



# ixigo Data Book





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INR Million, unless otherwise stated

Particulars	FY24	FY23	FY22	Q3 FY 25	Q2 FY 25	Q1 FY 25	Q4 FY 24	Q3 FY 24	Q2 FY 24	Q1 FY 24	Q4 FY 23
<b>Gross Transaction Value</b>	<b>1,02,825.49</b>	<b>74,524.30</b>	<b>56,152.49</b>	<b>40,363.21</b>	<b>35,287.40</b>	<b>29,881.49</b>	<b>26,841.27</b>	<b>27,183.22</b>	<b>25,209.02</b>	<b>23,591.98</b>	<b>19,898.50</b>
Flight	35,269.99	20,154.88	22,562.27	16,826.00	12,374.83	10,213.96	8,917.14	9,710.59	8,677.22	7,965.03	5,449.01
Train	55,685.30	44,715.27	30,201.91	18,282.99	18,958.67	15,791.67	14,979.93	14,394.05	13,929.46	12,381.86	12,028.17
Bus	11,748.11	9,654.15	3,388.31	4,946.08	3,776.91	3,763.91	2,877.04	3,030.53	2,595.45	3,245.09	2,421.32
Other	122.09	0.00	0.00	308.14	176.99	111.94	67.16	48.05	6.88	0.00	0.00
<b>GTV Mix %</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>
Flight	34.30%	27.04%	40.18%	41.69%	35.07%	34.18%	33.22%	35.72%	34.42%	33.76%	27.38%
Train	54.16%	60.00%	53.79%	45.30%	53.73%	52.85%	55.81%	52.95%	55.26%	52.48%	60.45%
Bus	11.43%	12.95%	6.03%	12.25%	10.70%	12.60%	10.72%	11.15%	10.30%	13.76%	12.17%
Other	0.12%	0.00%	0.00%	0.76%	0.50%	0.37%	0.25%	0.18%	0.03%	0.00%	0.00%
<b>Passenger segments</b>	<b>95.56</b>	<b>82.74</b>	<b>70.28</b>	<b>31.48</b>	<b>30.98</b>	<b>26.45</b>	<b>24.55</b>	<b>24.37</b>	<b>23.88</b>	<b>22.76</b>	<b>21.11</b>
Flight	5.77	3.26	4.22	2.43	2.03	1.57	1.39	1.45	1.58	1.35	0.98
Train	77.38	68.97	61.80	24.00	24.81	21.04	20.09	19.84	19.44	18.01	17.48
Bus	12.41	10.51	4.27	5.05	4.14	3.84	3.07	3.08	2.86	3.40	2.65
<b>Gross Revenue</b>	<b>8,318.58</b>	<b>6,405.47</b>	<b>4,515.12</b>								
Flight	2,995.50	2,269.31	1,998.23								
Train	3,732.81	2,985.36	2,172.47								
Bus	1,510.24	1,110.67	332.42								
Other	80.03	40.13	12.00								
<b>Gross Take Rate %</b>	<b>7.60%</b>	<b>8.14%</b>	<b>7.73%</b>	<b>7.47%</b>	<b>7.32%</b>	<b>7.30%</b>	<b>7.30%</b>	<b>7.46%</b>	<b>7.86%</b>	<b>7.83%</b>	<b>8.27%</b>
Flight	8.17%	11.02%	8.85%	7.62%	6.44%	7.62%	7.93%	7.87%	8.96%	7.93%	10.91%
Train	6.46%	6.37%	6.78%	6.40%	5.72%	6.19%	6.17%	6.44%	6.46%	6.84%	6.53%
Bus	11.05%	10.32%	8.66%	10.88%	11.00%	11.09%	11.23%	11.01%	10.78%	11.15%	10.99%
<b>Gross Ticketing Revenue</b>	<b>7,816.42</b>	<b>6,063.30</b>	<b>4,338.52</b>								
Flight	2,880.48	2,220.10	1,996.16								
Train	3,598.30	2,846.66	2,049.07								
Bus	1,298.31	996.54	293.29								
Other	39.53	0.00	0.00								
<b>Discount</b>	<b>1,759.85</b>	<b>1,392.97</b>	<b>719.32</b>								
Flight	1,531.54	1,248.98	670.10								
Train	29.11	7.37	4.28								
Bus	192.45	136.62	44.94								
Other	6.75	0.00	0.00								
<b>Net Ticketing Revenue</b>	<b>6,056.77</b>	<b>4,670.33</b>	<b>3,619.20</b>								
Flight	1,348.94	971.12	1,326.06								
Train	3,569.19	2,839.29	2,044.79								
Bus	1,105.86	859.92	248.35								
Other	32.78	0.00	0.00								
<b>Other Operating Revenue</b>	<b>501.96</b>	<b>342.17</b>	<b>176.60</b>								
Flight	115.02	49.21	2.07								
Train	134.51	138.70	123.40								
Bus	211.93	114.13	39.13								
Other	40.5	40.13	12.00								
<b>Segment Revenue</b>	<b>6,558.73</b>	<b>5,012.50</b>	<b>3,795.80</b>	<b>2,417.61</b>	<b>2,064.70</b>	<b>1,818.78</b>	<b>1,648.52</b>	<b>1,705.48</b>	<b>1,639.16</b>	<b>1,565.57</b>	<b>1,369.42</b>
