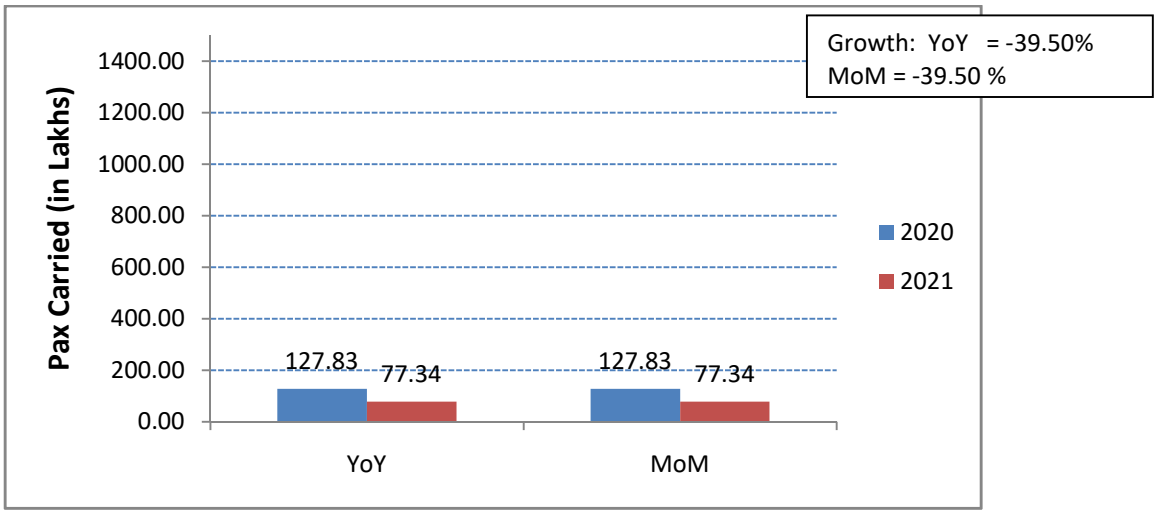
**Subject**: Performance of domestic airlines for the year 2021.

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

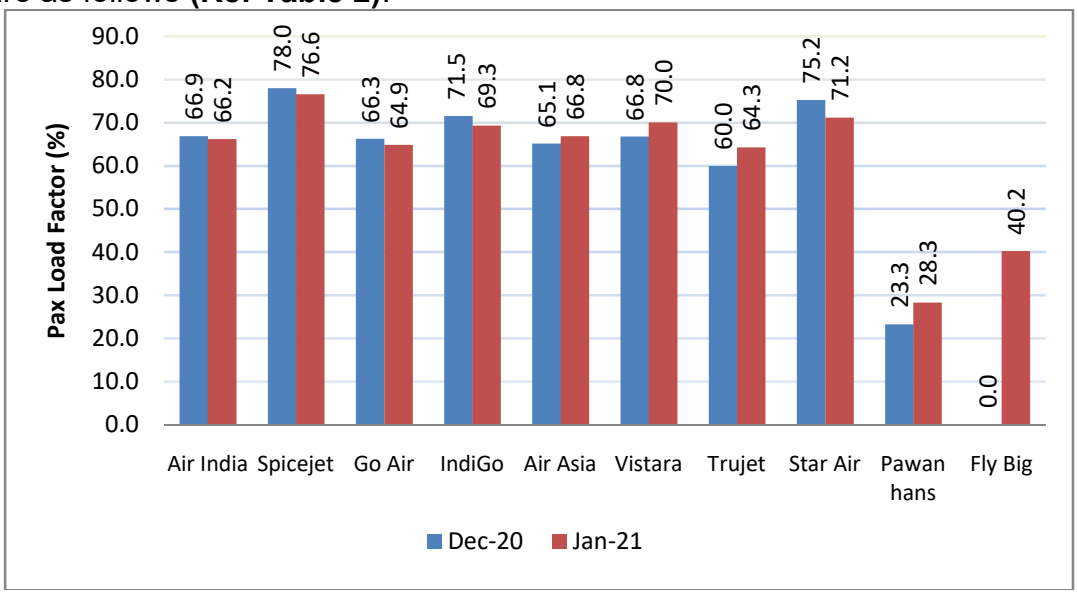
## Passenger Growth

Passengers carried by domestic airlines during Jan 2021 were **77.34 lakhs** as against **127.83 lakhs** during the corresponding period of previous year thereby registering annual growth of **-39.50 %** and monthly growth of **-39.50 %**( Ref Table 1).




## Passenger Load Factor

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

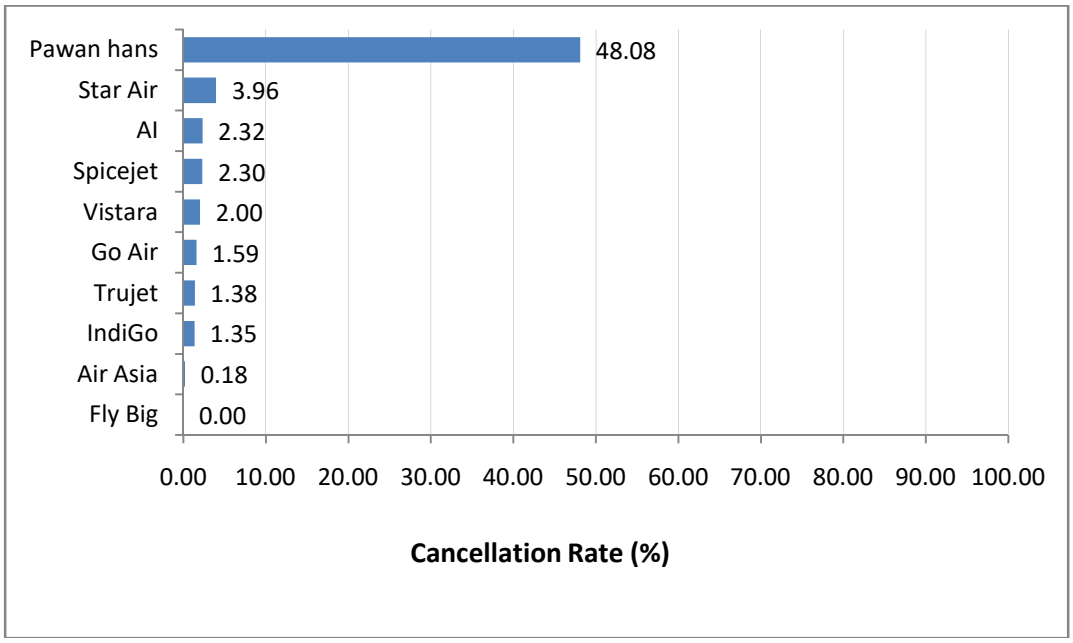



The Traffic report is being prepared based on information received from scheduled domestic airlines.

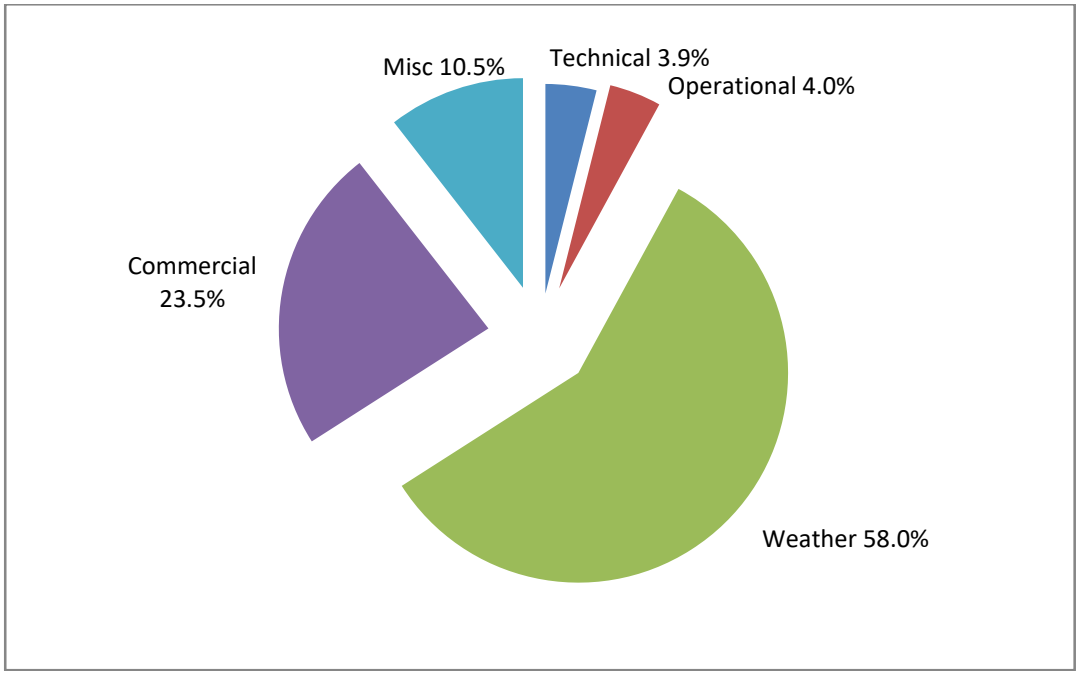
The passenger load factor in the month of Jan 2021 has shown declining trend compared to previous month primarily due to the end of tourist season.

