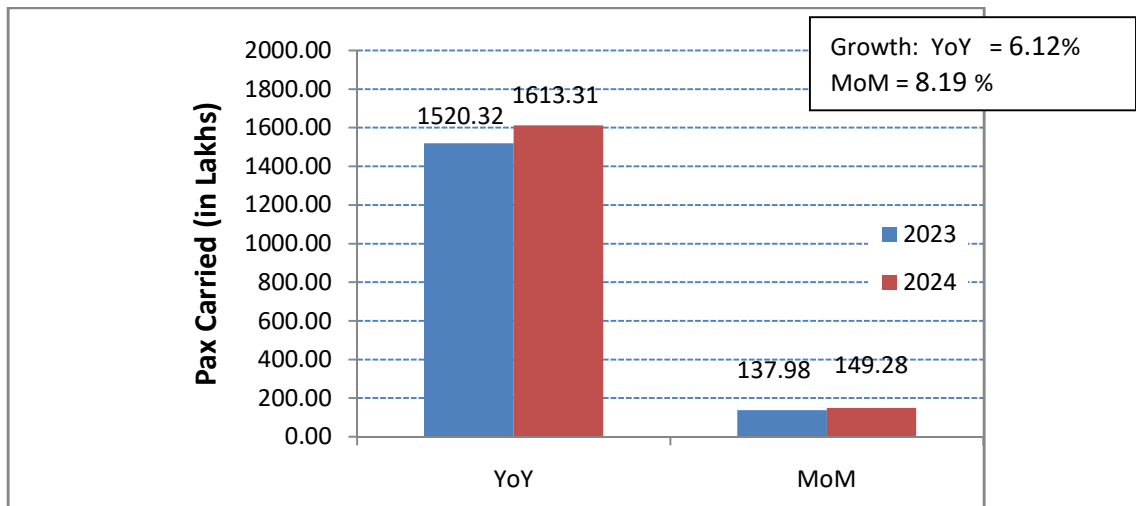


Subject: Performance of domestic airlines for the year 2024.

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

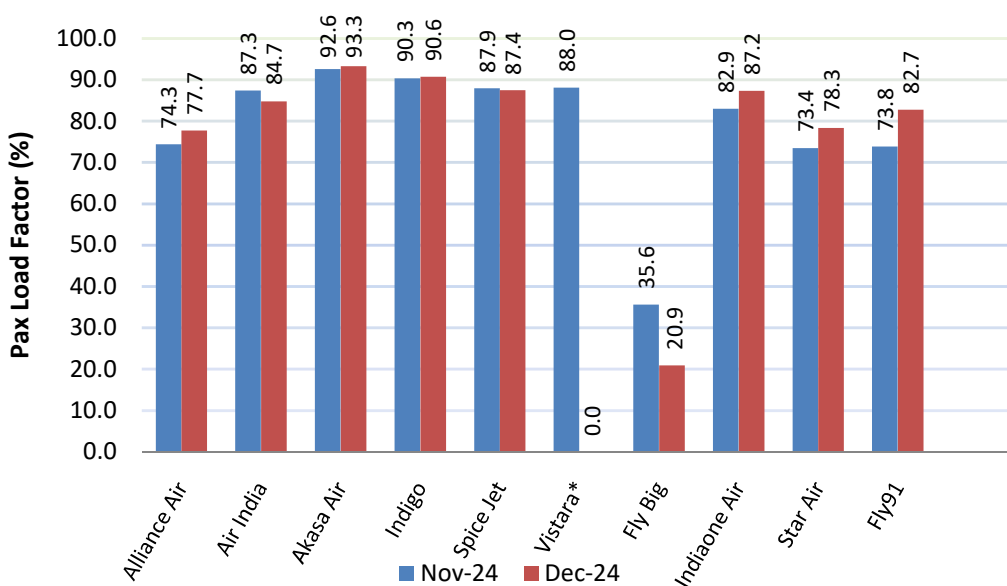
Passenger Growth

Passengers carried by domestic airlines during January –December 2024 were **1613.31 lakhs** as against **1520.32 lakhs** during the corresponding period of the previous year thereby registering an annual growth of **6.12%** and monthly growth of **8.19%**.



Passenger Load Factor

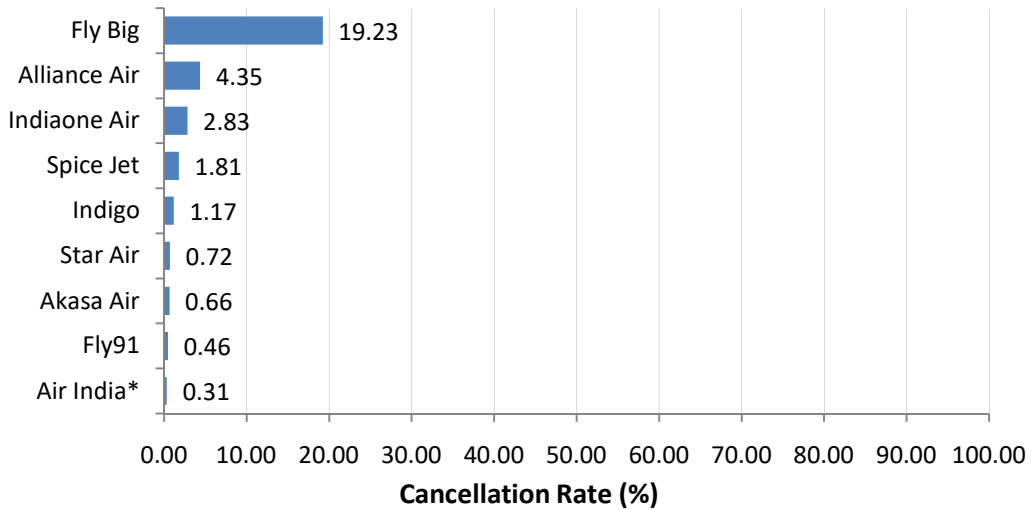
The passenger load factors of various scheduled domestic airlines in December 2024 are as follows (**Ref Table 1**):



* Vistara November month data is till 11 Nov 2024. Effective 12 Nov 2024 Vistara merged with Air India.

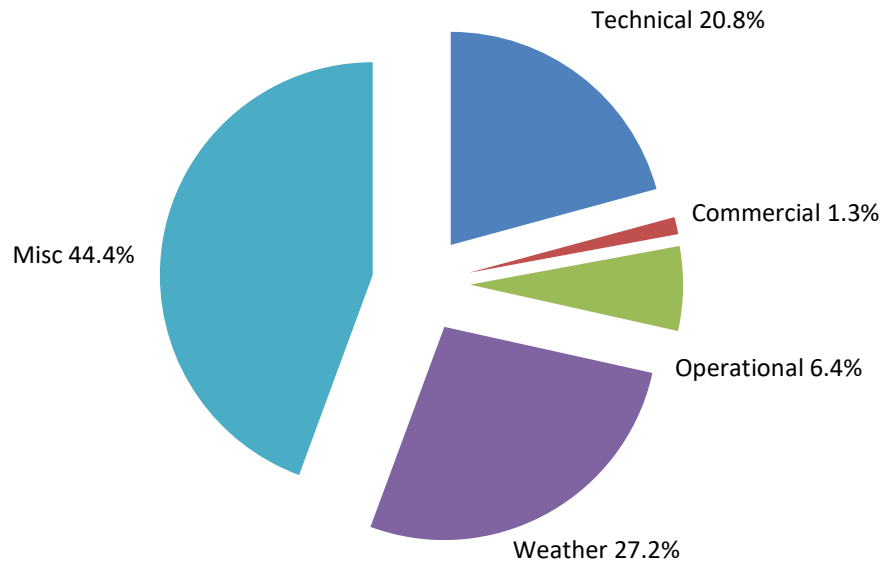
Cancellations

The overall cancellation rate of scheduled domestic airlines for the month of December 2024 has been 1.07%. Airline-wise details of cancellations are as follows:



