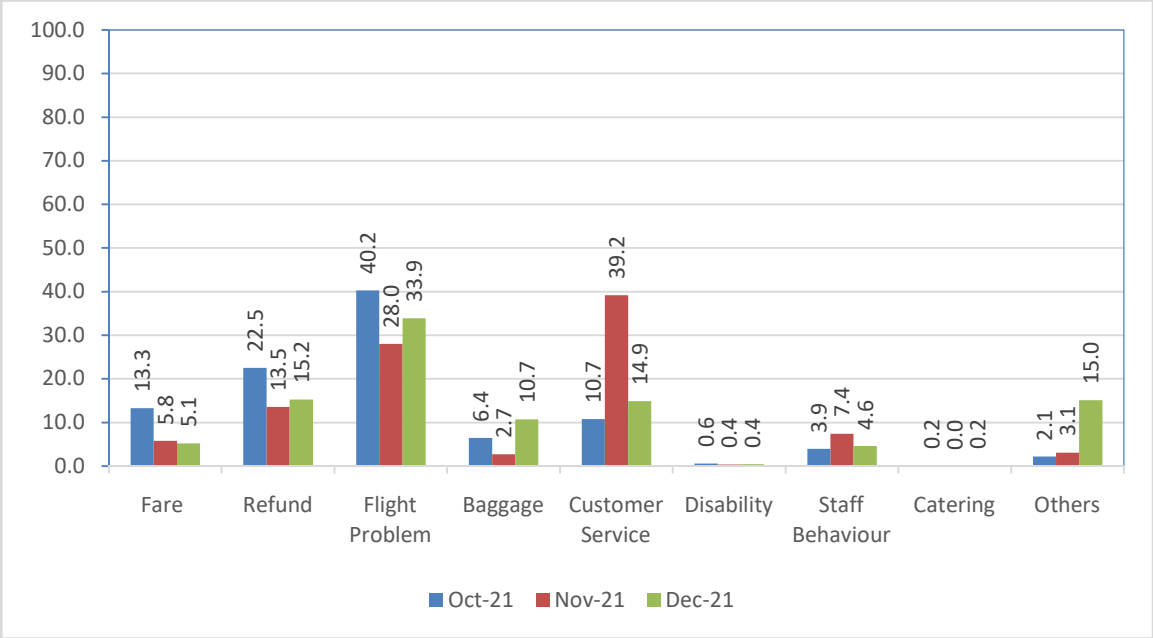
Various reasons of passenger complaints are indicated below:



Note –The major reasons for complaints are Customer Service. Airlines have received a total of 505 complaints, out of which 476 (approx.. 94%) 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 – 3.

Compliance of Route Dispersal Guidelines

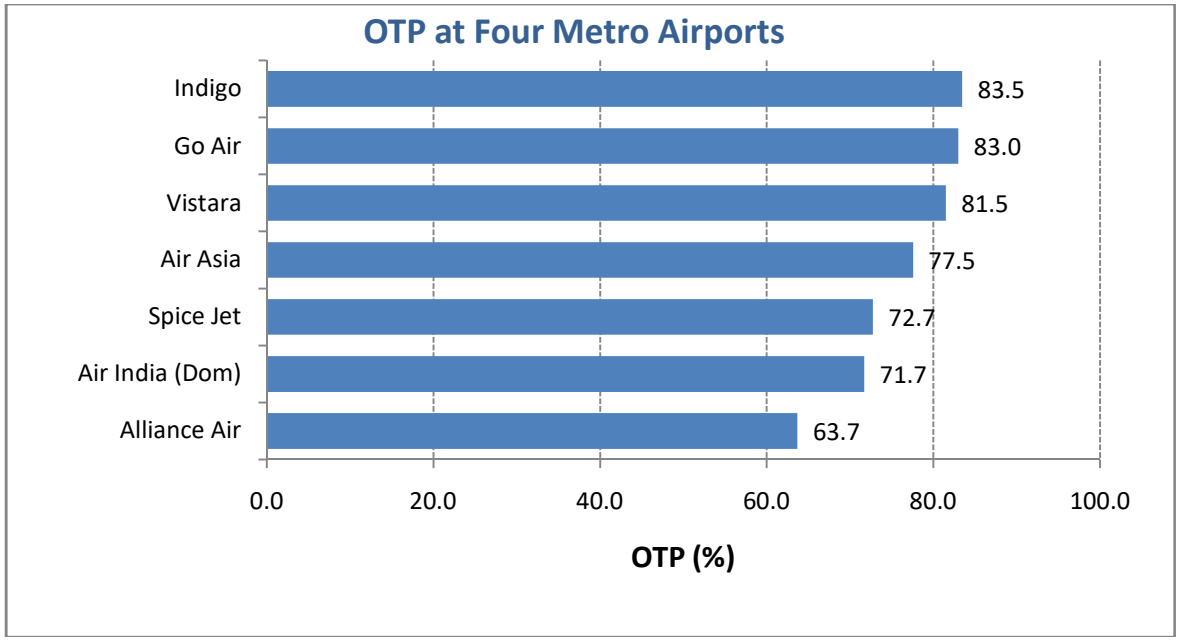
Airline-wise Compliance of Route Dispersal Guidelines during the month of December 2021 is given in the following table.

Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Air India	80.2	1.16	26.0
Alliance Air	2261.3	196.51	692.7
Spicejet	148.8	1.14	61.8
Go Air	96.3	1.02	33.2
IndiGo	193.4	1.02	41.8
Vistara	35.2	1.09	14.4
Air Asia	88.8	1.77	94.4
Minimum Capacity Requirement in accordance with RDG (As % of Capacity Deployed in Category I) • Category II - 10% • Category IIA - 1% • Category III - 35%			

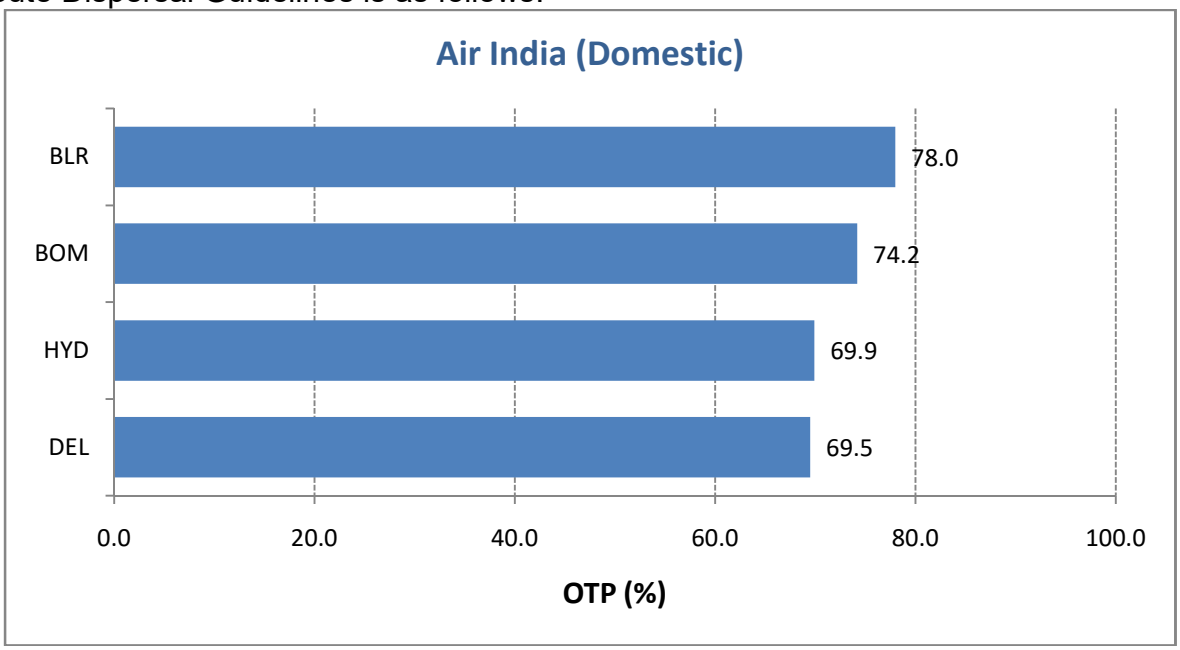
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On-Time Performance (Scheduled Domestic Airlines)