Flight	1,463.96	1,020.33	1,328.13	685.21	558.06	415.13	372.22	397.75	392.52	301.47	287.70
Train	3,703.70	2,977.99	2,168.19	1,196.68	1,104.33	1,004.56	943.86	950.40	923.00	886.44	803.72
Bus	1,317.79	974.05	287.48	515.35	398.52	396.39	325.07	341.03	291.72	359.97	262.59
Other	73.28	40.13	12.00	20.37	3.79	2.70	7.37	16.30	31.92	17.69	15.41
<b>Direct Expenses</b>	<b>3,620.25</b>	<b>2,831.72</b>	<b>2,579.39</b>								
Flight	754.17	458.49	904.83								
Train	2,409.87	2,016.82	1,582.44								
Bus	447.29	356.40	92.12								
Other	8.92	0.01	0.00								
<b>Segment Results</b>	<b>2,938.48</b>	<b>2,180.78</b>	<b>1,216.41</b>	<b>1,025.48</b>	<b>910.82</b>	<b>868.32</b>	<b>717.26</b>	<b>775.15</b>	<b>736.70</b>	<b>709.37</b>	<b>663.46</b>
Flight	709.79	561.84	423.30	272.84	272.93	213.14	176.38	192.35	205.94	135.12	186.96
Train	1,293.83	961.17	585.75	399.17	376.51	360.17	324.51	335.30	311.40	322.62	289.01
Bus	870.50	617.65	195.36	342.68	259.92	294.41	210.29	231.77	192.90	235.54	172.09
Other	64.36	40.12	12.00	10.79	1.46	0.60	6.08	15.73	26.46	16.09	15.40
<b>Contribution margin %</b>	<b>44.80%</b>	<b>43.51%</b>	<b>32.05%</b>	<b>42.42%</b>	<b>44.11%</b>	<b>47.74%</b>	<b>43.51%</b>	<b>45.45%</b>	<b>44.94%</b>	<b>45.31%</b>	<b>48.45%</b>
Flight	48.48%	55.06%	31.87%	39.82%	48.91%	51.34%	47.39%	48.36%	52.47%	44.82%	64.98%
Train	34.93%	32.28%	27.02%	33.36%	34.09%	35.85%	34.38%	35.28%	33.74%	36.40%	35.96%
Bus	66.06%	63.41%	67.96%	66.49%	65.22%	74.27%	64.69%	67.96%	66.13%	65.43%	65.54%
Other	87.83%	99.98%	100.00%	52.97%	38.52%	22.22%	82.50%	96.50%	82.89%	90.96%	99.94%
<b>Segment Results Mix (%)</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>
Flight	24.16%	25.76%	34.80%	26.61%	29.97%	24.55%	24.59%	24.81%	27.95%	19.05%	28.18%
Train	44.03%	44.07%	48.15%	38.93%	41.34%	41.48%	45.24%	43.26%	42.27%	45.48%	43.56%
Bus	29.62%	28.32%	16.06%	33.42%	28.54%	33.91%	29.32%	29.90%	26.18%	33.20%	25.94%
Other	2.19%	1.84%	0.99%	1.05%	0.16%	0.07%	0.85%	2.03%	3.59%	2.27%	2.32%
<b>Particulars</b>	<b>FY24</b>	<b>FY23</b>	<b>FY22</b>	<b>Q3 FY 25</b>	<b>Q2 FY 25</b>	<b>Q1 FY 25</b>	<b>Q4 FY 24</b>	<b>Q3 FY 24</b>	<b>Q2 FY 24</b>	<b>Q1 FY 24</b>	<b>Q4 FY 23</b>
<b>Total Contribution Margin</b>	<b>2,938.48</b>	<b>2,180.78</b>	<b>1,216.41</b>	<b>1,025.48</b>	<b>910.82</b>	<b>868.32</b>	<b>717.26</b>	<b>775.15</b>	<b>736.70</b>	<b>709.37</b>	<b>663.46</b>
+ Other Income	92.18	163.23	53.61	52.31	44.45	24.02	31.42	20.43	21.80	18.53	19.10
- Employee Benefits Expenses	1,410.20	1,262.61	951.60	405.96	386.55	379.66	346.14	351.56	359.24	353.26	343.06
- Technology and Related Costs	285.77	223.02	156.49	105.42	80.93	83.80	73.12	69.01	75.81	67.83	57.08
- Advertising & Branding	551.98	214.29	84.24	198.33	180.18	167.91	87.19	114.22	219.76	130.81	82.08
- Others (G&A, Outsourcing cost and Miscellaneous Exp.)	252.10	193.64	147.23	102.42	83.54	68.95	54.79	65.70	74.01	57.60	48.16
<b>EBITDA</b>	<b>530.61</b>	<b>450.45</b>	<b>(69.54)</b>	<b>265.66</b>	<b>224.07</b>	<b>192.02</b>	<b>187.44</b>	<b>195.09</b>	<b>29.68</b>	<b>118.40</b>	<b>152.18</b>
+ ESOP Expense	114.68	156.23	185.15	30.02	30.34	34.99	15.30	20.44	41.35	37.59	37.12
- Other Income	92.18	163.23	53.61	52.31	44.45	24.02	31.42	20.43	21.80	18.53	19.10
<b>Adjusted EBITDA</b>	<b>553.11</b>	<b>443.45</b>	<b>62.00</b>	<b>243.37</b>	<b>209.96</b>	<b>202.99</b>	<b>171.32</b>	<b>195.10</b>	<b>49.23</b>	<b>137.46</b>	<b>170.20</b>

