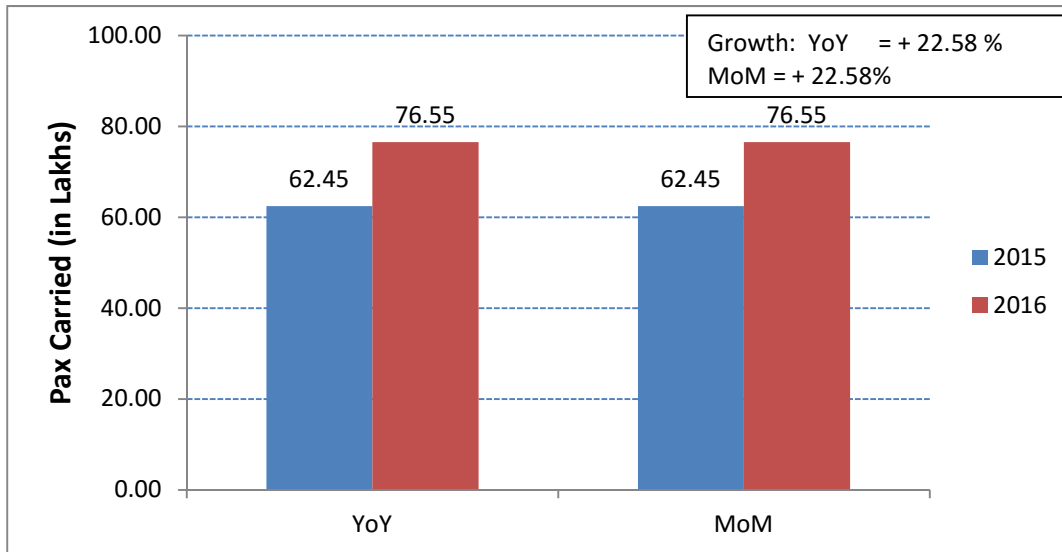


**Subject:** Performance of domestic airlines for the year 2016.

Traffic data submitted by various domestic airlines has been analysed for the month of January 2016. Following are the salient features:

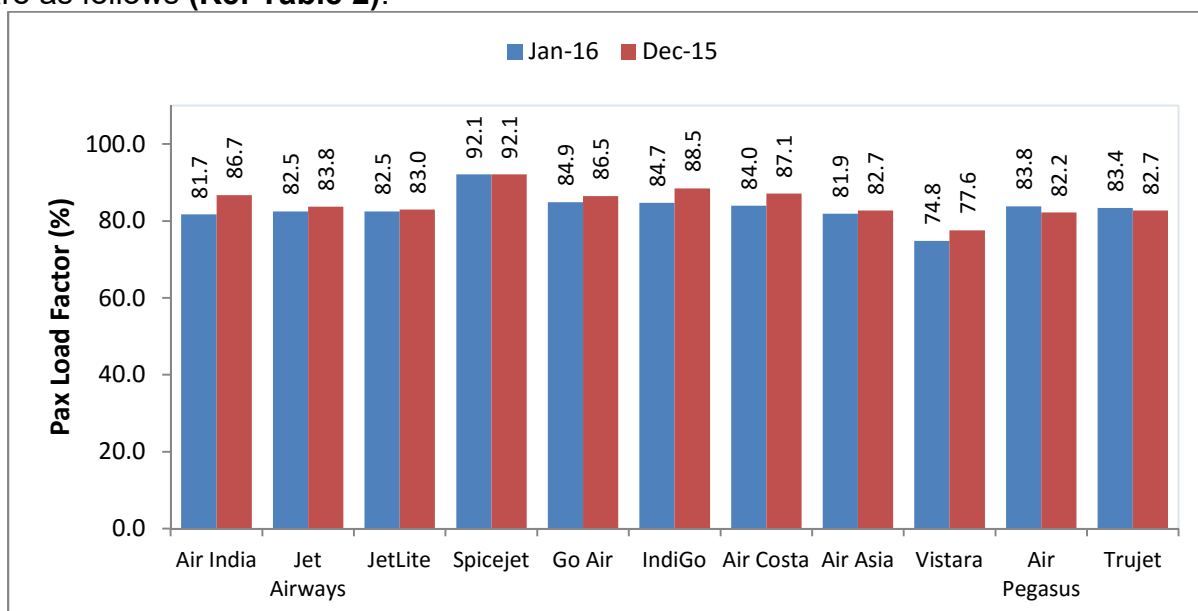
**Passenger Growth**

Passengers carried by domestic airlines during Jan 2016 were **76.55 lakhs** as against **62.45 lakhs** during the corresponding period of previous year thereby registering a **growth of 22.58% (Ref Table 1)**.



**Passenger Load Factor**

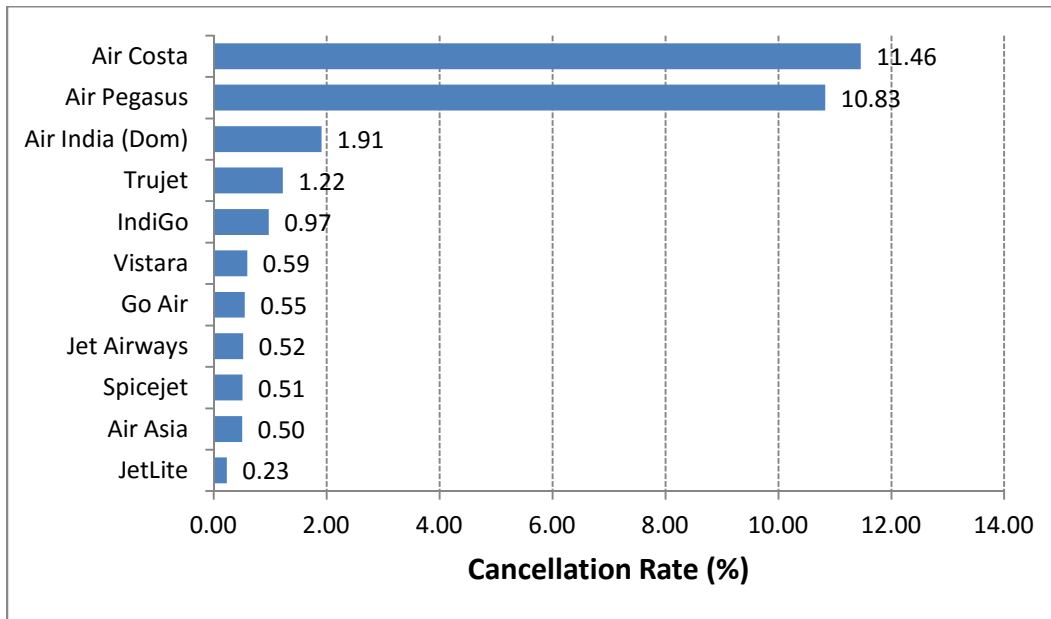
The passenger load factors of various scheduled domestic airlines in Jan 2016 are as follows (Ref Table 2):