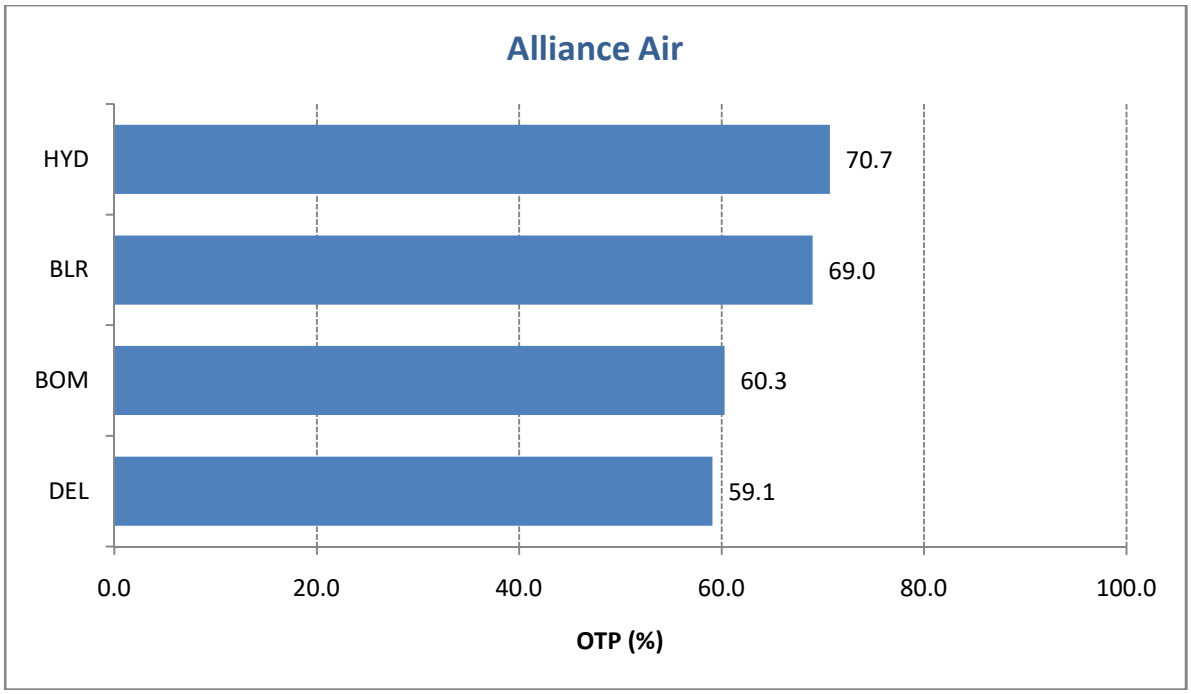
On-Time Performance (OTP) of scheduled domestic airlines has been computed for four metro airports viz. Bangalore, Delhi, Hyderabad and Mumbai. Airline-wise OTP at four metro airports for the month of December 2021 is as follows:

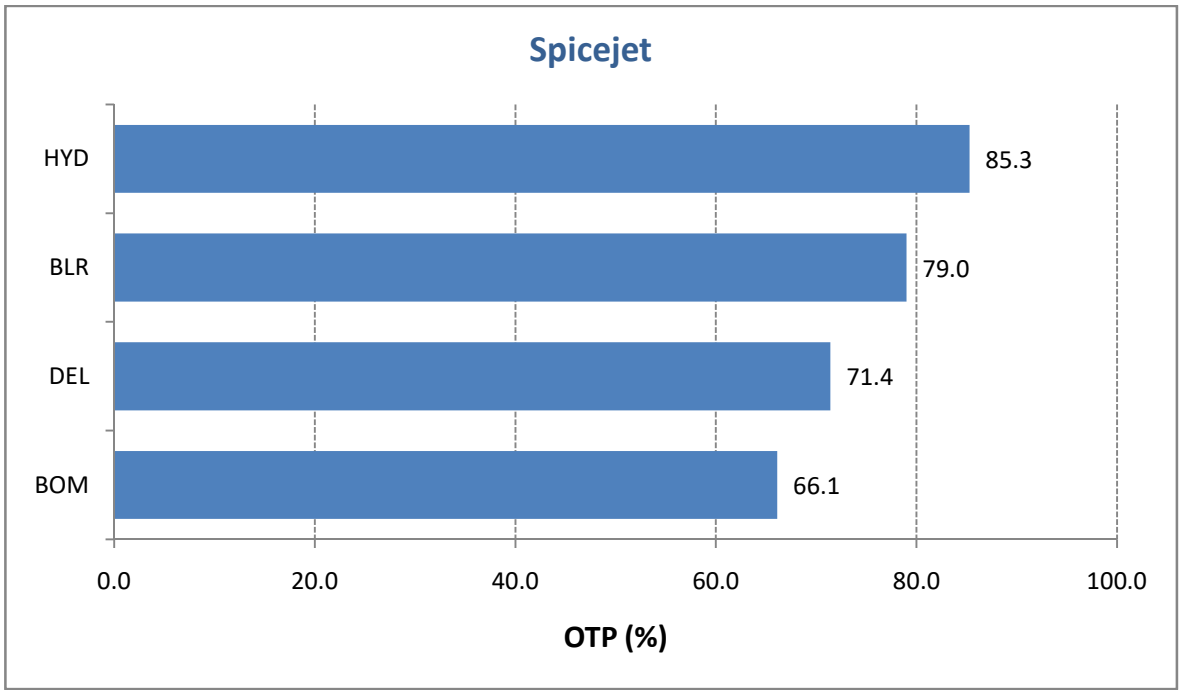


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

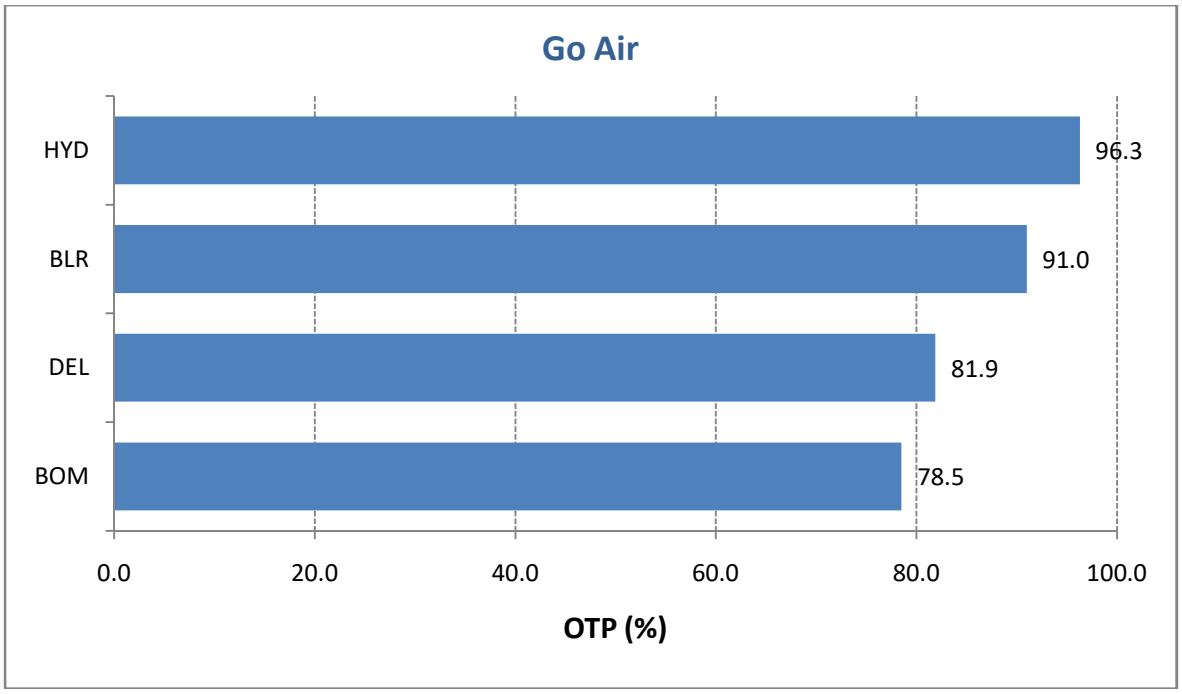


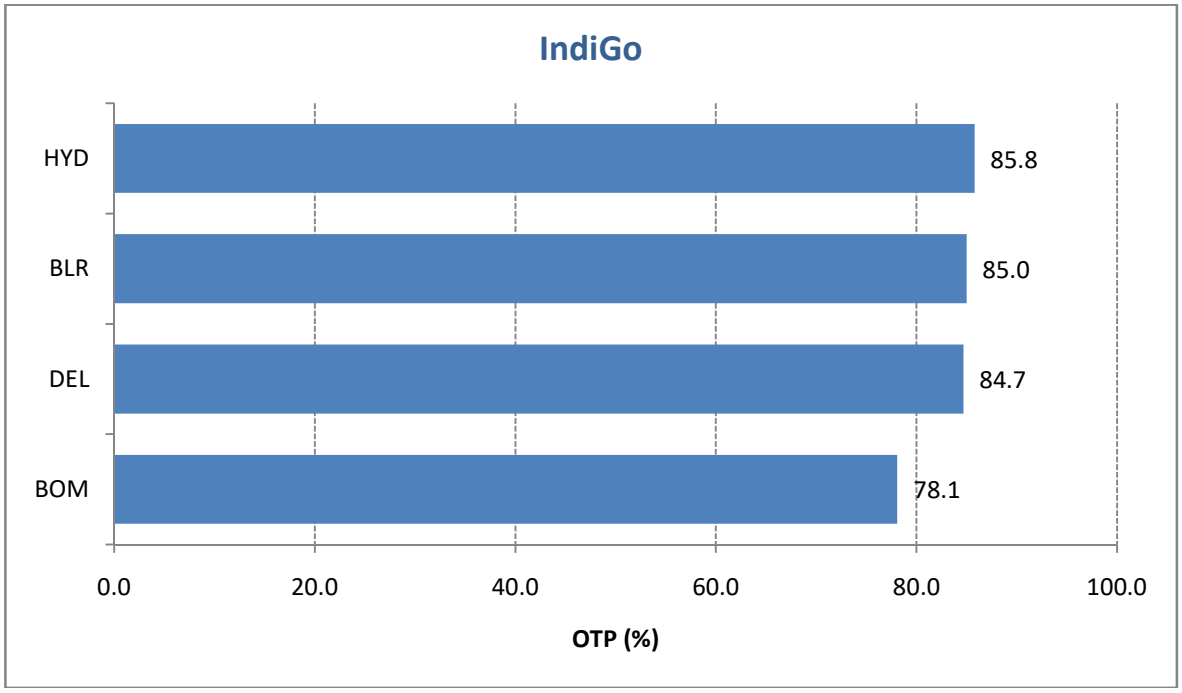
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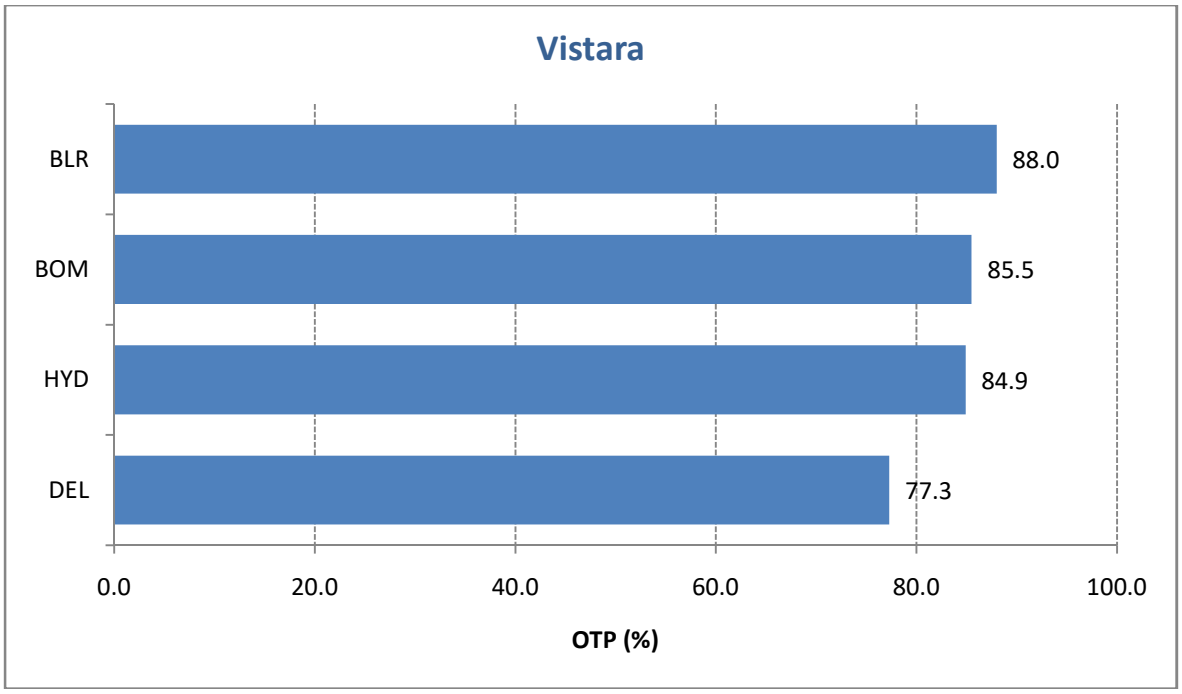


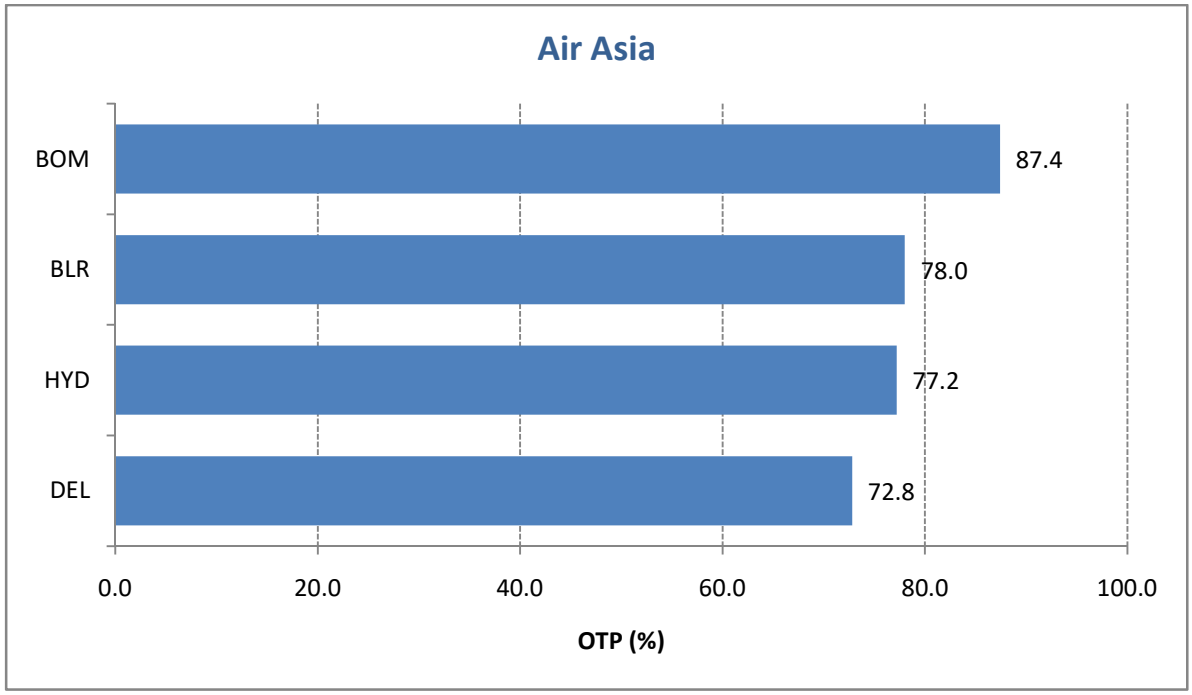
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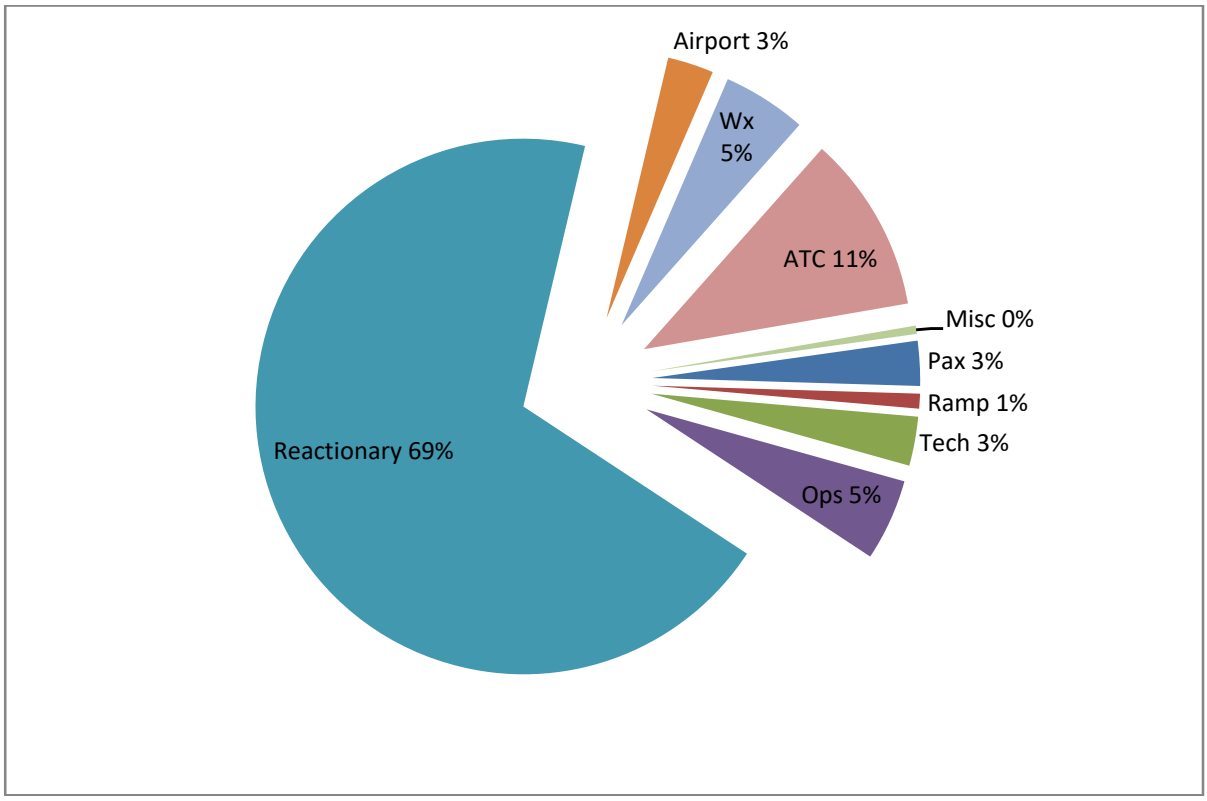
The Traffic report is being prepared based on information received from scheduled domestic airlines.





