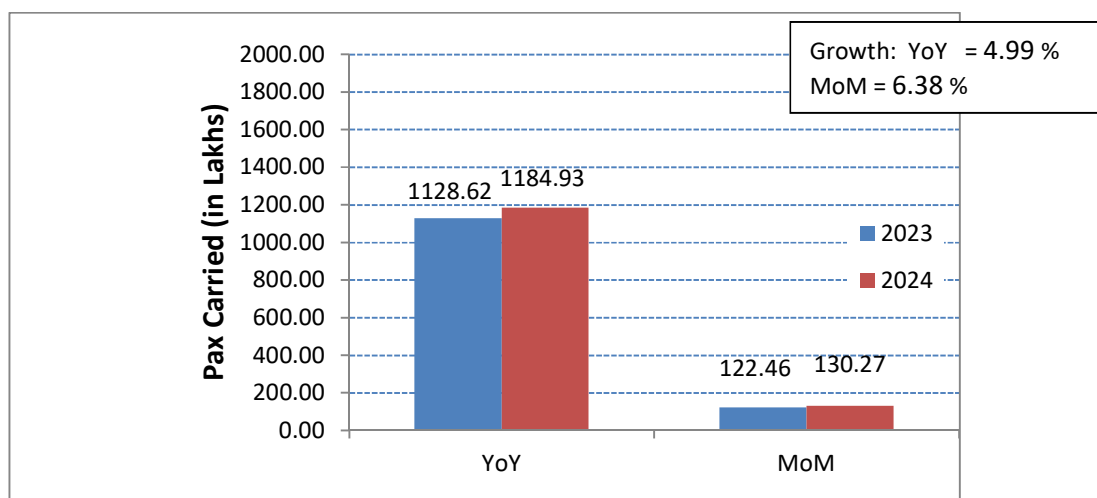


Subject: Performance of domestic airlines for the year 2024.

Traffic data submitted by various domestic airlines has been analysed for the month of September 2024.

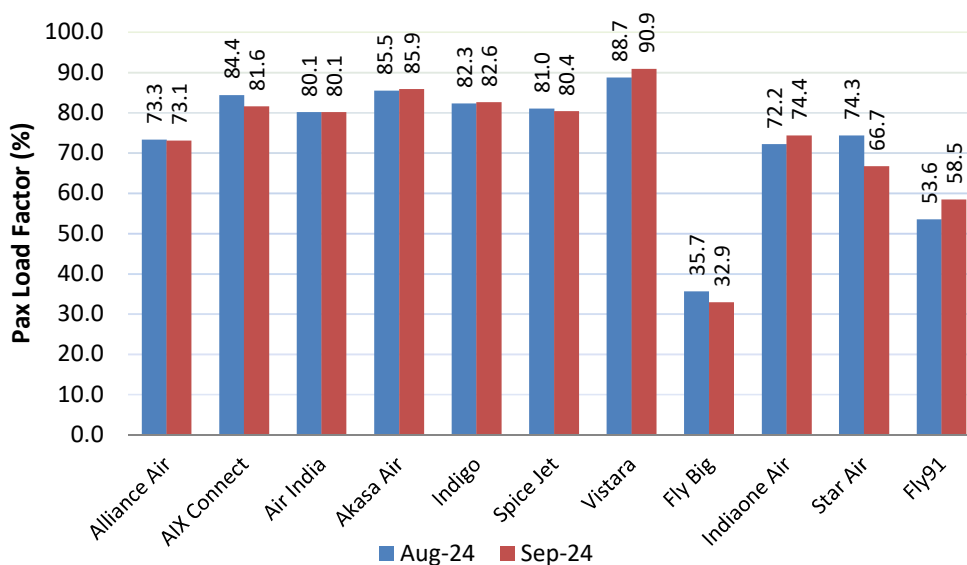
Passenger Growth

Passengers carried by domestic airlines during January – September 2024 were **1184.93 lakhs** as against **1128.62 lakhs** during the corresponding period of the previous year thereby registering an annual growth of **4.99 %** and monthly growth of **6.38 %**.



Passenger Load Factor

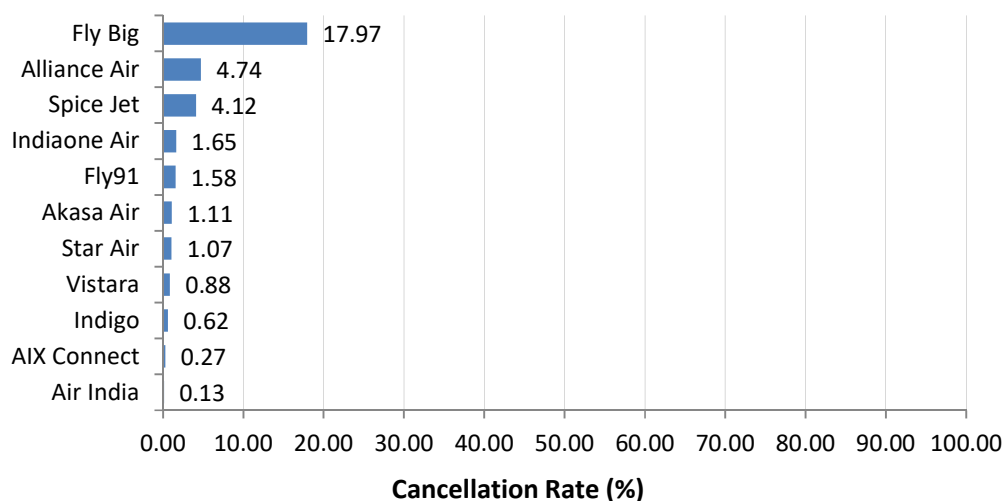
The passenger load factors of various scheduled domestic airlines in September 2024 are as follows (**Ref Table 1**):



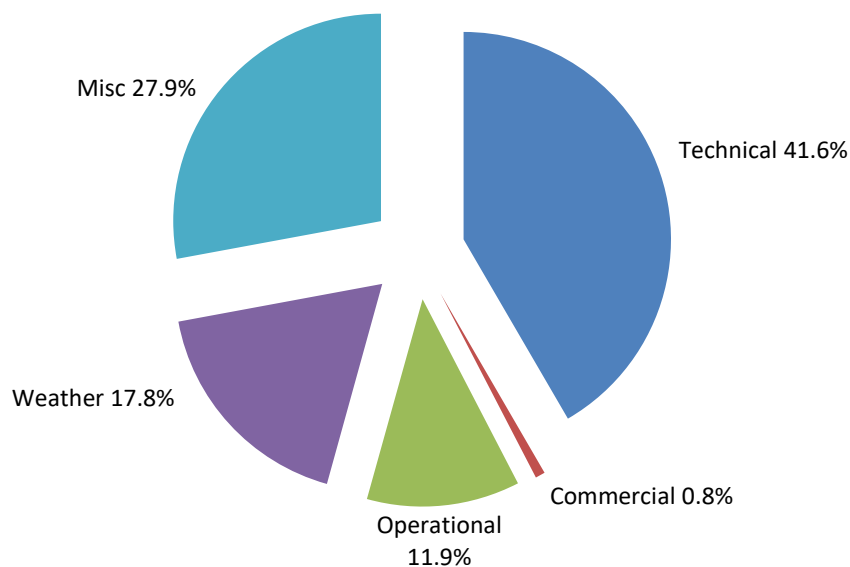
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Cancellations

The overall cancellation rate of scheduled domestic airlines for the month of September 2024 has been 0.85 %. 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.

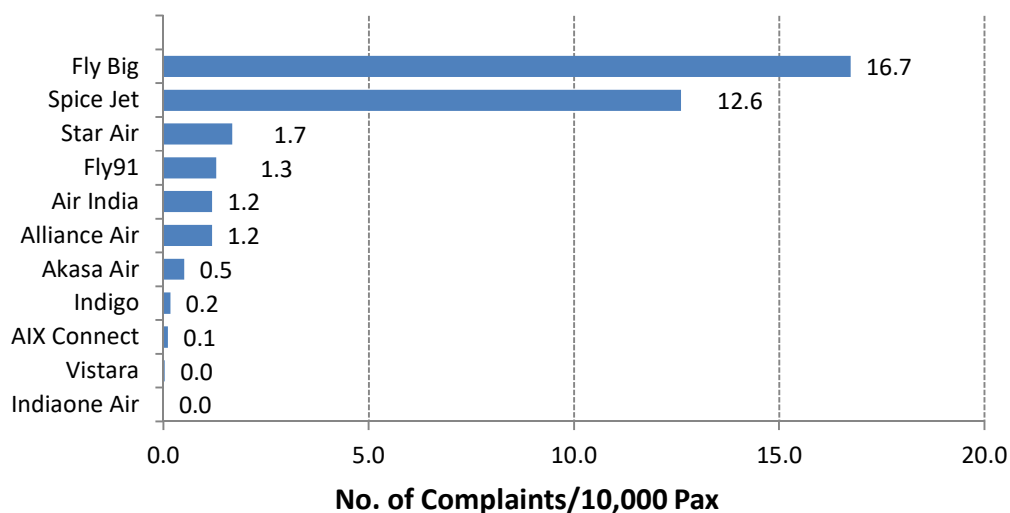
MARKET SHARE OF SCHEDULED DOMESTIC AIRLINES (YEAR 2024)