Air India data includes Air India Express also

Various reasons of cancellations are indicated below:



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
IIndQtr	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	0.98	26.48	12.43	-	6.16	86.40	3.35	0.02	0.02	0.57	-	0.17
	Market Share	0.7	19.4	9.1	-	4.5	63.3	2.4	0.0	0.0	0.4	-	0.1
Nov	Pax Carried	0.97	34.73	4.15*	-	6.74	90.70	4.43	0.01	0.03	0.57	-	0.20
	Market Share	0.7	24.4	2.9*	-	4.7	63.6	3.1	0.0	0.0	0.4	-	0.1
Dec	Pax Carried	1.00	39.46	-	-	6.89	96.15	4.89	0.01	0.03	0.60	-	0.24
	Market Share	0.7	26.4	-	-	4.6	64.4	3.3	0.0	0.0	0.4	-	0.2
IVthQtr	Pax Carried	2.95	100.67	16.58	0.00	19.78	273.25	12.67	0.05	0.08	1.73	-	0.62
	Market Share	0.7	23.5	3.9	0.0	4.6	63.8	3.0	0.0	0.0	0.4	-	0.1
TOTAL	Pax Carried	14.32	264.82	132.21	61.02	73.81	999.04	60.08	0.15	0.27	6.31	0.00	1.27
	Market Share	0.9	16.4	8.2	3.8	4.6	61.9	3.7	0.0	0.0	0.4	0.0	0.1

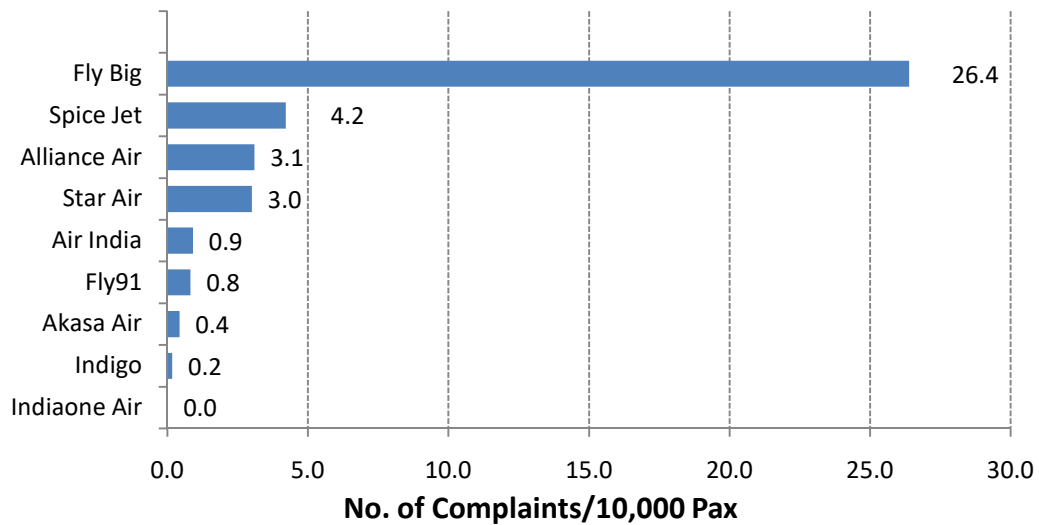
* Vistara November month data is till 11 Nov 2024. Effective 12 Nov 2024 Vistara merged with Air India.

**AIX connect merged with Air India Express effective Oct 2024. Air India Data includes Air India Express also

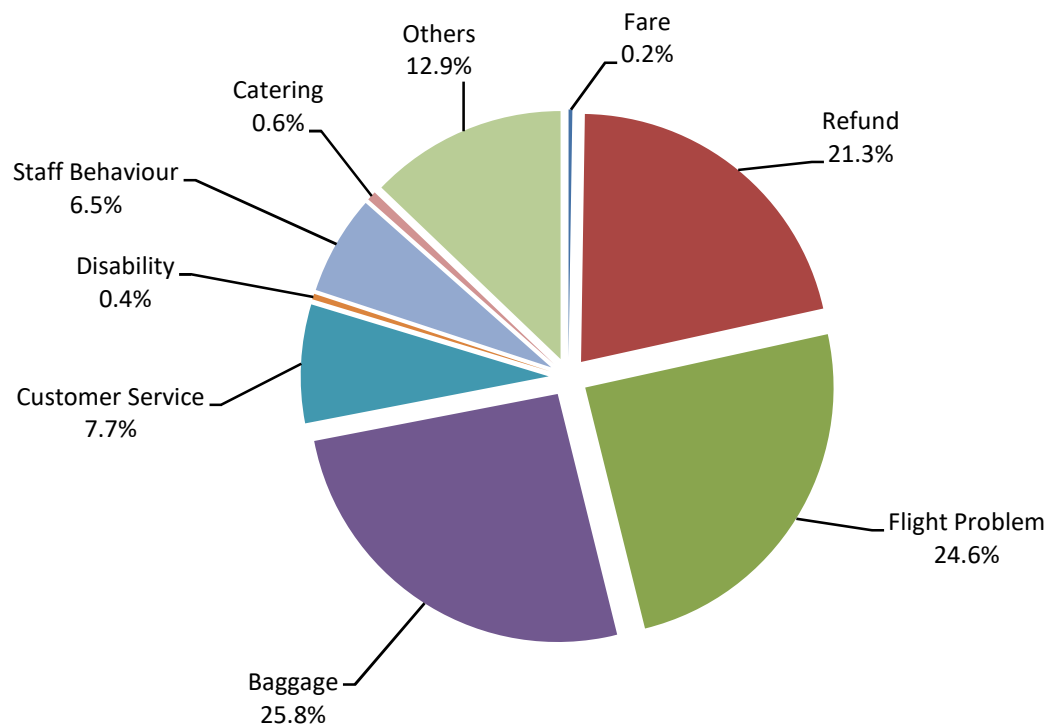
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Passenger Complaints during the month

During December 2024, a total of 817 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 2024 has been around 0.55. The airline-wisedetails are as follows:

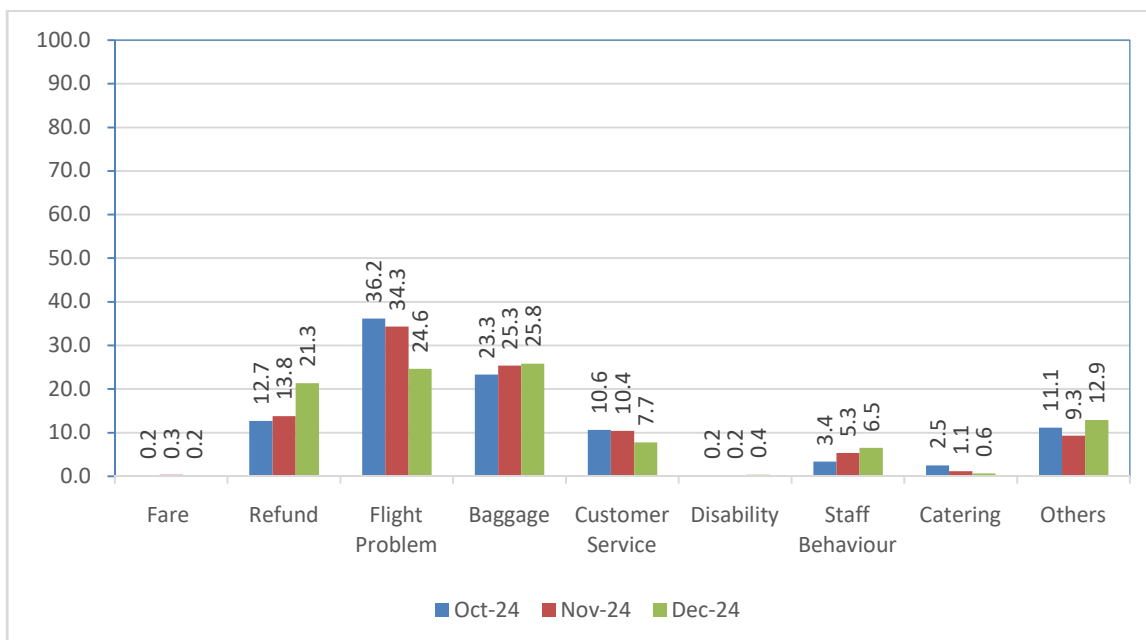


Various reasons of passenger complaints are indicated below:



Note –The major reasons for complaints is flight problem & baggage related. Airlines have received a total of 817 complaints, out of which 817(100 %) have been addressed.

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

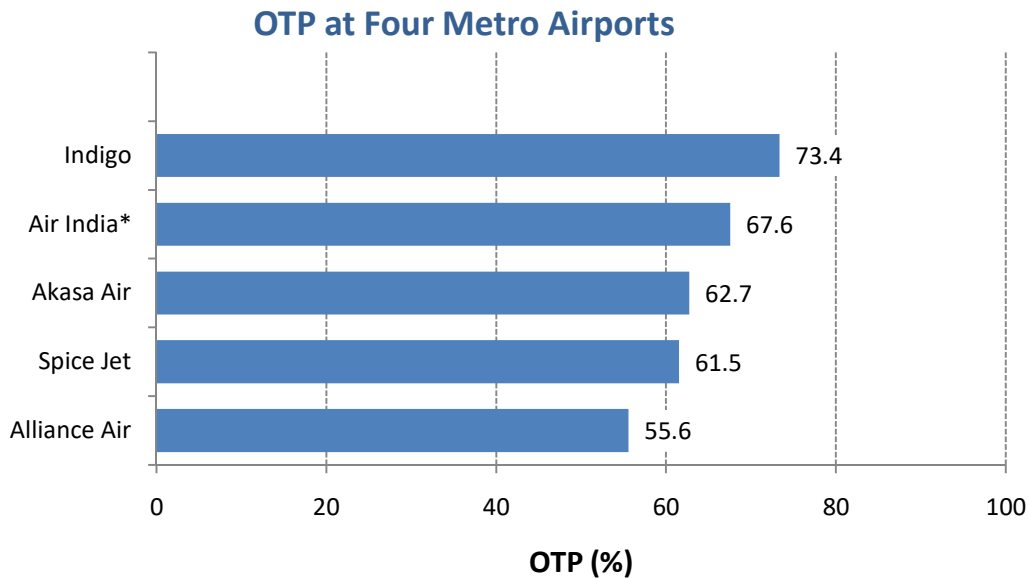
Airline-wise Compliance of Route Dispersal Guidelines during the month of December 2024 is given in the following table.

Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Alliance Air	36342.9	9310.69	20380.5
Air India	83.0	1.05	31.6
Akasa Air	69.9	1.03	53.5
Indigo	195.6	1.16	46.6
SpiceJet	95.1	0.70	58.2
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% 			

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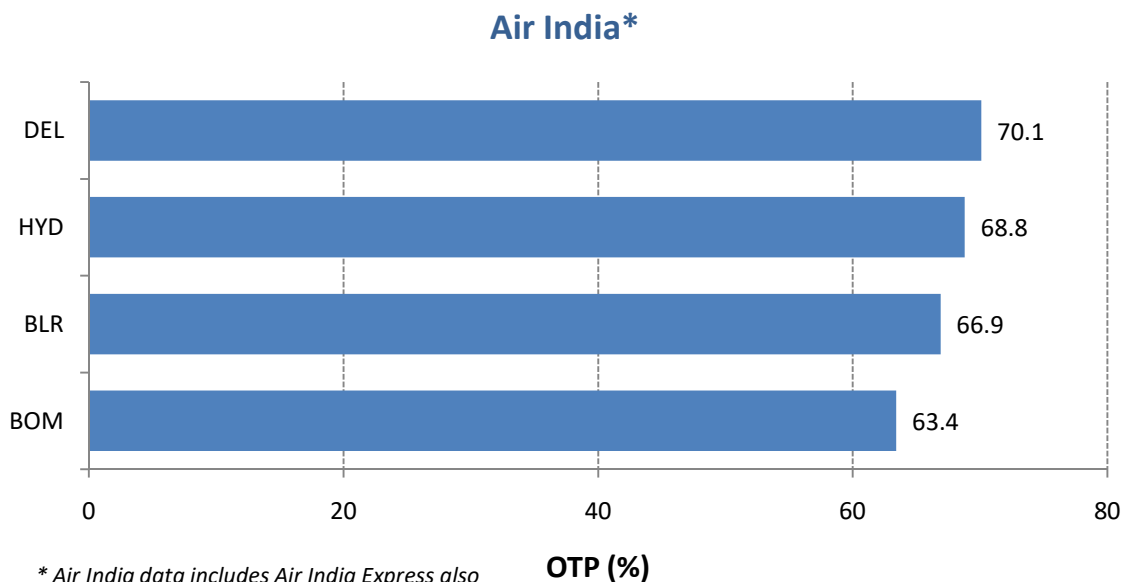
On-Time Performance (Scheduled Domestic Airlines)

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 2024 is as follows:



* Air India data includes Air India Express also

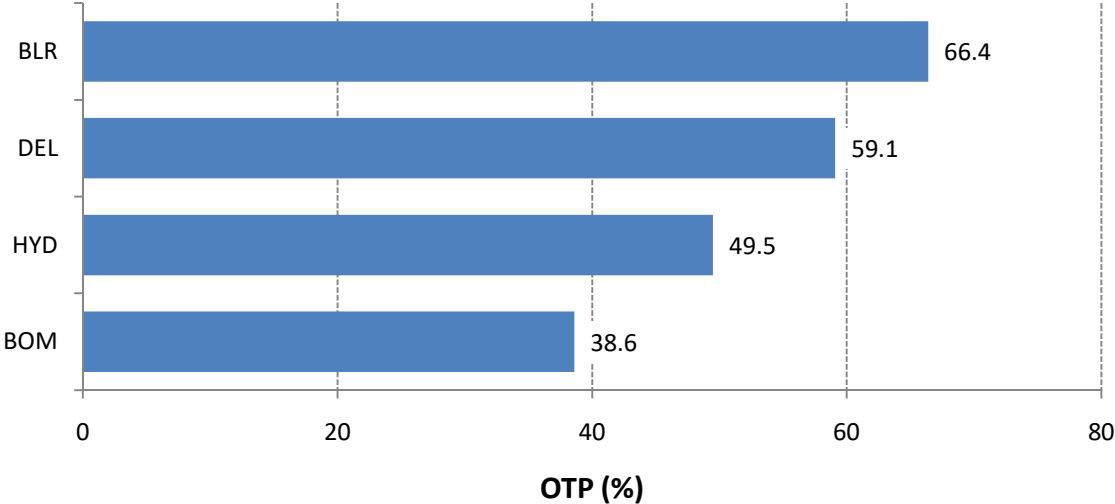
Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:



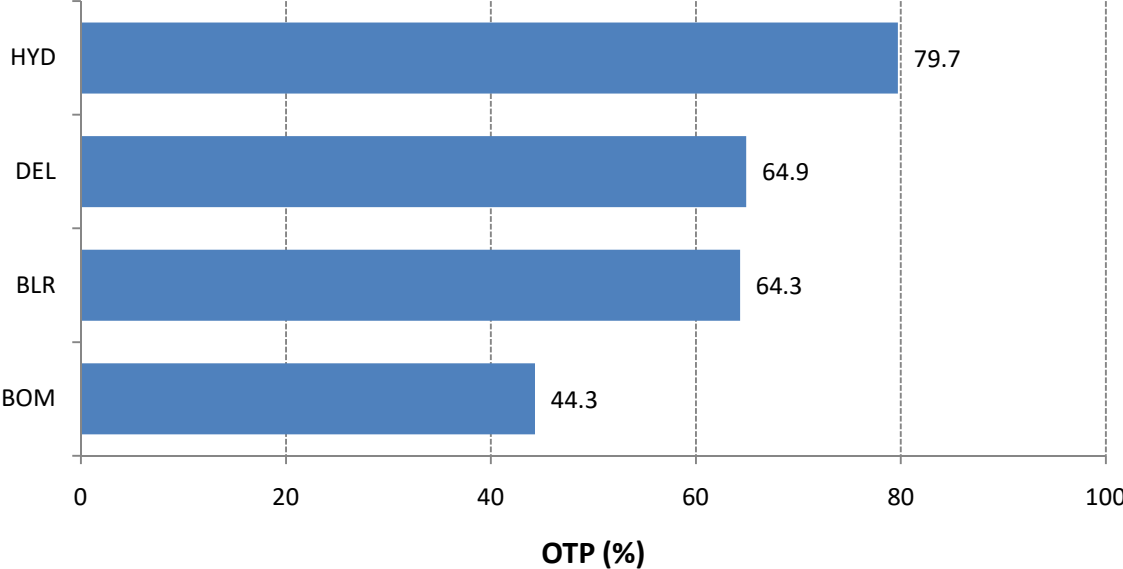
* Air India data includes Air India Express also

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Alliance Air

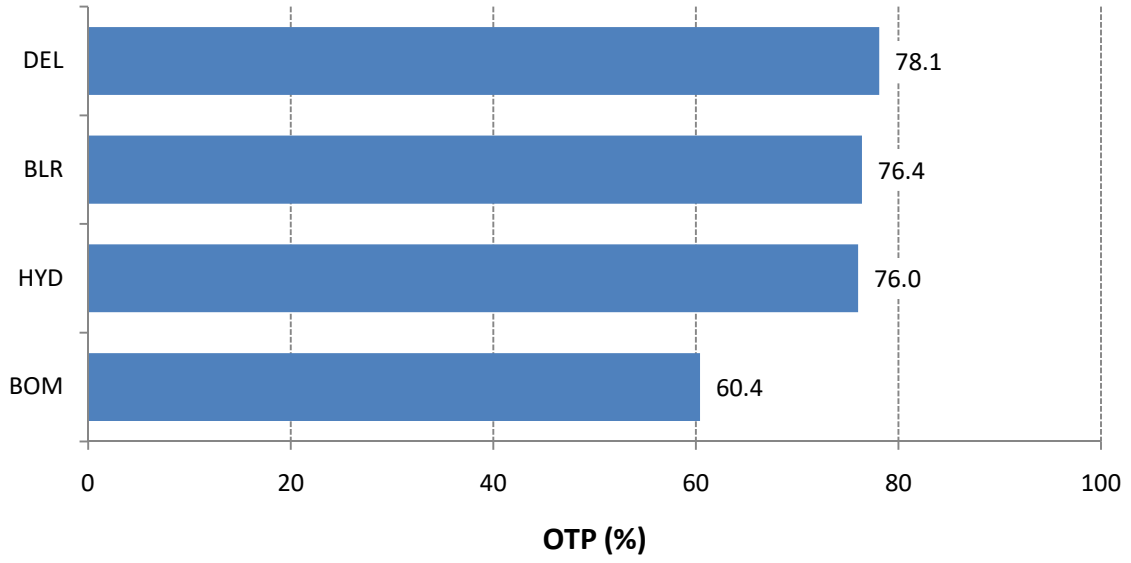


Spicejet

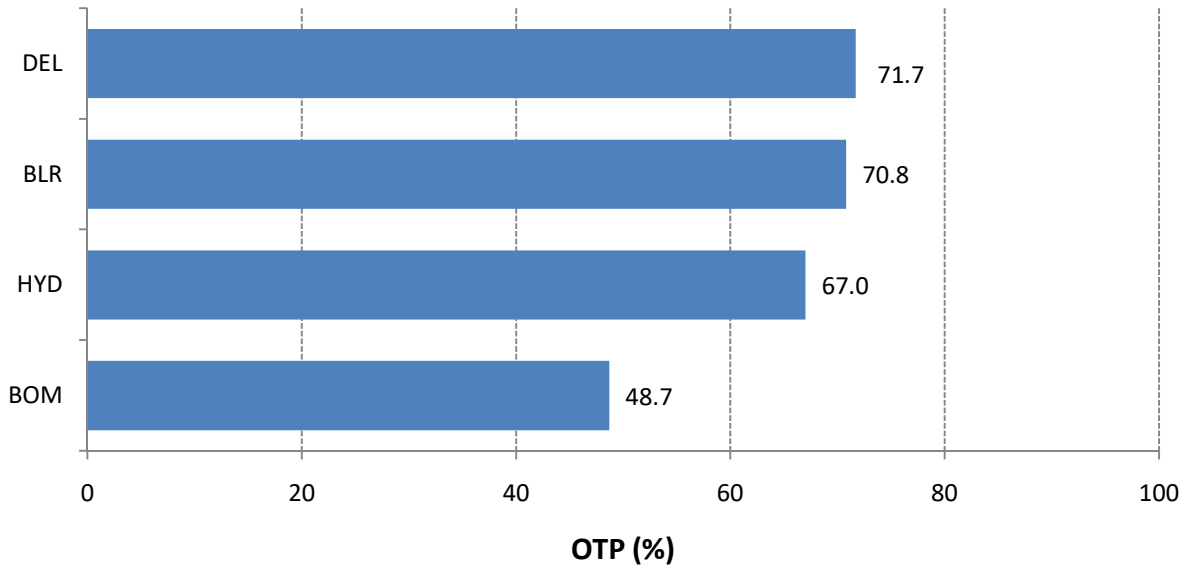


The Traffic report is being prepared based on information received from scheduled domestic airlines.