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

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

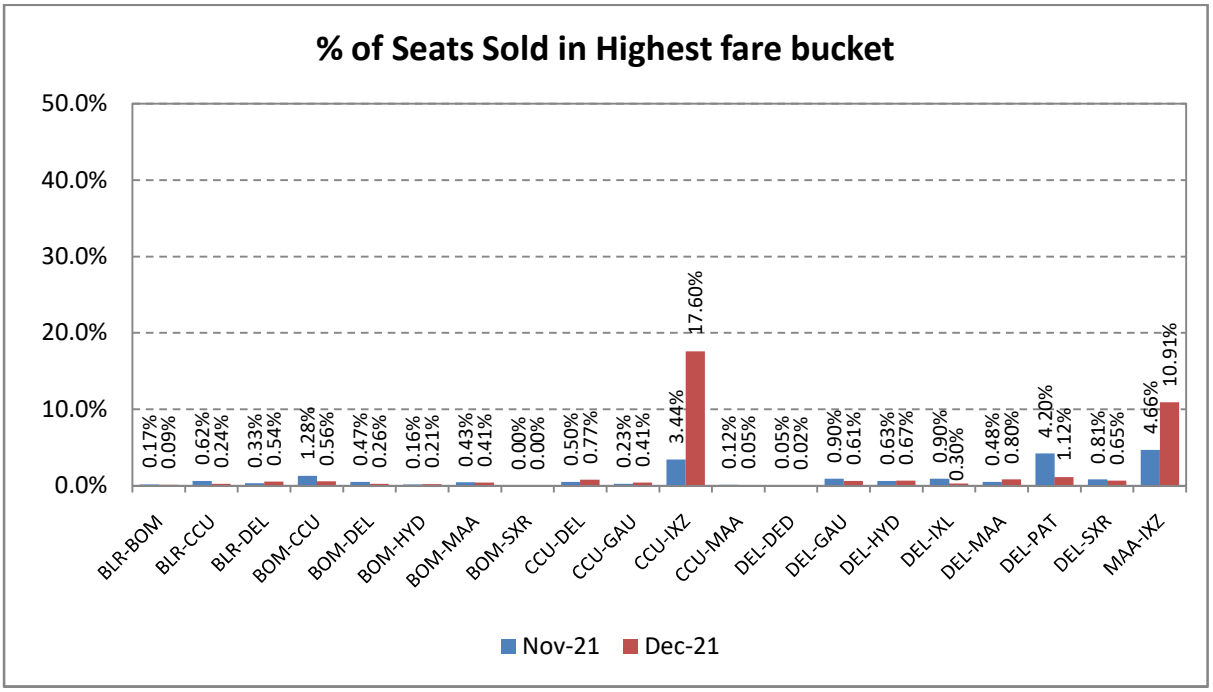


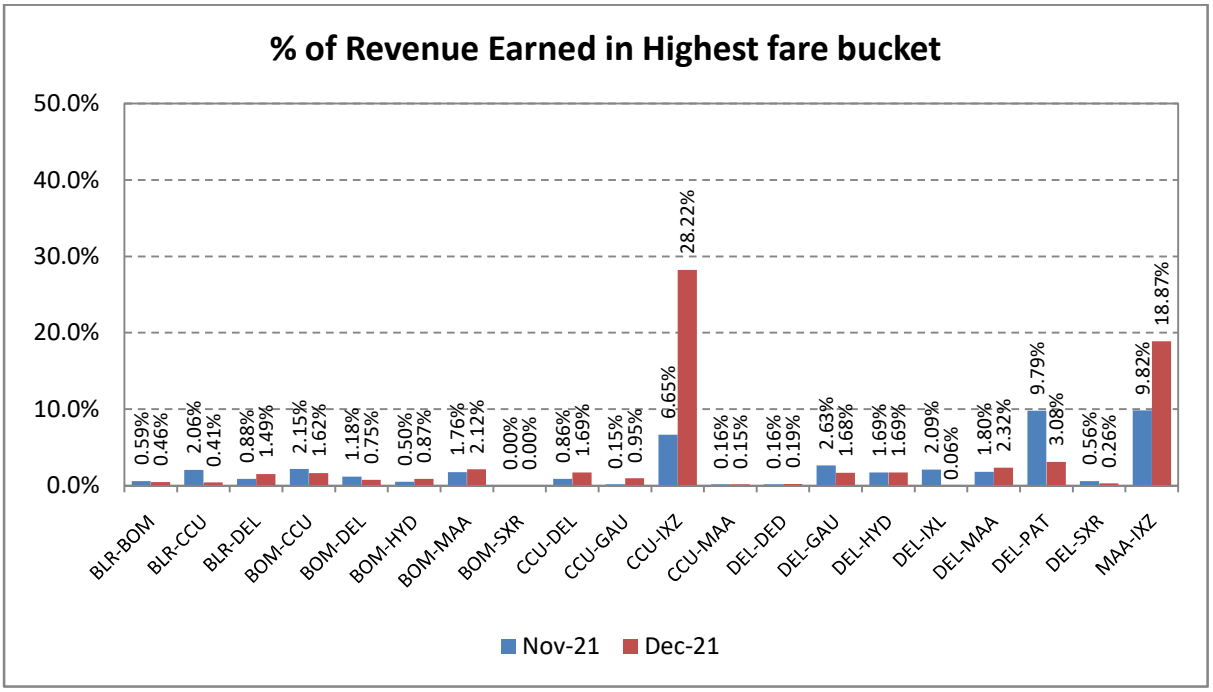
The Traffic report is being prepared based on information received from scheduled domestic airlines.

