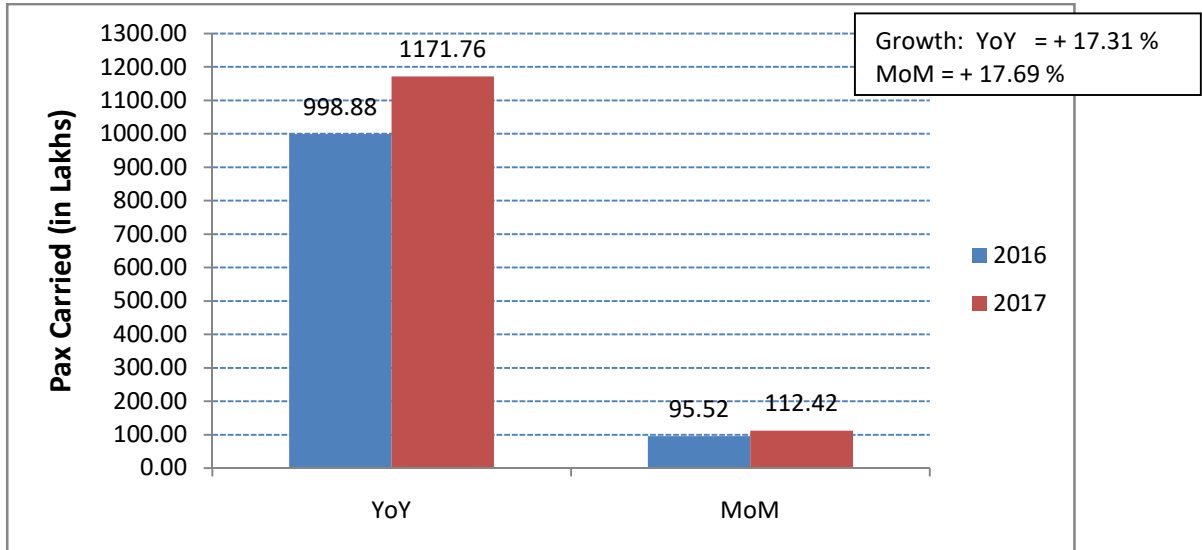


Subject: Performance of domestic airlines for the year 2017.

Traffic data submitted by various domestic airlines has been analysed for the month of Dec 2017. Following are the salient features:

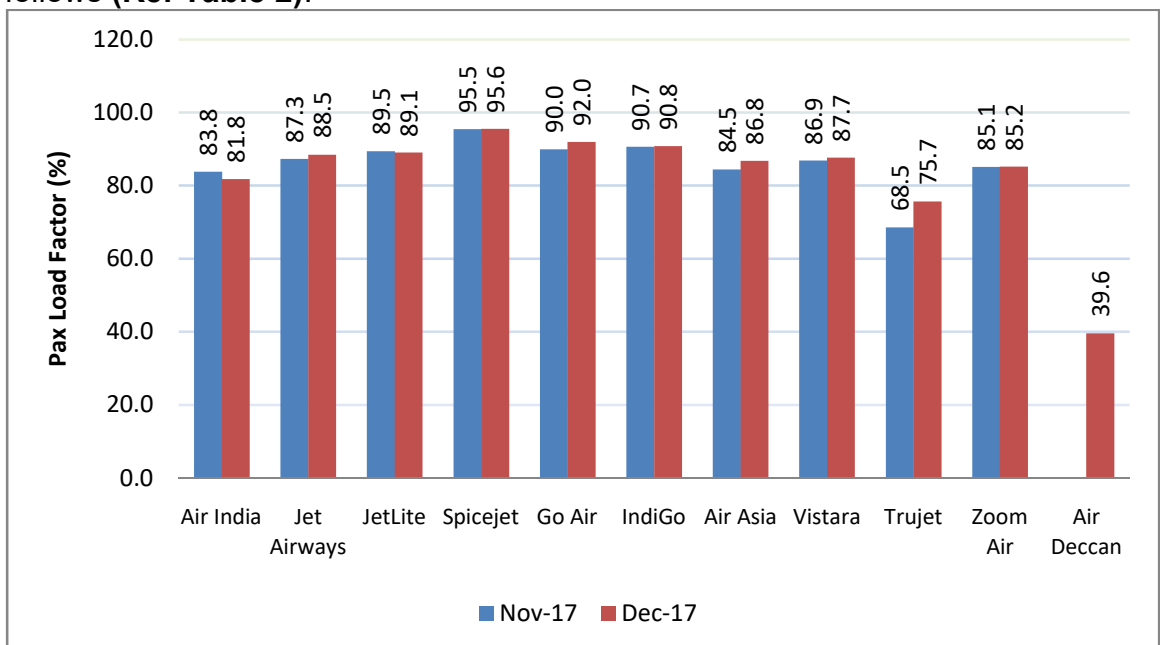
Passenger Growth

Passengers carried by domestic airlines during Jan-Dec 2017 were **1171.76 lakhs** as against **998.88 lakhs** during the corresponding period of previous year thereby registering a **growth of 17.31% (Ref Table 1)**.



Passenger Load Factor

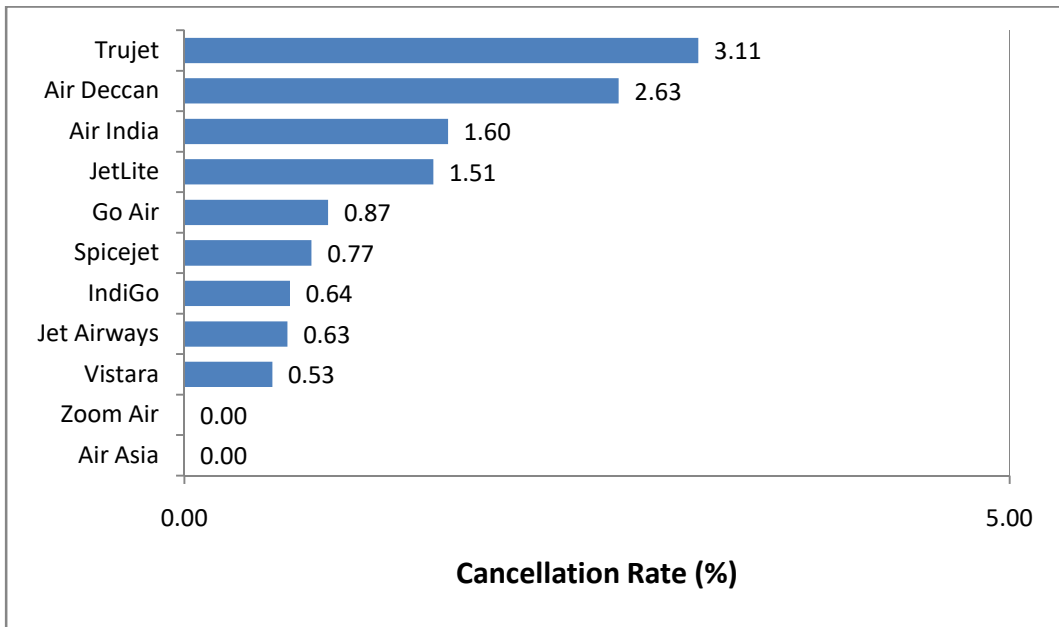
The passenger load factors of various scheduled domestic airlines in Dec 2017 are as follows (Ref Table 2):



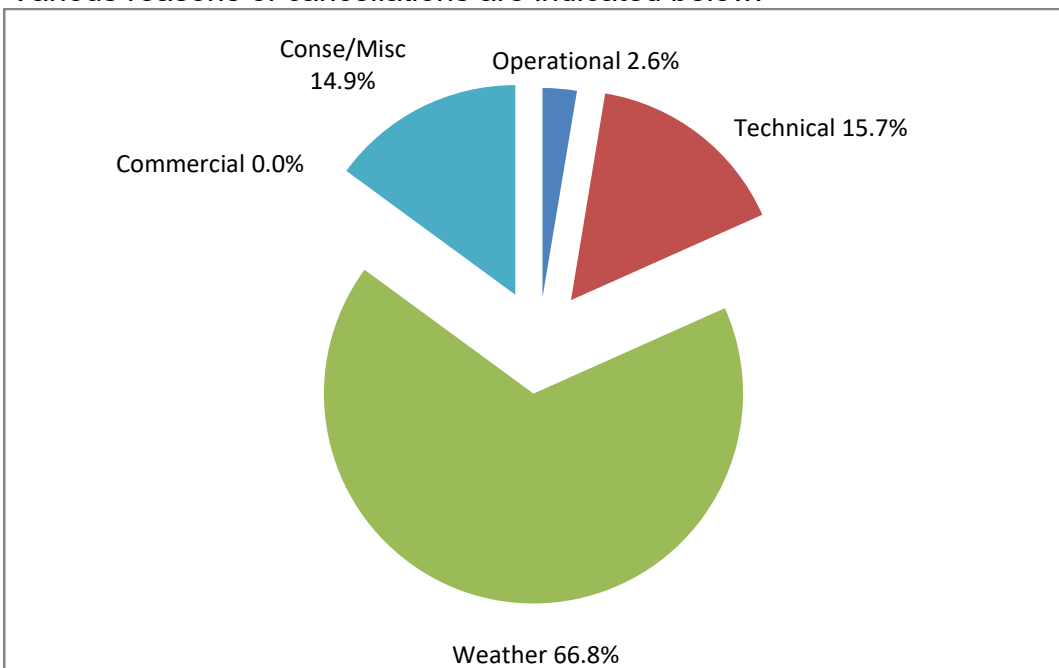
The passenger load factor in the month of December 2017 has shown increasing trend compared to previous month primarily due to the ongoing tourist season.

