

# IndiGo Ranks Worst Airlines Globally AirHelp 2024 Report

## Why In News

- India's largest airline, IndiGo, has been ranked among the world's worst airlines in the 2024 AirHelp Score report, securing 103rd place out of 109 with a score of 4.80. The low ranking is attributed to poor customer satisfaction and the mishandling of flight disruption claims, customer claims management company AirHelp said as part of their report released.



## About The Report

- "IndiGo has rapidly expanded its fleet to over 360 aircraft, now operating more than 2,000 daily flights across 77 domestic and 33 international destinations.

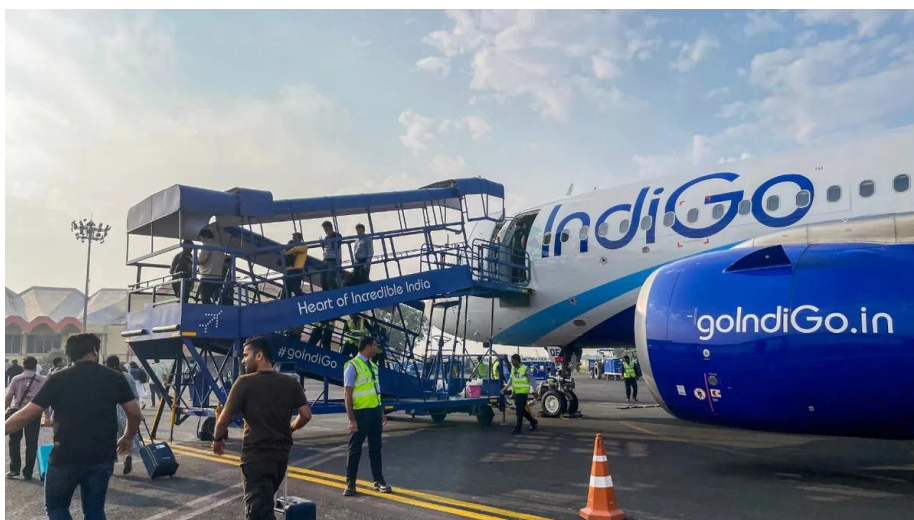


- While customers still appreciate the quality of service, and flights tend to be fairly punctual, its inclusion **among the worst 10 airlines** in the world is unsurprising given the **measly 0.3/10 score for claim handling**," AirHelp had said in its post about the **10 worst airlines in the world**.
- The only other Indian airline in the rankings, **Air India**, was placed **61st with a score of 6.15**. Meanwhile, **Brussels Airlines** secured the top spot with a score of 8.12, followed closely by **Qatar Airways and United Airlines**, scoring 8.11 and 8.04, respectively. The worst performing airline in the world? **That's Tunisair, coming in last at No. 109**.



## IndiGo's Response

- **IndiGo has questioned the credibility of AirHelp's survey** and pointed out that it has consistently **maintained a strong performance**, leading in punctuality and recording the **lowest customer complaint ratio among airlines** of its size and operational scale based on data released by the Directorate General of Civil Aviation (DGCA).



- "India's aviation regulator DGCA (Directorate General of Civil Aviation), publishes data on **airline punctuality and customer complaints monthly**. IndiGo has consistently **scored high on punctuality** and has the lowest customer

complaint ratio for an airline of its size and scale of operations. The data published in the **survey by AirHelp, an EU claim processing agency**, does not report the sample size from India, and neither takes into account the methodology or compensation guidelines used by the global aviation industry — casting a doubt on its credibility," IndiGo said in a statement.

- "As India's most preferred airline, **IndiGo refutes the findings of this survey** and reiterates its promise of an on-time, affordable, courteous and hassle-free travel experience for its customers," it added.



- IndiGo's domestic market **share exceeds 60 per cent** and the airline carried over **100 million passengers in 2023**. The airline also claims to have maintained a customer-centric approach, delivering on-time, affordable, and hassle-free travel experiences.
- Even the **Directorate General of Civil Aviation (DGCA)** data supports IndiGo's claims. The October air traffic report revealed **that IndiGo recorded just 0.2 complaints per 10,000 passengers**, making it one of the least complained-about airlines in the country.