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:

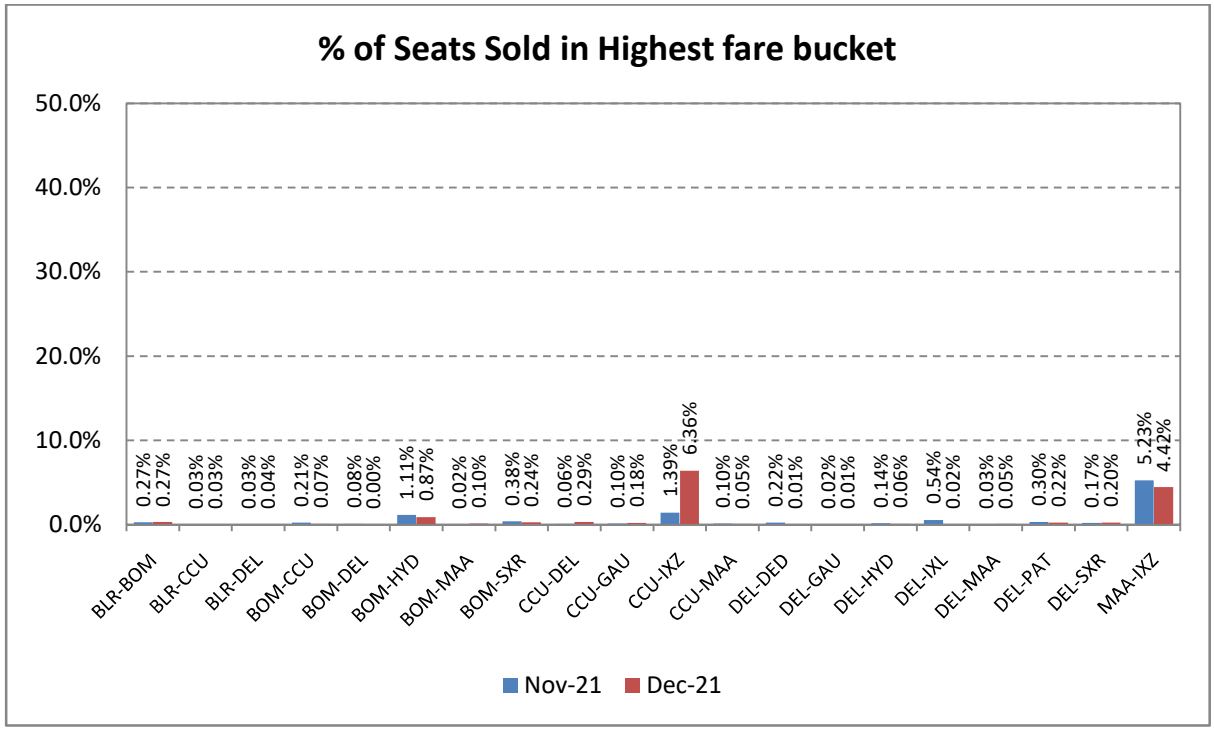
Air India

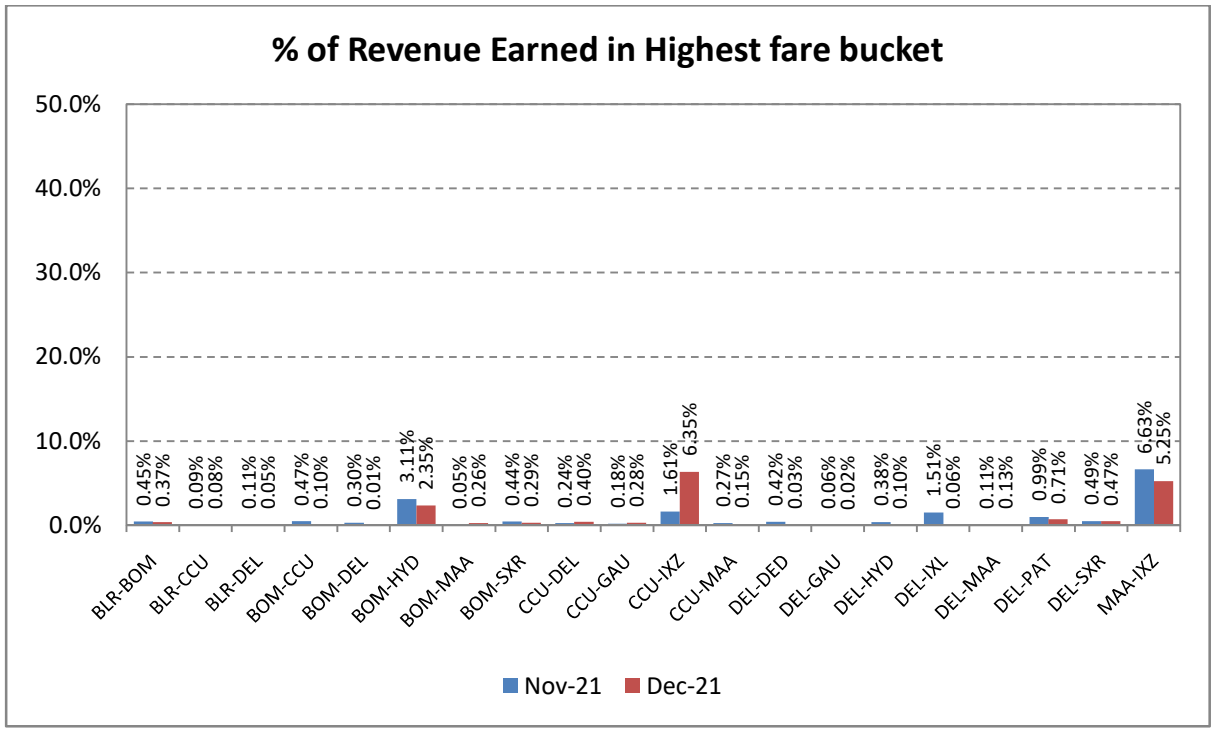




The Traffic report is being prepared based on information received from scheduled domestic airlines.