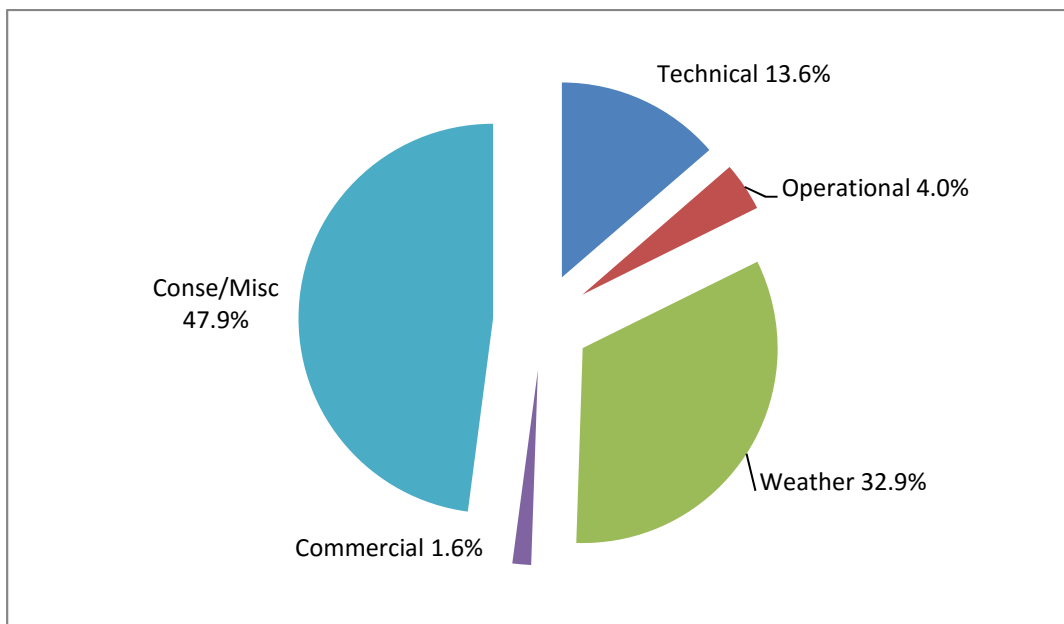
The passenger load factor in the month of January 2016 has slightly decreased compared to previous month primarily due to the end of tourist season.

### **Cancellations**

The overall cancellation rate of scheduled domestic airlines for the month of January 2016 has been 1.10%. Airline-wise details of cancellations are as follows:

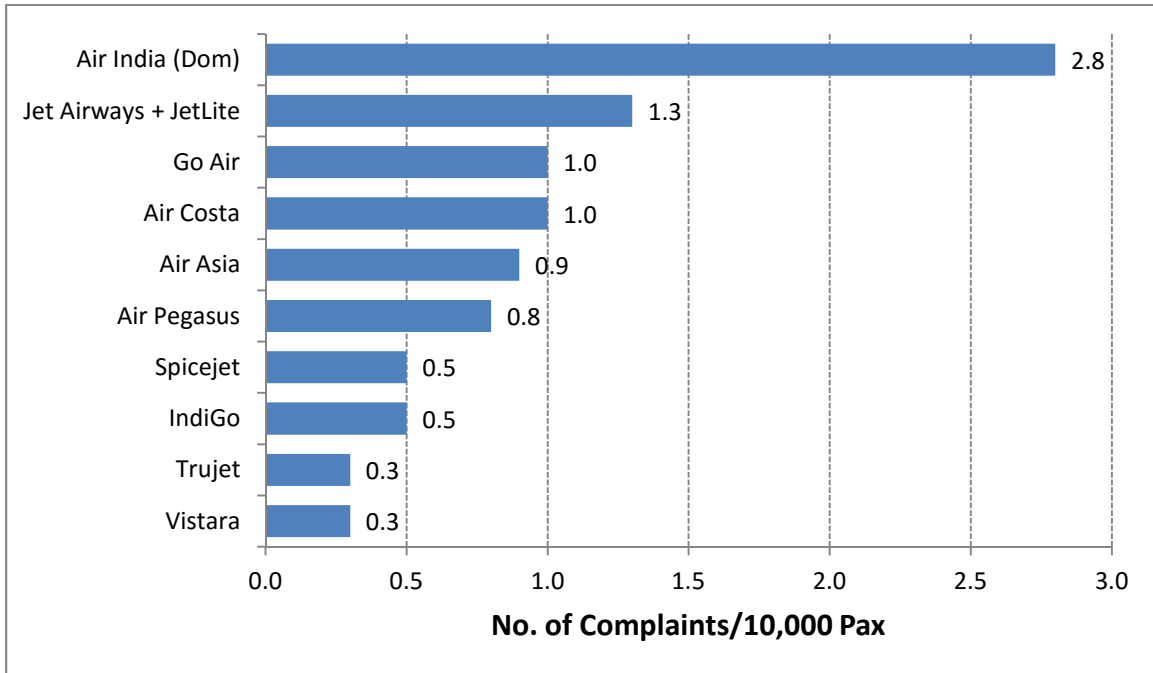


Various reasons of cancellations are indicated below:

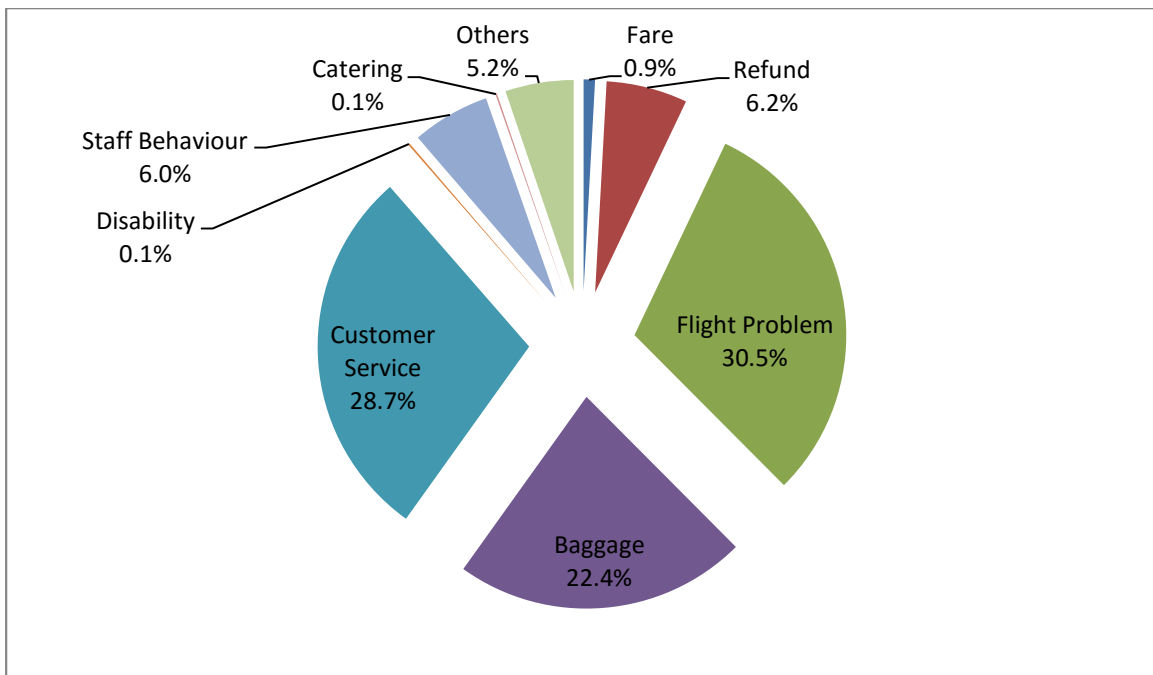


## Passenger Complaints during the month

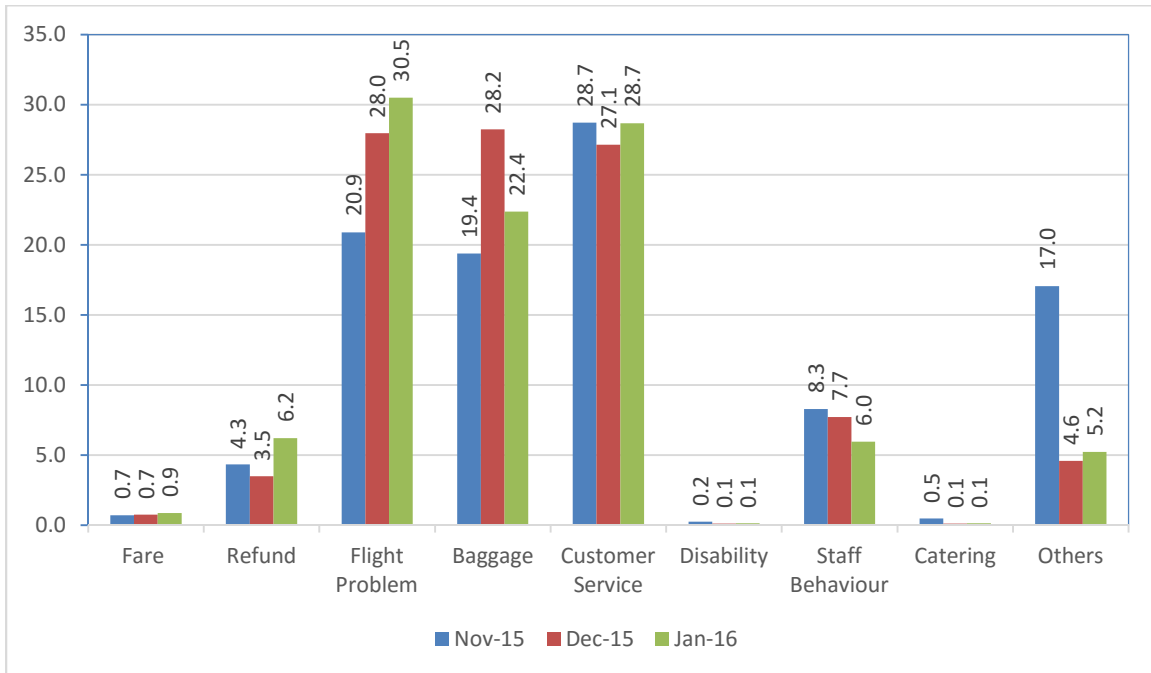
During January 2016, a total of 823 passenger related complaints had been received by the scheduled domestic airlines. The number of complaints per 10,000 passengers carried for the month of January 2016 has been 1.1. The airline-wise details are as follows:



Various reasons of passenger complaints are indicated below:



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 – 4.

