

IndiGo ranks among 2024's worst-performing airlines globally, slams results

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Dhaka: AirHelp Inc, which processes passenger claims for flight disruptions and lost luggage, on December 3, released its annual rankings of the best and worst airlines globally. India's IndiGo Airlines ranked 103rd out of 109 airlines, making it one of the worst performers in the list.

Tata's Air India fared slightly better, standing at 61st, while at the top of the list stood Brussels Airlines as the best airline, followed by Qatar Airways.

About the methodology of the ranking, Tomasz Pawliszyn, Chief Executive Officer, AirHelp, explained, "We evaluate airlines based on customer claims processed, on-time performance data and passenger feedback on service quality from over 54 countries."

The study covers a range of factors, including food, comfort and crew service, according to him.

"We collected nearly 20,000 passenger reviews, rating airlines on five key areas: cabin crew, aircraft comfort, cleanliness, food options and onboard entertainment. Passengers rated each area on a scale from 'very good' to 'very bad', and these scores were converted into a final ranking," AirHelp informed.

According to AirHelp, claim processing scores were calculated based on several factors: Likelihood of paying out valid claims, Speed and ease of claim resolution, Volume of claims handled, Past and current behaviours.

A higher score indicates better handling of customer claims. This is where airlines like Brussels Airlines excelled, while those at the bottom like IndiGo and Bulgaria Air faltered.

According to the findings, IndiGo scored 103 in rank, 6.31 in on-time performance, 7.58 in customer opinion and 0.50 in claim processing.

In IndiGo's defence, the airline has pushed back against the findings.

Reports cited the airline saying, on December 4, "The data does not disclose the sample size or methodology, casting doubt on its credibility."

IndiGo also highlighted its strong track record in punctuality and a low complaint ratio relative to its operational scale.

"As India's most preferred airline, IndiGo reiterates its promise of providing on-time, affordable, and hassle-free travel for its customers," the airline said, according to reports.

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