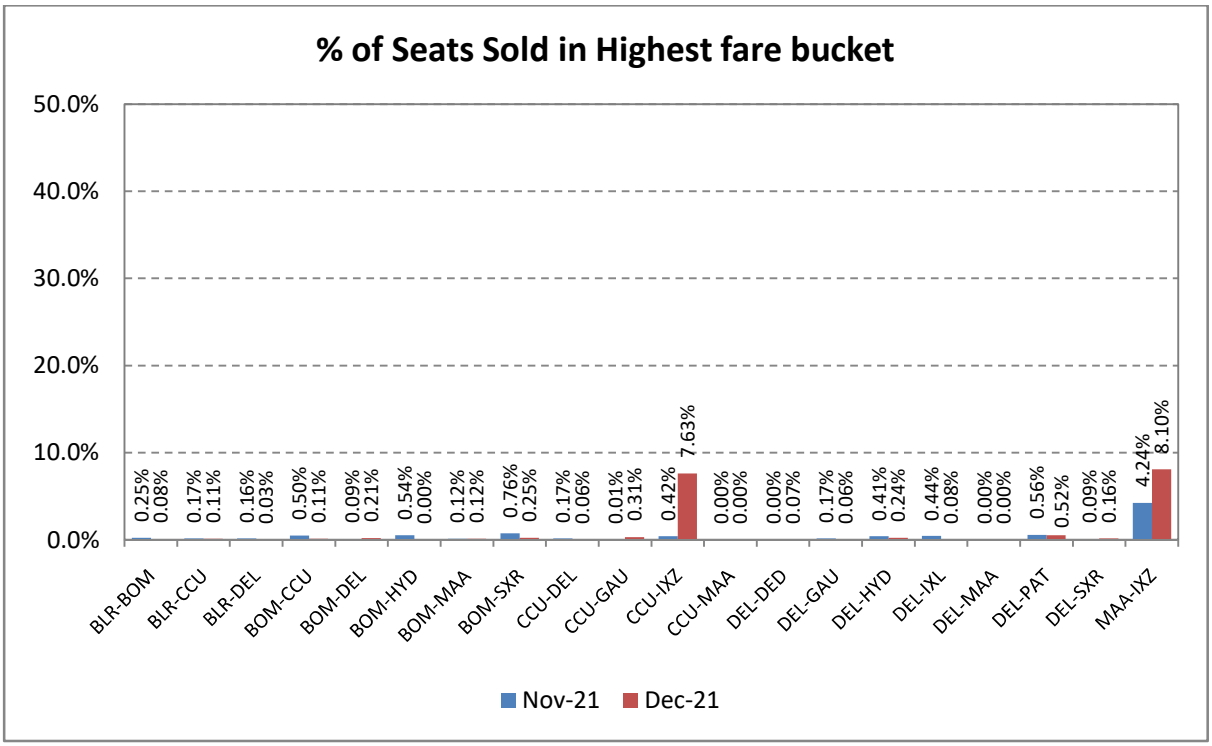
Indigo

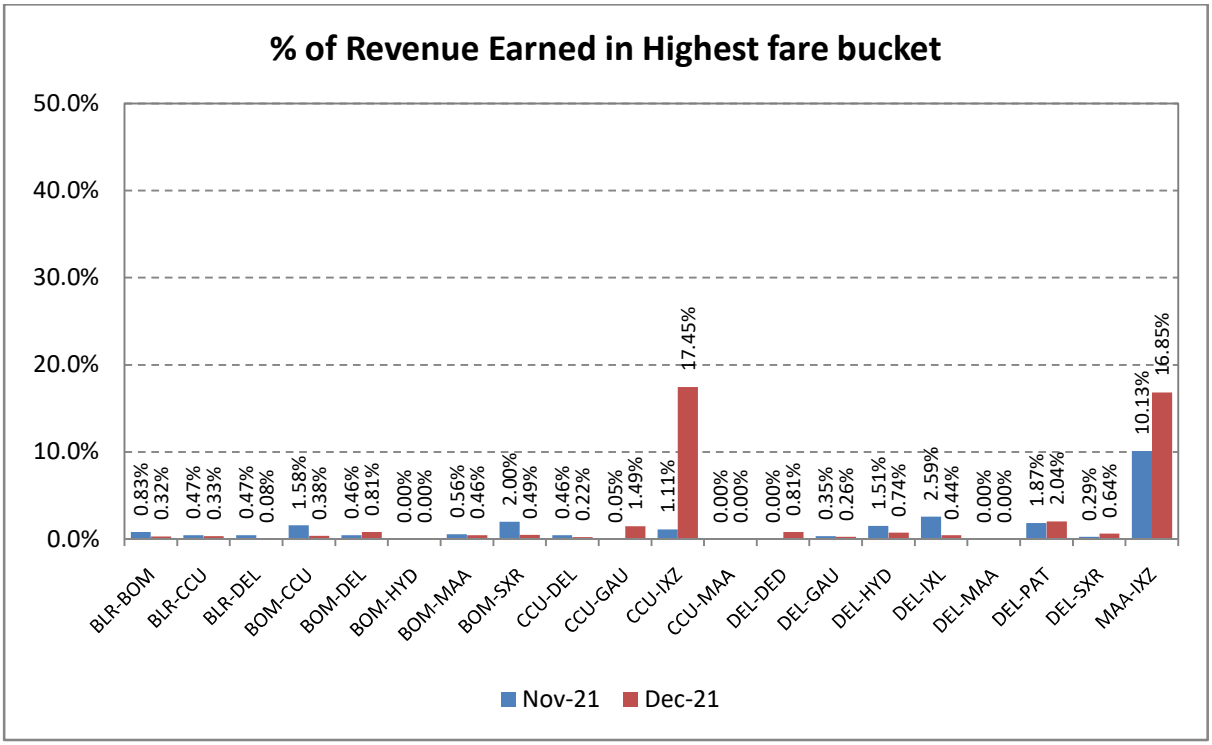




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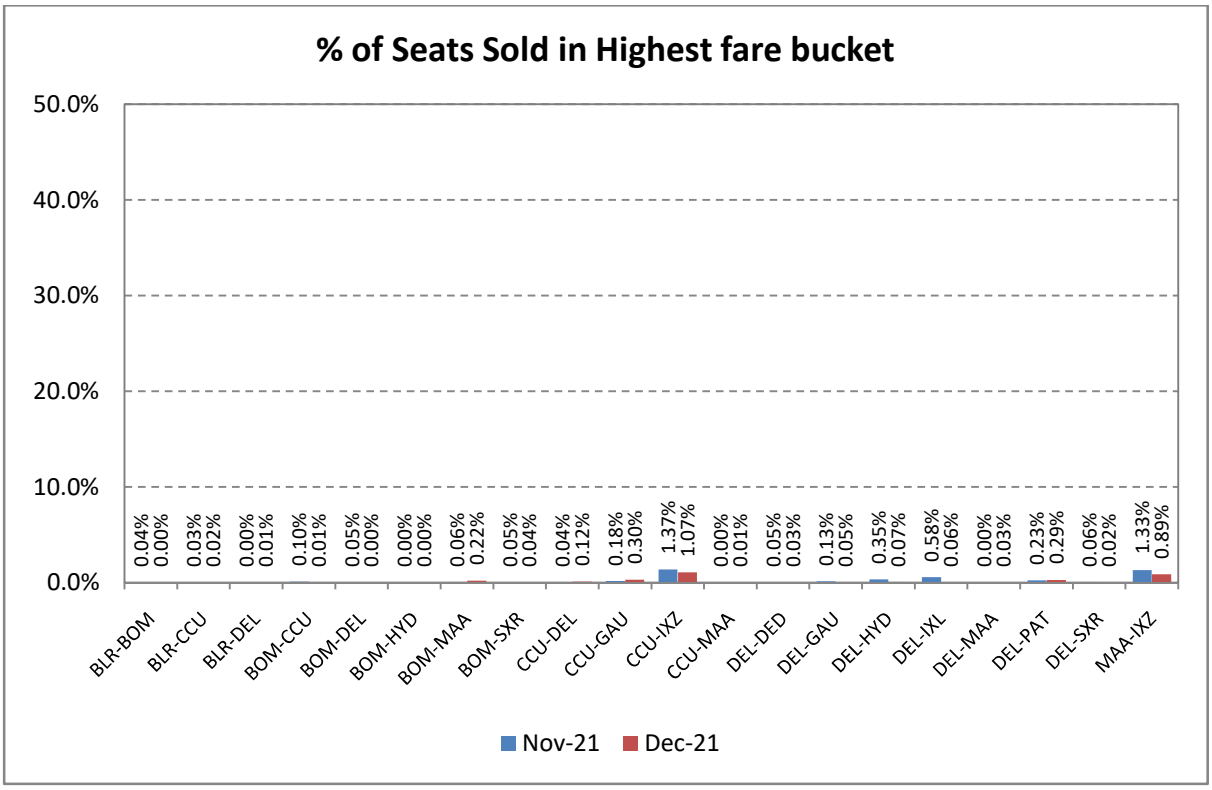
Go Air