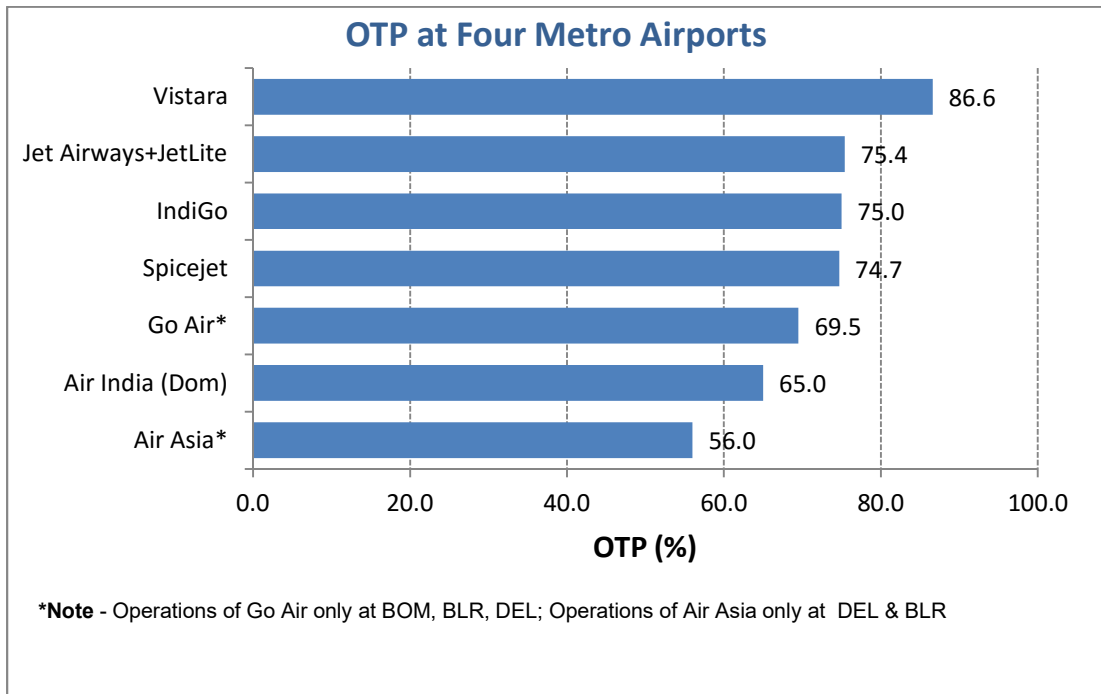
### **Compliance of Route Dispersal Guidelines**

During the month of Jan 2016, all the scheduled domestic airlines complied with the mandatory capacity deployment requirements contained in the Route Dispersal Guidelines. Airline-wise details are given in the following Table:

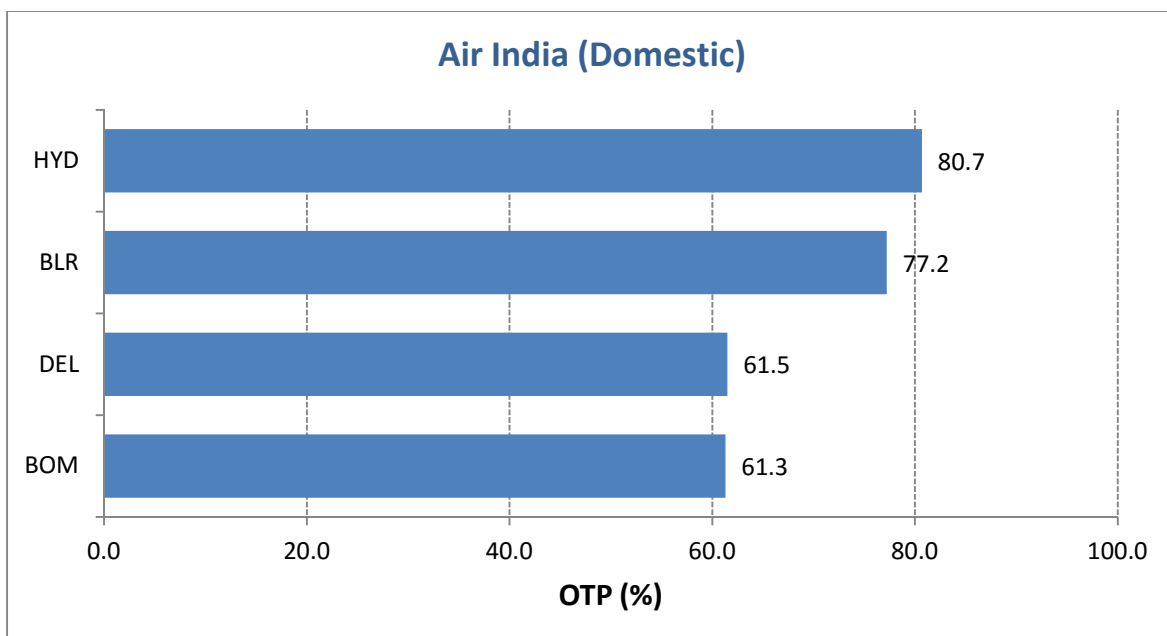
Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Air India + Alliance Air	103.4	1.50	20.5
Jet Airways + JetLite	68.2	1.07	11.0
Spicejet	107.8	1.01	23.9
Go Air	158.8	1.16	49.2
IndiGo	123.0	1.32	21.8
Vistara	62.9	1.08	10.5
Air Asia	485.1	8.13	42.8
Minimum Capacity Requirement in accordance with RDG (As % of Capacity Deployed in Category I)			
• Category II	-	10%	
• Category IIA	-	1%	
• Category III	-	50%	