Month		Passengers Carried (in Lakhs)/Market Share (%)											
		Alliance Air	Air India	Vistara	AIX Connect	Akasa Air	Indigo	Spice Jet	Fly Big	Indiaone Air	Star Air	Zoom	Fly91
Jan	Pax Carried	1.33	15.97	13.03	8.03	5.97	79.09	7.40	0.00	0.02	0.47	-	-
	Market Share	1.0	12.2	9.9	6.1	4.5	60.2	5.6	0.0	0.0	0.4	-	-
Feb	Pax Carried	1.29	16.17	12.55	7.68	5.68	76.02	6.59	0.00	0.02	0.47	0.00	-
	Market Share	1.0	12.8	9.9	6.1	4.5	60.1	5.2	0.0	0.0	0.4	0.0	-
Mar	Pax Carried	1.40	17.47	12.84	7.70	5.90	80.86	7.02	0.01	0.03	0.43	0.00	0.01
	Market Share	1.0	13.1	9.6	5.8	4.4	60.5	5.3	0.0	0.0	0.3	0.0	0.0
IstQtr	Pax Carried	4.02	49.60	38.42	23.41	17.55	235.97	21.01	0.01	0.07	1.37	0.00	0.01
	Market Share	1.0	12.7	9.8	6.0	4.5	60.3	5.4	0.0	0.0	0.4	0.0	0.0
Apr	Pax Carried	1.28	18.80	12.18	7.17	5.80	80.00	6.17	0.01	0.02	0.53	0.00	0.04
	Market Share	1.0	14.2	9.2	5.4	4.4	60.6	4.7	0.0	0.0	0.4	0.0	0.0
May	Pax Carried	1.35	18.93	12.71	7.03	6.64	85.04	5.54	0.02	0.02	0.58	0.00	0.09
	Market Share	1.0	13.7	9.2	5.1	4.8	61.6	4.0	0.0	0.0	0.4	0.0	0.1
Jun	Pax Carried	1.34	19.22	12.76	6.38	6.34	80.30	5.00	0.02	0.02	0.59	0.00	0.10
	Market Share	1.0	14.6	9.7	4.8	4.8	60.8	3.8	0.0	0.0	0.4	0.0	0.1
IIIndQtr	Pax Carried	3.97	56.95	37.65	20.58	18.79	245.33	16.71	0.05	0.06	1.69	0.00	0.24
	Market Share	1.0	14.2	9.4	5.1	4.7	61.0	4.2	0.0	0.0	0.4	0.0	0.1
Jul	Pax Carried	1.21	18.60	12.94	5.90	6.05	80.47	4.05	0.01	0.02	0.52	0.00	0.10
	Market Share	0.9	14.3	10.0	4.5	4.7	62.0	3.1	0.0	0.0	0.4	0.0	0.1
Aug	Pax Carried	1.15	19.29	13.54	5.77	5.92	81.90	3.02	0.02	0.02	0.51	0.00	0.15
	Market Share	0.9	14.7	10.3	4.4	4.5	62.4	2.3	0.0	0.0	0.4	0.0	0.1
Sep	Pax Carried	1.02	19.69	13.08	5.35	5.73	82.12	2.61	0.02	0.02	0.48	0.00	0.16
	Market Share	0.8	15.1	10.0	4.1	4.4	63.0	2.0	0.0	0.0	0.4	0.0	0.1
IIIrdQtr	Pax Carried	3.38	57.59	39.56	17.03	17.70	244.49	9.69	0.05	0.06	1.52	0.00	0.41
	Market Share	0.9	14.7	10.1	4.3	4.5	62.5	2.5	0.0	0.0	0.4	0.0	0.1
Oct	Pax Carried												
	Market Share												
Nov	Pax Carried												
	Market Share												
Dec	Pax Carried												
	Market Share												
IVthQtr	Pax Carried												
	Market Share												
TOTAL	Pax Carried	11.37	164.14	115.63	61.02	54.03	725.79	47.42	0.11	0.19	4.58	0.00	0.66
	Market Share	1.0	13.9	9.8	5.1	4.6	61.3	4.0	0.0	0.0	0.4	0.0	0.1

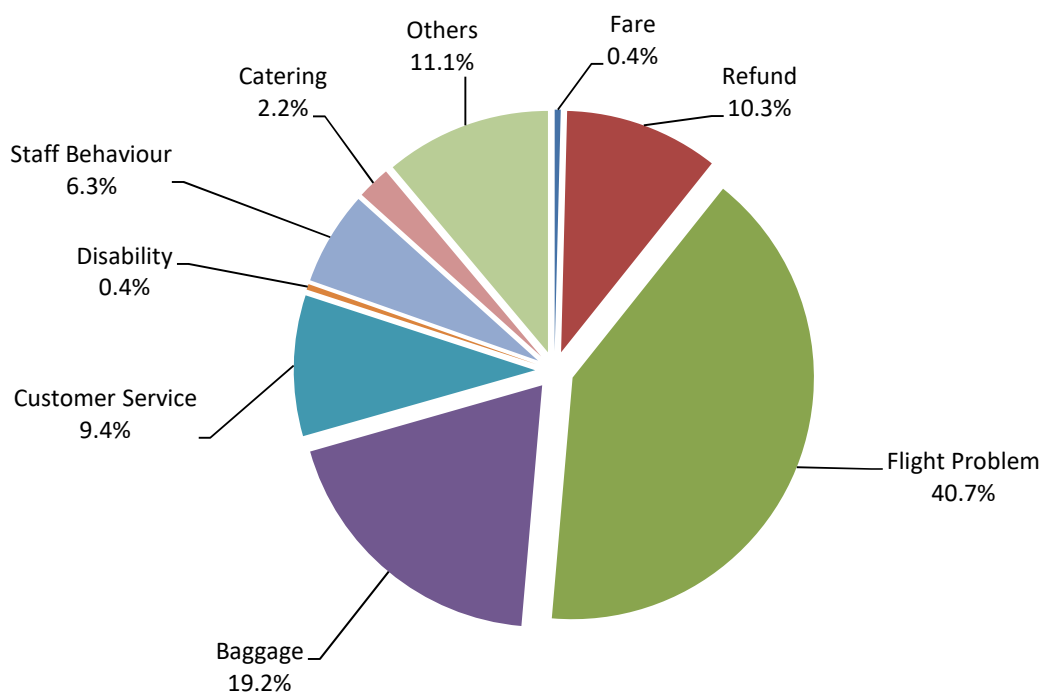
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Passenger Complaints during the month

During September 2024, a total of 765 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 2024 has been around 0.59. The airline-wise details are as follows:



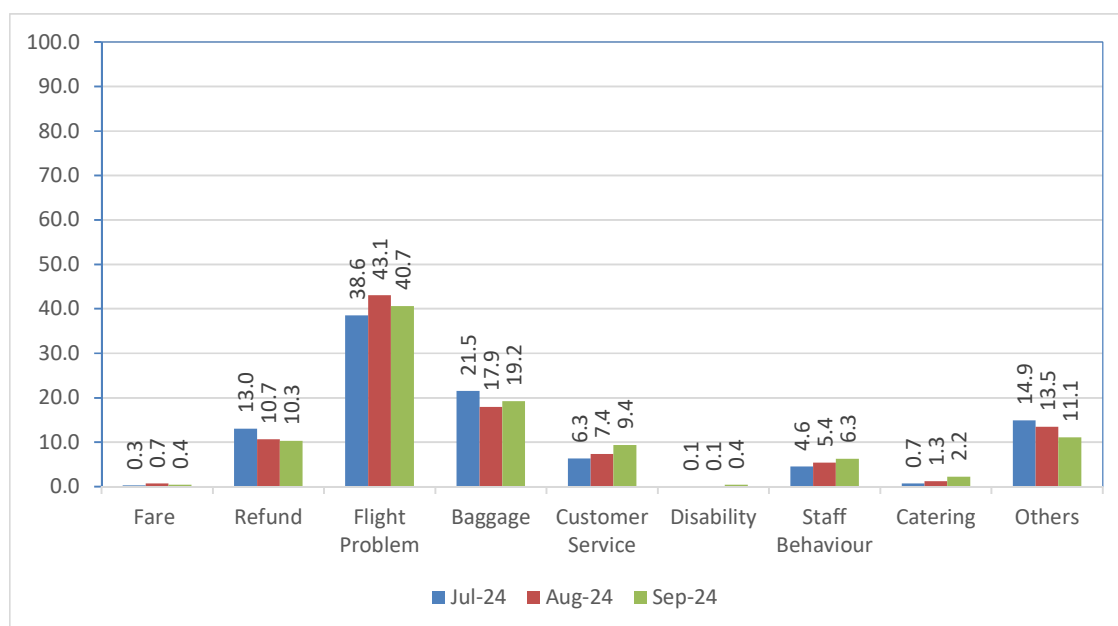
Various reasons of passenger complaints are indicated below:



Note –The major reasons for complaints is flight problem related. Airlines have received a total of 765 complaints, out of which 765 (approx.100 %) 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 2024 is given in the following table.