## Cancellations

The overall cancellation rate of scheduled domestic airlines for the month of Jan 21 has been 1.67%.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 (Domestic) | Private Carriers | Total Domestic | Percentage Share | |
|---|---|---|---|---|---|
| | | | | Private Carriers | Air India |
| Jan | 7.97 | 69.37 | 77.34 | 89.7 | 10.3 |
| Feb | | | | | |
| Mar | | | | | |
| ***Ist Quarter*** | **7.97** | **69.37** | **77.34** | **89.7** | **10.3** |
| Apr | | | | | |
| May | | | | | |
| Jun | | | | | |
| ***IInd Quarter*** | | | | | |
| Jul | | | | | |
| Aug | | | | | |
| Sep | | | | | |
| ***IIIrd Quarter*** | | | | | |
| Oct | | | | | |
| Nov | | | | | |
| Dec | | | | | |
| ***IVth Quarter*** | | | | | |
| **Total** | **7.97** | **69.37** | **77.34** | **89.7** | **10.3** |

| Data of 2020 | Air India (Domestic) | Private Carriers | Total Domestic | Percentage Share | |
|---|---|---|---|---|---|
| | | | | Private Carriers | Air India |
| I$^{st}$Qtr | 14.78 | 113.05 | 127.83 | 88.4 | 11.6 |
| II$^{nd}$Qtr | | | | | |
| III$^{rd}$Qtr | | | | | |
| IVthQtr | | | | | |
| **Total** | **14.78** | **113.05** | **127.83** | **88.4** | **11.6** |
| **Growth (%) =** | **-46.07** | **-38.64** | **-39.50** | | |

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

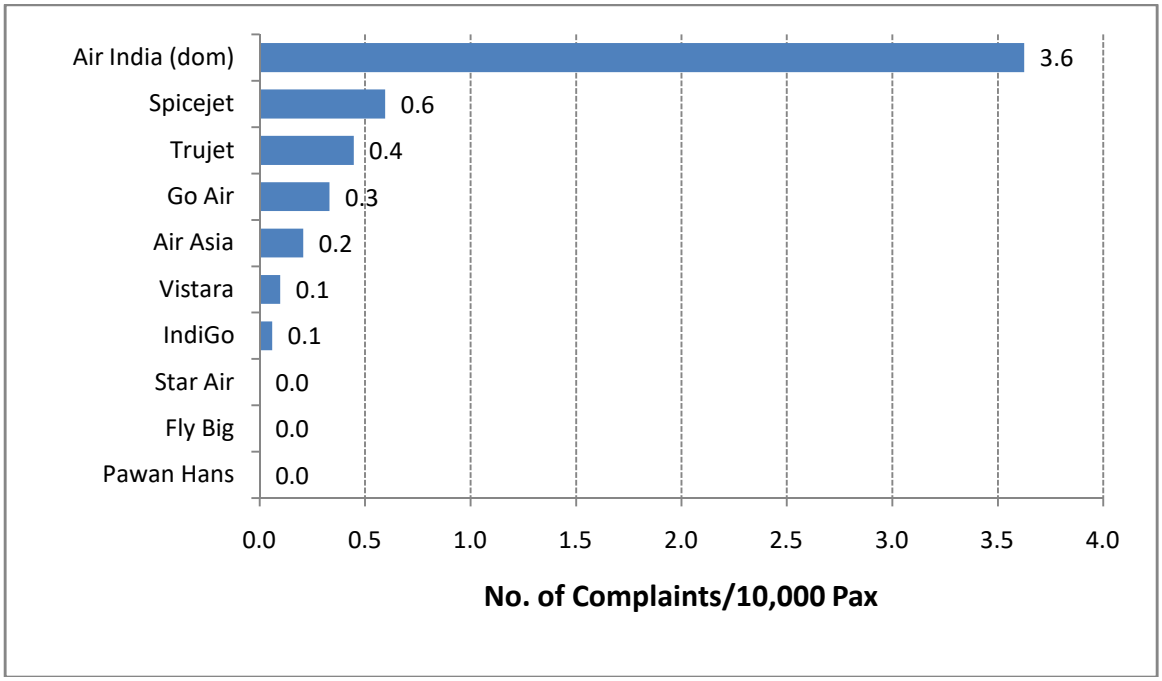
# MARKET SHARE OF SCHEDULES DOMESTIC AIRLINES (YEAR 2021)

| Month & Year | | Air India | Passengers Carried (in Lakhs)/Market Share (%) | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | Private Air Carriers | | | | | | | | |
| | | | Spice Jet | Go Air | IndiGo | Air Asia | Vistara | Pawan Hans | Trujet | Star Air | Fly Big |
| 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 | | | | | | | | | | |
| | Market Share | | | | | | | | | | |
| Mar | Pax Carried | | | | | | | | | | |
| | Market Share | | | | | | | | | | |
| ***IstQtr*** | ***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** |
| 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*** | **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** |

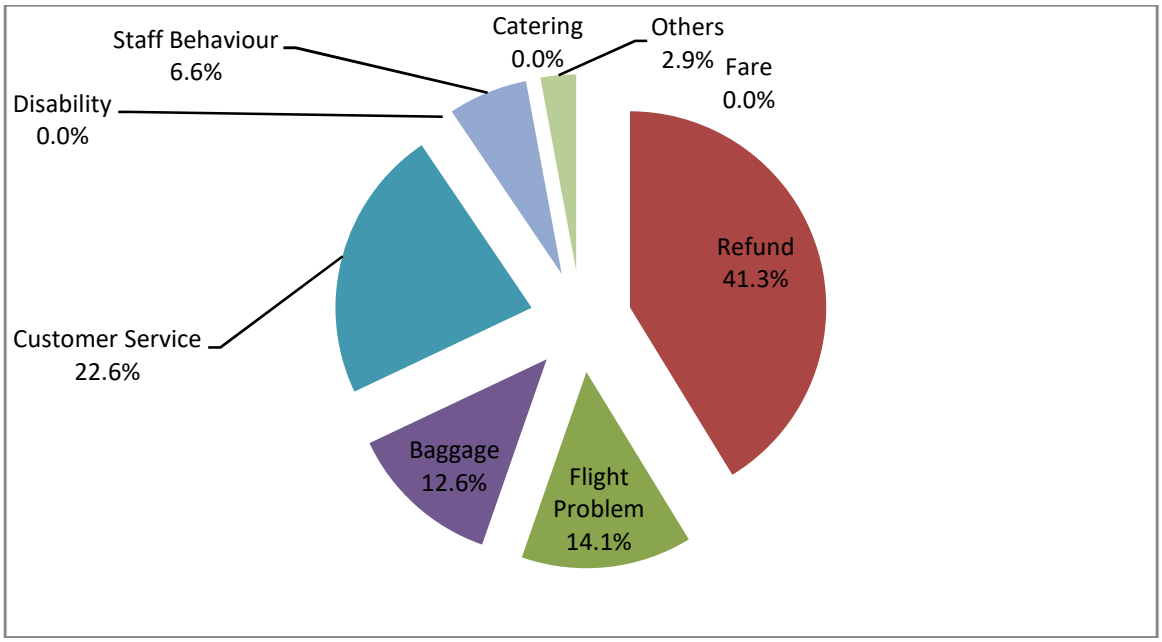
The Traffic report is being prepared based on information received from scheduled domestic airlines.

## Passenger Complaints during the month

During January 2021, a total of 412 passenger related complaints had been received by the scheduled domestic airlines. The number of complaints per 10,000 passengers carried for the month of January 2021 has been around 0.53. The airline-wise details are as follows:

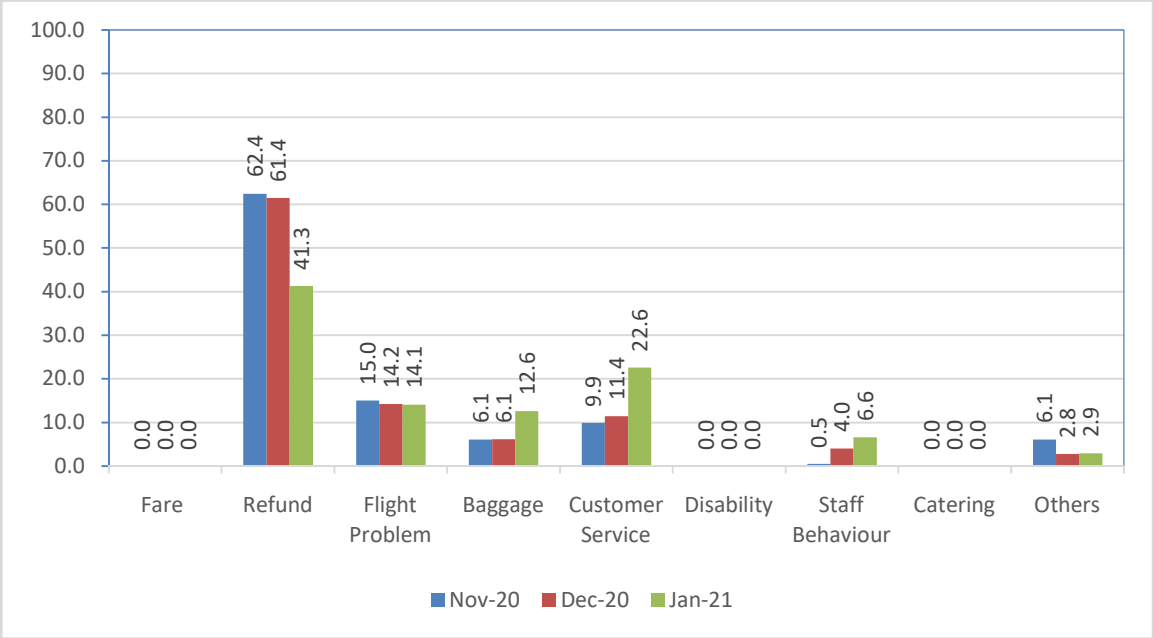



Various reasons of passenger complaints are indicated below:




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

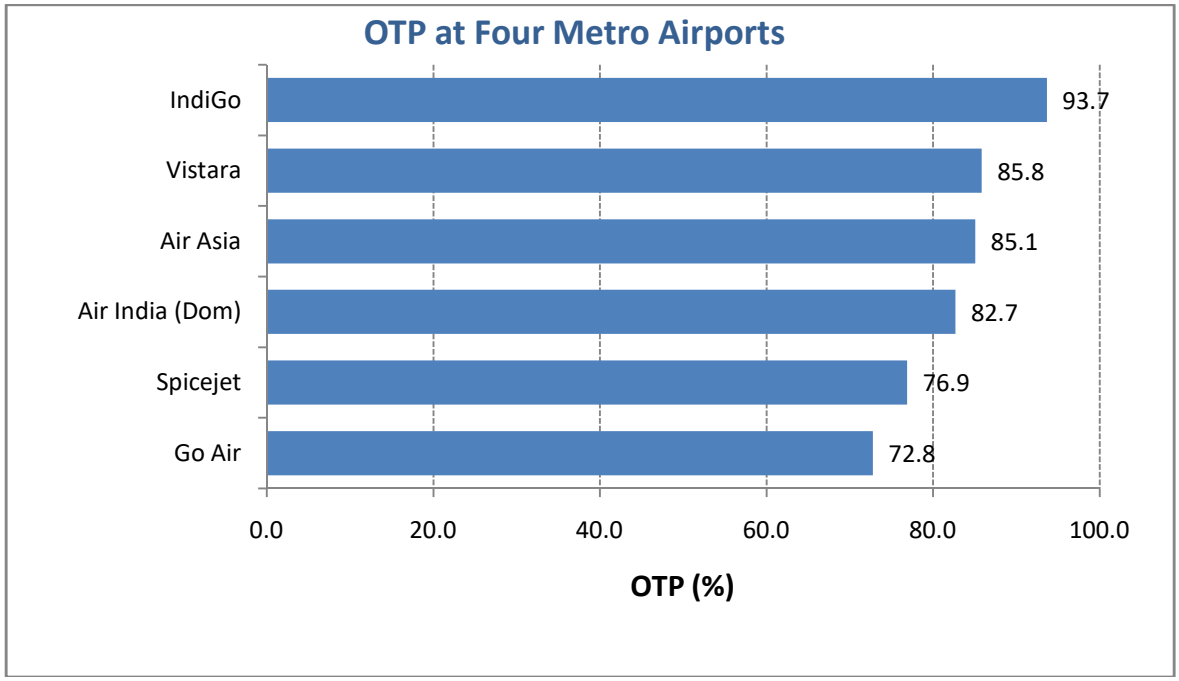
Airline-wise Compliance of Route Dispersal Guidelines during the month of Jan 2021 is given in the following table.

| Airline | ASKM Deployment (%) of Category I | | |
|---|---|---|---|
| | Cat III | Cat IIA | Cat II |
| Air India + Alliance Air | 104.2 | 0.90 | 30.1 |
| Spicejet | 156.4 | 1.07 | 68.8 |
| Go Air | 146.2 | 1.01 | 40.1 |
| IndiGo | 236.8 | 1.37 | 53.9 |
| Vistara | 40.1 | 1.21 | 12.0 |
| Air Asia | 81.7 | 1.75 | 50.4 |
| Minimum Capacity Requirement in accordance with RDG (As % of Capacity Deployed in Category I)<br>• Category II - 10%<br>• Category IIA - 1%<br>• Category III - 35% | | | |

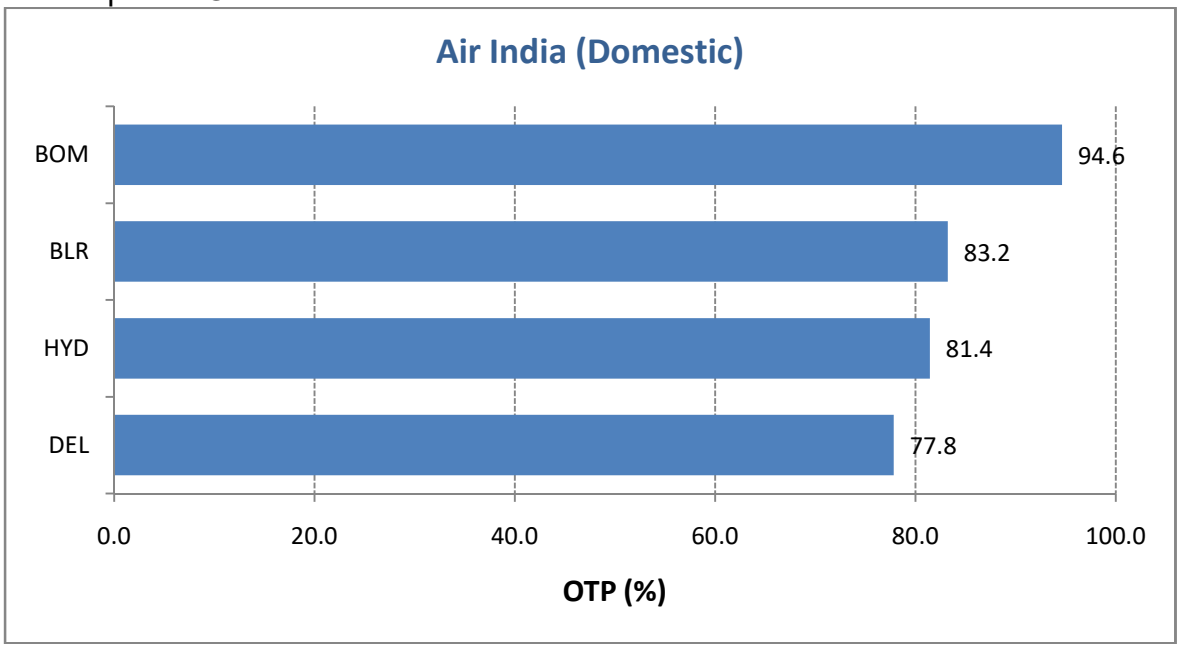
The Traffic report is being prepared based on information received from scheduled domestic airlines.

## On-Time Performance (Scheduled Domestic Airlines)

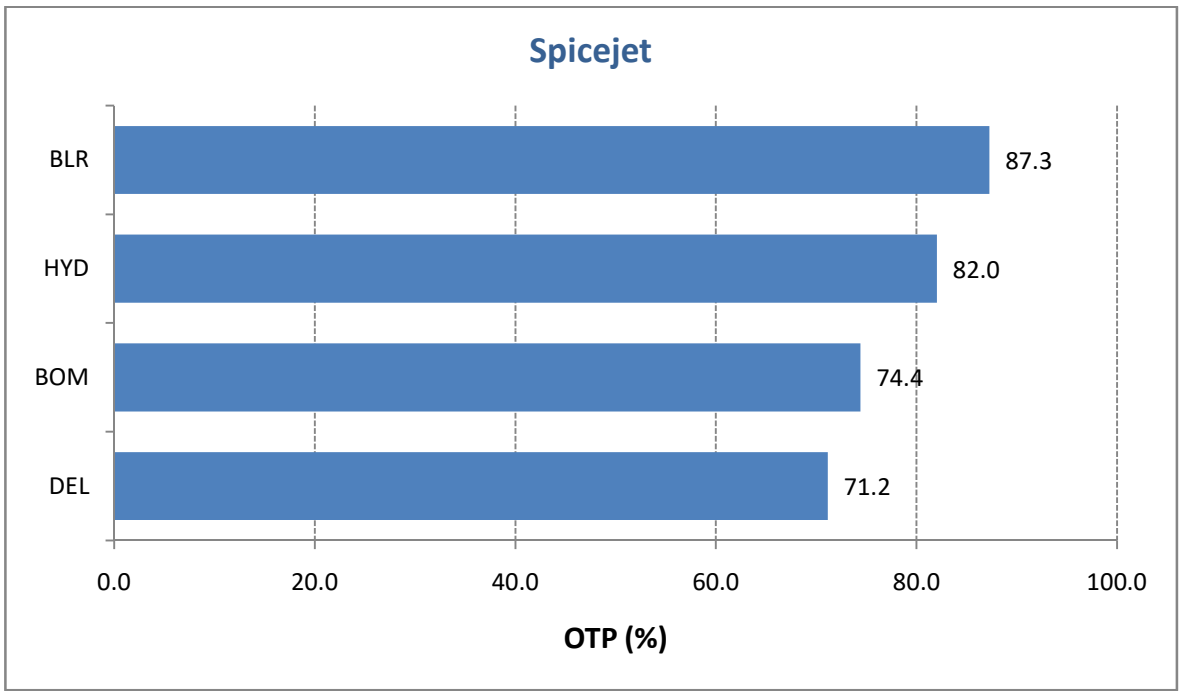
On-Time Performance (OTP) of scheduled domestic airlines has been computed for four metro airports viz. Bangalore, Delhi, Hyderabad and Mumbai. Airline-wise OTP at four metro airports for the month of Jan 2021 is as follows:

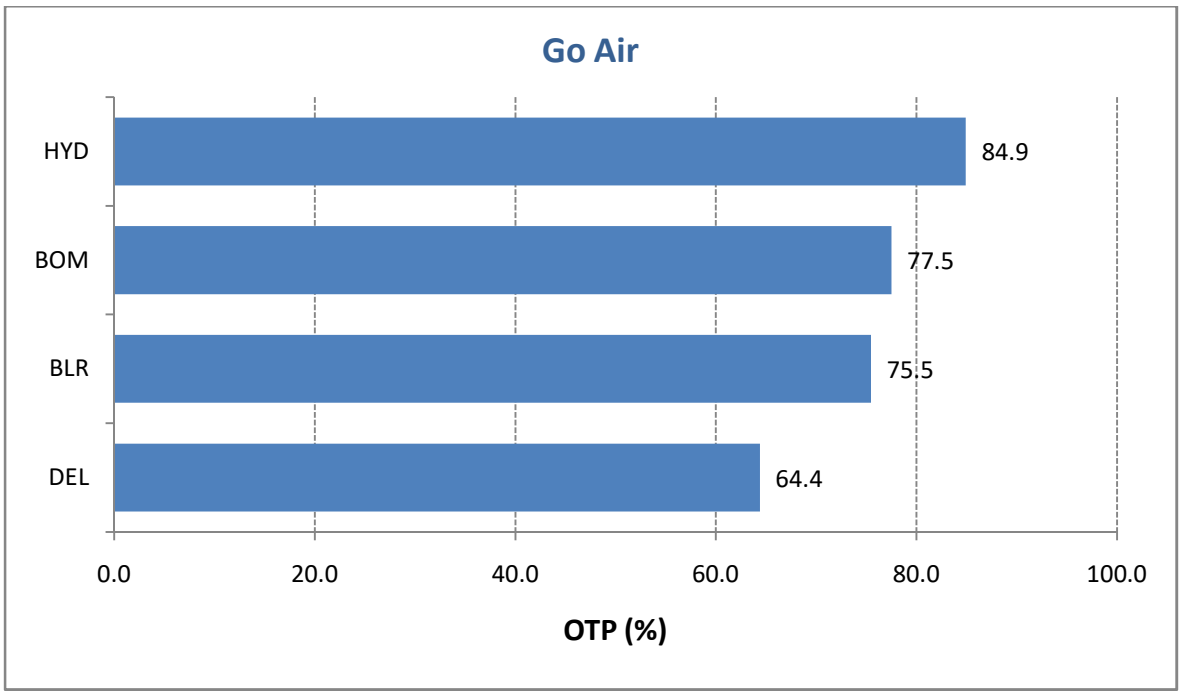



Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

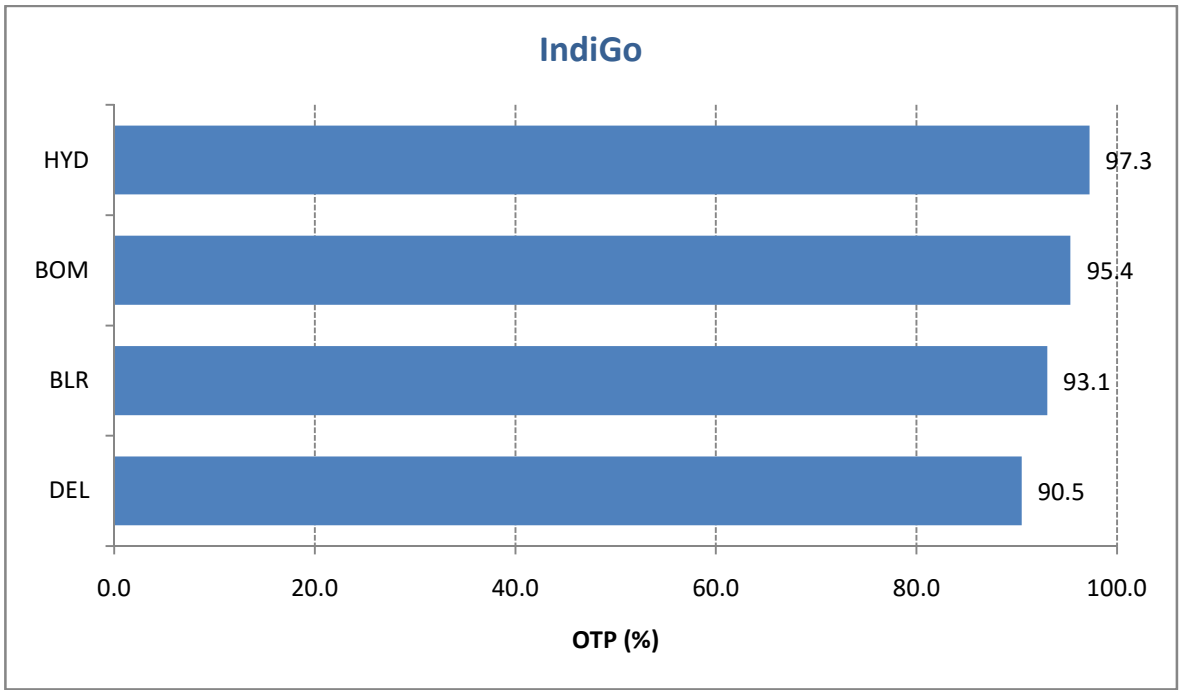


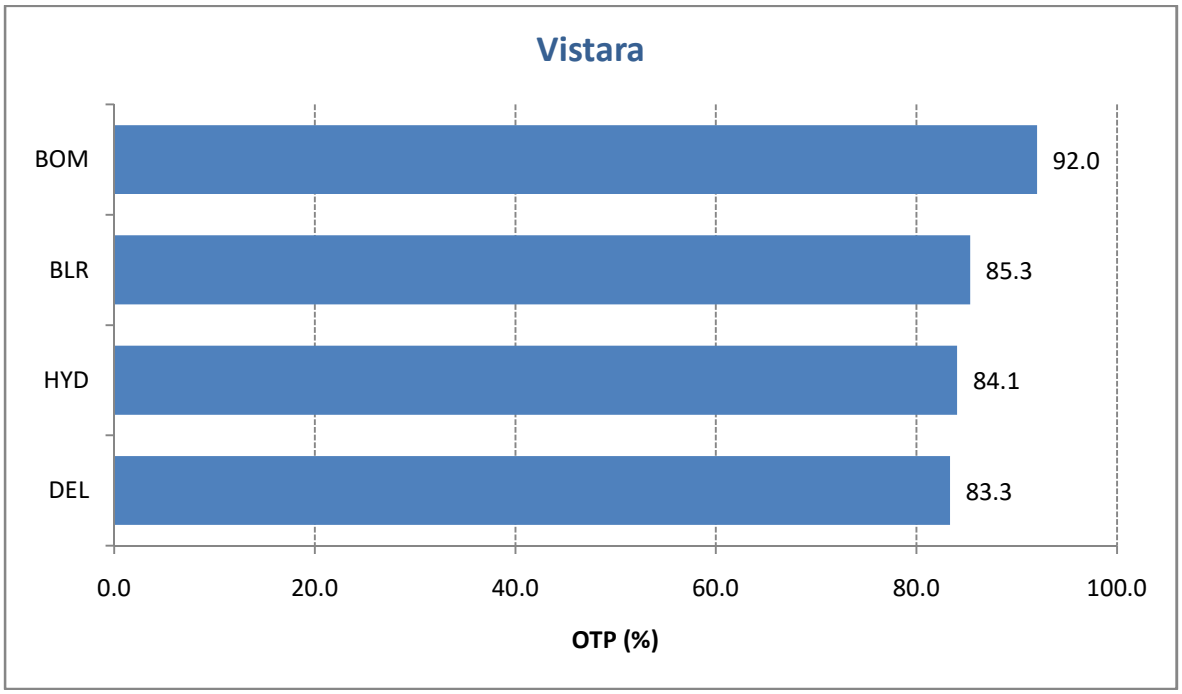

The Traffic report is being prepared based on information received from scheduled domestic airlines.



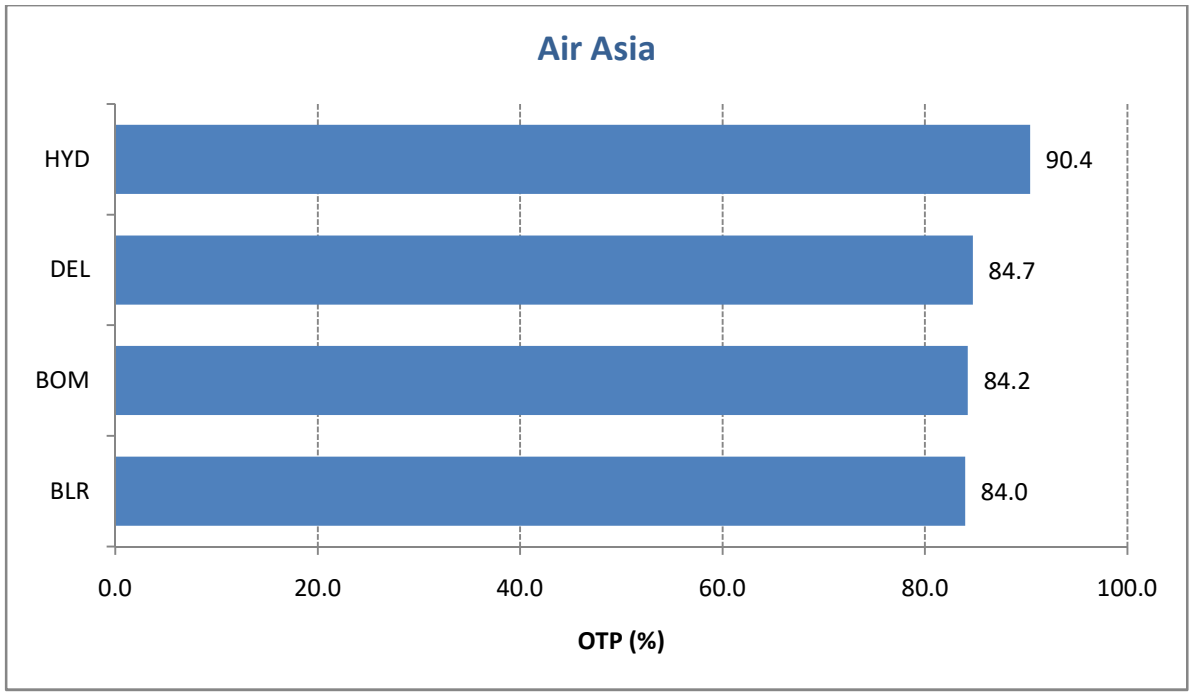




The Traffic report is being prepared based on information received from scheduled domestic airlines.