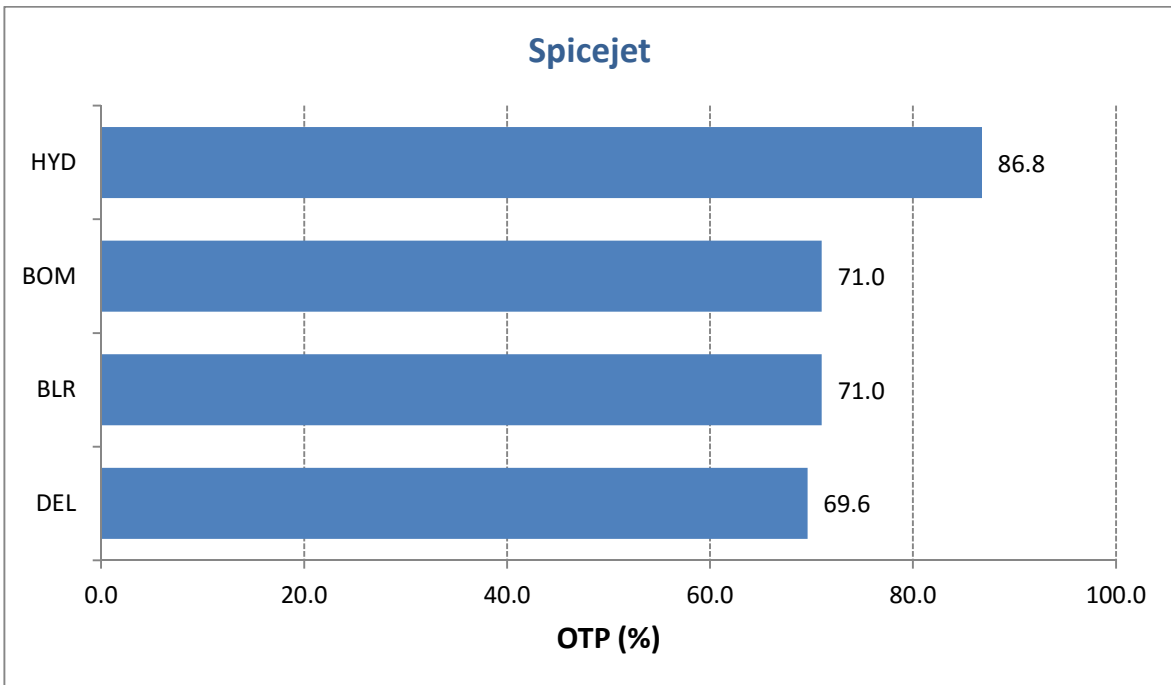
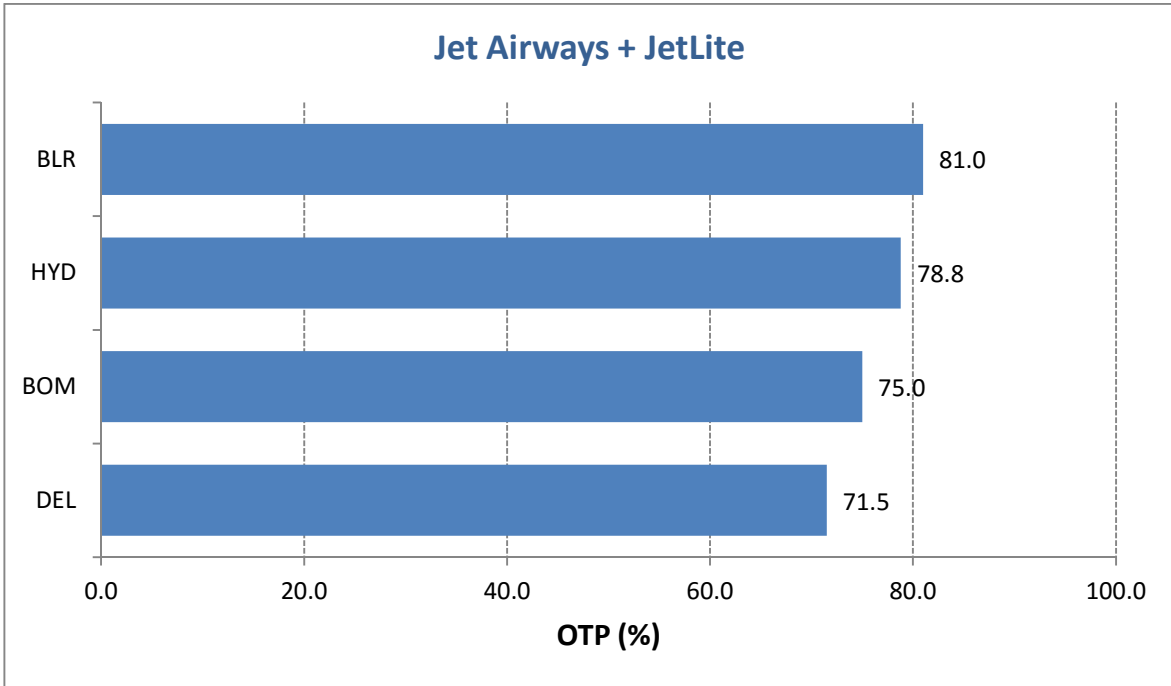
## On-Time Performance (Scheduled Domestic Airlines)