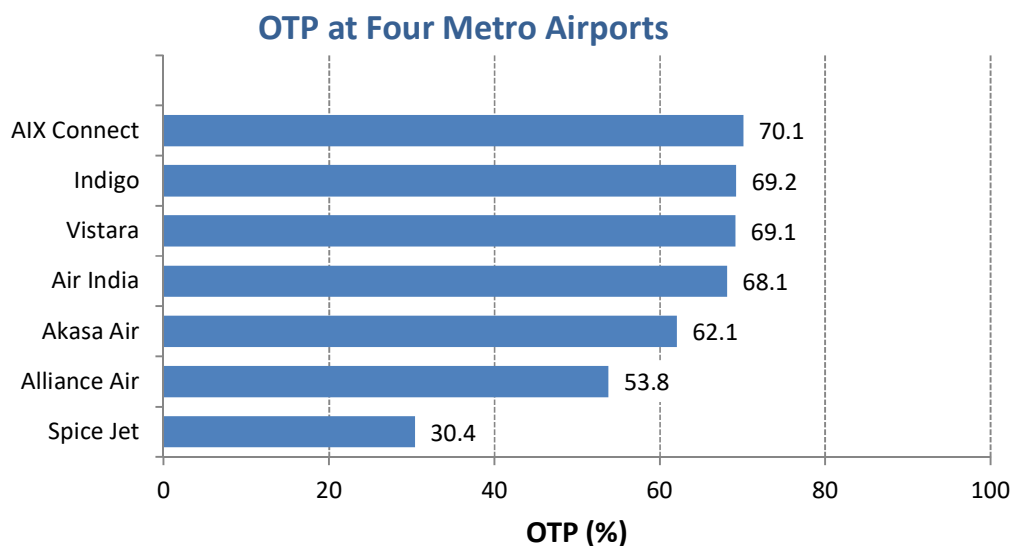
Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Alliance Air*	0.0	0.0	0.0
AIX Connect	210.3	1.7	89.5
Air India	89.3	1.6	33.0
Akasa Air	65.4	1.0	41.7
Indigo	176.8	1.1	44.6
SpiceJet	92.0	1.4	60.4
Vistara	47.4	1.3	16.0
Minimum Capacity Requirement in accordance with RDG (As % of Capacity Deployed in Category I)			
- Category II - 10% - Category IIA - 1% - Category III - 35%			

* No flight operated in CAT I route for the month of September 2024.

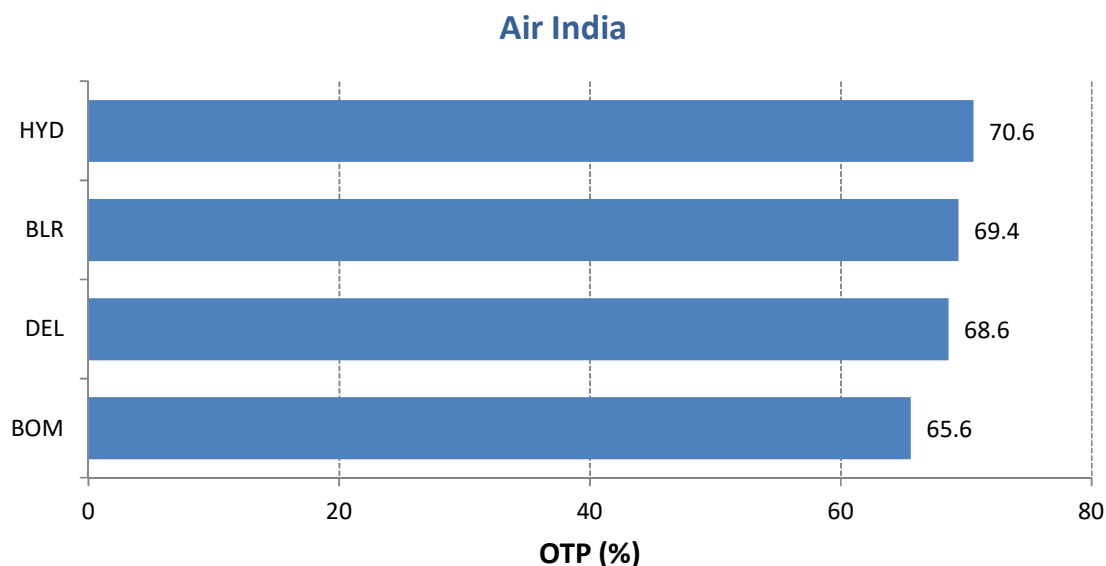
The Traffic report is being prepared based on information received from scheduled domestic airlines.

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 2024 is as follows:

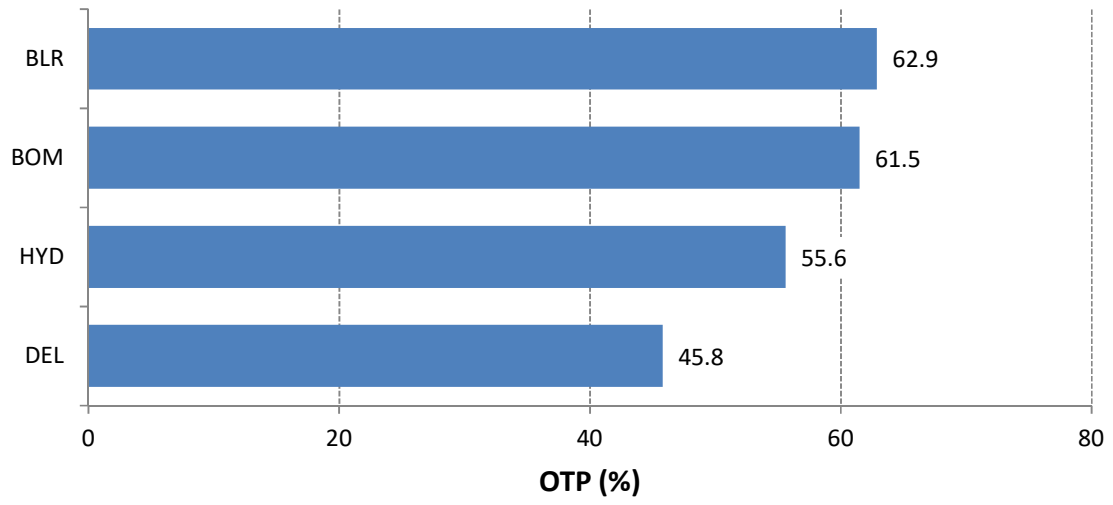


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

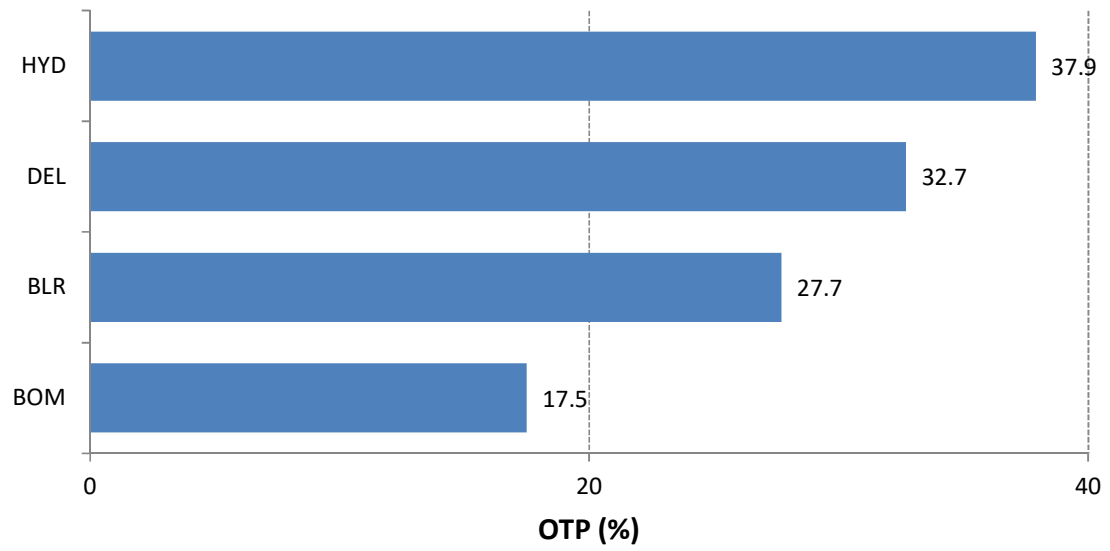


The Traffic report is being prepared based on information received from scheduled domestic airlines.