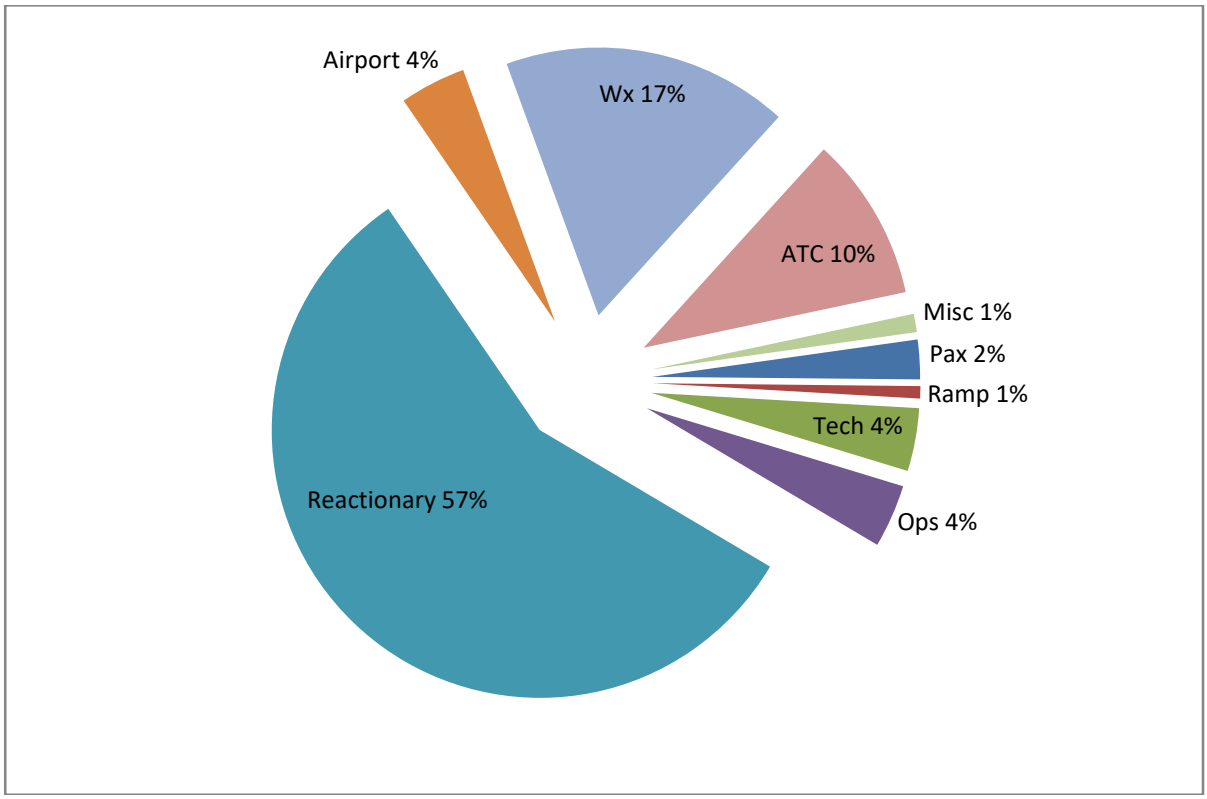



The Traffic report is being prepared based on information received from scheduled domestic airlines.




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

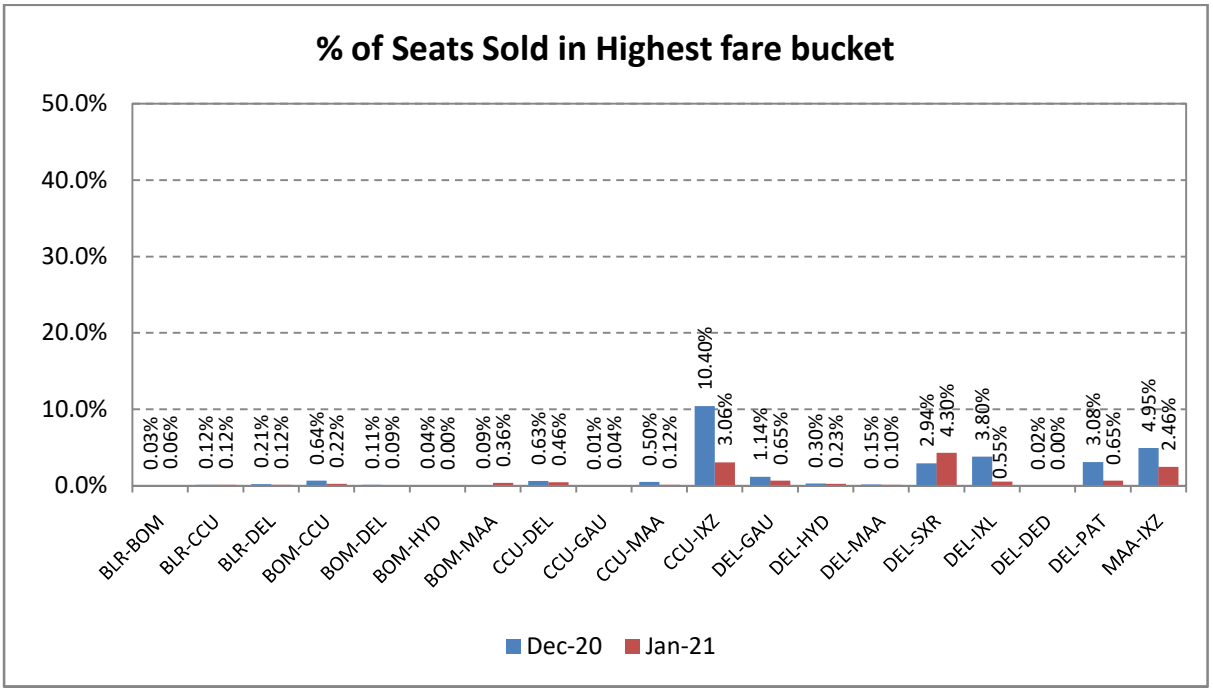


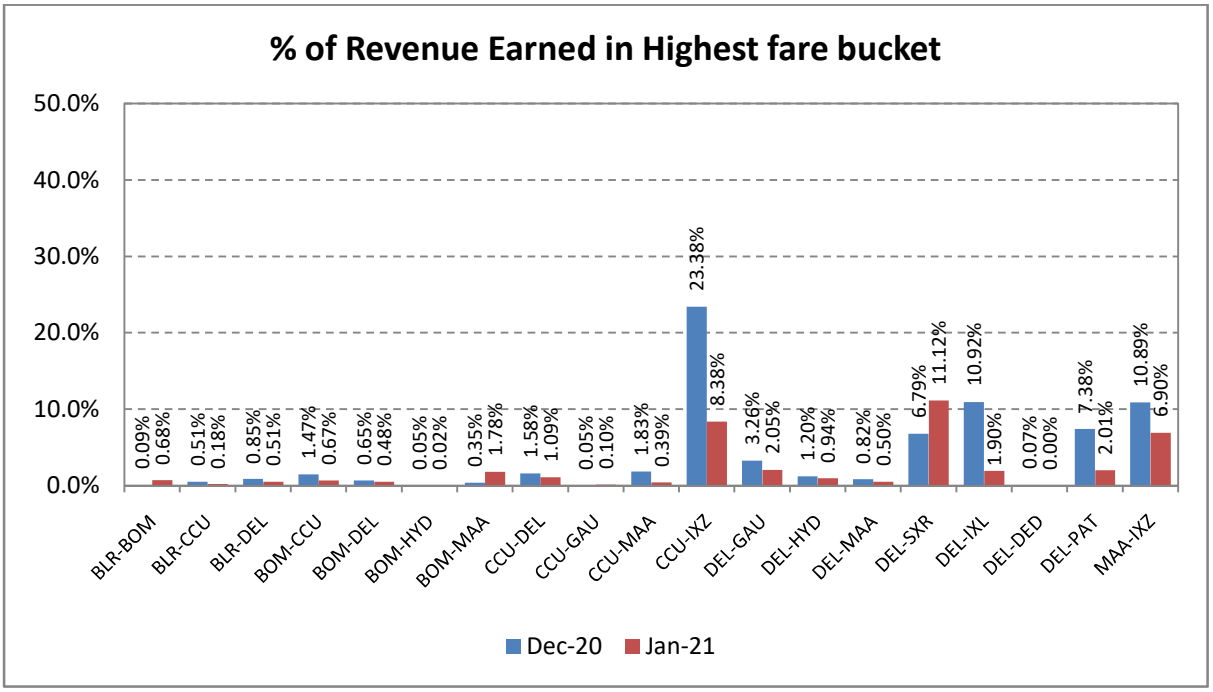

The Traffic report is being prepared based on information received from scheduled domestic airlines.

