

## IndiGo transitions one third of domestic flights in Delhi's Terminal 2 without a hitch

All base departures On Time with Zero No Shows

**New Delhi, March 25, 2018** – IndiGo, India's largest airline, commenced its operations from Terminal 2, Delhi airport on March 25, 2018. With 18 flights taking off from Terminal 2 in less than 12 hours, IndiGo recorded on-time departures of all its flights with zero 'No Shows'. IndiGo worked with DIAL to ensure that the transition is seamless and all passengers flying from T2 are aptly made aware of the move.

Besides an extensive mass media campaign for information dissemination, IndiGo also kept the passengers informed well in advance via SMSes, emails, and calls.

Extensive road signages have been put up by IndiGo over and above those provided by the airport operator.

IndiGo staff were stationed in bright yellow T Shirts both at Terminal 1 and Terminal 2 of the airport to address and assist passengers in need. Senior leaders of the airline were personally present throughout the night to oversee operations.

On this successful transition, Mr. Aditya Ghosh, President and Whole Time Director, IndiGo said, "We are delighted to announce that the shift of our partial operations to Terminal 2 has been successful and has gone off without a hitch. On day one, all our departures left either on time or before time without any No Shows. This has been possible because of the tremendous efforts that have been put in by hundreds of team members in a very short period of time. Once again, we have delivered on our promise of a high quality, hassle-free flying experience."

Ghosh added, "We would like to thank DIAL who worked closely with us to ensure success."

In a move to support Delhi International Airport Limited (DIAL) with revamping of Terminal 1, IndiGo has shifted its partial operations to Terminal 2. To ensure seamless travel experience and passengers' convenience, all IndiGo flights numbered from 6E 2000 to 6E 2999 will be now departing from and arrive at Terminal 2, Delhi.

### About IndiGo

IndiGo is India's largest airline with a market share of 39.7% as of January 2018. IndiGo is one of the fastest growing low-cost carrier in the world (source: CAPA). IndiGo has a simple philosophy: offer fares that are always low, flights that are on time, and a travel experience that is courteous and hassle-free. IndiGo, with a Technical Dispatch Reliability of 99.87% (October-December 2017) has one of the best On Time Performances in India. With its fleet of over 155 Airbus A320 family aircraft including four ATRs, the airline operates over 1000 daily flights connecting 50 destinations.

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