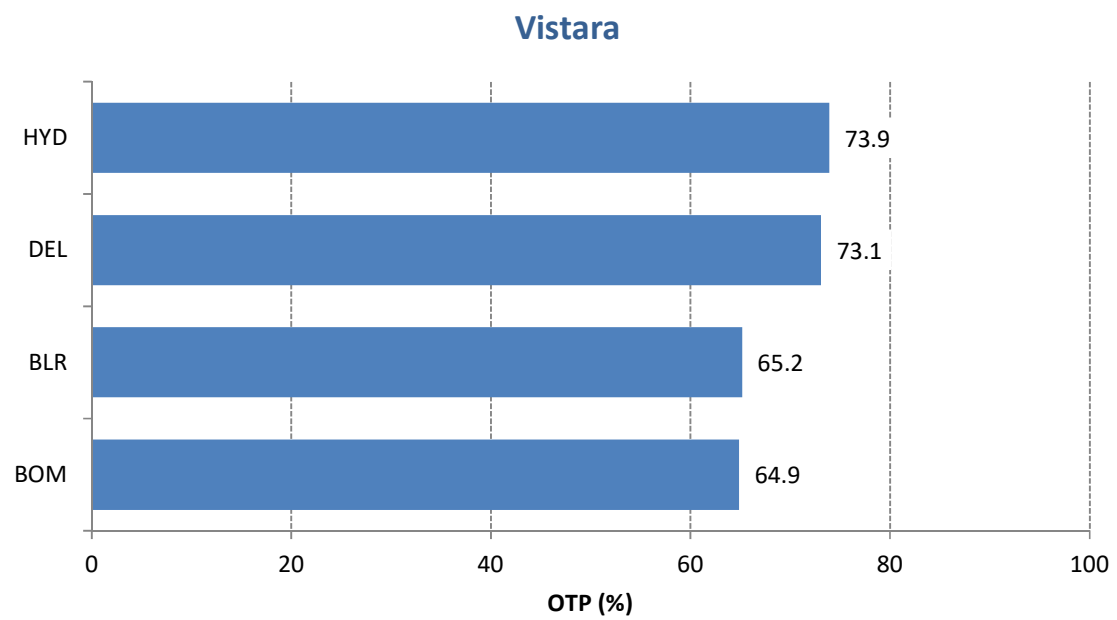
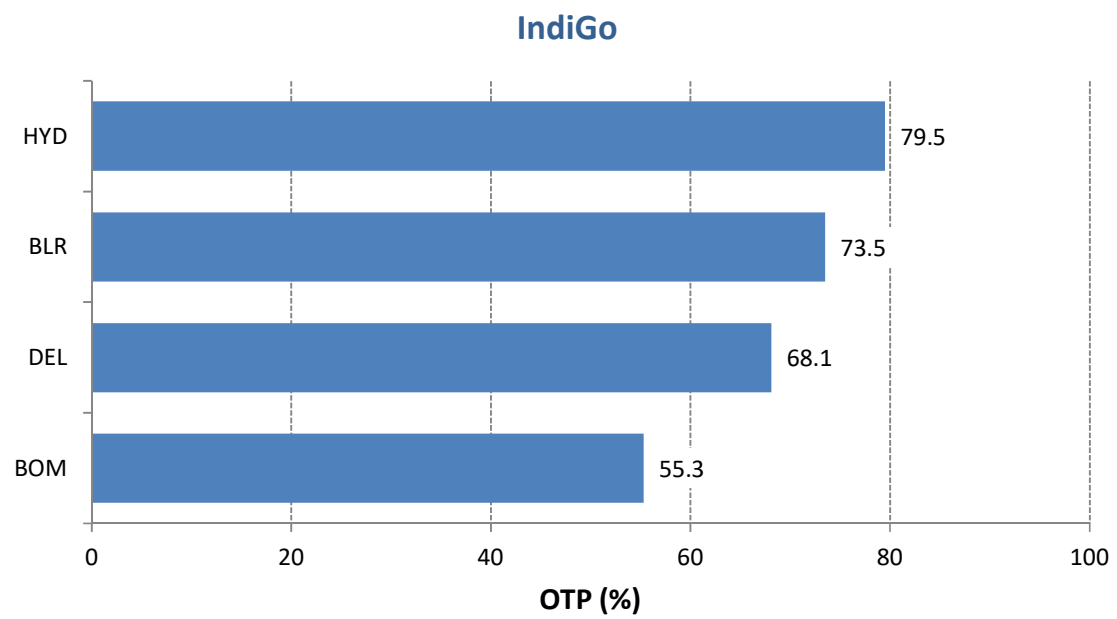
Alliance Air



Spicejet

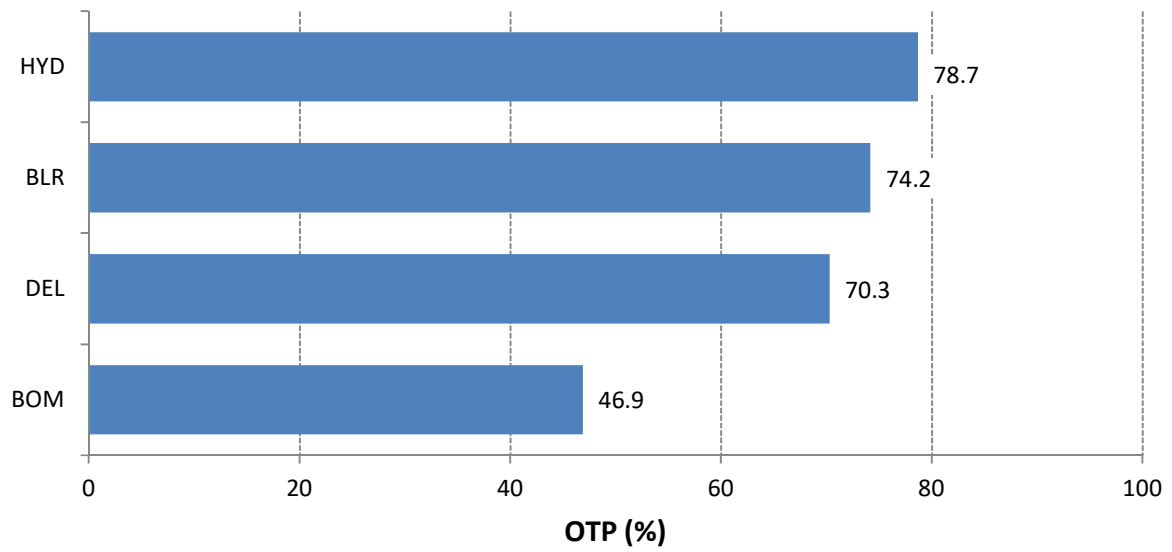


The Traffic report is being prepared based on information received from scheduled domestic airlines.

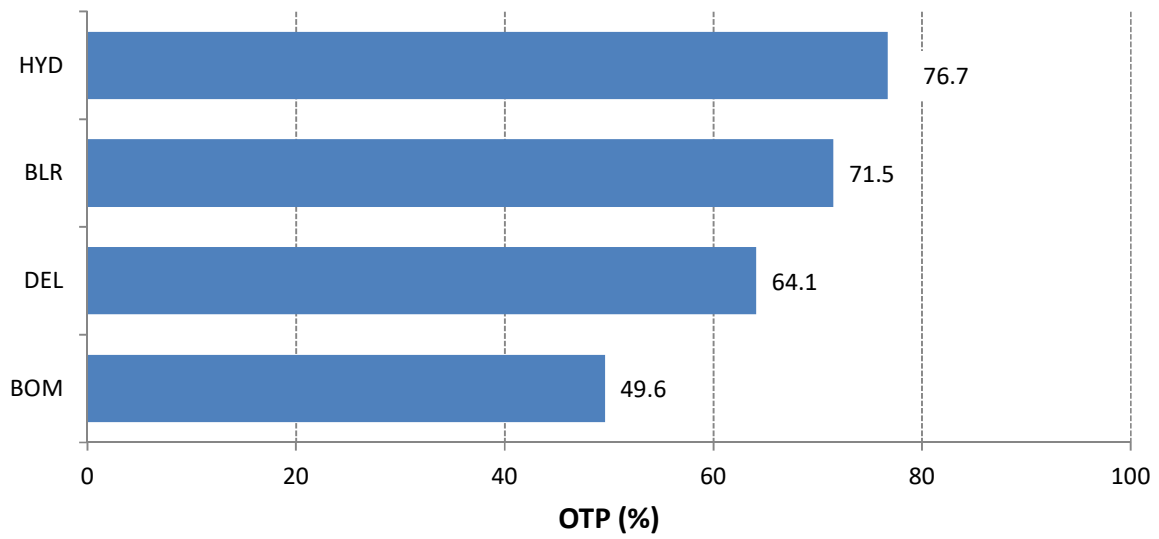


The Traffic report is being prepared based on information received from scheduled domestic airlines.

AIX Connect

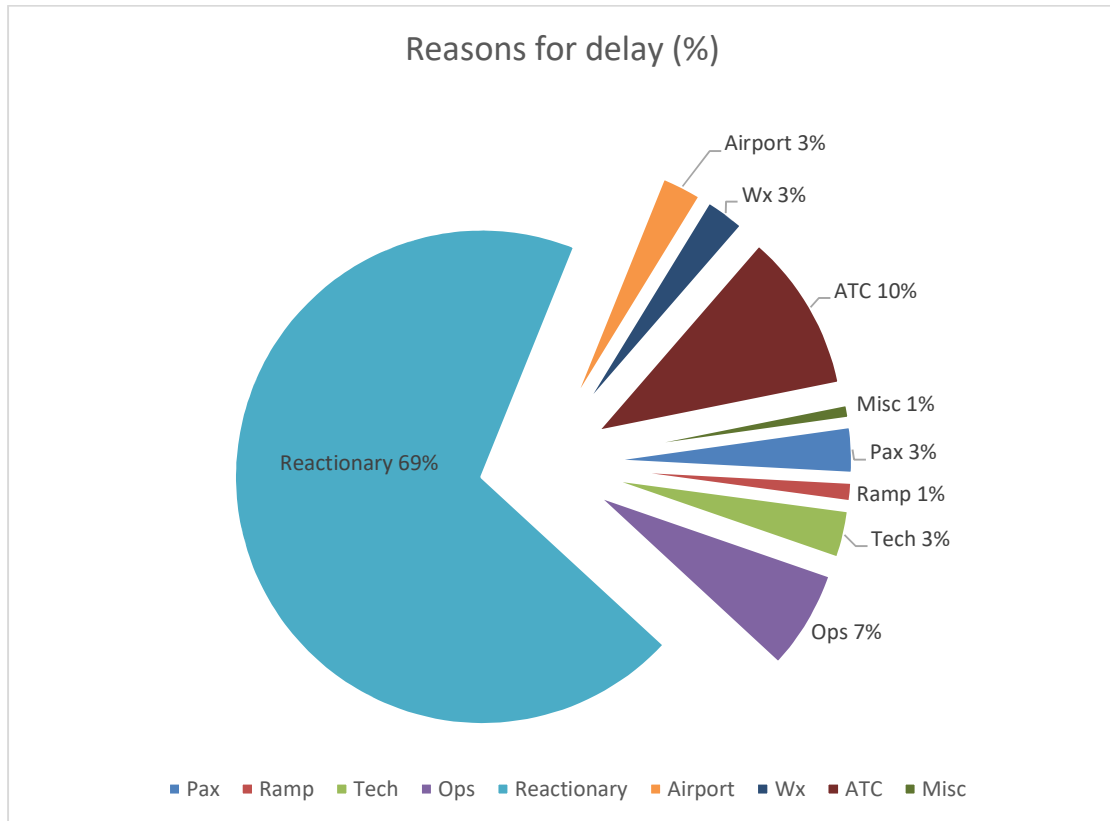


Akasa Air



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 the majority of delays have been attributed to 'Reactionary'.