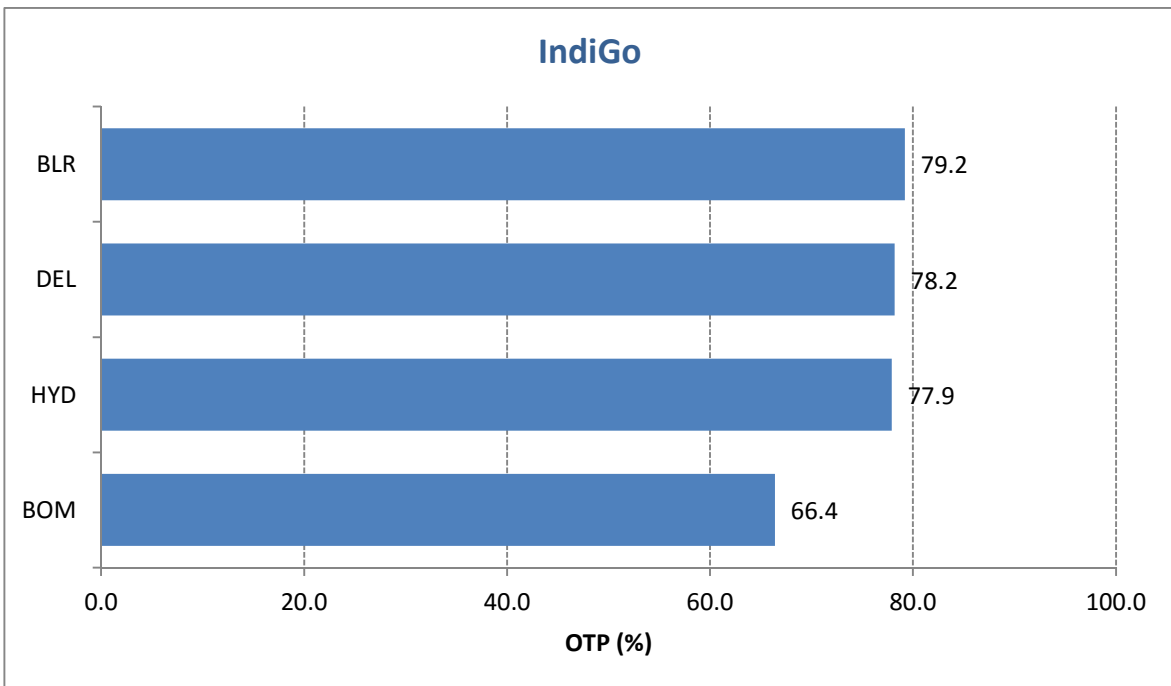
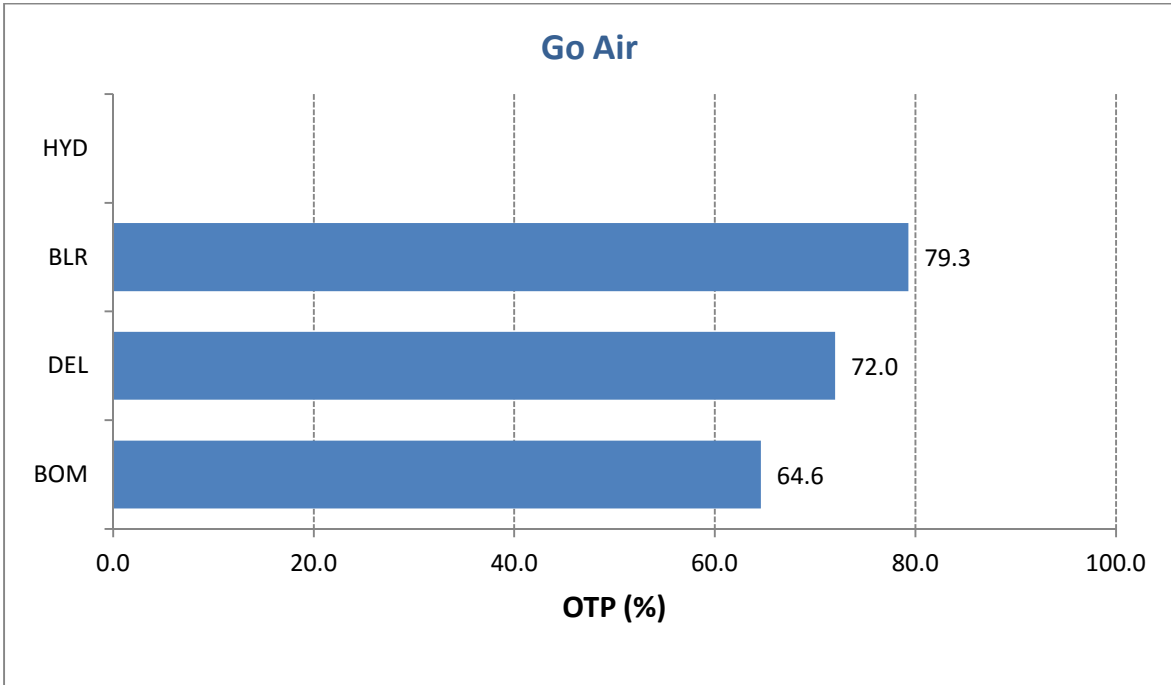
On-Time Performance (OTP) of scheduled domestic airlines has been computed for four metro airports viz. Bangalore, Delhi, Hyderabad and Mumbai. Airline-wise OTP at four metro airports for the month of January 2016 is as follows:

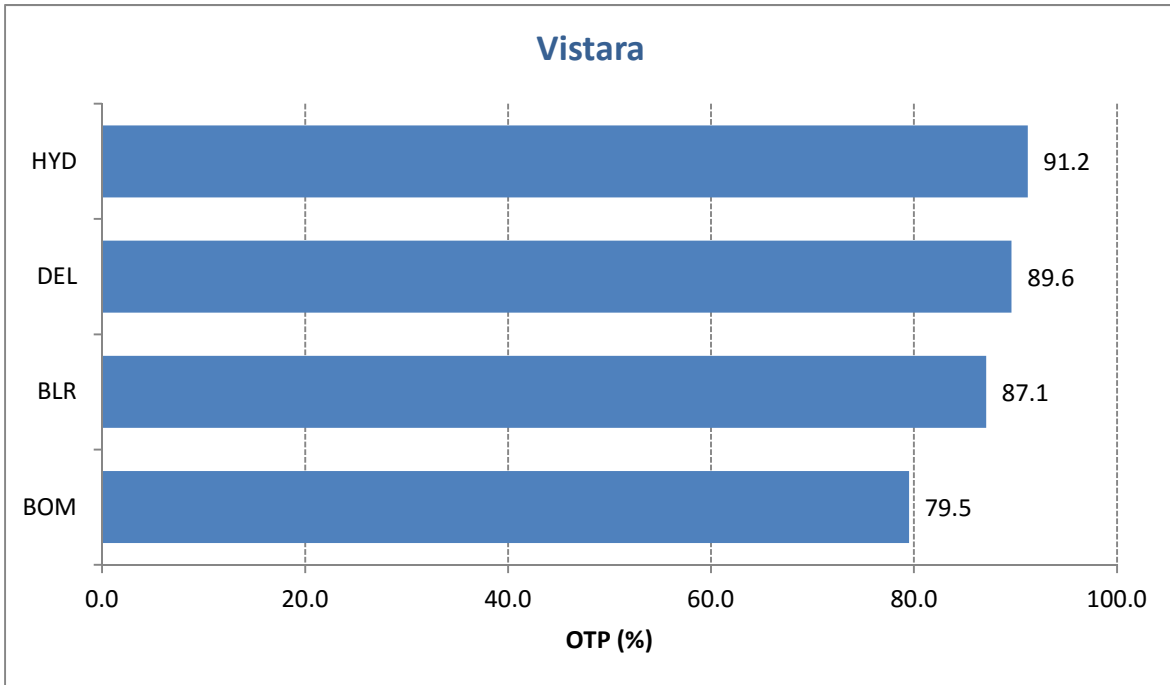


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

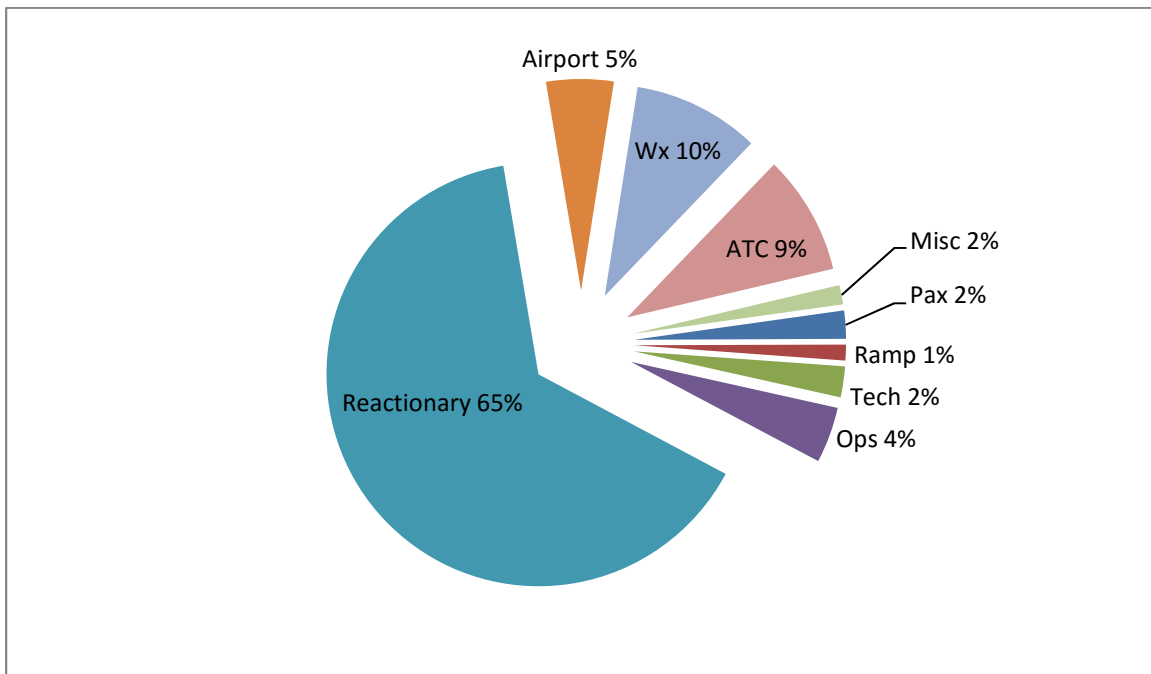








Reasons for delay have been analysed, which are presented below. It has been found that majority of delays have been attributed to 'Reactionary'.





## **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	431	<ul style="list-style-type: none"> <li>Refund</li> <li>Rebooked on other flights</li> <li>Hotel accommodation</li> <li>Compensation of Rs. 22.42 lakhs</li> </ul>	6168	<ul style="list-style-type: none"> <li>Refunds</li> <li>Rescheduling</li> <li>Hotel accommodation</li> <li>Compensation of Rs. 31.49 lakhs</li> </ul>	83265	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Refunds where pax desired</li> <li>Rescheduling</li> <li>Compensation of Rs. 103.3 lakhs</li> </ul>
Jet Airways and JetLite	660	<ul style="list-style-type: none"> <li>Refund</li> <li>Rebooked on other flights</li> <li>Hotel accommodation</li> <li>Compensation of Rs. 16.83 lakhs</li> </ul>	1526	<ul style="list-style-type: none"> <li>Refunds</li> <li>Rescheduling</li> <li>Hotel accommodation</li> <li>Compensation of Rs. 0.53 lakhs</li> </ul>	4880	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Refunds where pax desired</li> <li>Rescheduling</li> </ul>
Spicejet	Nil	Nil	945	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> <li>Compensation of Rs. 0.35 lakhs</li> </ul>	3785	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Transfer to other airlines</li> <li>Compensation of Rs. 3.34 lakhs</li> </ul>
Go Air	Nil	Nil	41	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> </ul>	2369	<ul style="list-style-type: none"> <li>All pax given refreshments</li> <li>Refunds where pax desired</li> <li>Rescheduling</li> </ul>
IndiGo	Nil	Nil	Nil	Nil	11782	<ul style="list-style-type: none"> <li>Refreshments</li> </ul>
Air Costa	Nil	Nil	1808	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> <li>Compensation of Rs. 5.0 lakhs</li> </ul>	369	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> <li>Compensation of Rs. 0.72 lakhs</li> </ul>
Air Asia	2	<ul style="list-style-type: none"> <li>Refund</li> <li>Compensation of Rs. 0.13 lakhs</li> </ul>	156	<ul style="list-style-type: none"> <li>Refund</li> <li>Compensation of Rs. 0.03 lakhs</li> </ul>	6158	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Compensation of Rs. 6.73 lakhs</li> </ul>
Vistara	9	<ul style="list-style-type: none"> <li>Refund</li> <li>Compensation of Rs. 0.71 lakhs</li> </ul>	560	<ul style="list-style-type: none"> <li>Refund</li> <li>Compensation of Rs. 3.18 lakhs</li> </ul>	3085	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> </ul>
Air Pegasus	Nil	Nil	24	<ul style="list-style-type: none"> <li>Rescheduling</li> </ul>	371	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> </ul>
Trujet	Nil	Nil	19	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> </ul>	27	<ul style="list-style-type: none"> <li>Refreshments</li> <li>Rescheduling</li> </ul>

