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PRESS RELEASE

Drukair operated a total of 4,903 flights in 2017, 470 flights more than the year before. Load factor in 2017 was 72.9%.

Drukair carried 271,007 revenue passengers in 2017, marking an increase of 16% compared to 2016. The significant increase in passengers was mainly due to increase in number of flights and load/schedule optimization whereby flights were strategically operated based on demand and booking status.

A total of 654 domestic flights including additional and charter were operated in 2017. Traffic increased by about 49% from projection.

On time performance for schedule flights was 98.2% out of which 14.29% was non-controllable delays.

Total revenue generated was Nu. 3,724,018,698. Total revenue increased by 21.81% compared to 2016.

Total expenditure for 2017 was Nu 3,183,944,910, which is an increase of 8.02%.

Drukair generated a profit after tax of Nu. 349 million, which is the highest till date in the history of Drukair.

Notable Accomplishments

- Drukair has now fully adopted Bhutan Accounting Standard (BAS) for the preparation of financial statements.
- Drukair won the prestigious Changi Best Airline Marketing Award for 2017 based on the marketing initiatives carried out in promoting the Singapore route during the financial year 2016 and 2017. This is the second time Drukair won the Best Airline Marketing Award. It did once in 2013.
- The Company signed MoU with Airbus for a new A320 NEO to be delivered in first quarter of 2020. The purchase agreement was signed upon the successful demonstration flight in Paro by Airbus in March 2018.
- As desired by the Government, Drukair commenced domestic flights to Gelephu and Yonphula in addition to the existing airport in Bumthang from 11th November 2017.



- From 1st January 2018 Drukair ticketing services were made available at 9 Bhutan Telecom (BT) counters and eventually will be available in all Dzongkhags, thereby increasing its reach and making it all the more convenient for its customers.
- Drukair also formed a Customer Service Section and Call Center under Ground Operations Division in 2018 to improve quality of its customer services.
- Drukair attempts to build in house capacity by conducting 6 courses in house, which entails trainer and course material development.
- A more comprehensive Safety Management System (SMS), which includes Emergency Response Program (ERP) and Disaster Management, is adopted. A dry run for ERP was conducted on 27 April 2018.
- Drukair revised its fares offering a 15% reduction in airfare for all Bhutanese citizens under booking class S, 25% for all senior citizens aged 60 and above, and 5% for all foreign nationals under booking class Y.
- Drukair also revamped its website, introduced web check in, mobile application and improved functionality with new features of frequent flyer program.

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