Cancellations

The overall cancellation rate of scheduled domestic airlines for the month of Dec 2017 has been 0.81%. Airline-wise details of cancellations are as follows:

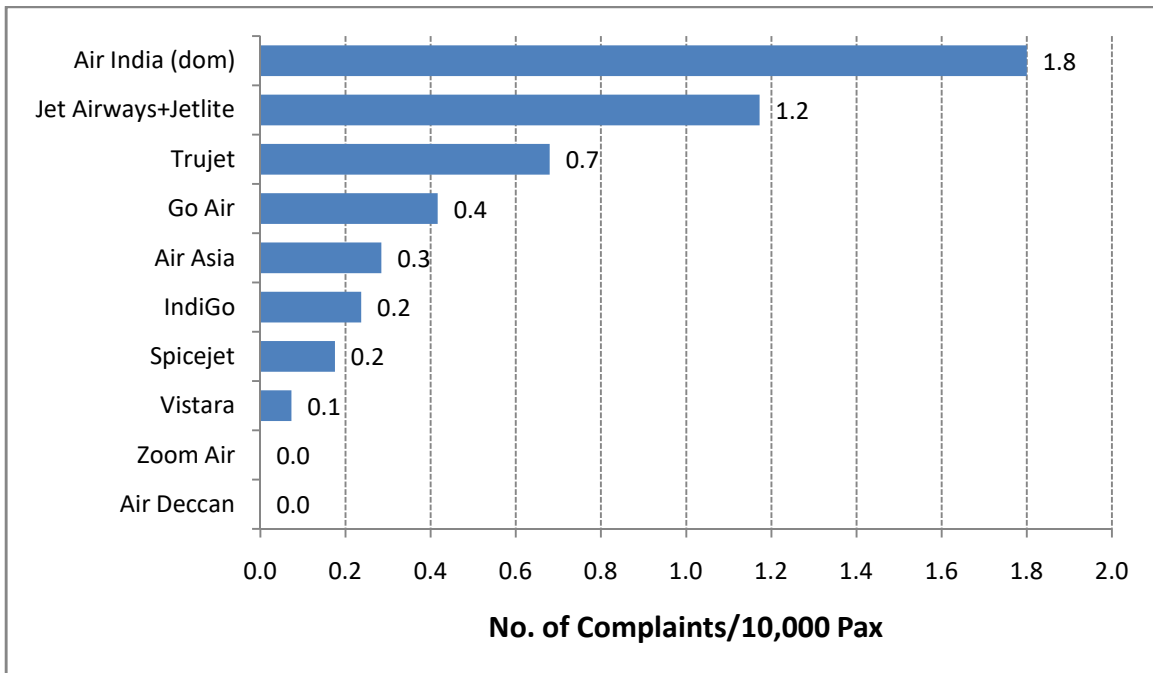


Various reasons of cancellations are indicated below:

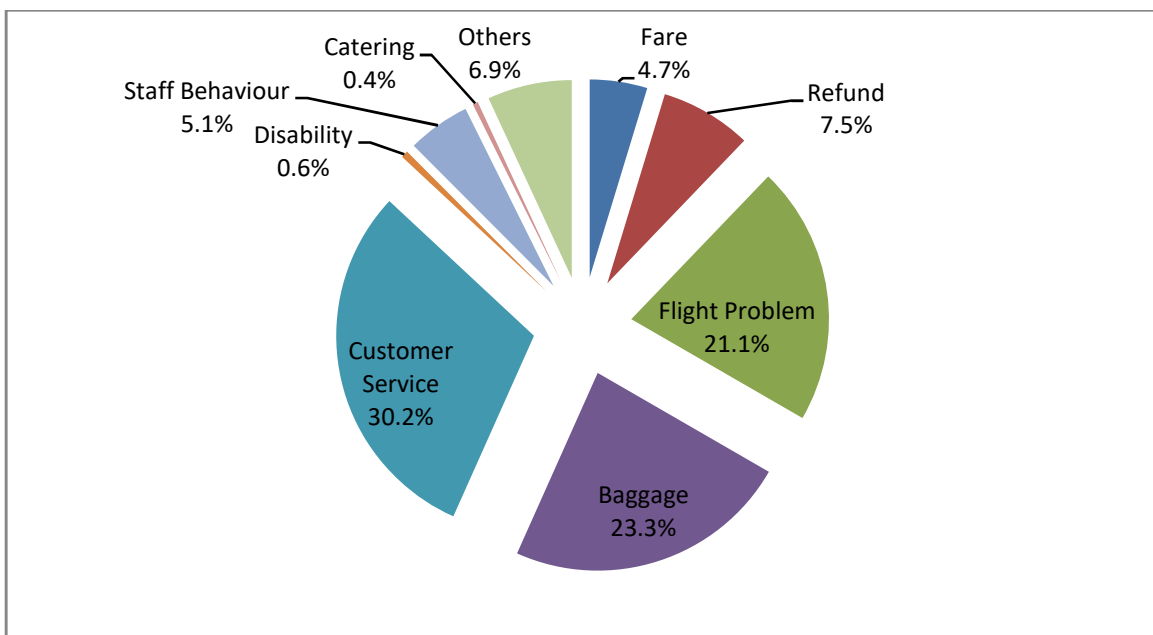


Passenger Complaints during the month

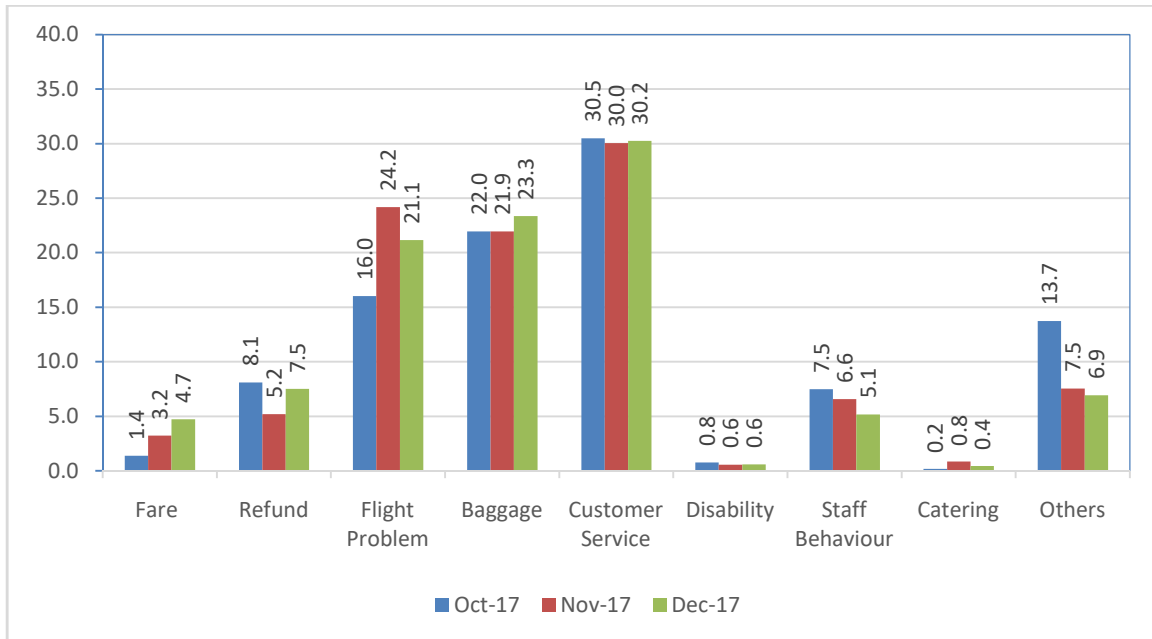
During December 2017, a total of 681 passenger related complaints had been received by the scheduled domestic airlines. The number of complaints per 10,000 passengers carried for the month of Dec 2017 has been around 0.61. The airline-wise details are as follows:



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.

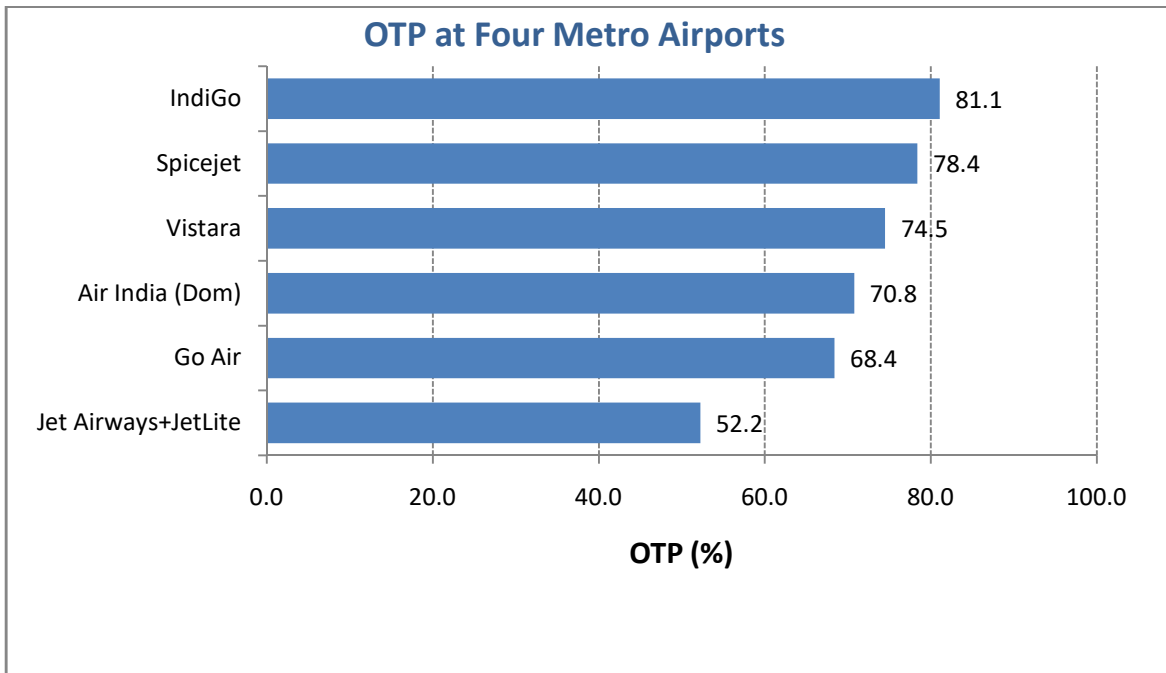
Compliance of Route Dispersal Guidelines

Airline-wise Compliance of Route Dispersal Guidelines during the month of Dec 2017 is given in the following table. Zoom Air did not operate in CAT I routes for the month of Dec 2017.