IndiGo

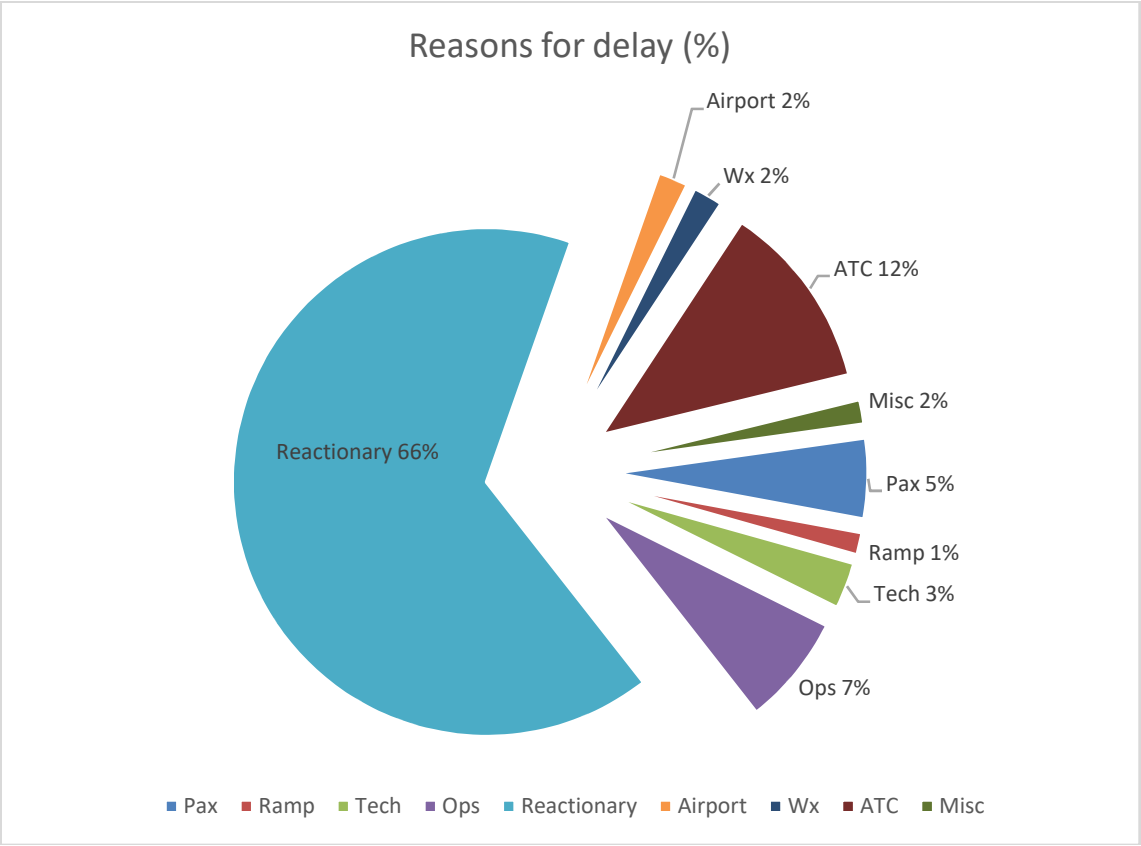


Akasa Air



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

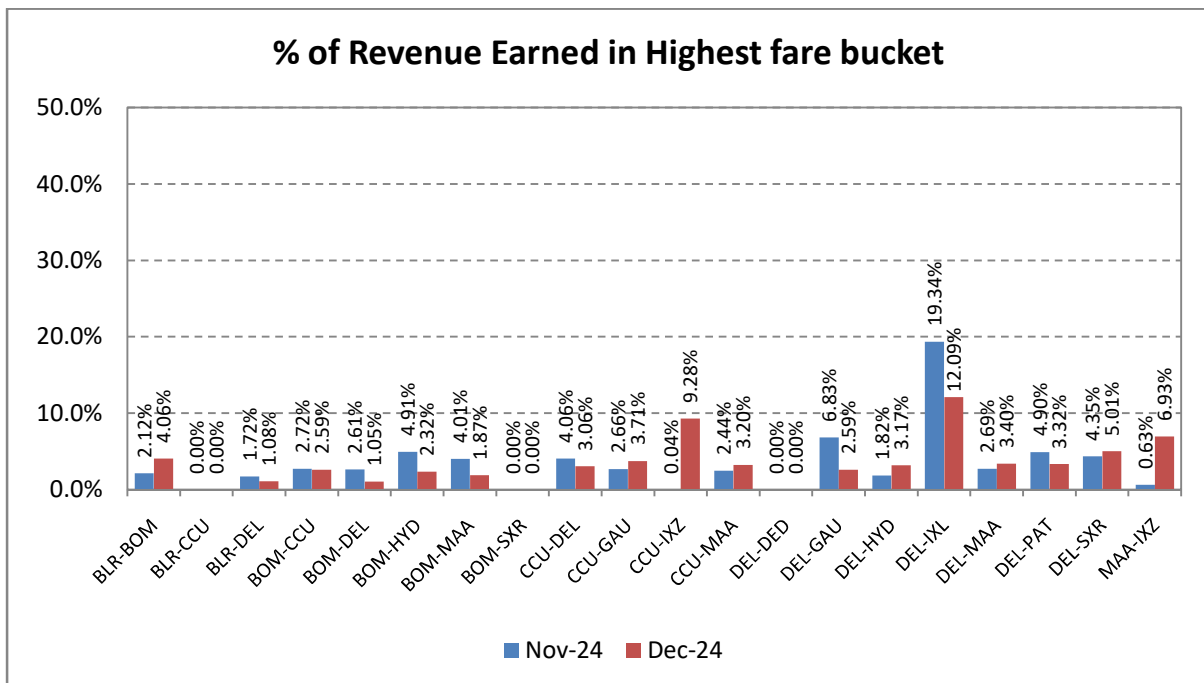
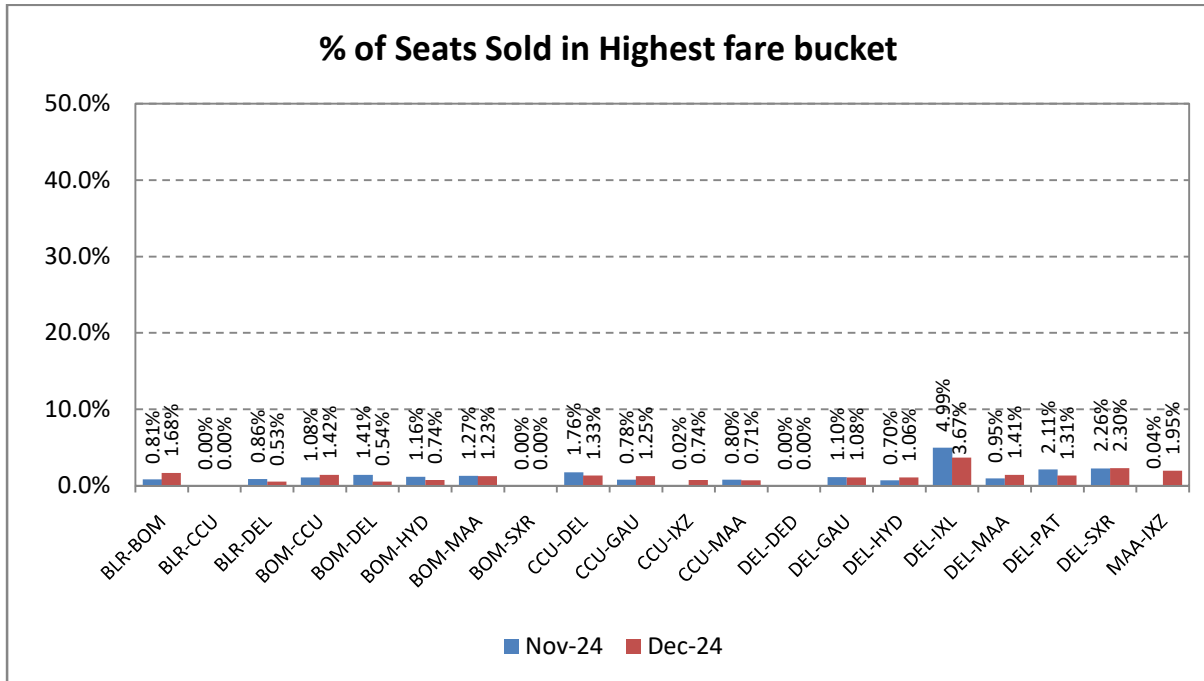


The Traffic report is being prepared based on information received from scheduled domestic airlines.

