

Growth in passenger traffic, increased domestic cargo volumes and enhanced facilities mark 2014 as a year of growth for GVK Kempegowda International Airport, Bengaluru

December 30th, 2014, Bengaluru: With the close of year 2014, Bangalore International Airport Limited (BIAL) reported that over 14.38 million passengers were served this year. A resurgent domestic aviation market saw new airlines and routes, resulting in a 14% increase in Air Traffic Movements (ATMs) with an average of 359 ATMs per day. Domestic ATMs increased by 15.4% and clocked 110,773 movements in 2014, while international ATMs rose to 20,330. The airport handled 12.5% more passengers as compared to last year, making it the third busiest airport in the country. The domestic passenger traffic recorded a growth of 13.5% compared to the previous year and clocked 11.55 million passenger at the end of the year. International passenger traffic grew at 9%.

This year also marked the opening of the extended terminal with enhanced facilities, along with new commercial offering and the capacity to handle 20 million passengers annually.

Mr. G V Sanjay Reddy, Managing Director, BIAL, said, "A focused approach centered around the passenger experience has paid rich dividends, making the Kempegowda International Airport, Bengaluru a strategic aviation hub in under seven years of its operations. I am also delighted that this growth has been achieved in a sustainable manner, with due consideration to the environment, the community and the surrounding region.

The new connections, facilities and services launched this year are a step forward in raising the bar for airports around the country."

New route development in 2014

With a constant focus on improving connectivity from Bengaluru, 2014 was a year for many new connections at the airport. Air Asia commenced operations from the Kempegowda International Airport, Bengaluru (KIAB) and declared Bengaluru as their primary hub airport.

Fast Facts

- In October 2014, the Kempegowda International Airport, Bengaluru recorded monthly passenger traffic of 1.32 million, the highest among all South Indian airports
- On October 1, 51,087 passengers used the airport, resulting in the highest single-day traffic since the airport opened in May 2008
- The airport recorded 408 aircraft movements (ATMs) in Sept, 2014 and is the highest single day traffic at KIAB since May 2008

Existing airlines like Indigo and Jet Airways introduced international flights to Dubai and Abu Dhabi respectively from Bengaluru. Luxury international fliers were introduced to La Premiere first-class service of Air France in 2014. Additionally, with the help of the revised flight timings Air France brought the US West Coast closer to Bengaluru, offering passengers shorter flying hours for travel from San Francisco to Bengaluru.

Domestic new routes

- Nagpur by Go Air
- Baghdogra and Vizag by Indigo,
- Vadodara and Jammu by Jet Airways and Jet lite
- Ahmedabad, Coimbatore, Hyderabad, Chennai and Vizag by Air Costa

Traffic figures for 2014 (Jan - Dec)

	Jan 14-Dec 14	Jan-13 to Dec 13	% growth compared to previous Year
Passenger Total (In Mio)	14,382,986	12,779,829	12.5%
Domestic Pax	11,558,424	10,187,597	13.5%
International Pax	2,824,562	2,592,232	9%
Total ATMs	131,103	115,002	14.0%
Domestic ATMs	110,773	95,993	15.4%
International ATMs	20,330	19,009	6.9%

Note: Dec'14 figures are BIAL Forecast numbers

Cargo development in 2014

Cargo volumes handled at Kempegowda International Airport, Bengaluru in 2014 grew by 13.7% compared to 2013 to reach a total volume of 270,840 metric tonnes (MT) in 2014. September 2014 recorded the highest domestic cargo tonnage turnover of 10,744 MT, resulting in 38% month-on-month growth from 2013.

In a pioneering initiative to improve efficiency and accuracy, reduce turnaround times and paper usage, KIAB became the first airport in the country to be IATA e-freight compliant, successfully completing a proof-of-concept and operationalization of e-freight facility. In a demonstration of world-class cargo capabilities, the first international ramp-to-ramp transshipment was executed between Singapore, Bengaluru and Frankfurt from the airport.

Cargo figures for 2014 (Jan-Dec)

	Jan 14- Dec 14	Jan-13 to Dec 13	% growth compared to previous Year
Total Cargo (in MT)	270,840	238,217	13.7%

Domestic Cargo	108,245	89,108	21.5%
International Cargo	162,595	149,109	9.0%

**Note: Dec'14 figures are BIAL Forecast numbers*

Operational Efficiency in 2014

The airport's continuous focus on customer experience - of airlines as well as passengers - resulted in new quality benchmarks, assured service levels and high reliability. On time Performance (OTP) touched 88% or above through most months. With efficiency being the cornerstone of the airport's operations, baggage delivery time was managed with the first baggage being dropped on the belt within eight minutes of parking of the flight, for both domestic and international arrivals and the last baggage being dropped within 15 minutes for domestic arrivals and 38 minutes for international arrivals. The continuous focus on elevating operational excellence is further reflected in the consistent Airport Service Quality Scores (ASQ). The airport registered an increase from 4.14 last year to 4.35 this year despite the continuous construction and modification work ongoing at the airport.

New Initiatives in 2014

Among several new initiatives to strengthen the aviation ecosystem in the region, BIAL introduced a Variable Tariff Plan for airport charges, a pioneering move that allows airlines to take advantage of reduced fees during non-peak hours and pass on the benefit of lower fares to travelers. The User Development Fee (UDF) was also determined for the first time by the Airport Economic Regulatory Authority (AERA) since the airport became operational in 2008. The UDF which is collected as part of the airline ticket cost will be brought down to a level that has been in existence for the last 6 years (Rs. 306.00 per passenger), with effect from 1st April 2015.

BIAL instituted an annual recognition program for partners and other stakeholders in the ecosystem in May this year. The Pinnacle Awards recognized individuals and organizations that have gone above and beyond the call of duty to deliver superior experiences to customers.

New Infrastructure in 2014

In February 2014, KIAB welcomed all travelers to a brand-new, enhanced airport experience. As a growing Gateway to South India, the airport now showcases the best that the region has to offer, from culinary delights of the Southern states to custom arts and crafts by local artisans. The airport also made a concerted effort to evoke the Garden City of India, with over 100 acres of landscaping.

New value additions also include the opening of two lounges by Plaza Premium Lounges and Above Ground Level by Bird Catering & Lounges Pvt. Ltd at the Domestic and International SHA (security hold area) and a day hotel at the Terminal by Plaza Premium Lounge. Menzies Aviation Bobba Bangalore, a cargo partner of KIAB, inaugurated a world-class pharma cold zone, allowing efficient movement of temperature-sensitive goods.

Awards in 2014

- STAT Times International Award for Excellence in Air Cargo



- India Travel Awards South for "Best Airport Marketing Award 2013" and "Best Airport Award"
- 'Best Airport Award 2014', Aviation Awards 2014 by SAP Media
- Best Maintained Landscape/Garden, The Bangalore city Landscape Garden competition by The Mysore Horticultural Society

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