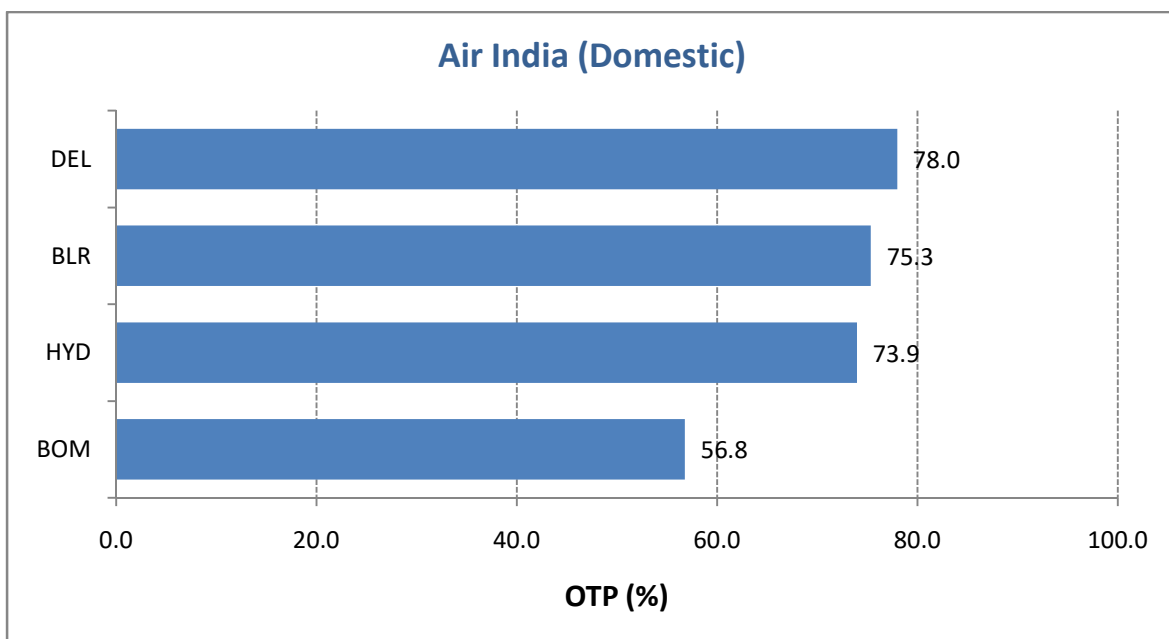
Airline	ASKM Deployment (%) of Category I		
	Cat III	Cat IIA	Cat II
Air India + Alliance Air	130.3	1.60	25.7
Jet Airways + JetLite	42.8	1.03	14.7
Spicejet	96.7	1.20	27.7
Go Air	70.0	1.39	34.4
IndiGo	114.1	1.06	23.0
Vistara	42.5	0.38	14.12
Air Asia	218.8	2.33	74.8
Zoom Air	-	-	-
Minimum Capacity Requirement in accordance with RDG (As % of Capacity Deployed in Category I)			
• Category II	-	10%	
• Category IIA	-	1%	
• Category III	-	35%	

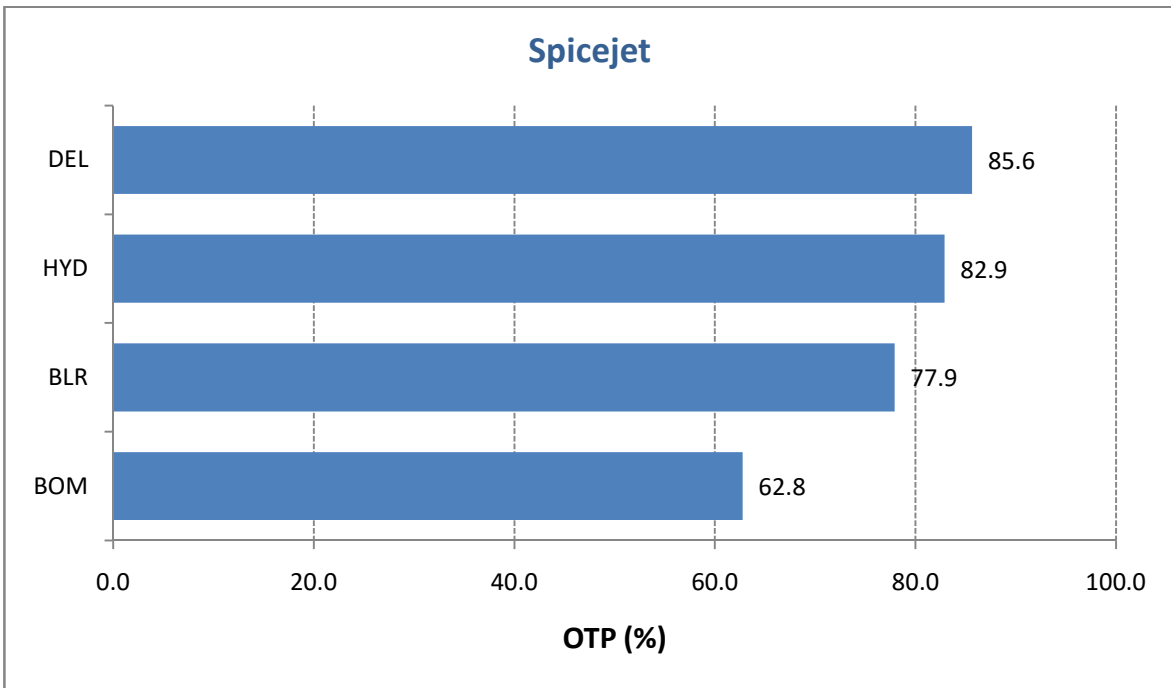
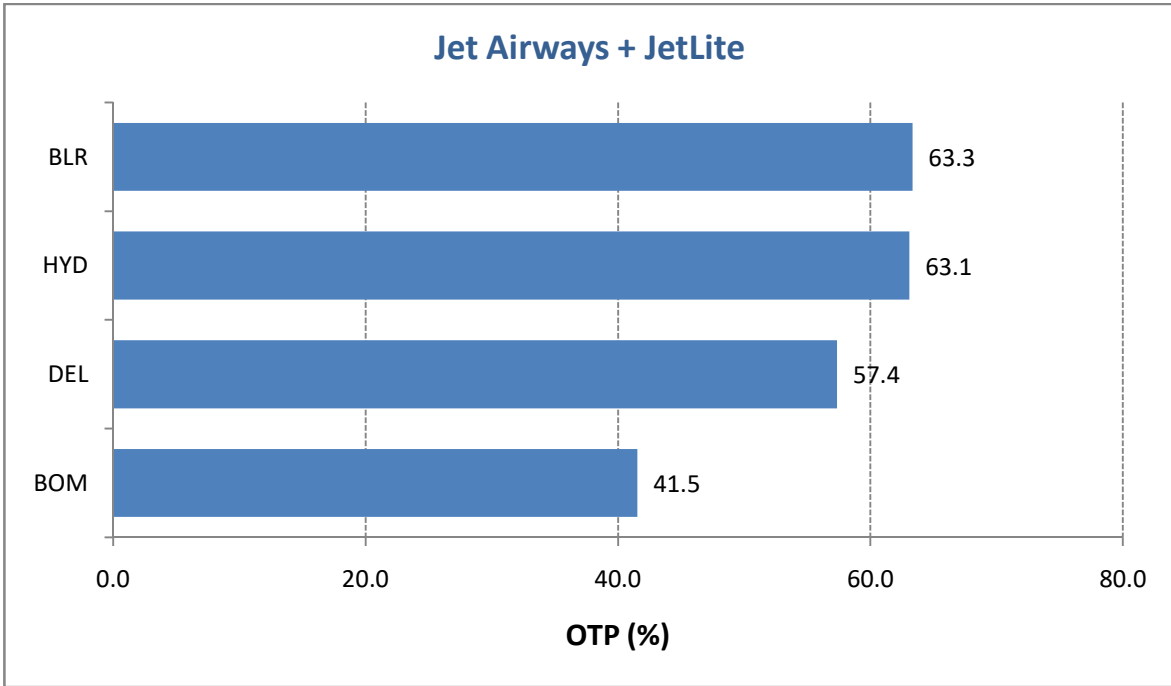
On-Time Performance (Scheduled Domestic Airlines)

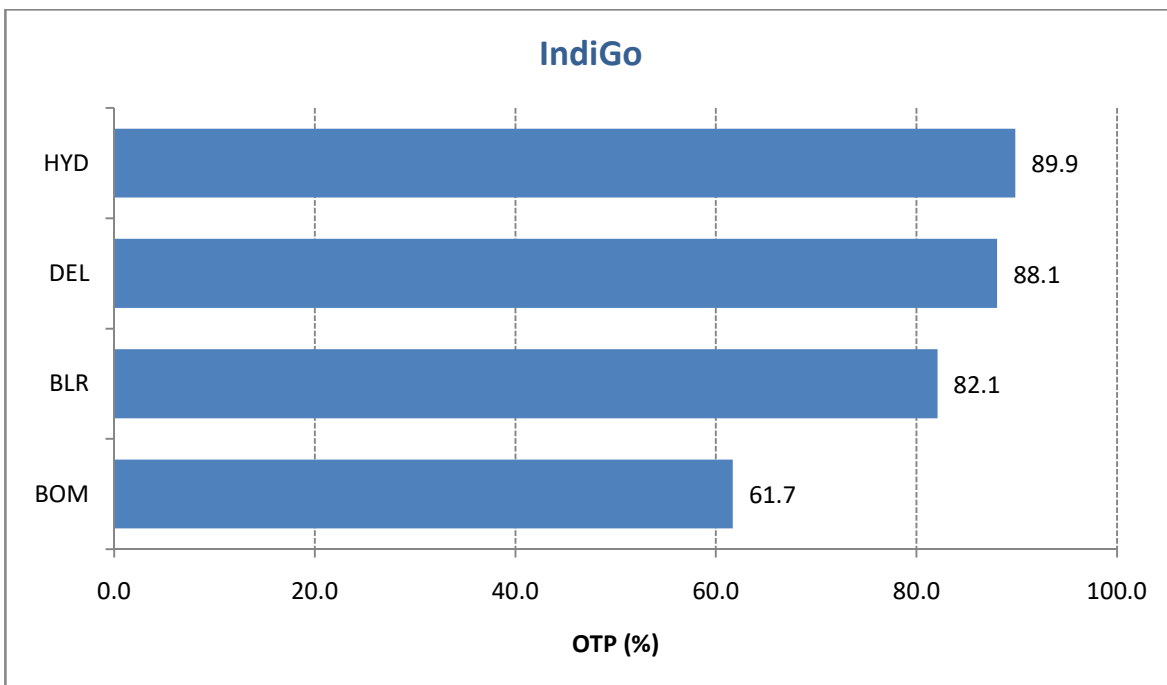
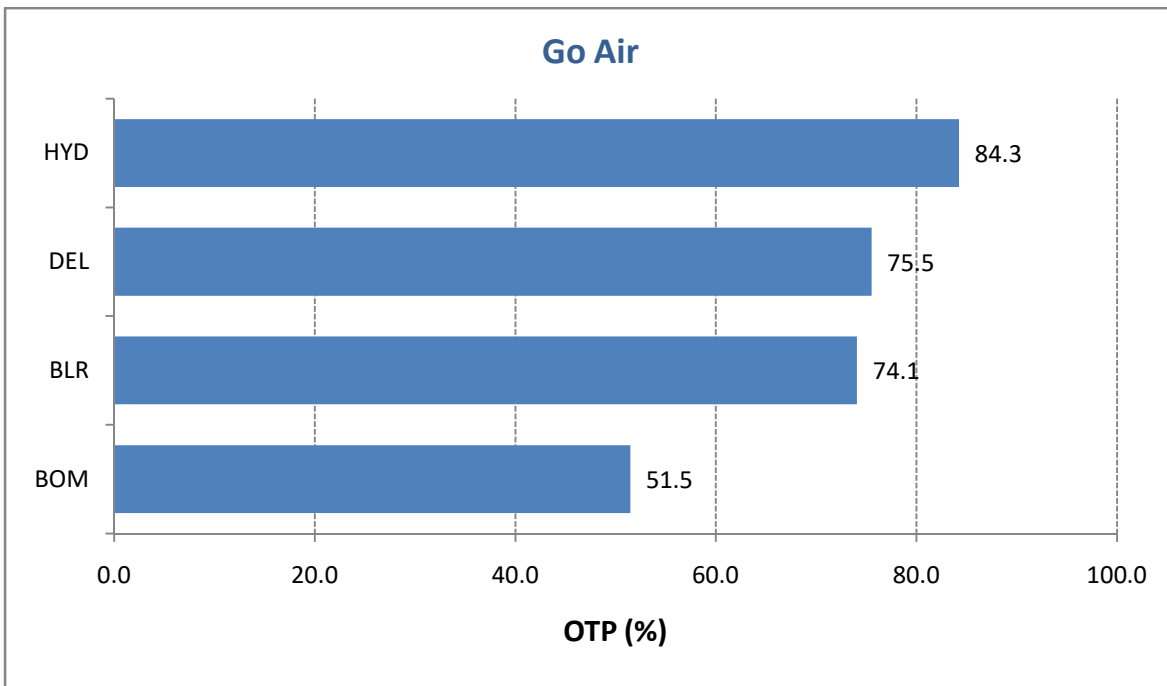
On-Time Performance (OTP) of scheduled domestic airlines has been computed for four metro airports viz. Bangalore, Delhi, Hyderabad and Mumbai. Airline-wise OTP at four metro airports for the month of Dec 2017 is as follows:

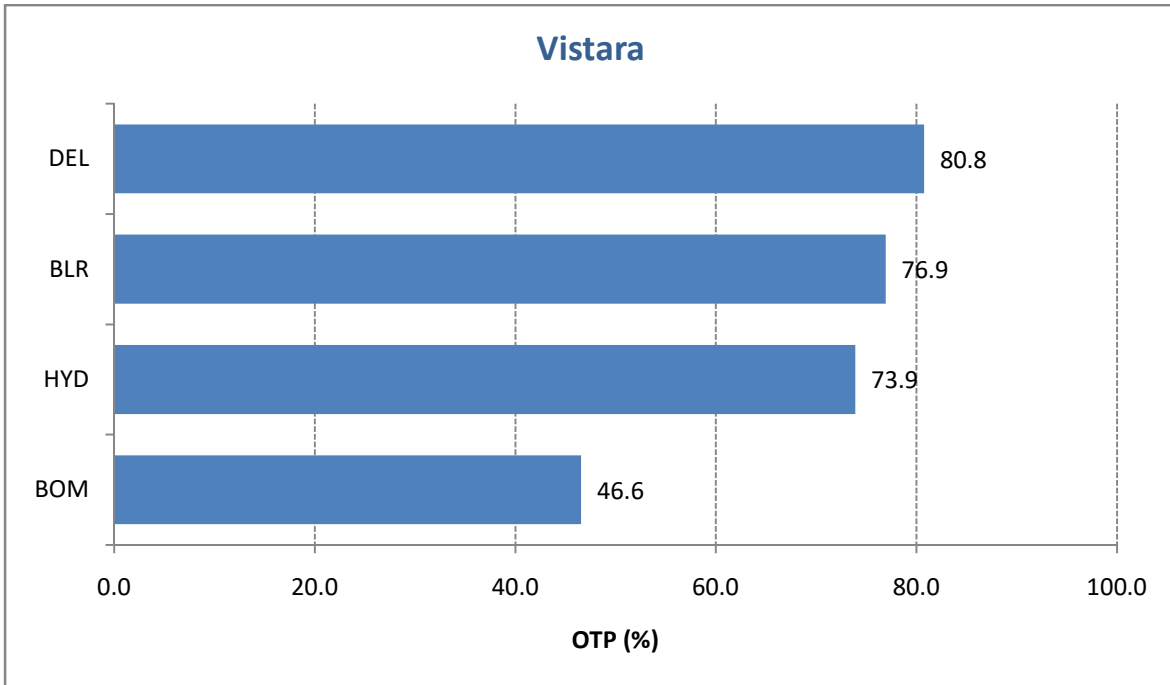


Airport-wise On-Time Performance of scheduled domestic airlines complying with Route Dispersal Guidelines is as follows:

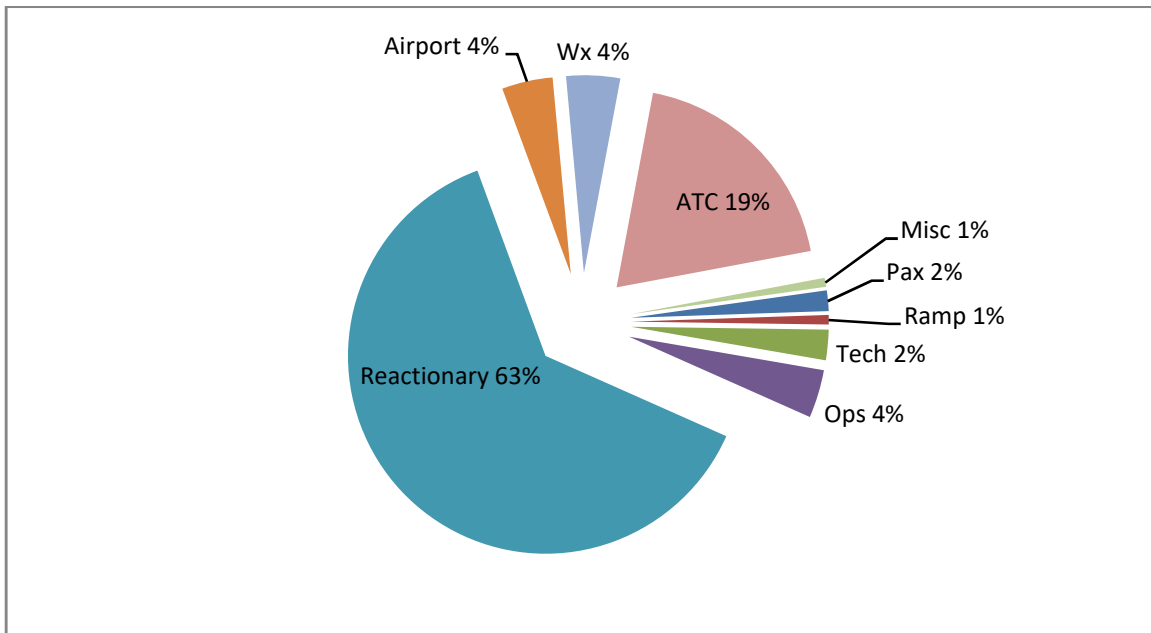








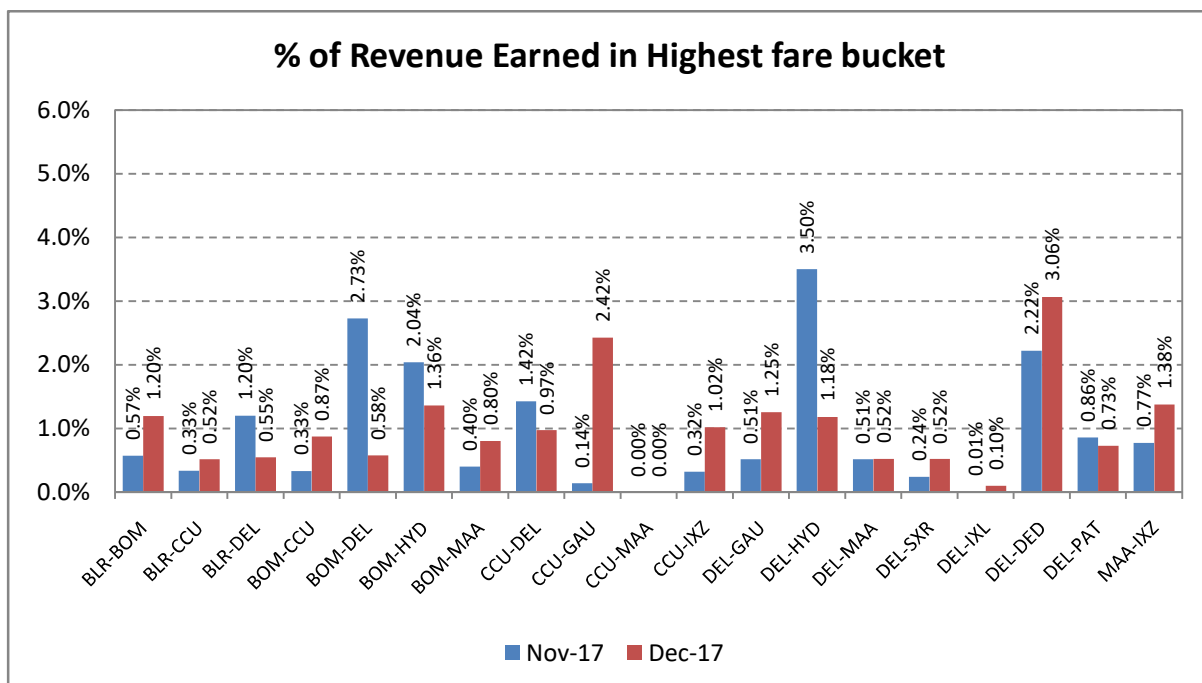
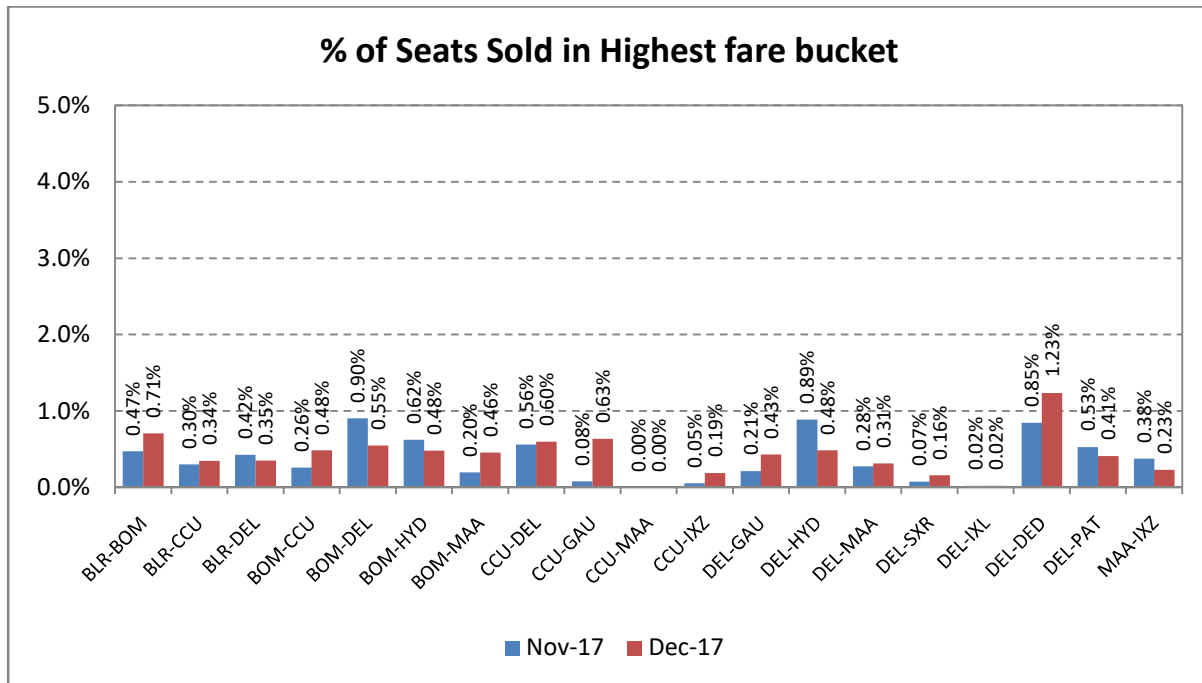
Reasons for delay have been analysed, which are presented below. It has been found that majority of delays have been attributed to 'Reactionary'.