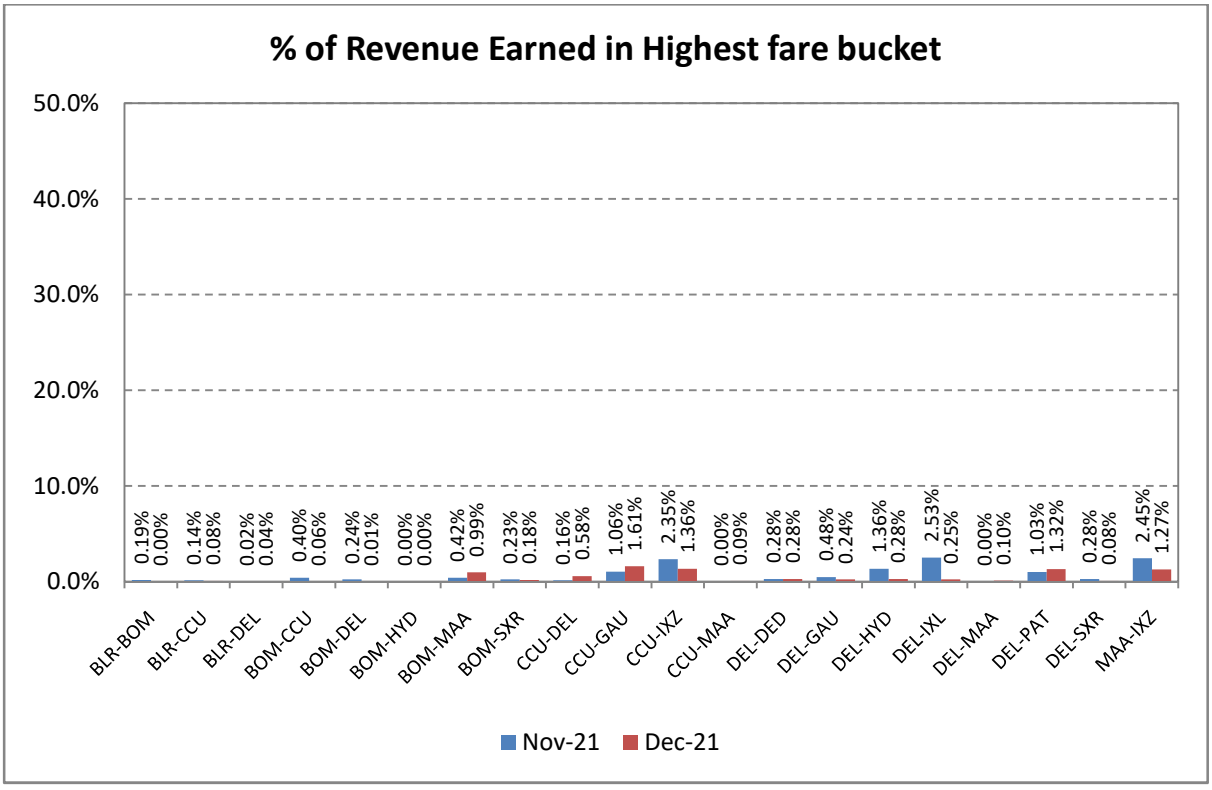




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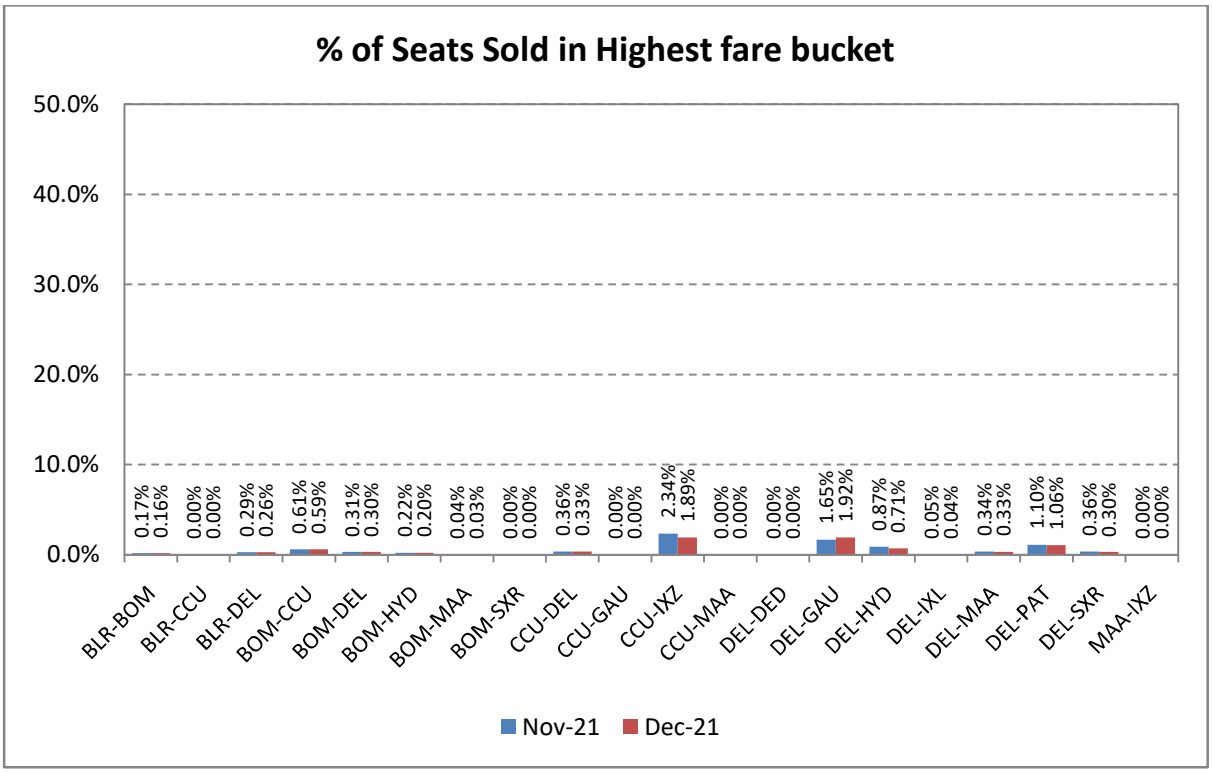
Spicejet

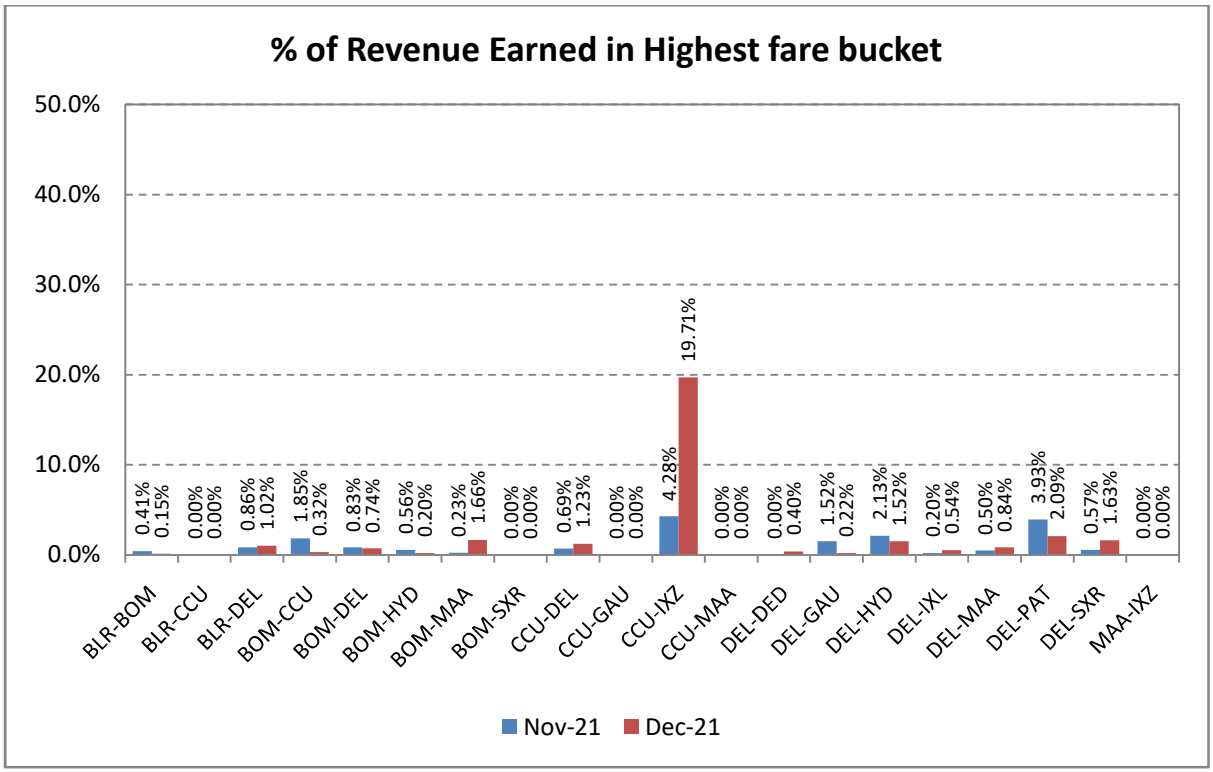




The Traffic report is being prepared based on information received from scheduled domestic airlines.