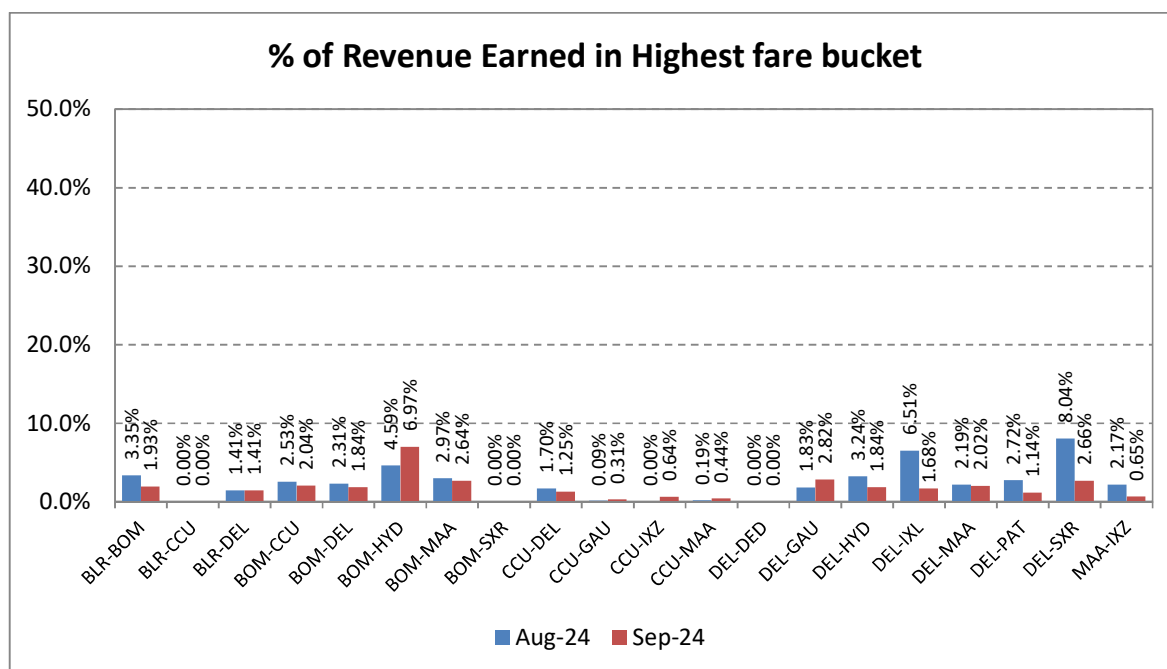
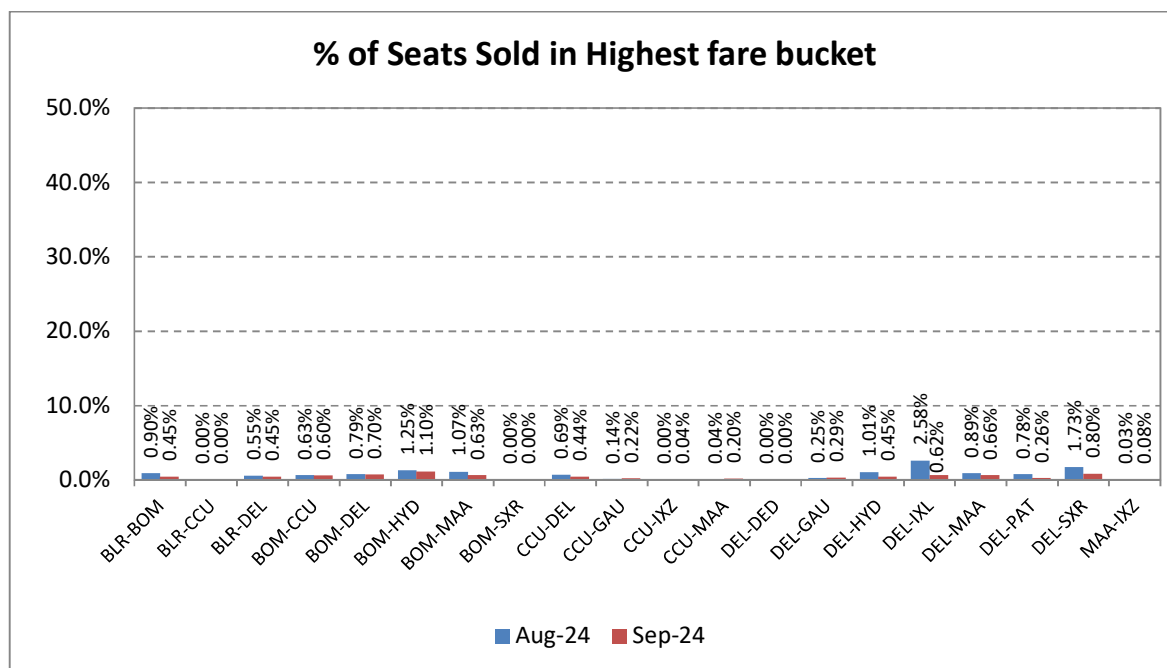


The Traffic report is being prepared based on information received from scheduled domestic airlines.

Revenue Earned & Seats Sold in Highest Fare Bucket

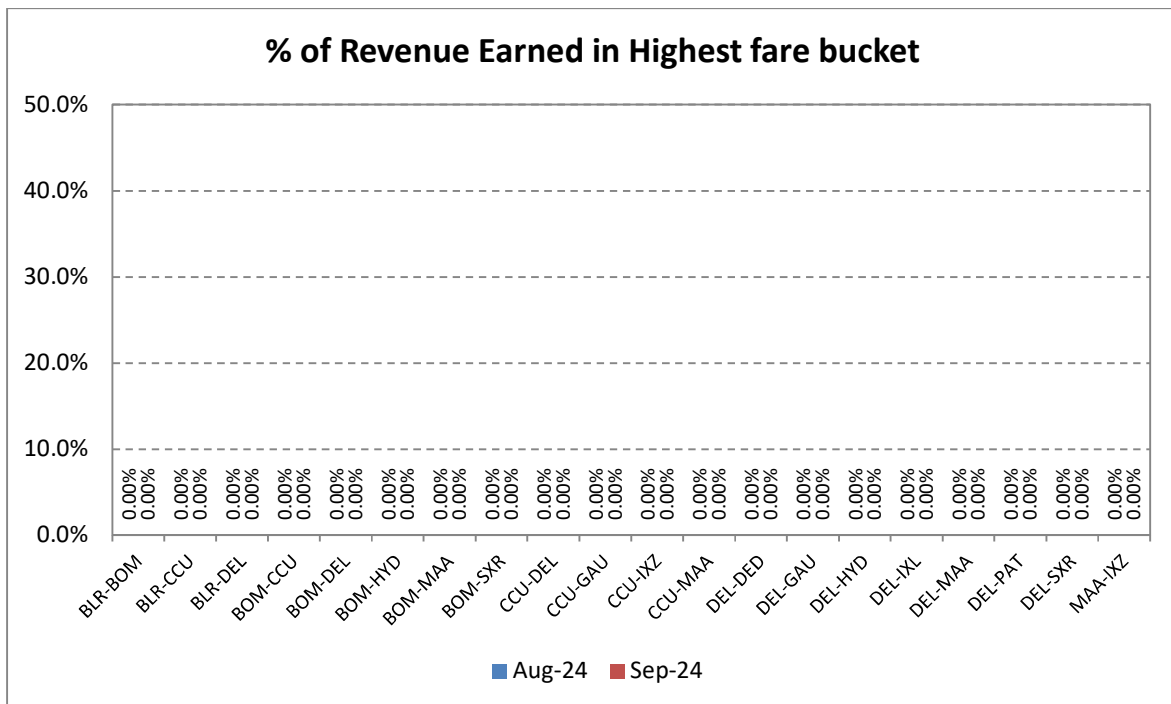
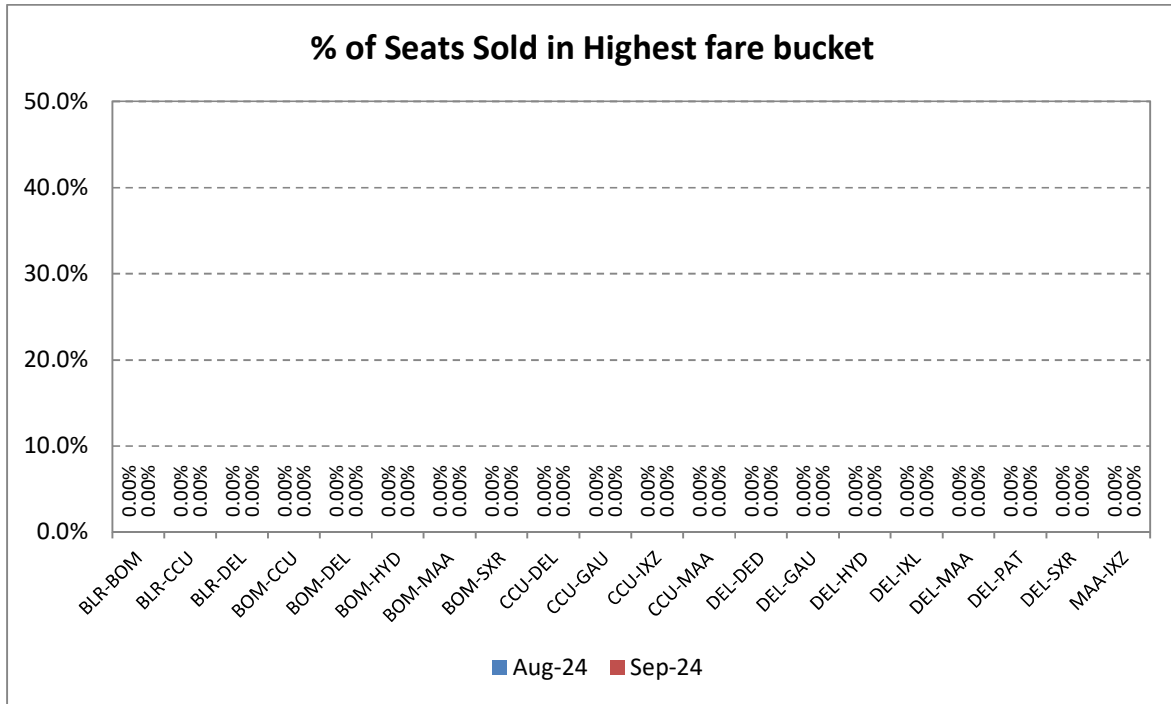
The revenue earned and the number of seats sold by scheduled airlines in the highest fare bucket on selected 20 sectors is as follows:

Air India



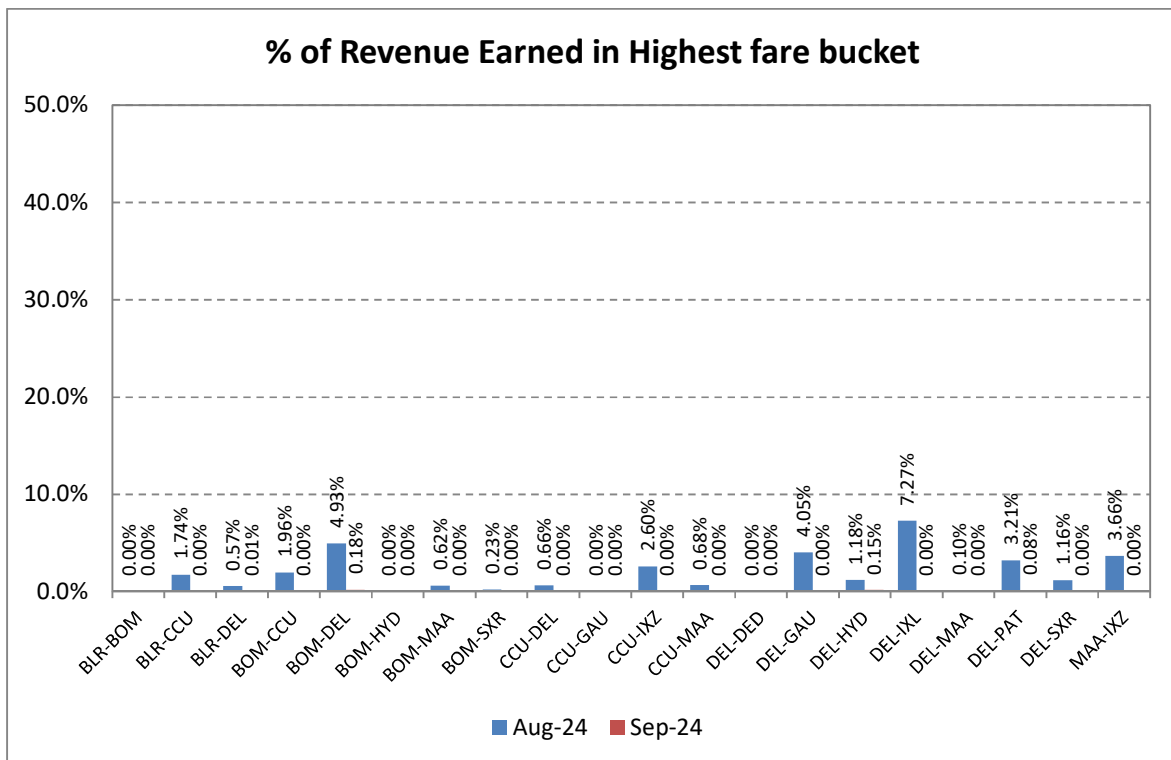
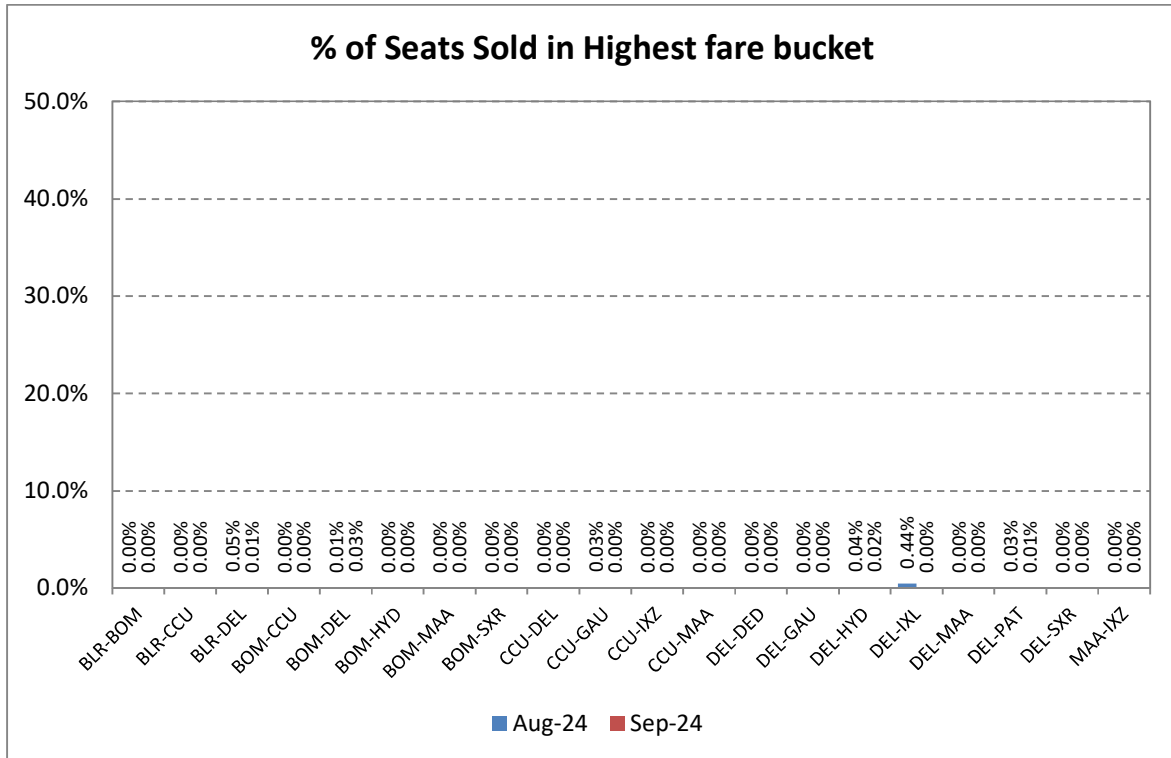
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Indigo