## 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:

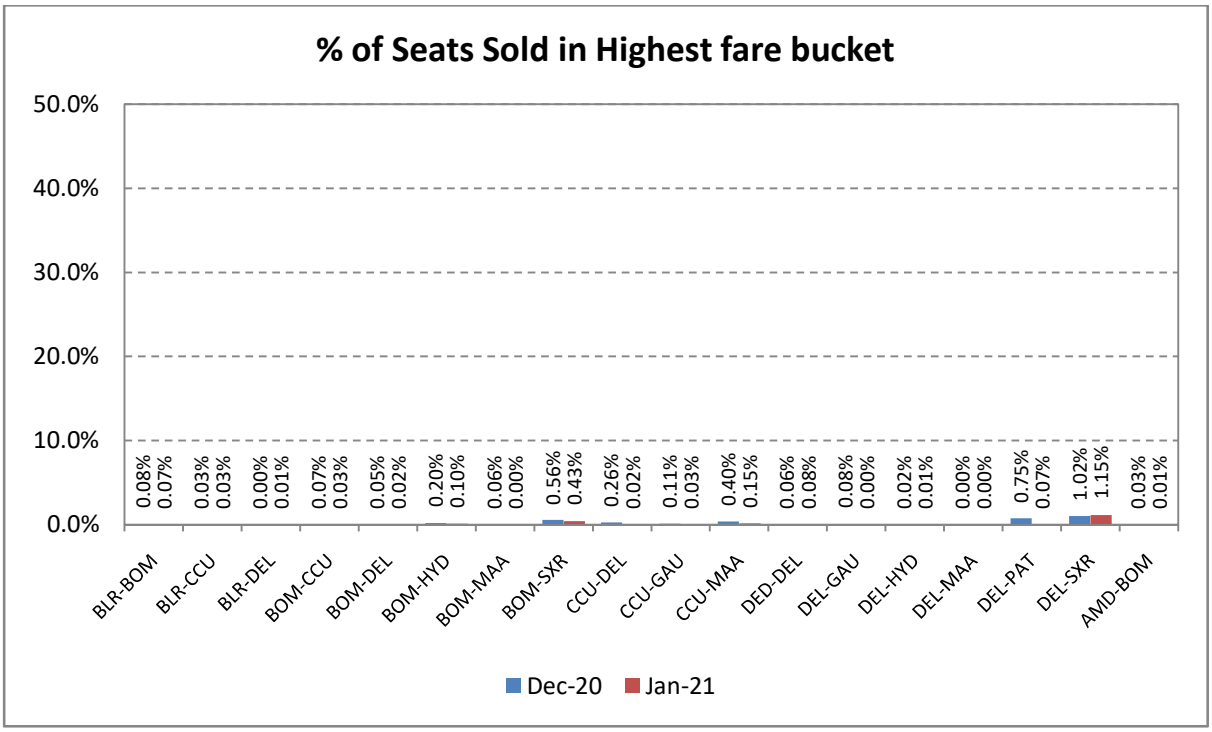
# Air India

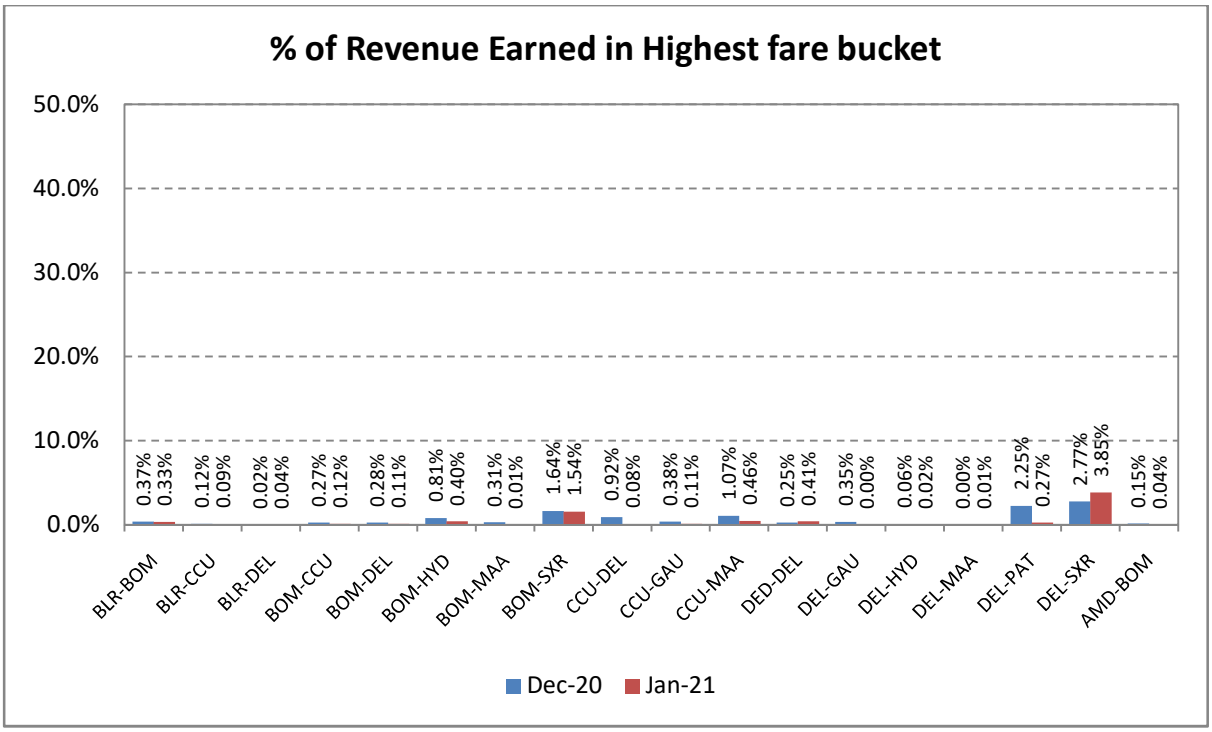



The Traffic report is being prepared based on information received from scheduled domestic airlines.

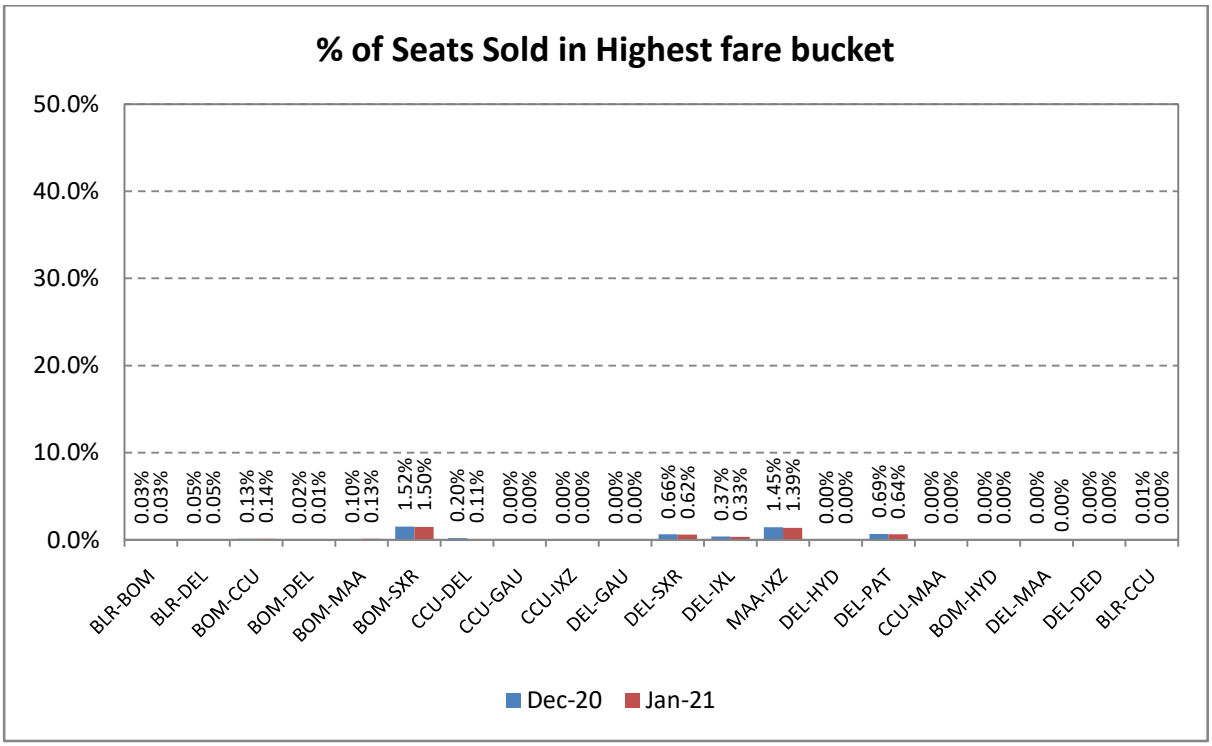
# Indigo

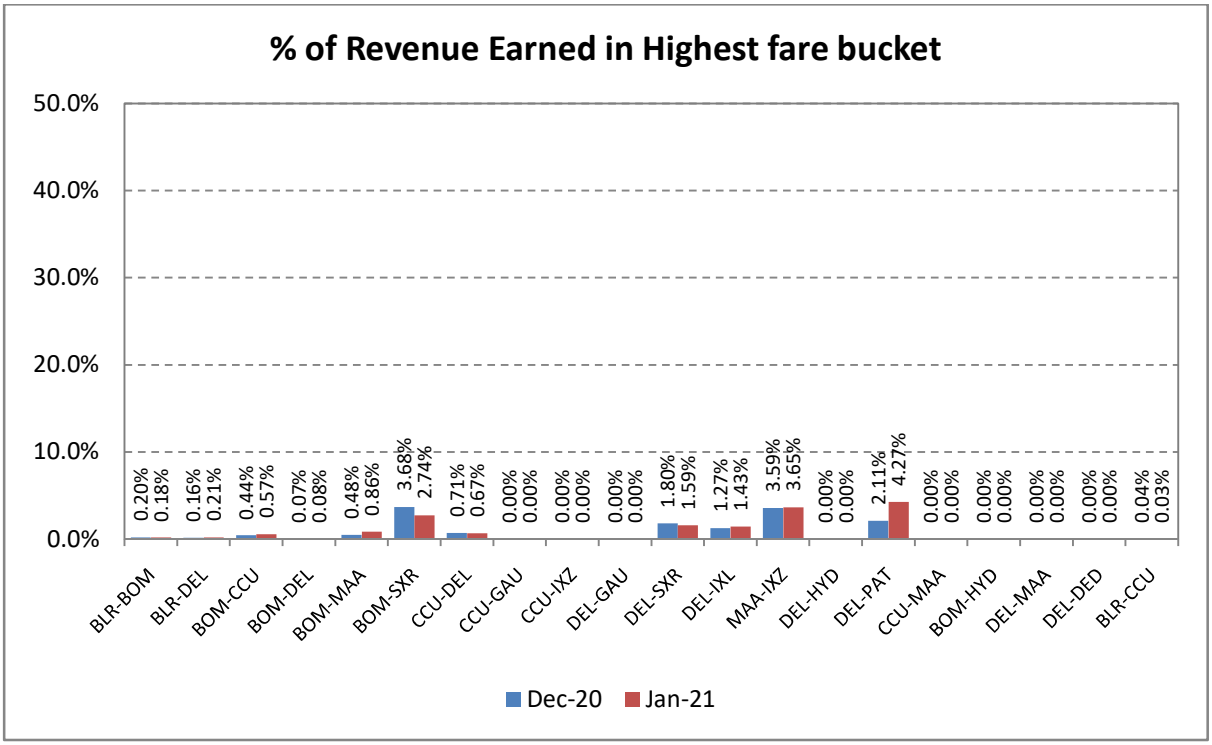



The Traffic report is being prepared based on information received from scheduled domestic airlines.