Revenue Earned & Seats Sold in Highest Fare Bucket

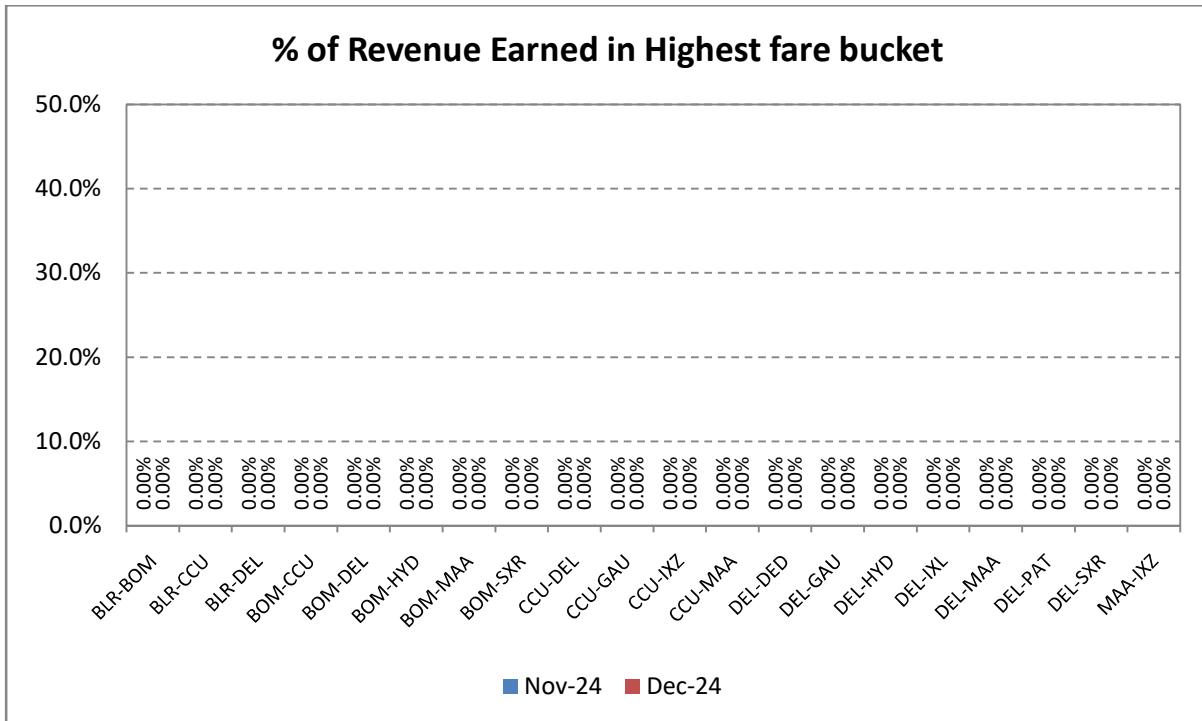
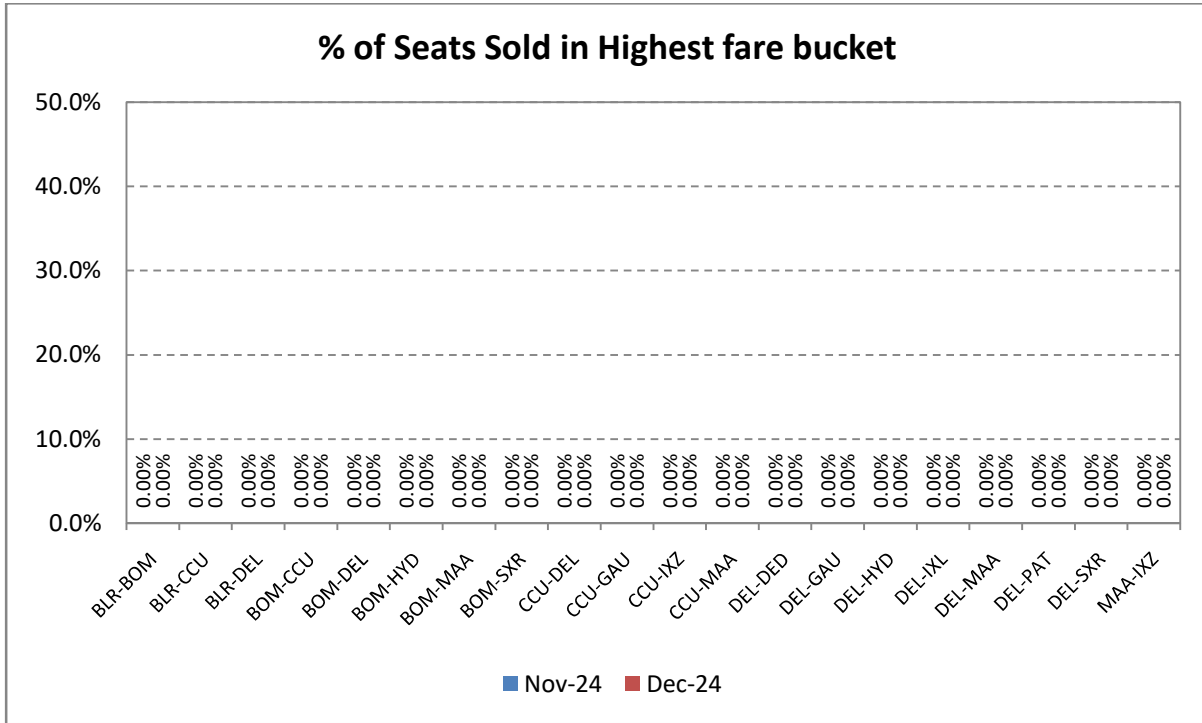
The revenue earned and the number of seats sold by scheduled airlines in the highest fare bucket on selected 20 sectors is as follows:

Air India



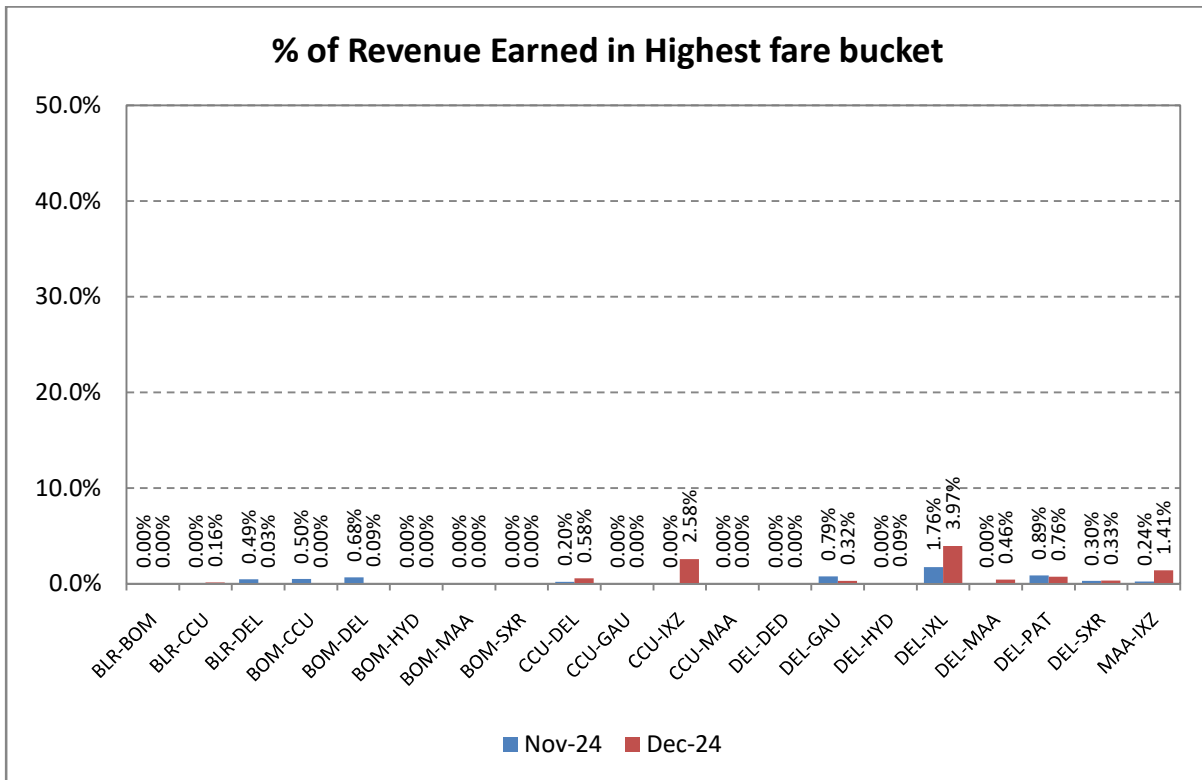
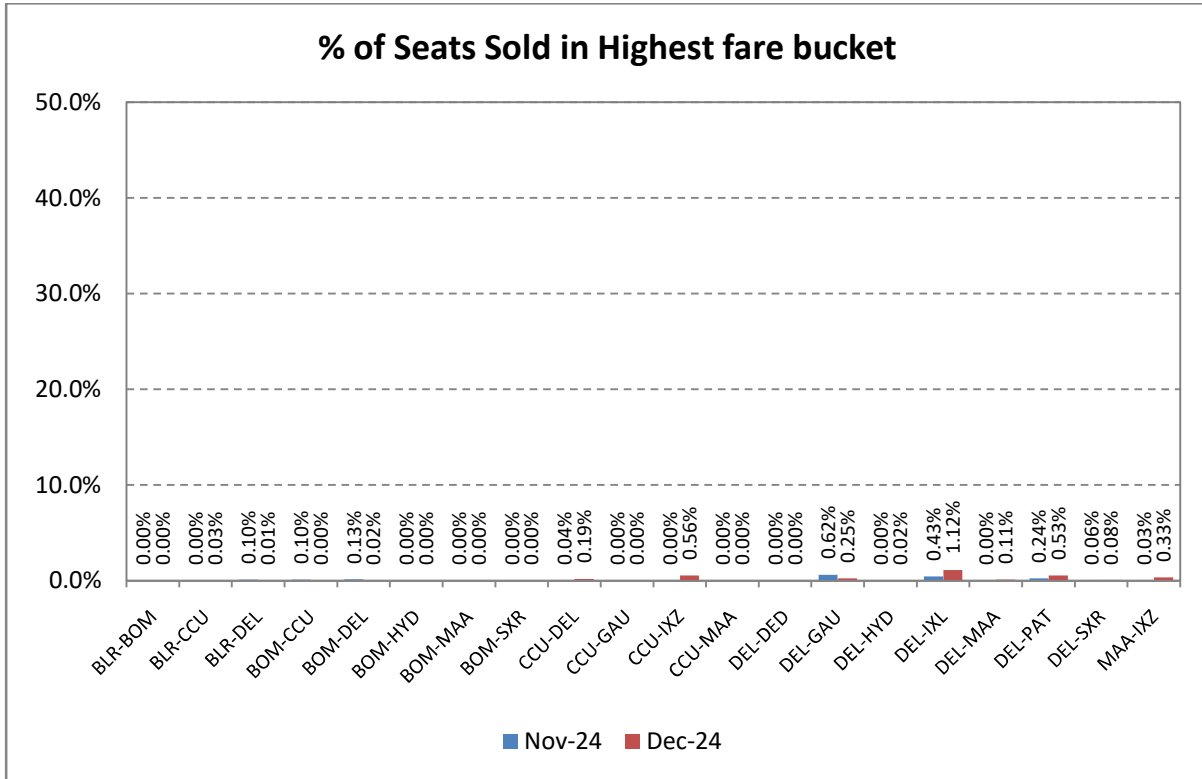
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Indigo