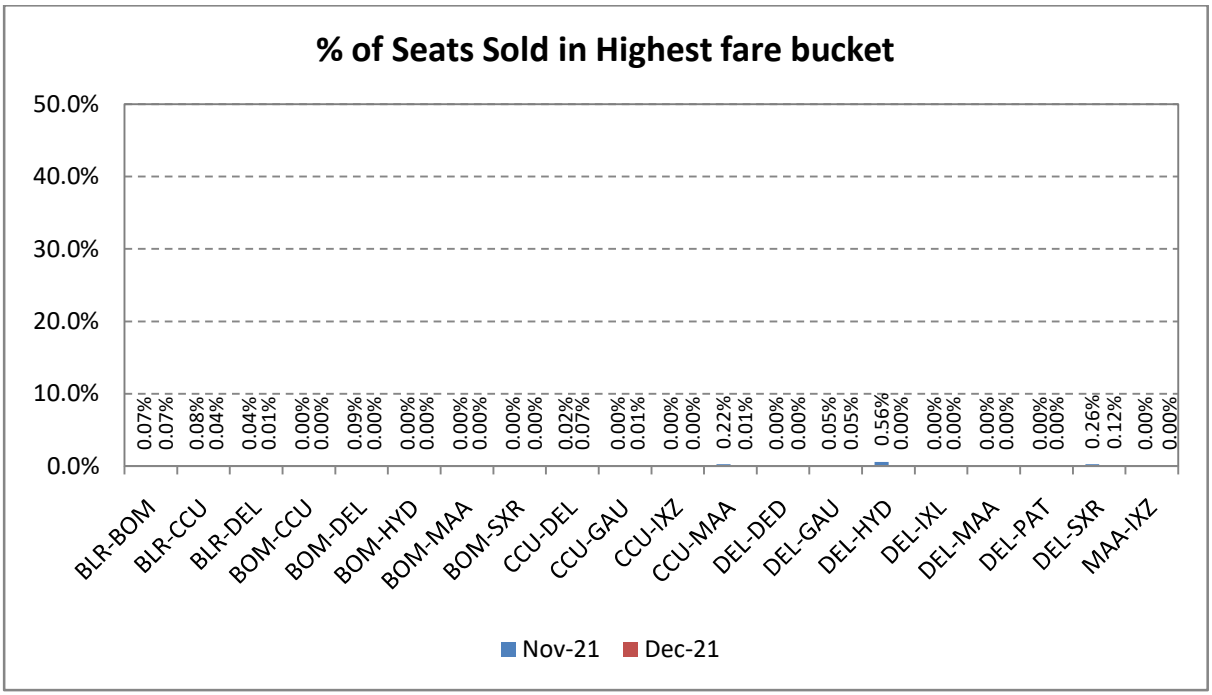
Vistara

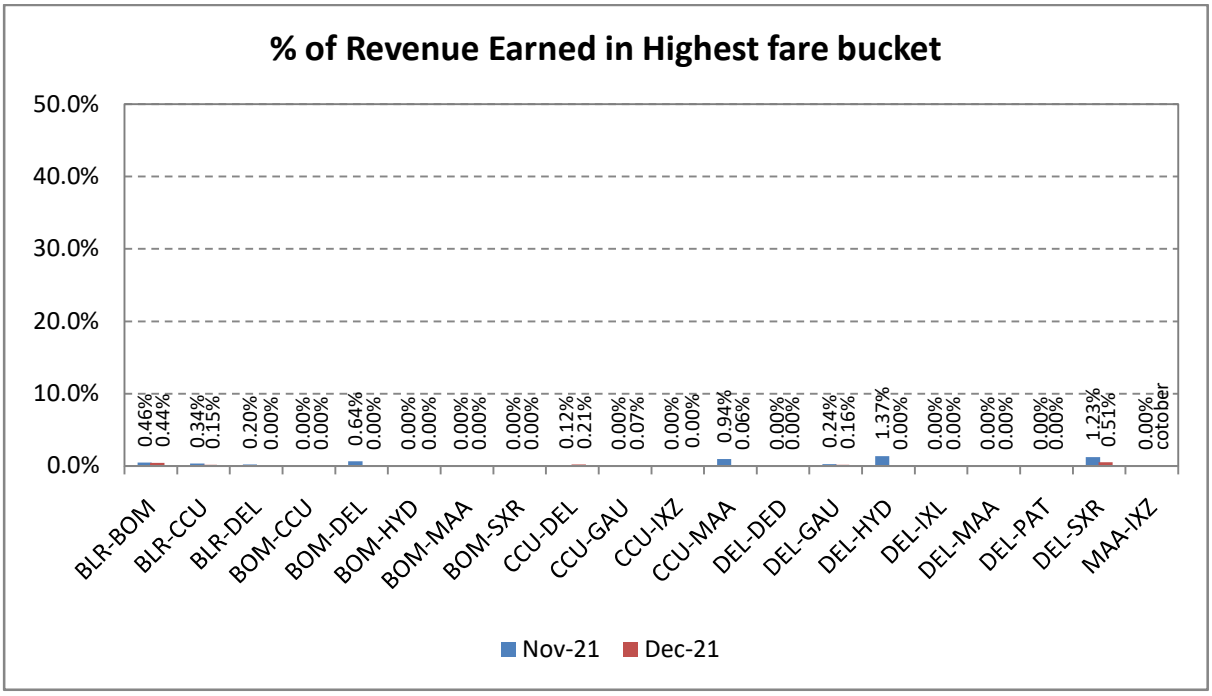




The Traffic report is being prepared based on information received from scheduled domestic airlines.

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. ofPax Affected	Status of Facilities & Compensation	No. ofPax Affected	Status of Facilities & Compensation	No. ofPax Affected	Status of Facilities
Air India	141	Rs 1.31 Lakhs	1337	Rs 4.71 Lakhs	15443	• Refreshments. • Transfer to alternate flights. • Amount spent on facilitation of Rs.7.75 lakhs
Alliance Air	18	Nil	1284	Nil	1073	• Refreshments. • Amount spent on facilitation of Rs.0.12 lakhs
Pawan Hans	Nil	Nil	Nil	Nil	Nil	Nil
SpiceJet	217	Rs 5.85 Lakhs	4153	• Refreshments • Rescheduling • Compensation of Rs. 10.51 lakhs	31982	• Refreshments. • Transfer to other airlines. • Amount spent on facilitation of Rs.46.13 lakhs
Go Air	Nil	NIL	Nil	Nil	Nil	NIL
Indigo	Nil	NIL	2586	• Refreshments • Amount spent on facilitation of Rs.0.08 lakhs	98535	• Refreshments • Amount spent on facilitation of Rs.0.09 lakhs
Air Asia	11	Rs0.21 Lakhs	43	Rs. 0.30 lakhs	6268	Amount spent on facilitation of Rs.17.50 lakhs
Vistara	23	Rs 2.19 Lakhs	395	• Refreshments • Transfer to other flights. • Compensation of Rs. 1.29 lakhs	1826	• Refreshments • Amount spent on facilitation of Rs.3.77 lakhs
TruJet	Nil	Nil	Nil		Nil	Nil
Star Air	Nil	Nil	187	Nil	Nil	Nil
Fly Big	Nil	Nil	216	• Transfer to other flights. • Compensation of Rs. 3.04 lakhs	436	• Transfer to alternate flights. • Rs. 4.23 lakhs compensation
Air Taxi	Nil	Nil	Nil	Nil	Nil	Nil

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

SUMMARY

Denied Boarding		Cancellations		Delays	
No. ofPax Affected	Facilities & Compensation	No. ofPax Affected	Facilities & Compensation	No. ofPax Affected	Facilities
410	Rs 9.57 lakhs compensation and facilities	10201	Rs 19.94 lakhs compensation and facilities	155563	Rs. 79.61 lakhs towards facilitation

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

Table 2

MONTH-WISE SEAT FACTOR OF SCHEDULED OPERATORS IN 2021
(PASSENGER LOAD FACTOR IN PERCENTAGE)

Month	Air India (Dom)	Alliance Air	Spice Jet	Go Air	IndiGo	Air Asia	Vistara	Trujet	Star Air	Pawan Hans	Fly Big	Air Taxi
Jan	66.2		76.6	64.9	69.3	66.8	70.0	64.3	71.2	28.3	40.2	-
Feb	78.3		78.9	76.5	74.4	67.9	73.7	74.0	79.0	27.6	51.0	20.5
Mar	70.6		76.5	71.5	66.4	65.1	64.5	60.0	70.5	26.6	40.6	22.2
Apr	52.0		70.8	65.7	58.7	64.0	54.6	39.7	55.5	17.4	34.7	29.7
May	39.3		64.0	63.3	51.2	44.4	40.9	25.6	41.2	0.0	34.0	37.6
Jun	58.4		71.0	70.9	62.7	54.4	60.0	49.1	69.5	18.4	40.6	32.3
Jul	64.3		74.6	67.1	66.2	53.6	69.2	44.4	70.1	21.9	45.2	37.5
Aug	68.4		79.6	67.6	74.0	60.3	71.3	53.0	70.4	21.5	47.0	0.0
Sep	63.7		78.8	74.1	73.6	68.0	72.4	52.0	73.3	22.62	43.8	0.0
Oct	76.0	68.7	82.2	75.4	78.0	73.7	75.3	61.9	80.0	29.1	64.8	0.0
Nov	82.0	68.5	86.7	78.2	80.5	74.6	77.0	72.4	81.6	35.4	60.2	0.0
Dec	78.2	67.0	86.0	79.0	80.2	74.2	78.1	67.0	82.3	0.0	61.2	0.0

Table 3

Airline	Complaints		Redressal Status	
	Total	Per 10,000 Passengers Carried	Closed	Open
Air Asia	6	0.1	6	0
Vistara	6	0.1	5	1
Go Air	0	0.0	0	0
IndiGo	46	0.1	46	0
Spicejet	39	0.3	39	0
Pawan Hans	0	0.0	0	0
Air India (dom)	212	2.1	196	16
Alliance Air	191	15.2	179	12
Trujet	1	1.0	1	0
Fly Big	4	3.9	4	0
Star Air	0	0.0	0	0
Air Taxi	0	0.0	0	0
Total	**505**	**0.45**	**476**	**29**