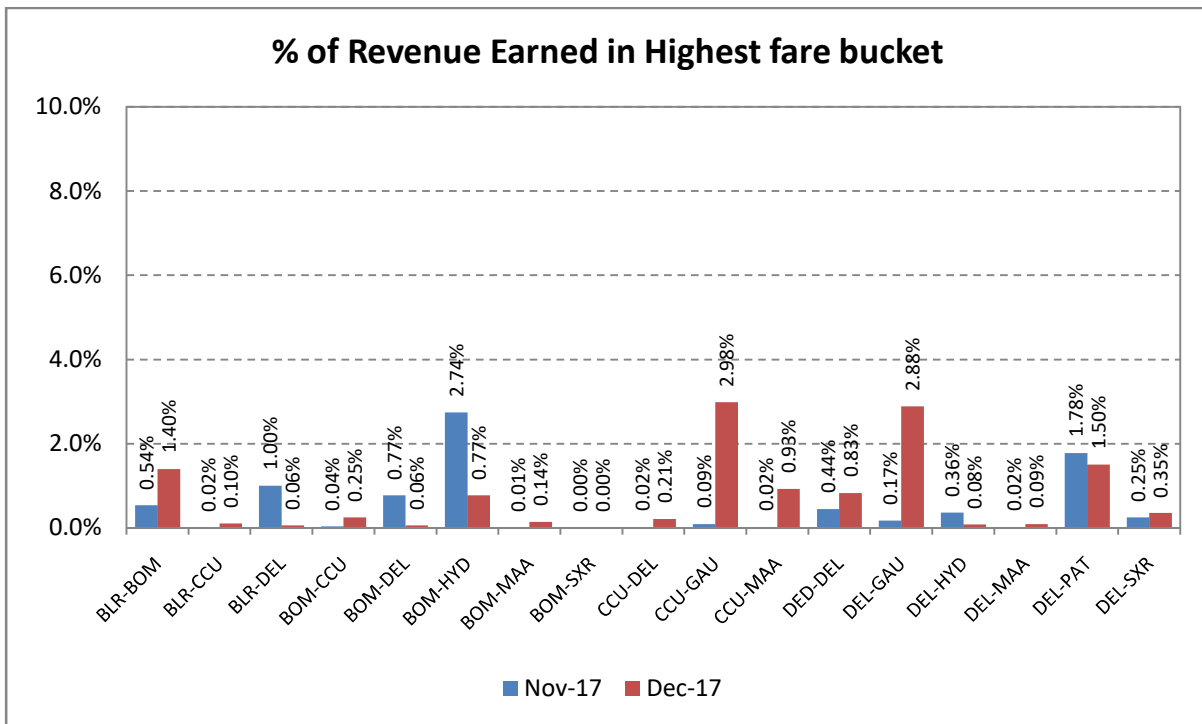
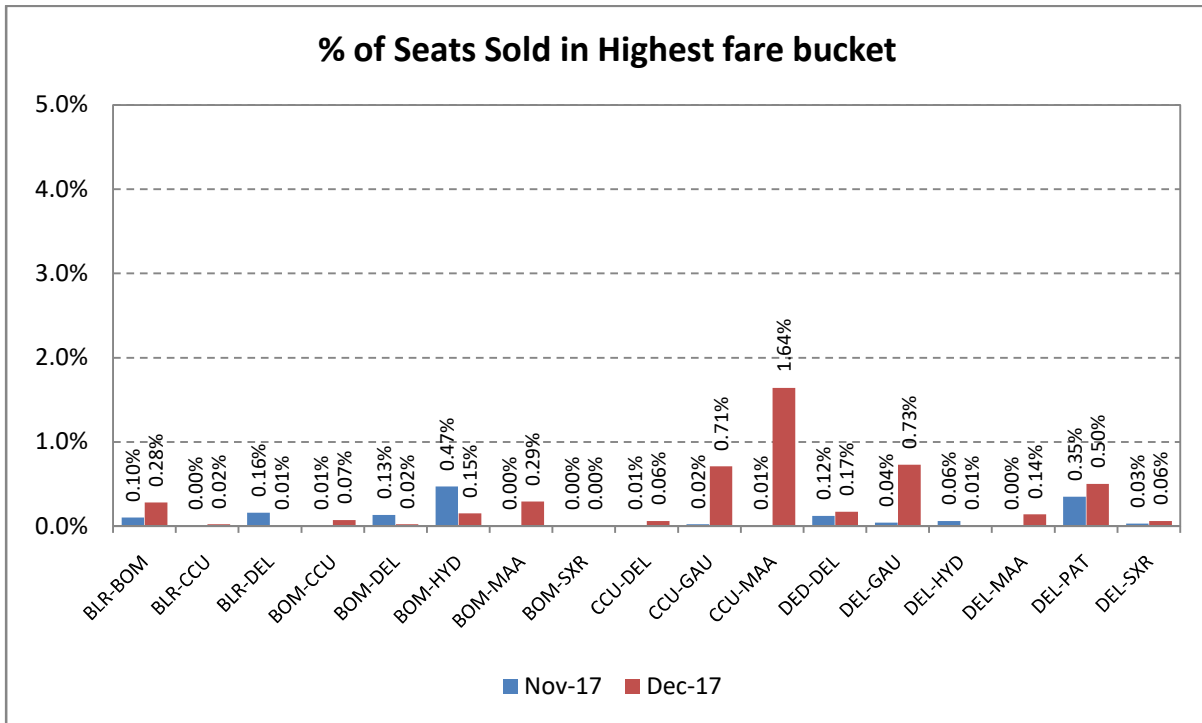
Revenue Earned & Seats Sold in Highest Fare Bucket

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

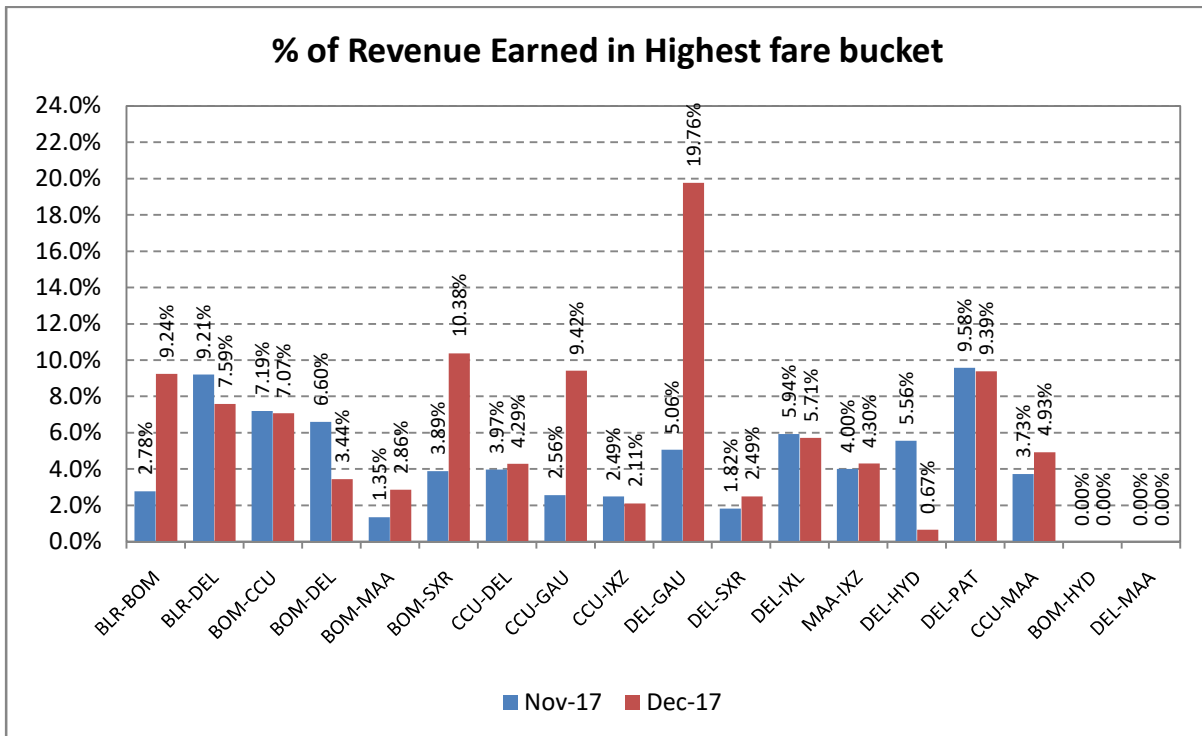
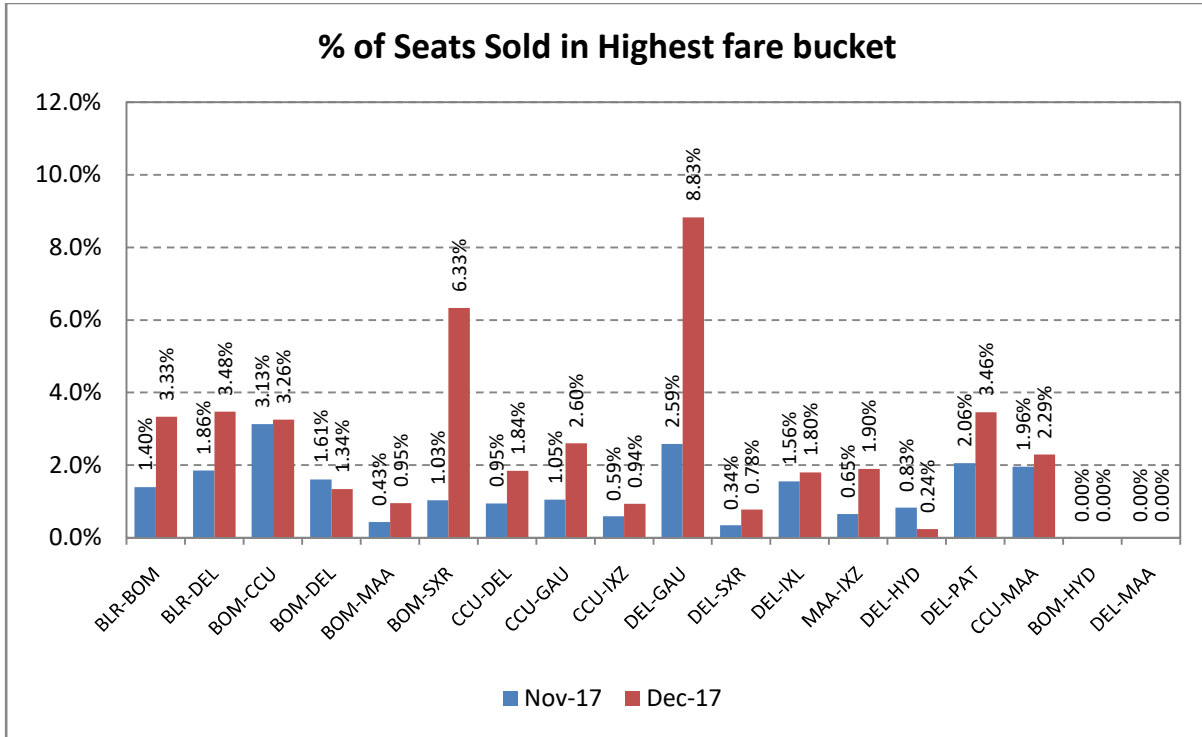
Jet Airways