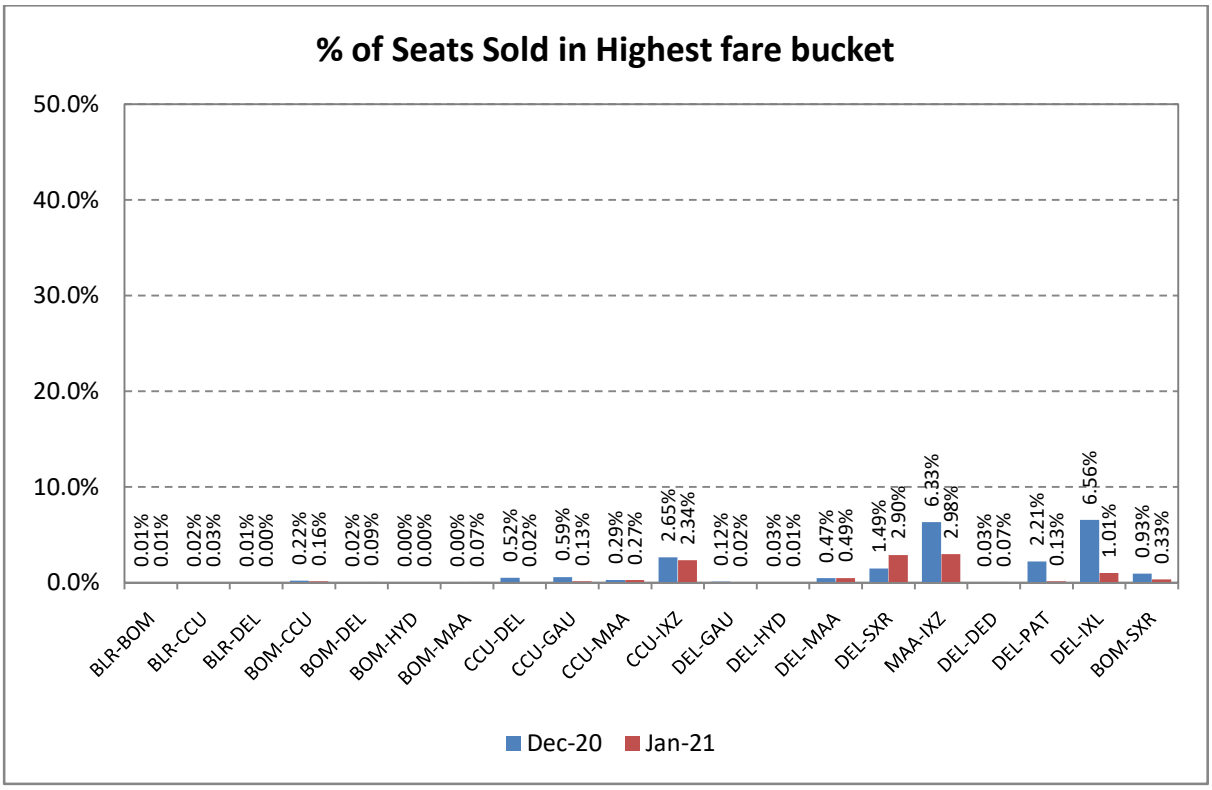
# Go Air

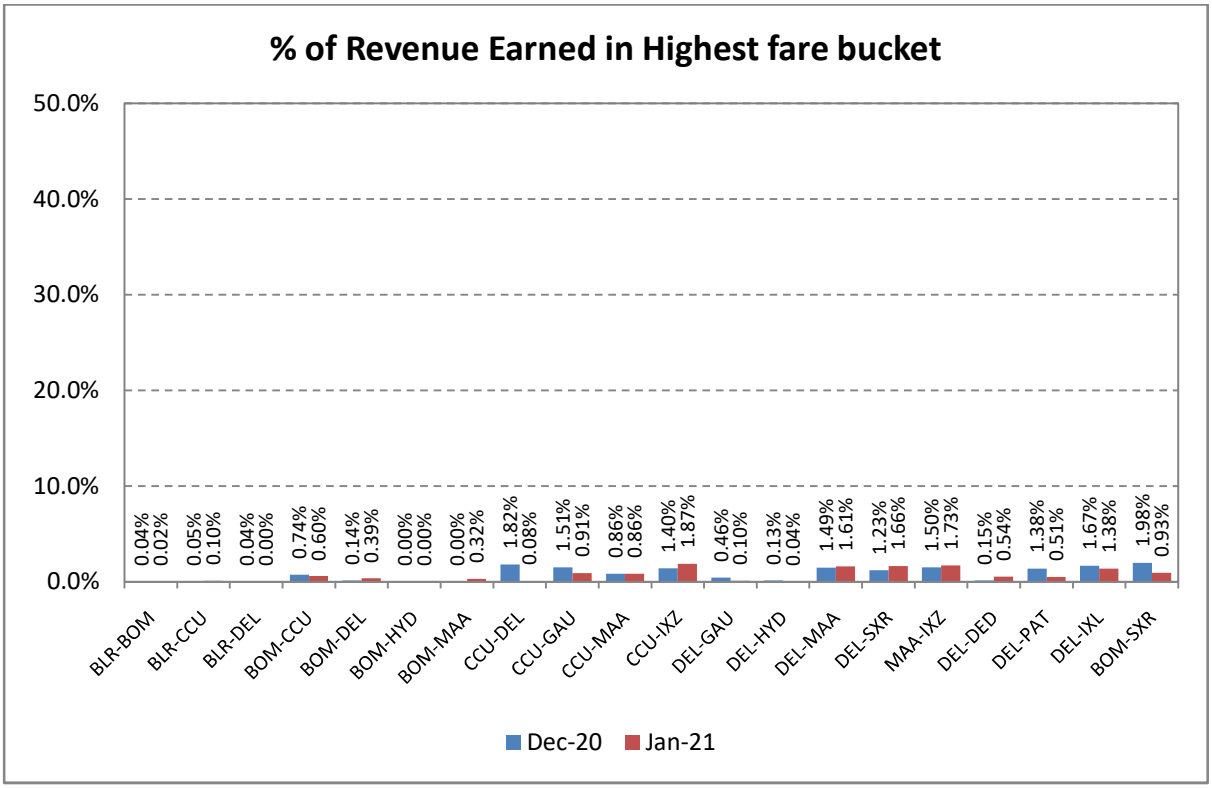



The Traffic report is being prepared based on information received from scheduled domestic airlines.

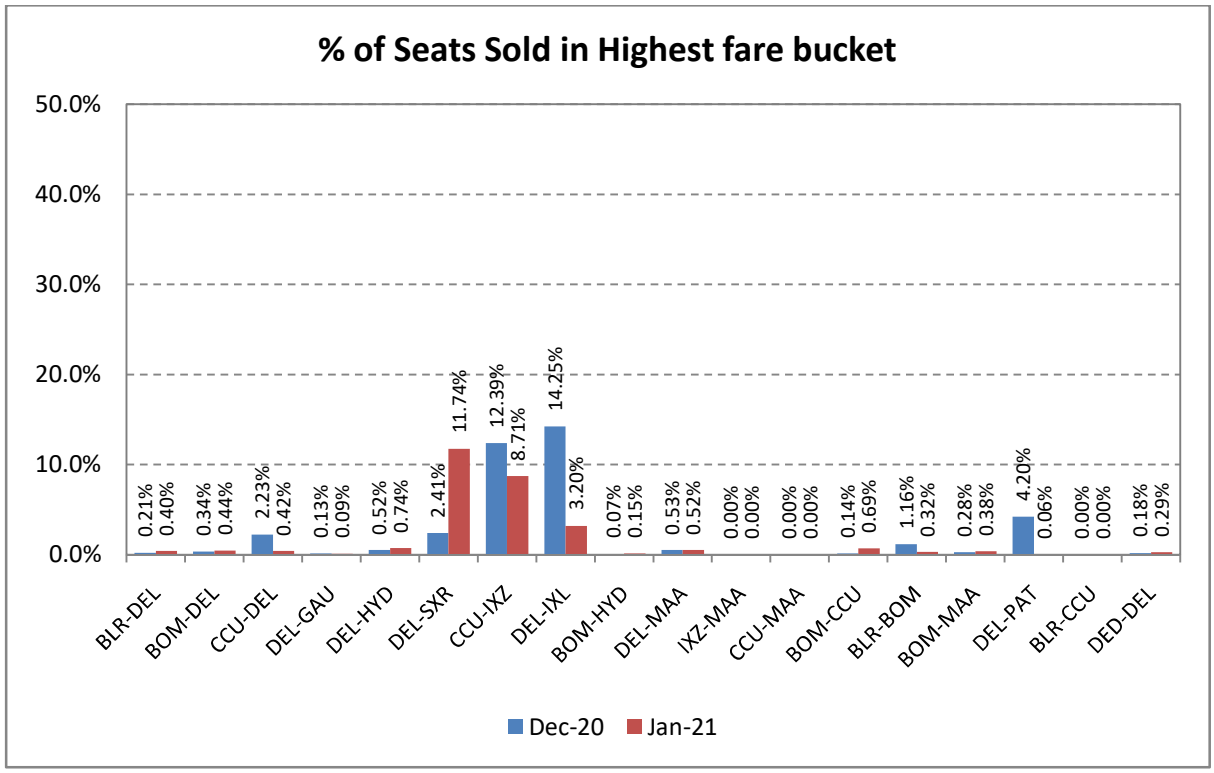
# Spicejet

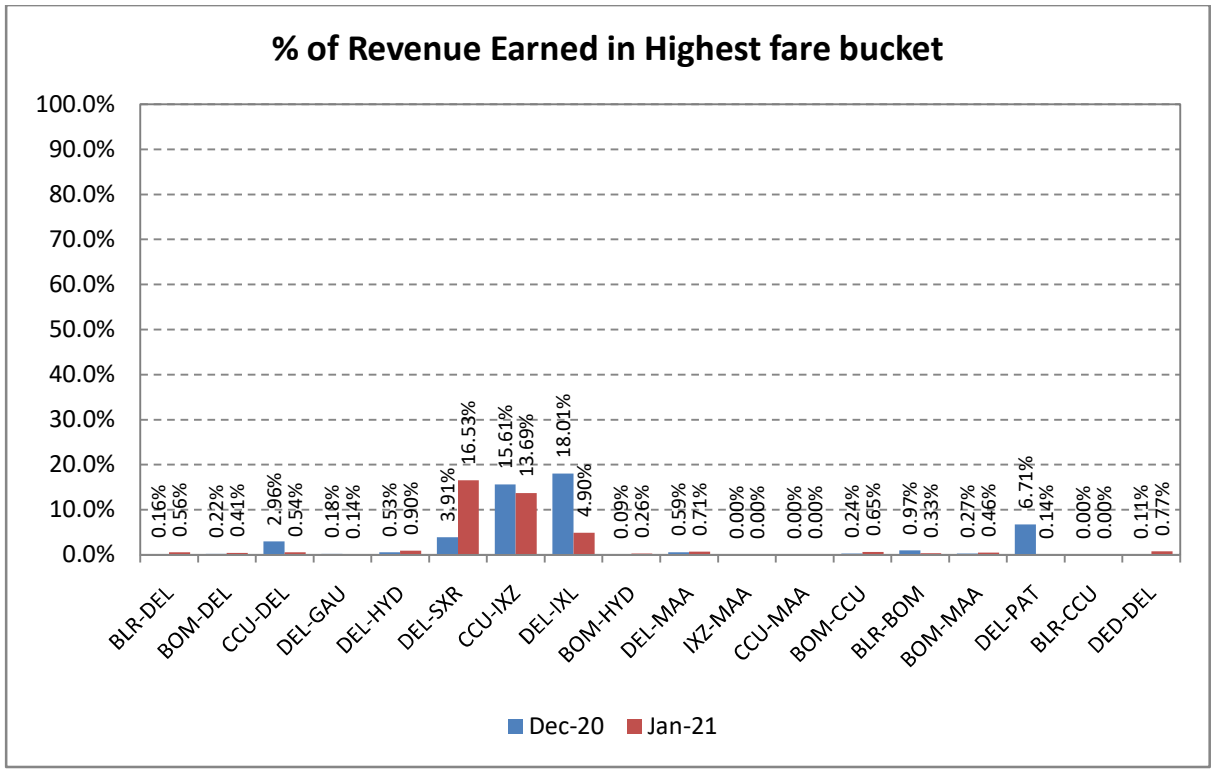



The Traffic report is being prepared based on information received from scheduled domestic airlines.