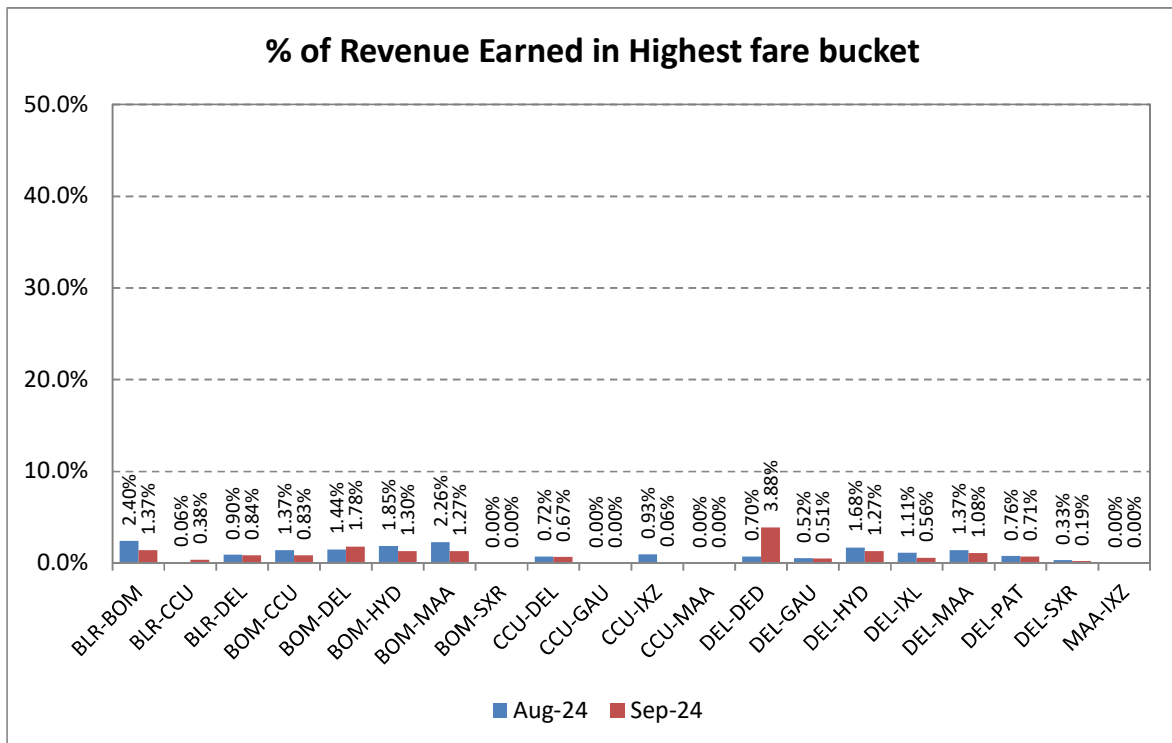
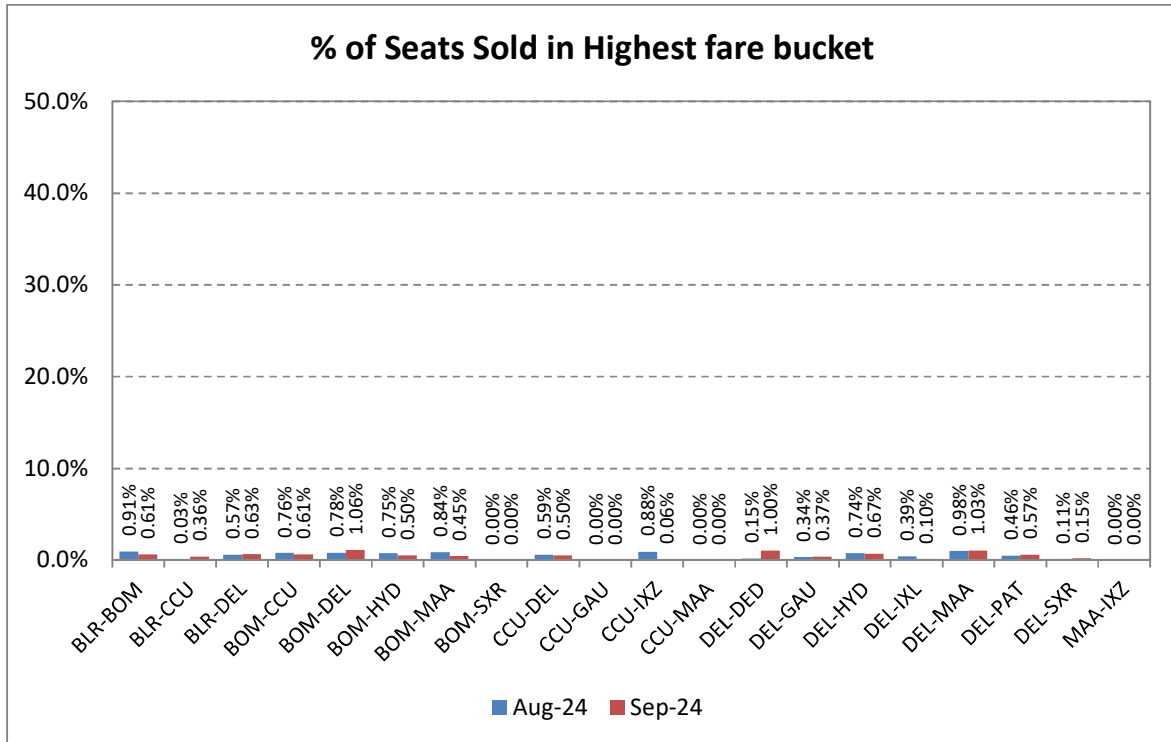
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Spicejet



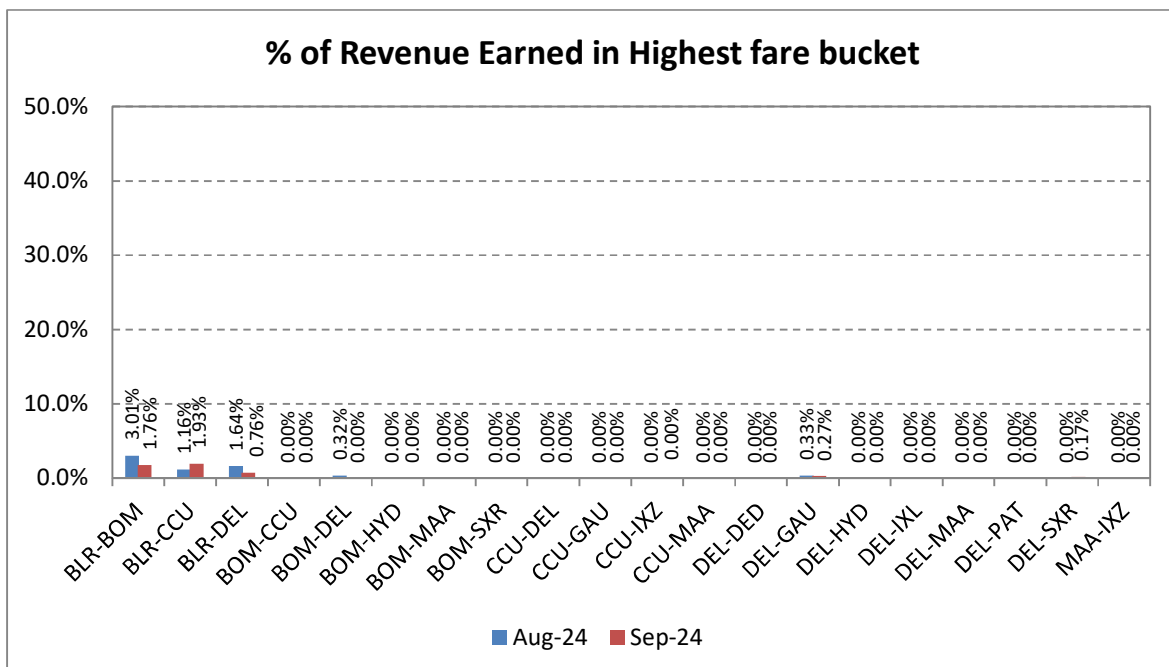
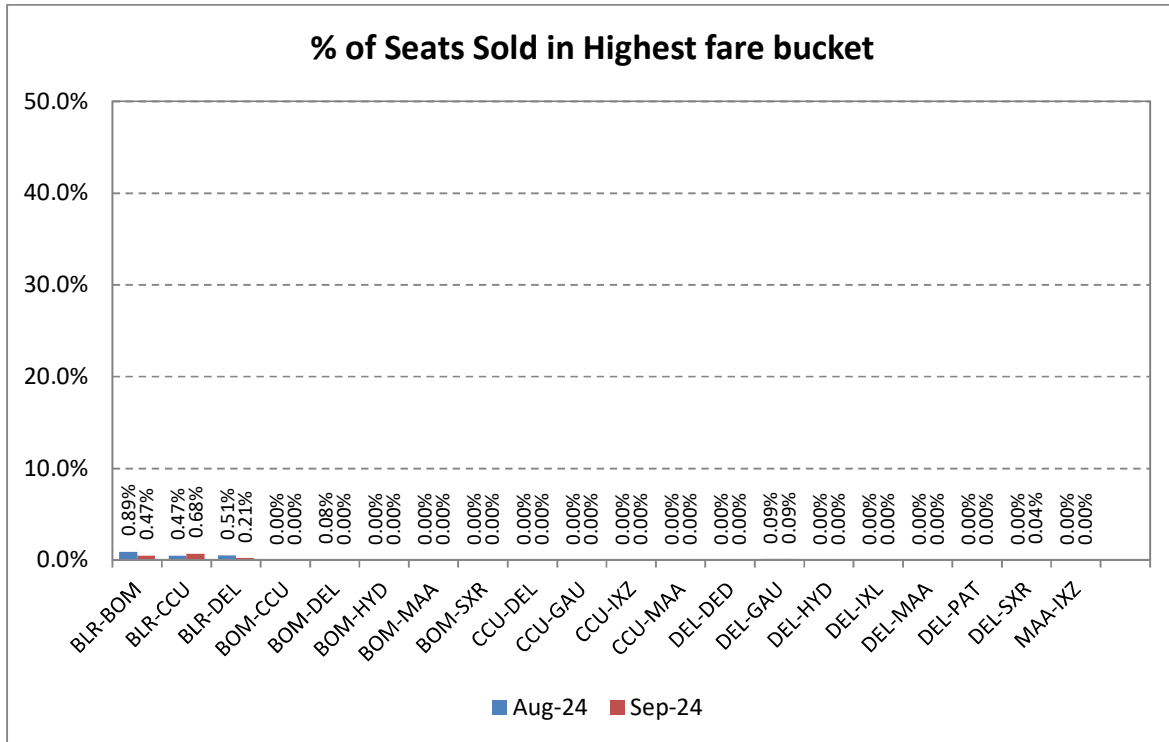
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Vistara