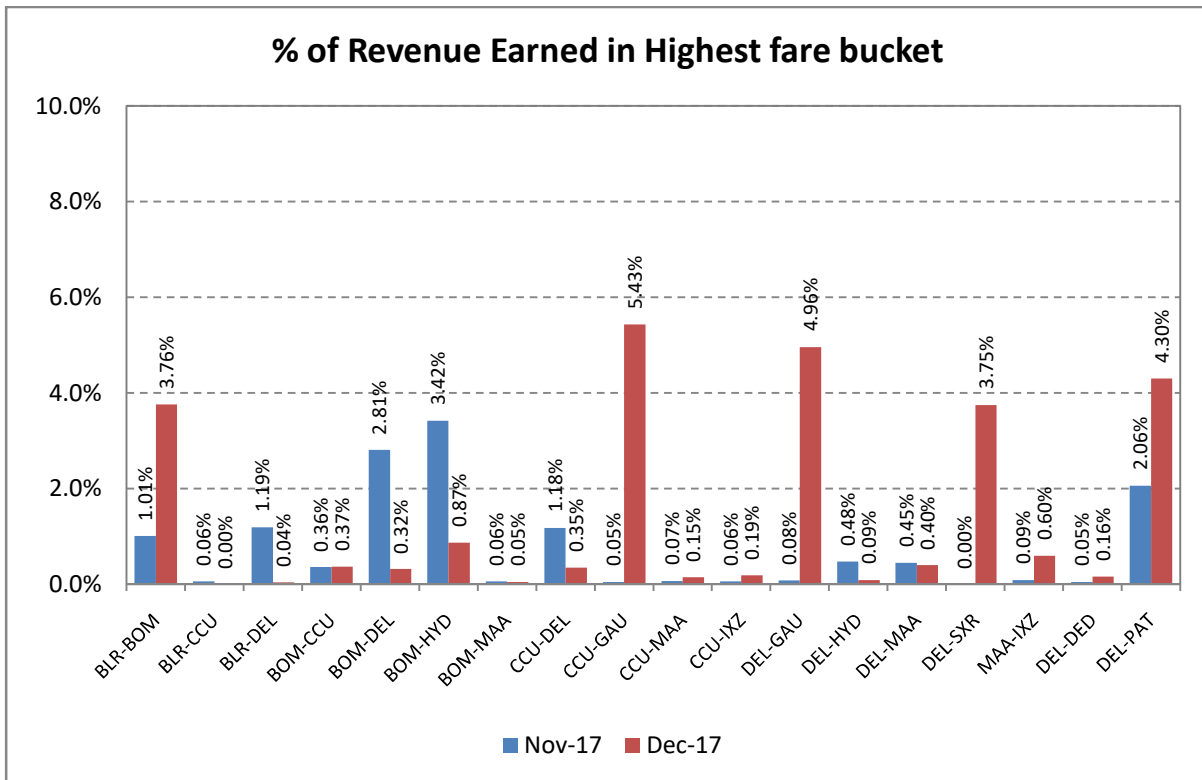
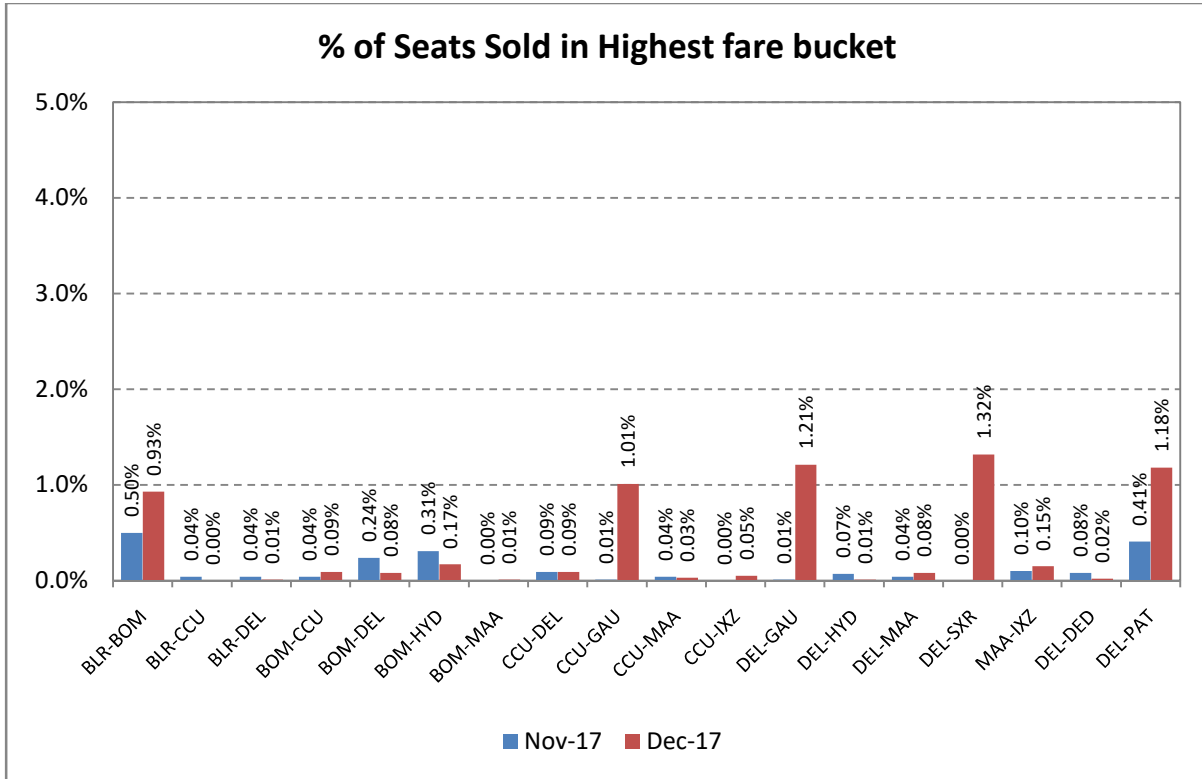
Indigo