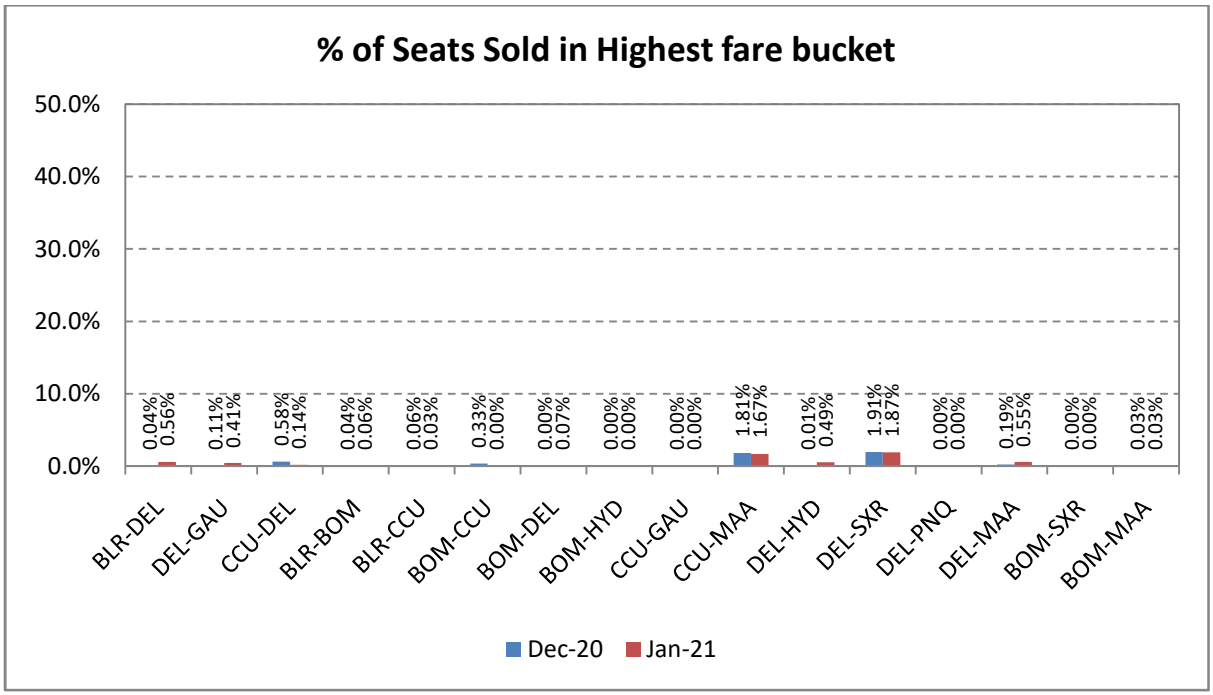
# Vistara

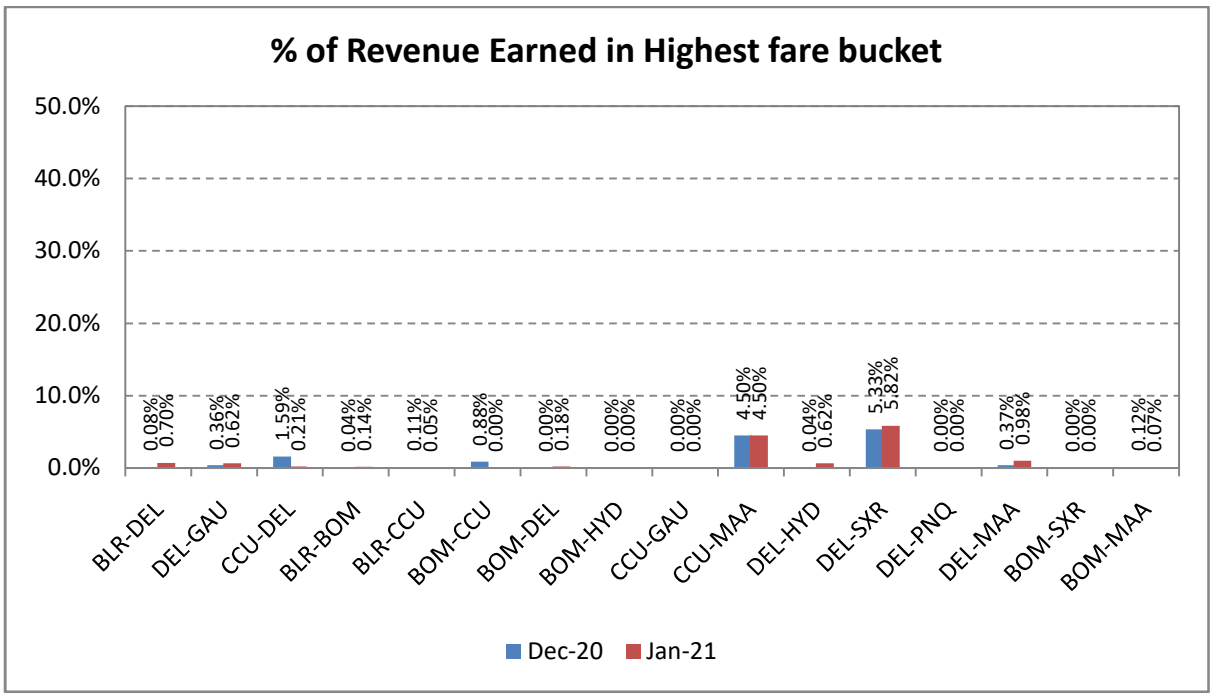



The Traffic report is being prepared based on information received from scheduled domestic airlines.

# 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 |
| Air India | 205 | Rs 0.40 Lakhs | 5871 | Rs 3.19 Lakhs | 16487 | Rs 11.38 Lakhs |
| PawanHans | Nil | Nil | 181 | Rs 6.78 Lakhs | Nil | Nil |
| SpiceJet | 224 | Rs 6.12 Lakhs | 25518 | • Refreshments<br>• Rescheduling<br>• Compensation of Rs. 16.59 lakhs | 34533 | • Refreshments.<br>• Transfer to other airlines.<br>• Amount spent on facilitation of Rs.28.15 lakhs |
| Go Air | 1 | Rs 0.20 Lakhs | 7905 | Nil | 4682 | Refreshments |
| Indigo | Nil | Nil | 2252 | Nil | 76168 | Refreshments |
| Air Asia | 10 | Rs 0.27 Lakhs | 8825 | Rs 23.16 Lakhs | 244 | Amount spent on facilitation of Rs. 1.68 lakhs |
| Vistara | 36 | Rs 2.18 Lakhs | 2686 | Rs 0.05 Lakhs | 5571 | Nil |
| TruJet | Nil | Nil | 137 | Rs 0.43 Lakhs | 102 | Rs 0.03 Lakhs |
| Star Air | Nil | Nil | 256 | Nil | Nil | Nil |
| Fly Big | 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. of Pax Affected | Facilities & Compensation | No. of Pax Affected | Facilities & Compensation | No. of Pax Affected | Facilities |
| 476 | Rs 9.18 lakhs compensation and facilities | 53631 | Rs 50.20 lakhs compensation and facilities | 137787 | Rs. 41.25 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) | Spice Jet | Go Air | IndiGo | Air Asia | Vistara | Trujet | Star Air | Pawan Hans | Fly Big |
|---|---|---|---|---|---|---|---|---|---|---|
| Jan | 66.2 | 76.6 | 64.9 | 69.3 | 66.8 | 70.0 | 64.3 | 71.2 | 28.3 | 40.2 |
| Feb | | | | | | | | | | |
| Mar | | | | | | | | | | |
| Apr | | | | | | | | | | |
| May | | | | | | | | | | |
| Jun | | | | | | | | | | |
| Jul | | | | | | | | | | |
| Aug | | | | | | | | | | |
| Sep | | | | | | | | | | |
| Oct | | | | | | | | | | |
| Nov | | | | | | | | | | |
| Dec | | | | | | | | | | |

**Table 3**

| Airline | Complaints | | Redressal Status | |
|---|---|---|---|---|
| | Total | Per 10,000 Passengers Carried | Closed | Open |
| Air Asia | 11 | 0.2 | 11 | 0 |
| Vistara | 5 | 0.1 | 5 | 0 |
| Go Air | 21 | 0.3 | 21 | 0 |
| IndiGo | 25 | 0.1 | 25 | 0 |
| Spicejet | 59 | 0.6 | 59 | 0 |
| Pawan Hans | 0 | 0.0 | 0 | 0 |
| Air India (dom) | 289 | 3.6 | 272 | 17 |
| Trujet | 2 | 0.4 | 2 | 0 |
| Fly Big | 0 | 0.0 | 0 | 0 |
| Star Air | 0 | 0.0 | 0 | 0 |
| **Total** | **412** | **0.53** | **395** | **17** |