## SUMMARY

Denied Boarding		Cancellations		Delays	
No. of Pax Affected	Facilities & Compensation	No. of Pax Affected	Facilities & Compensation	No. of Pax Affected	Facilities
1102	Rs. 40.09 lakhs compensation	11247	Rs. 40.58 lakhs compensation and facilities	116091	Rs. 114.09 lakhs towards compensation and facilities

**Table 1****TOTAL DOMESTIC PASSENGERS CARRIED BY SCHEDULED DOMESTIC AIRLINES (IN LAKHS) - YEAR 2016**

Month & Year	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
Jan	12.23	64.32	76.55	84.0	16.0
Feb					
Mar					
<b>Ist Quarter</b>	<b>12.23</b>	<b>64.32</b>	<b>76.55</b>	<b>84.0</b>	<b>16.0</b>
Apr					
May					
Jun					
<b>IInd Quarter</b>					
Jul					
Aug					
Sep					
<b>IIIrd Quarter</b>					
Oct					
Nov					
Dec					
<b>IVth Quarter</b>					
<b>Total</b>	<b>12.23</b>	<b>64.32</b>	<b>76.55</b>	<b>84.0</b>	<b>16.0</b>

Data of 2014	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
I <sup>st</sup> Qtr	11.65	50.80	62.45	81.3	18.7
II <sup>nd</sup> Qtr					
III <sup>rd</sup> Qtr					
IV <sup>th</sup> Qtr					
<b>Total</b>	<b>11.65</b>	<b>50.80</b>	<b>62.45</b>	<b>81.3</b>	<b>18.7</b>
<b>Growth (%) =</b>	<b>+4.98</b>	<b>+26.61</b>	<b>+22.58</b>		

**Table 2**

**MONTH-WISE SEAT FACTOR OF SCHEDULED OPERATORS IN 2016**  
**(PASSENGER LOAD FACTOR IN PERCENTAGE)**

Month	Air India (Dom)	Jet Airways	JetLite	Spice Jet	Go Air	IndiGo	Air Costa	Air Asia	Vistara	Air Pegasus	Trujet
Jan	81.7	82.5	82.5	92.1	84.9	84.7	84.0	81.9	74.8	83.8	83.4
Feb											
Mar											
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											

**Table 3**

**MARKET SHARE OF SCHEDULES DOMESTIC AIRLINES (YEAR 2016)**

Month & Year	Passengers Carried (in Lakhs)												Market Share (%)											
	Air India	Private Air Carriers											Total	Air India	Jet Airways	Jet Lite	Spice Jet	Go Air	IndiGo	Air Costa	Air Asia	Vistara	Air Pegasus	Trujet
		Jet Airways	Jet Lite	Spice Jet	Go Air	IndiGo	Air Costa	Air Asia	Vistara	Air Pegasus	Trujet													
Jan	12.23	14.32	2.06	10.11	6.20	27.26	0.59	1.75	1.50	0.24	0.29	76.55	16.0	18.7	2.7	13.2	8.1	35.6	0.8	2.3	2.0	0.3	0.4	
Feb																								
Mar																								
<b>1stQtr</b>	<b>12.23</b>	<b>14.32</b>	<b>2.06</b>	<b>10.11</b>	<b>6.20</b>	<b>27.26</b>	<b>0.59</b>	<b>1.75</b>	<b>1.50</b>	<b>0.24</b>	<b>0.29</b>	<b>76.55</b>	<b>16.0</b>	<b>18.7</b>	<b>2.7</b>	<b>13.2</b>	<b>8.1</b>	<b>35.6</b>	<b>0.8</b>	<b>2.3</b>	<b>2.0</b>	<b>0.3</b>	<b>0.4</b>	
Apr																								
May																								
Jun																								
<b>2ndQtr</b>																								
Jul																								
Aug																								
Sep																								
<b>3rdQtr</b>																								
Oct																								
Nov																								
Dec																								
<b>4thQtr</b>																								
<b>TOTAL</b>	<b>12.23</b>	<b>14.32</b>	<b>2.06</b>	<b>10.11</b>	<b>6.20</b>	<b>27.26</b>	<b>0.59</b>	<b>1.75</b>	<b>1.50</b>	<b>0.24</b>	<b>0.29</b>	<b>76.55</b>	<b>16.0</b>	<b>18.7</b>	<b>2.7</b>	<b>13.2</b>	<b>8.1</b>	<b>35.6</b>	<b>0.8</b>	<b>2.3</b>	<b>2.0</b>	<b>0.3</b>	<b>0.4</b>	

**Table 4**

Airline	Complaints		Redressal Status	
	Total	Per 10,000 Passengers Carried	Closed	Open
Air Costa	6	1.0	6	-
Air Asia	16	0.9	16	-
Vistara	4	0.3	4	-
Go Air	61	1.0	61	-
IndiGo	126	0.5	125	1
Spicejet	50	0.5	50	-
Jet Airways + JetLite	216	1.3	216	-
Air India (Dom)	341	2.8	203	138
Air Pegasus	2	0.8	2	-
Trujet	1	0.3	1	-
<b>Total</b>	<b>823</b>	<b>1.1</b>	<b>684</b>	<b>139</b>