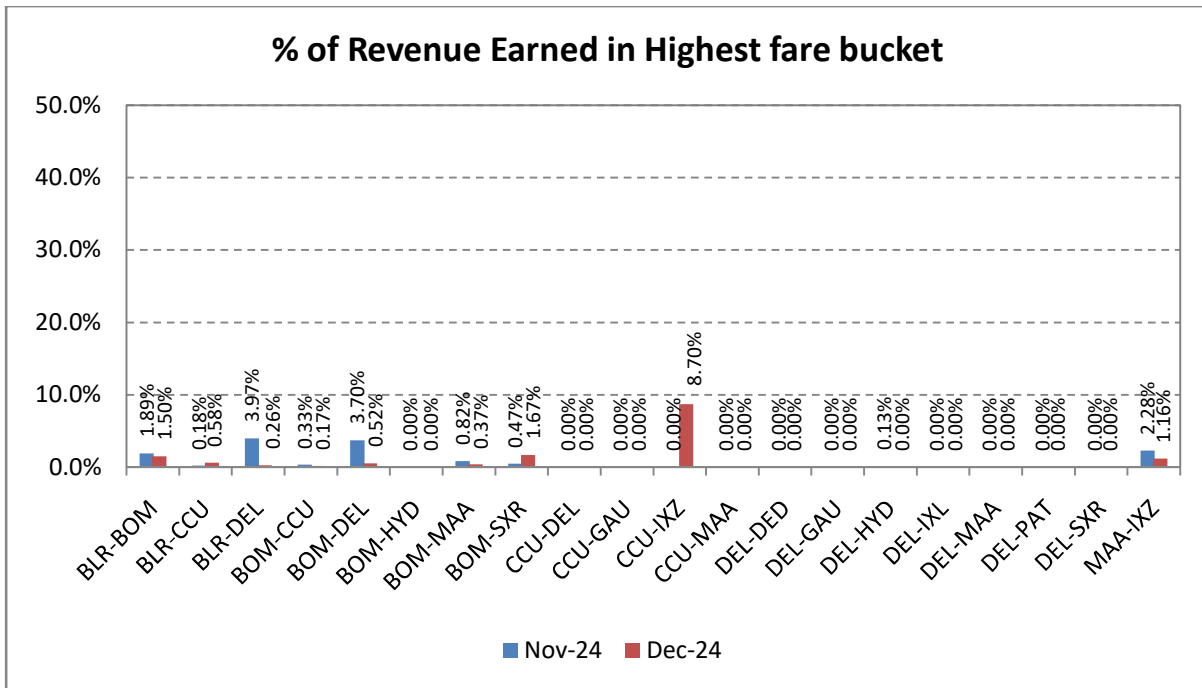
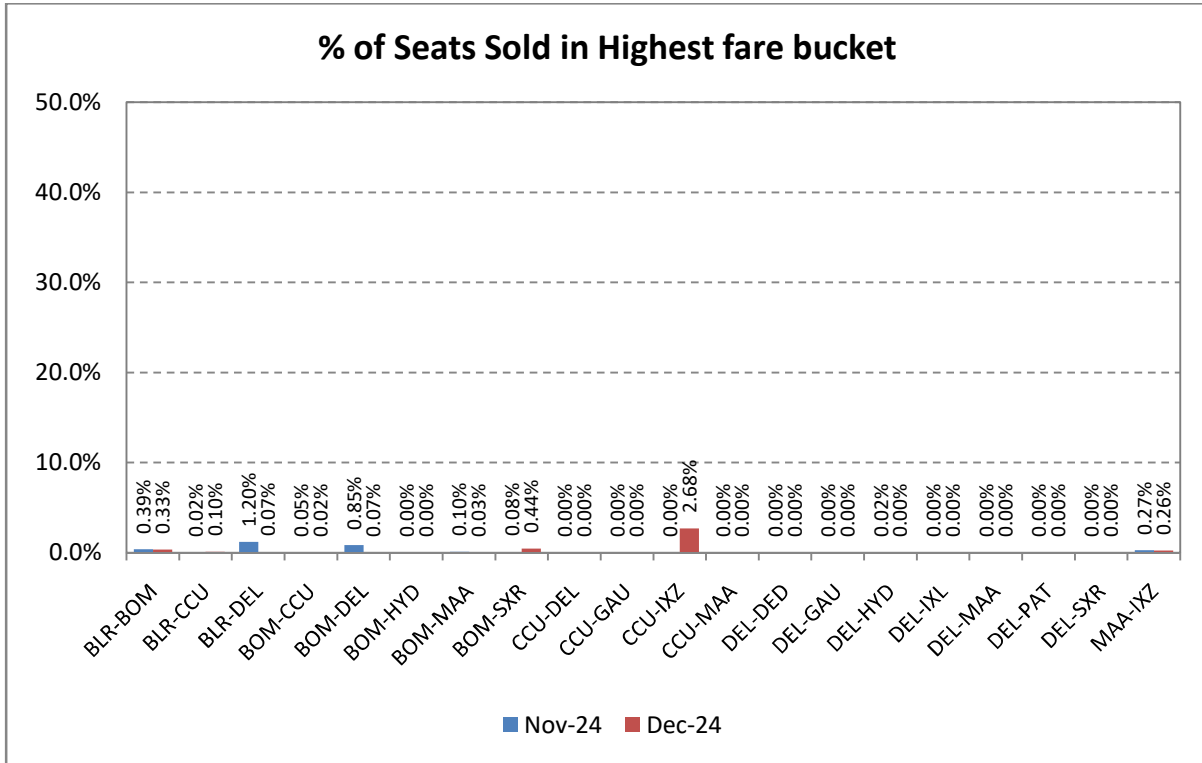
The Traffic report is being prepared based on information received from scheduled domestic airlines.

Spicejet



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

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	2	<ul style="list-style-type: none"> Pax accommodated in next day flight due load penalty. 	7631	<ul style="list-style-type: none"> Refund/ Rebooking Amount spent on facilitation of Rs.0.27 lakhs. 	2498	<ul style="list-style-type: none"> Refreshments Refund/Rebooking Amount spent on facilitation of Rs.0.85 lakhs
Air India*	1969	<ul style="list-style-type: none"> Alternate flights Accommodation Refreshments/ Meals Rs.169.32 Lakhs spends on facilitation/ compensation. 	6295	<ul style="list-style-type: none"> Refreshments Accommodation Moved to alternate flights Refund Amount spent on facilitation of Rs.94.13 lakhs 	109326	<ul style="list-style-type: none"> Refreshments/Lunch Transfer to OAL Amount spent on facilitation of Rs.341.48 lakhs
Akasa Air	27	<ul style="list-style-type: none"> Alternate flight Rs.2.38 Lakhs spends on facilitation/ compensation. 	2486	<ul style="list-style-type: none"> Alternate Flight Refund / meals Accommodation Amount spent on facilitation of Rs.1.80 lakhs 	8408	<ul style="list-style-type: none"> Refreshments Amount spent on facilitation of Rs 16.17 lakhs
Indigo	46	<ul style="list-style-type: none"> Alternate flight and travel vouchers Rs.3.16 Lakhs spends on facilitation/ compensation. 	47125	<ul style="list-style-type: none"> Alternate flights Full Refund 	144671	<ul style="list-style-type: none"> Refreshments
SpiceJet	103	<ul style="list-style-type: none"> Alternate SG flights Rs.1.52 Lakhs spends on facilitation/ compensation. 	3627	<ul style="list-style-type: none"> Refreshments Accommodation Alternate SG flights Amount spent on facilitation of Rs 28.67 lakhs 	11968	<ul style="list-style-type: none"> Refreshments. Alternate SG flights Amount spent on facilitation of Rs 18.51 lakhs
Fly Big	NIL	NIL	74	<ul style="list-style-type: none"> Alternate Flight Refund 	NIL	NIL
Indiaone Air	NIL	NIL	40	<ul style="list-style-type: none"> Refund/ Reschedule Amount spent on facilitation of 1.23 lakhs 	NIL	NIL
Star Air	NIL	NIL	344	<ul style="list-style-type: none"> Refund/Re-accommodation 	2323	NIL
Fly91	NIL	NIL	NIL	NIL	791	<ul style="list-style-type: none"> Refreshments Transport Amount spent on facilitation of Rs. 1.58 lakhs

*Air India data includes Air India Express also

SUMMARY

Denied Boarding		Cancellations		Delays	
No. ofPax Affected	Facilities & Compensation	No. ofPax Affected	Facilities & Compensation	No. ofPax Affected	Facilities
2147	Rs 176.37 lakhs compensation and facilities	67622	Rs.126.10 lakhs compensation and facilities	279985	Rs.378.60 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	73.9	-	80.8	85.7	82.3	81.0	86.1	33.2	76.5	72.5	-	63.5
Nov	74.3	-	87.3	92.6	90.3	87.9	88.0*	35.6	82.9	73.4	-	73.8
Dec	77.7	-	84.7	93.3	90.6	87.4	-	20.9	87.2	78.3	-	82.7

* Vistara data till 11 Nov 2024. Effective 12 Nov 2024 Vistara merged with Air India.

**AIX connect merged with Air India Express effective Oct 2024. Air India Data includes Air India Express also.

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Table 2

Airline	Complaints		Redressal Status	
	Total	Per 10,000 Passengers Carried	Closed	Open
Alliance Air	31	3.1	31	0
Air India*	360	0.9	360	0
Akasa Air	30	0.4	30	0
Indigo	167	0.2	167	0
Spice Jet	206	4.2	206	0
Fly Big	3	26.4	3	0
Indiaone Air	0	0.0	0	0
Star Air	18	3.0	18	0
Fly91	2	0.8	2	0
Total	817	0.55	817	0

**Air India data includes Air India Express also*

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