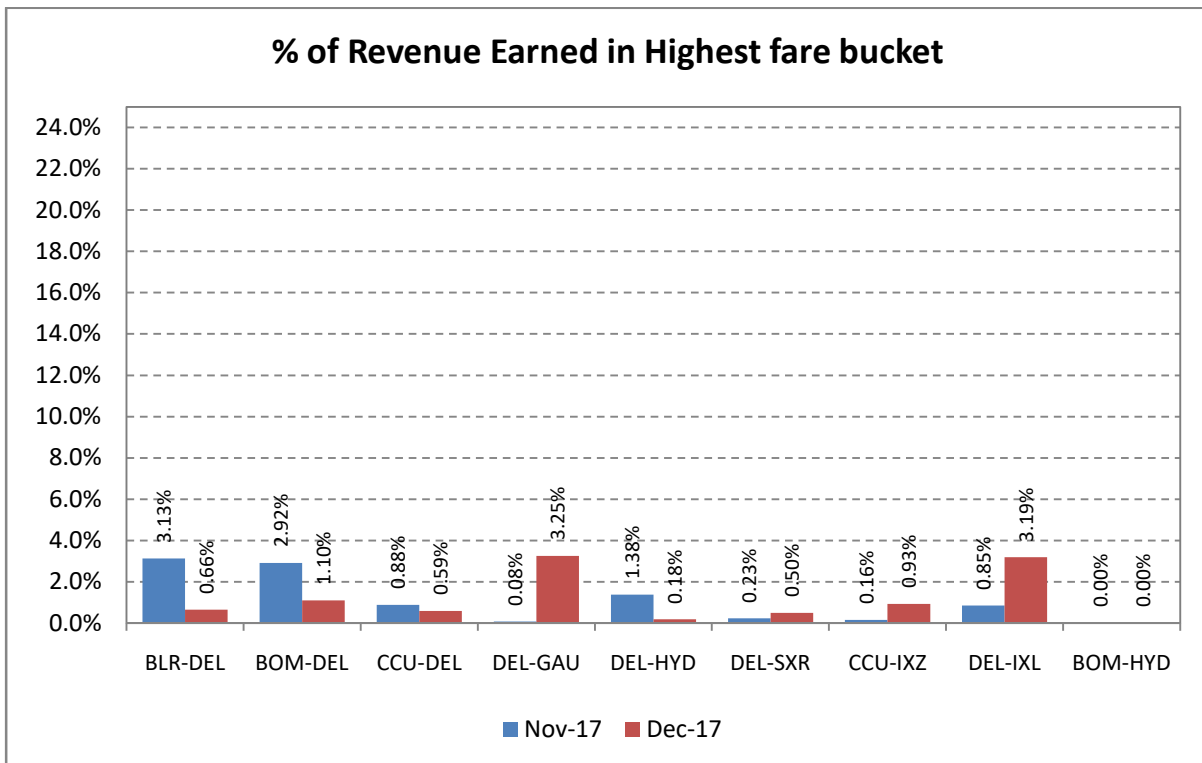
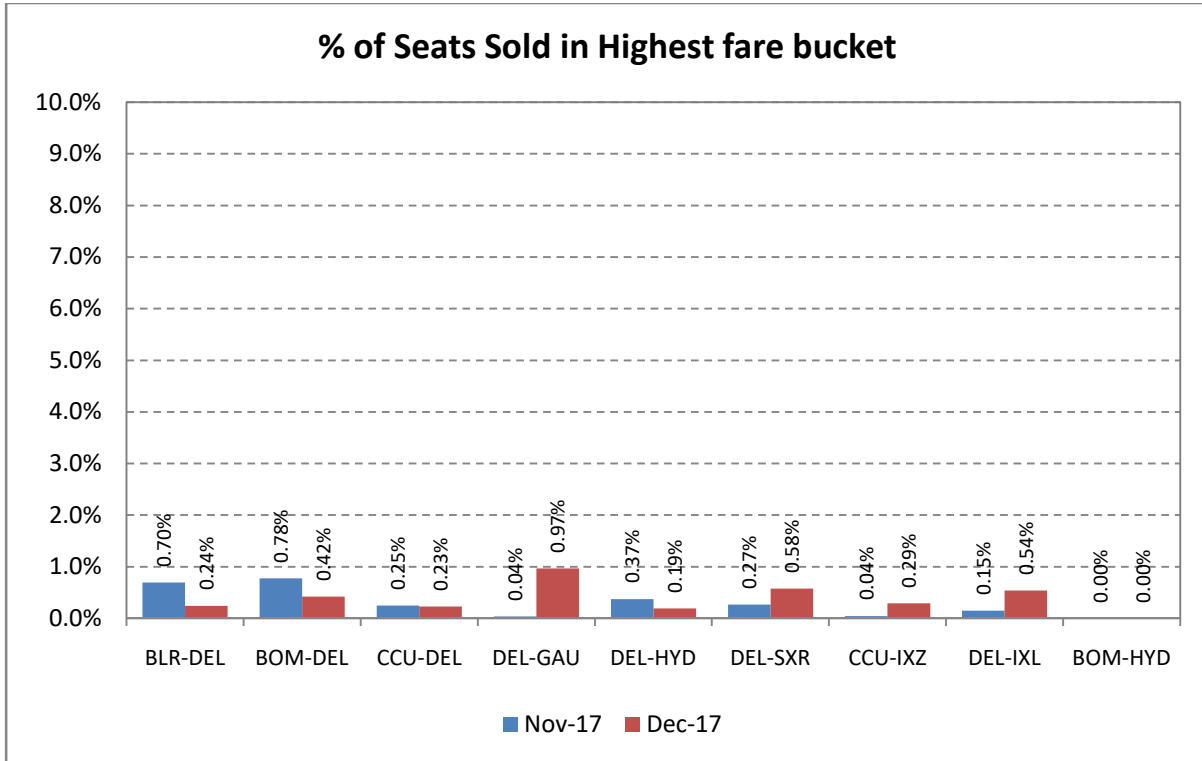
Go Air



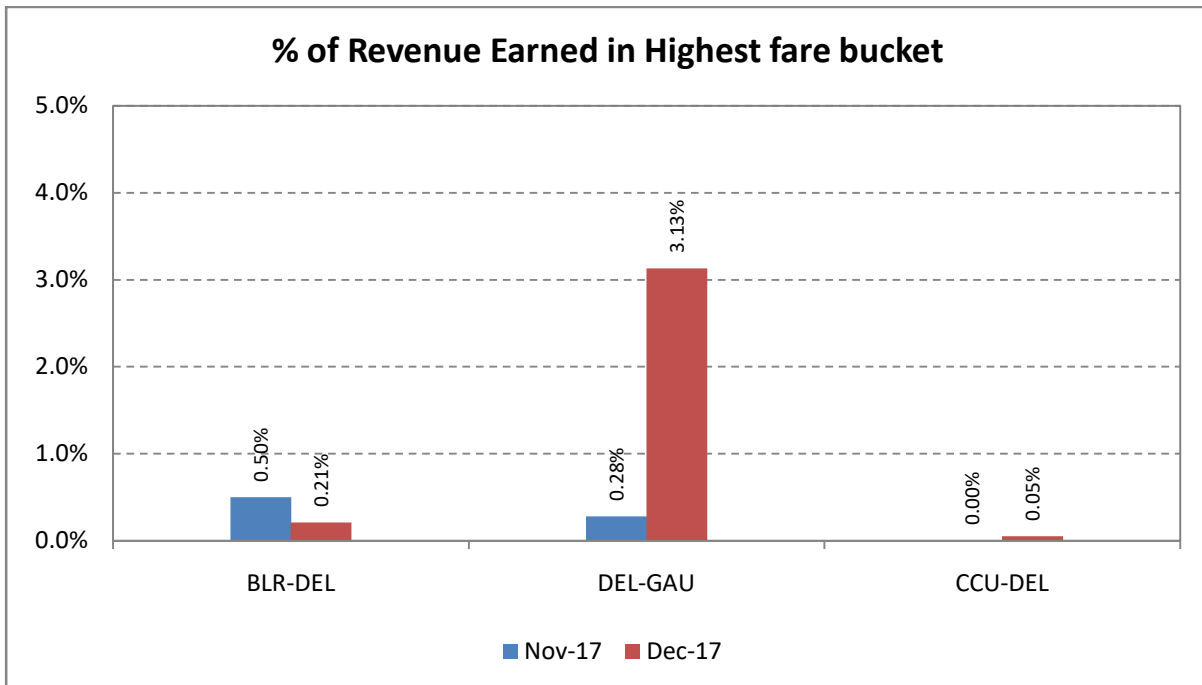
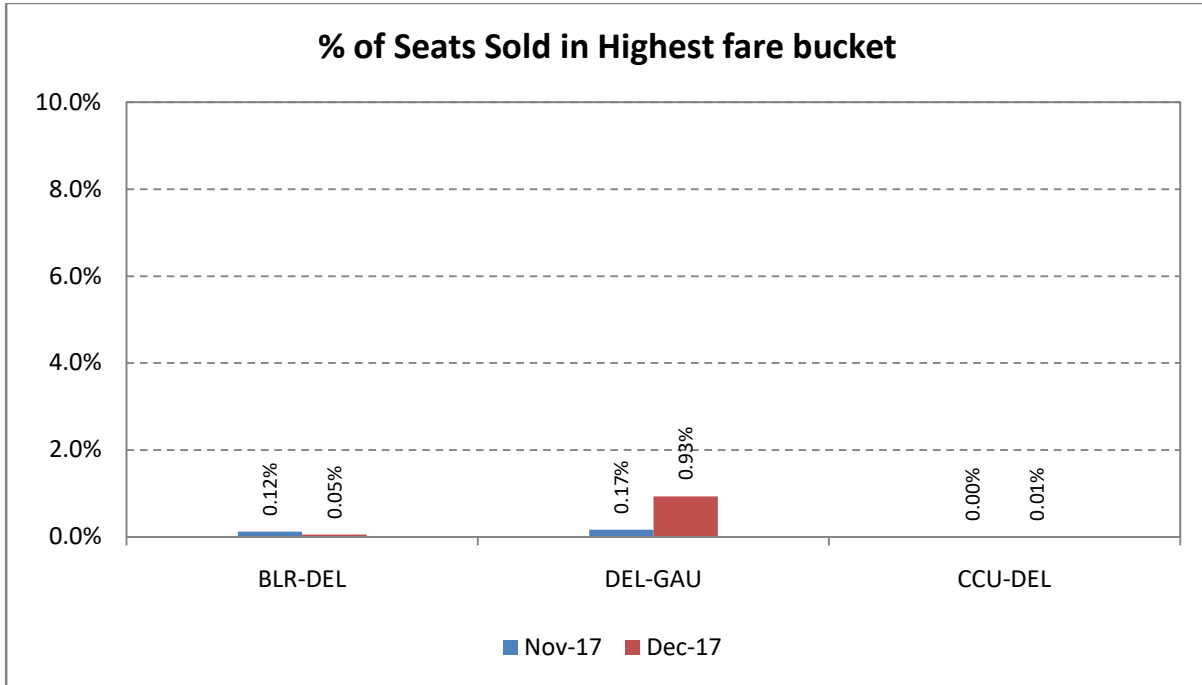
Spicejet



Vistara



Air Asia



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	171	<ul style="list-style-type: none"> Refund Rebooked on other flights Hotel accommodation Compensation of Rs. 8.28 lakhs 	5268	<ul style="list-style-type: none"> Refunds Rescheduling Hotel accommodation Compensation of Rs. 27.82 lakhs 	56515	<ul style="list-style-type: none"> Refreshments Refunds where pax desired Rescheduling Amount spent on facilitation of Rs. 77.10 lakhs
Jet Airways and JetLite	2256	<ul style="list-style-type: none"> Refund Rebooked on other flights Hotel accommodation Compensation of Rs. 154.19 lakhs 	3184	<ul style="list-style-type: none"> Refunds Rescheduling Hotel accommodation. Compensation of Rs. 3.98 lakhs 	5173	<ul style="list-style-type: none"> Refreshments Refunds where pax desired Rescheduling
SpiceJet	428	6.69 lakhs	4871	<ul style="list-style-type: none"> Refreshments Rescheduling Compensation of Rs. 15.18 lakhs 	40616	<ul style="list-style-type: none"> Refreshments Transfer to other airlines Amount spent on facilitation of Rs. 84.20 lakhs
Go Air	Nil	Nil	472	<ul style="list-style-type: none"> Refreshments Rescheduling 	3749	<ul style="list-style-type: none"> All pax given refreshments Refunds where pax desired Rescheduling
Indigo	1	0.10 lakhs	1790	0.96 lakhs	114408	<ul style="list-style-type: none"> Refreshments
Air Asia	6	Nil	354	2.47 lakhs	12942	<ul style="list-style-type: none"> Refreshments Rescheduling Amount spent on facilitation of Rs. 22.38 lakhs
Vistara	17	1.10 lakhs	1749	<ul style="list-style-type: none"> Refreshments Rescheduling Compensation of Rs. 0.52 lakhs 	7650	<ul style="list-style-type: none"> Refreshments Rescheduling
TruJet	Nil	Nil	678	<ul style="list-style-type: none"> Refreshments Rescheduling Compensation of Rs. 12.51 lakhs 	64	<ul style="list-style-type: none"> Amount spent on facilitation of Rs. 0.58 lakhs
Zoom Air	Nil	Nil	Nil	Nil	Nil	Nil
Air Deccan	Nil	Nil	Nil	Nil	Nil	Nil