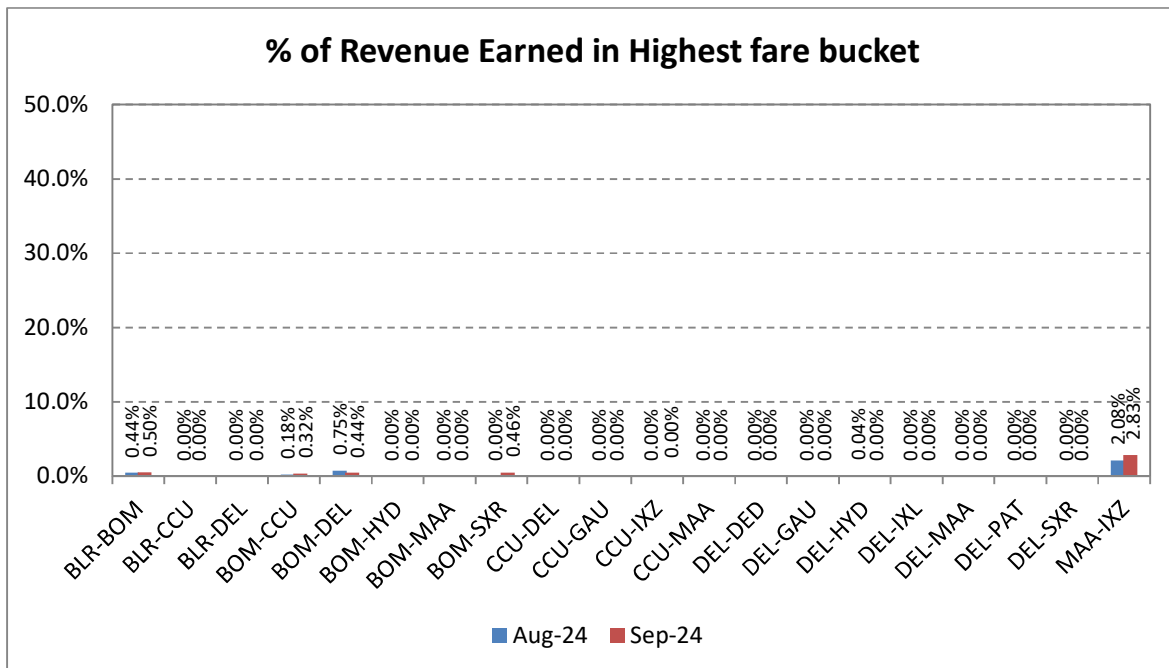
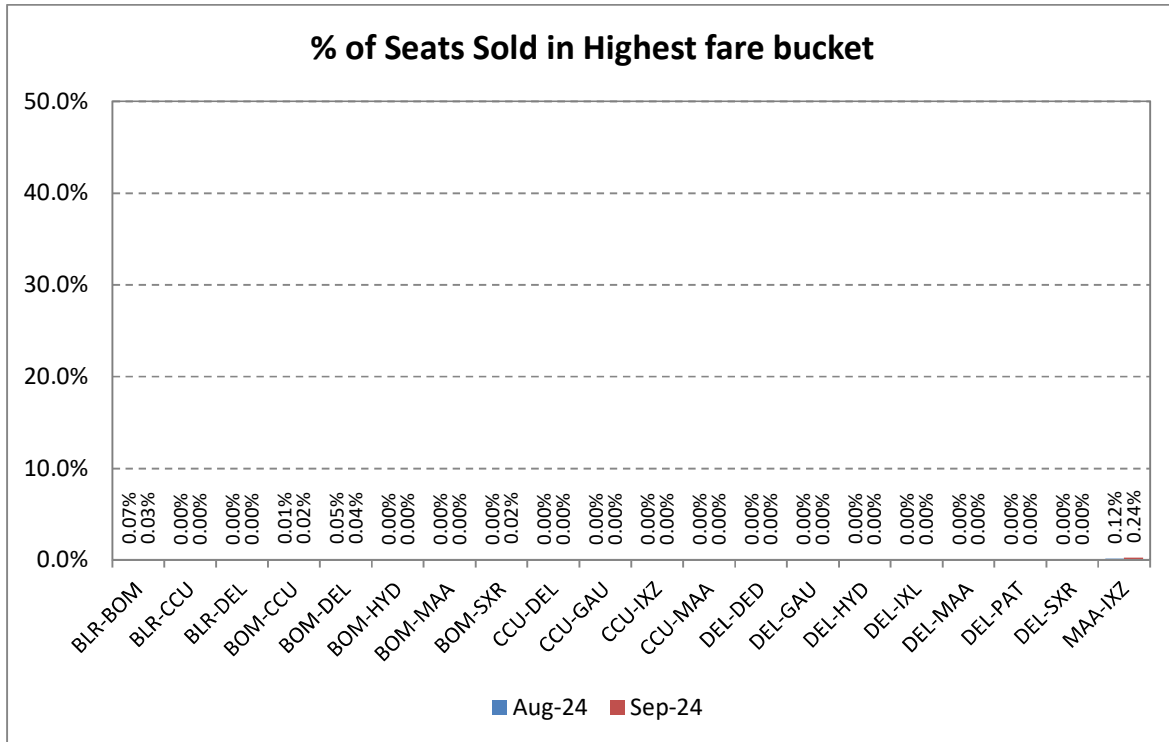
The Traffic report is being prepared based on information received from scheduled domestic airlines.

AIX Connect



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

Akasa Air



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	12	Refund	7366	- Refund/ Rebooking - Amount spent on facilitation of Rs.0.02 lakhs.	3089	- Refreshments - Refund/Rebooking - Amount spent on facilitation of Rs.0.42 lakhs
AIX Connect	NIL	NIL	1186	- Accommodation - Moved to alternate flights - Amount spent on facilitation of Rs.18.68 lakhs	12323	- Refreshments - Moved to alternate flights - Amount spent on facilitation of Rs.41.77 lakhs
Air India	600	- Alternate flights - Accommodation - Refreshments/ Meals - Rs.59.49 Lakhs spends on facilitation/ compensation.	2360	- Refreshments - Accommodation - Moved to alternate flights - Refund - Amount spent on facilitation of Rs.42.85 lakhs	44018	- Refreshments/Lunch - Transfer to OAL - Amount spent on facilitation of Rs.101.64 lakhs
Akasa Air	11	- Alternate flight - Rs.0.13 Lakhs spends on facilitation/ compensation.	4510	- Alternate Flight - Refund / meals - Accommodation - Amount spent on facilitation of Rs.5.43 lakhs	10055	- Refreshments - Amount spent on facilitation of Rs 24.05 lakhs
Indigo	26	- Alternate flight and travel vouchers - Rs.2.16 Lakhs spends on facilitation/ compensation.	24335	- Alternate flights - Full Refund	117578	Refreshments
SpiceJet	8	Alternate SG flights	7645	- Refreshments - Accommodation - Alternate SG flights - Amount spent on facilitation of Rs 13.03 lakhs	25210	- Refreshments. - Alternate SG flights - Amount spent on facilitation of Rs 60.12 lakhs
Vistara	99	- Alternate flights - Amount spent on facilitation of Rs. 13.30 lakhs	12	- Alternate/ Flight - Refund - Amount spent on facilitation of Rs. 0.17 lakhs	3520	- Refreshments - Amount spent on facilitation of Rs.10.29 lakhs
Fly Big	NIL	NIL	49	- Alternate Flight - Refund	NIL	NIL
Indiaone Air	NIL	NIL	15	- Refund/ Reschedule - Amount spent on facilitation of 0.35 lakhs	NIL	NIL
Star Air	NIL	NIL	190	Refund/Re-accommodation	NIL	NIL
Fly91	NIL	NIL	554	- Alternate flight - Transportation/ accommodation - Amount spent on facilitation of Rs 7.61 lakhs	691	- Refreshments - Accommodation - Amount spent on facilitation of Rs. 2.66. 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
756	Rs 75.08 lakhs compensation and facilities	48222	Rs. 88.14 lakhs compensation and facilities	216484	Rs. 240.95 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 2024**
(PASSENGER LOAD FACTOR IN PERCENTAGE)

Month	Alliance Air	AIX Connect	Air India	Akasa Air	Indigo	Spice Jet	Vistara	Fly Big	Indiaone Air	Star Air	Zoom	Fly91
Jan	80.1	87.6	87.3	92.4	88.4	93.7	94.2	15.3	85.5	76.5	-	-
Feb	79.1	87.6	87.1	92.1	88.1	94.5	94.6	24.7	86.0	76.7	15.2	-
Mar	78.1	85.1	84.2	88.4	84.9	92.7	92.4	39.1	85.9	65.6	5.5	49.7
Apr	79.1	85.8	84.3	87.9	86.6	90.9	90.9	33.2	83.0	74.4	0.6	48.4
May	79.4	86.9	86.9	90.3	88.4	94.1	93.4	38.1	80.6	75.3	0.3	60.0
Jun	78.6	88.6	84.7	89.6	87.0	91.5	91.0	43.4	80.3	72.1	-	51.9
Jul	75.6	85.7	82.2	86.4	84.6	90.3	90.0	19.5	72.7	69.7	-	52.0
Aug	73.3	84.4	80.1	85.5	82.3	81.0	88.7	35.7	72.2	74.3	-	53.6
Sep	73.1	81.6	80.1	85.9	82.6	80.4	90.9	32.9	74.4	66.7	-	58.5
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	12	1.2	12	0
AIX Connect	6	0.1	6	0
Air India	233	1.2	233	0
Akasa Air	29	0.5	29	0
Indigo	139	0.2	139	0
Spice Jet	329	12.6	329	0
Vistara	4	0.0	4	0
Fly Big	3	16.7	3	0
Indiaone Air	0	0.0	0	0
Star Air	8	1.7	8	0
Fly91	2	1.3	2	0
Total	765	0.59	765	0

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