SUMMARY

Denied Boarding		Cancellations		Delays	
No. ofPax Affected	Facilities & Compensation	No. ofPax Affected	Facilities & Compensation	No. ofPax Affected	Facilities
2879	Rs. 170.36 lakhs compensation	18366	Rs. 63.43 lakhs compensation and facilities	241117	Rs. 184.25 lakhs towards facilitation

Table 1**TOTAL DOMESTIC PASSENGERS CARRIED BY SCHEDULED DOMESTIC AIRLINES (IN LAKHS) - YEAR 2017**

Month & Year	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
Jan	13.50	82.29	95.79	85.9	14.1
Feb	11.71	74.83	86.55	86.5	13.5
Mar	11.80	78.66	90.46	87.0	13.0
Ist Quarter	37.01	235.79	272.79	86.4	13.6
Apr	11.80	79.54	91.34	87.1	12.9
May	13.23	88.51	101.74	87.0	13.0
Jun	12.49	83.19	95.68	86.9	13.1
IInd Quarter	37.52	251.24	288.76	87.0	13.0
Jul	12.92	82.73	95.65	86.5	13.5
Aug	12.82	84.09	96.90	86.8	13.2
Sep	12.93	82.89	95.83	86.5	13.5
IIIrd Quarter	38.67	249.71	288.38	86.6	13.4
Oct	13.66	90.85	104.51	86.9	13.1
Nov	14.23	90.66	104.89	86.4	13.6
Dec	14.72	97.70	112.42	86.9	13.1
IVth Quarter	42.61	279.21	321.82	86.8	13.2
Total	155.81	1015.94	1171.76	86.7	13.3

Data of 2016	Air India (Domestic)	Private Carriers	Total Domestic	Percentage Share	
				Private Carriers	Air India
I st Qtr	35.38	194.65	230.03	84.6	15.4
II nd Qtr	37.84	207.92	245.76	84.6	15.4
III rd Qtr	36.92	214.27	251.19	85.3	14.7
IV th Qtr	36.16	235.74	271.90	86.7	13.3
Total	146.30	852.58	998.88	85.4	14.6
Growth (%) =	+6.50	+19.16	+17.31		

Table 2

MONTH-WISE SEAT FACTOR OF SCHEDULED OPERATORS IN 2017
(PASSENGER LOAD FACTOR IN PERCENTAGE)

Month	Air India (Dom)	Jet Airways	JetLite	Spice Jet	Go Air	IndiGo	Air Costa	Air Asia	Vistara	Trujet	Air Carnival	Zoom Air	Air Deccan
Jan	81.4	86.8	85.4	93.6	90.8	90.0	81.1	87.4	85.1	74.8	56.6	-	-
Feb	79.8	86.8	84.9	93.7	90.9	87.7	84.9	88.1	85.0	77.0	73.6	59.0	-
Mar	74.6	79.8	79.2	91.4	84.8	81.6	-	87.8	82.2	76.0	64.8	74.6	-
Apr	78.7	82.8	83.3	93.4	84.7	86.9	-	90.1	83.6	74.6	66.7	80.2	-
May	80.9	85.3	84.3	94.3	93.0	91.1	-	89.4	86.8	80.3	-	80.1	-
Jun	77.0	81.0	82.8	94.5	89.4	87.8	-	89.6	86.4	75.7	-	74.0	-
Jul	75.5	80.2	80.7	94.4	82.5	83.7	-	88.4	84.6	80.7	-	63.1	-
Aug	76.1	80.7	82.8	94.5	85.4	83.6	-	85.8	83.4	83.2	-	-	-
Sep	78.6	80.2	83.3	94.2	88.5	85.2	-	81.6	84.1	74.4	-	60.1	-
Oct	76.6	80.5	82.1	93.7	87.6	87.3	-	83.0	80.2	65.7	-	74.4	-
Nov	83.8	87.3	89.5	95.5	90.0	90.7	-	84.5	86.9	68.5	-	85.1	-
Dec	81.8	88.5	89.1	95.6	92.0	90.8	-	86.8	87.7	75.7	-	85.2	39.6

Table 3

MARKET SHARE OF SCHEDULES DOMESTIC AIRLINES (YEAR 2017)

Month & Year		Passengers Carried (in Lakhs)/Market Share (%)												
		Air India	Private Air Carriers											
			Jet Airways	Jet Lite	Spice Jet	Go Air	Indigo	Air Costa	Air Asia	Vistara	Zoom Air	Trujet	Air Carnival	Air Deccan
Jan	Pax Carried	13.50	14.84	2.40	12.29	7.88	38.09	0.44	2.86	3.03	-	0.33	0.11	-
	Market Share	14.1	15.5	2.5	12.8	8.2	39.8	0.5	3.0	3.2	-	0.3	0.1	-
Feb	Pax Carried	11.71	13.67	2.15	11.32	7.49	34.19	0.40	2.38	2.70	0.01	0.39	0.14	-
	Market Share	13.5	15.8	2.5	13.1	8.7	39.5	0.5	2.8	3.1	0.0	0.4	0.2	-
Mar	Pax Carried	11.80	13.97	2.30	11.93	8.02	36.11	-	2.83	2.92	0.02	0.41	0.13	-
	Market Share	13.0	15.4	2.5	13.2	8.9	39.9	-	3.1	3.2	0.0	0.5	0.1	-
IstQtr	Pax Carried	37.01	42.49	6.85	35.54	23.40	108.39	0.84	8.07	8.65	0.04	1.13	0.38	-
	Market Share	13.6	15.6	2.5	13.0	8.6	39.7	0.3	3.0	3.2	0.0	0.4	0.1	-
Apr	Pax Carried	11.80	13.90	2.22	11.77	7.40	37.79	-	2.98	2.97	0.03	0.48	0.01	-
	Market Share	12.9	15.2	2.4	12.9	8.1	41.4	-	3.3	3.2	0.0	0.5	0.0	-
May	Pax Carried	13.23	15.51	2.46	12.79	8.64	41.91	-	3.32	3.34	0.03	0.51	-	-
	Market Share	13.0	15.2	2.4	12.6	8.5	41.2	-	3.3	3.3	0.0	0.5	-	-
Jun	Pax Carried	12.49	14.58	2.18	12.73	8.05	38.26	-	3.51	3.44	0.02	0.42	-	-
	Market Share	13.1	15.2	2.3	13.3	8.4	40.0	-	3.7	3.6	0.0	0.4	-	-
IIIndQtr	Pax Carried	37.52	44.00	6.86	37.29	24.09	117.96	0.00	9.81	9.75	0.08	1.41	0.01	-
	Market Share	13.0	15.2	2.4	12.9	8.3	40.8	0.0	3.4	3.4	0.0	0.5	0.0	-
Jul	Pax Carried	12.92	15.12	2.25	13.58	7.42	36.99	-	3.43	3.49	0.01	0.44	-	-
	Market Share	13.5	15.8	2.4	14.2	7.8	38.7	-	3.6	3.6	0.0	0.5	-	-
Aug	Pax Carried	12.82	15.38	2.37	13.59	7.76	36.78	-	4.16	3.59	-	0.47	-	-
	Market Share	13.2	15.9	2.4	14.0	8.0	38.0	-	4.3	3.7	-	0.5	-	-
Sep	Pax Carried	12.93	14.77	2.21	13.20	8.09	36.65	-	3.94	3.62	0.01	0.41	-	-
	Market Share	13.5	15.4	2.3	13.8	8.4	38.2	-	4.1	3.8	0.0	0.4	-	-
IIIrdQtr	Pax Carried	38.67	45.27	6.83	40.37	23.26	110.42	0.00	11.53	10.69	0.02	1.32	0.00	-
	Market Share	13.4	15.7	2.4	14.0	8.1	38.3	0.0	4.0	3.7	0.0	0.5	0.0	-
Oct	Pax Carried	13.66	15.88	2.13	13.64	9.24	41.33	-	4.52	3.70	0.03	0.37	-	-
	Market Share	13.1	15.2	2.0	13.1	8.8	39.5	-	4.3	3.5	0.0	0.4	-	-
Nov	Pax Carried	14.23	15.97	2.41	13.20	9.34	41.32	-	4.37	3.72	0.04	0.29	-	-
	Market Share	13.6	15.2	2.3	12.6	8.9	39.4	-	4.2	3.6	0.0	0.3	-	-
Dec	Pax Carried	14.72	16.37	2.56	14.27	10.80	44.30	-	4.93	4.13	0.04	0.29	-	0.002
	Market Share	13.1	14.6	2.3	12.7	9.6	39.4	-	4.4	3.7	0.0	0.3	-	0.0
IVthQtr	Pax Carried	42.61	48.22	7.11	41.12	29.38	126.95	0.00	13.82	11.55	0.11	0.96	0.00	0.002
	Market Share	13.2	15.0	2.2	12.8	9.1	39.4	0.0	4.3	3.6	0.0	0.3	0.0	0.0
TOTAL	Pax Carried	155.81	179.98	27.65	154.32	100.13	463.72	0.84	43.23	40.64	0.24	4.81	0.39	0.002
	Market Share	13.3	15.4	2.4	13.2	8.5	39.6	0.1	3.7	3.5	0.0	0.4	0.0	0.0

Table 4

Airline	Complaints		Redressal Status	
	Total	Per 10,000 Passengers Carried	Closed	Open
Air Asia	14	0.3	14	0
Vistara	3	0.1	2	1
Go Air	45	0.4	45	0
Indigo	105	0.2	102	3
SpiceJet	25	0.2	25	0
Jet Airways + JetLite	222	1.2	222	0
Air India (Dom)	265	1.8	204	61
TruJet	2	0.7	2	0
Air Deccan	0	0.0	0	0
Zoom Air	0	0.0	0	0
Total	681	0.61	616	65