Note 1: The data for this period is not available in public domain and is only published annually.



INR Million, unless otherwise stated

Particulars	FY24	FY23	FY22	Q3 FY 25	Q2 FY 25	Q1 FY 25	Q4 FY 24	Q3 FY 24	Q2 FY 24	Q1 FY 24	Q4 FY 23
<b>Income</b>											
I Revenue from operations	6,558.73	5,012.50	3,795.80	2,417.61	2,064.70	1,818.78	1,648.52	1,705.48	1,639.16	1,565.57	1,369.42
II Other income	92.18	163.23	53.61	52.31	44.45	24.02	31.42	20.43	21.80	18.53	19.10
III <b>Total income (I + II)</b>	<b>6,650.91</b>	<b>5,175.73</b>	<b>3,849.41</b>	<b>2,469.92</b>	<b>2,109.15</b>	<b>1,842.80</b>	<b>1,679.94</b>	<b>1,725.91</b>	<b>1,660.96</b>	<b>1,584.10</b>	<b>1,388.52</b>
<b>IV Expenses</b>											
Employee benefits expense	1,410.20	1,262.61	951.60	405.96	386.55	379.66	346.14	351.56	359.24	353.26	343.06
Finance costs	28.86	9.49	28.03	6.17	5.75	5.87	4.92	6.02	12.62	5.30	3.45
Depreciation and amortization expense	129.24	108.15	78.43	26.36	23.85	23.48	26.15	29.15	44.01	29.93	31.23
Other expenses	4,710.10	3,462.67	2,967.35	1,798.30	1,498.53	1,271.12	1,146.36	1,179.26	1,272.04	1,112.44	893.28
<b>Total expenses</b>	<b>6,278.40</b>	<b>4,842.92</b>	<b>4,025.41</b>	<b>2,236.79</b>	<b>1,914.68</b>	<b>1,680.13</b>	<b>1,523.57</b>	<b>1,565.99</b>	<b>1,687.91</b>	<b>1,500.93</b>	<b>1,271.02</b>
V <b>Profit / (loss) before share of loss of an associate, exceptional items and tax (III-IV)</b>	<b>372.51</b>	<b>332.81</b>	<b>(176.00)</b>	<b>233.13</b>	<b>194.47</b>	<b>162.67</b>	<b>156.37</b>	<b>159.92</b>	<b>(26.95)</b>	<b>83.17</b>	<b>117.50</b>
VI Share of loss of an associate, net of tax	(59.07)	0.00	0.00	(18.56)	(19.32)	(20.10)	(30.75)	(20.79)	(7.53)	0.00	0.00
VII <b>Profit / (loss) before exceptional items and tax (V+VI)</b>	<b>313.44</b>	<b>332.81</b>	<b>(176.00)</b>	<b>214.57</b>	<b>175.15</b>	<b>142.57</b>	<b>125.62</b>	<b>139.13</b>	<b>(34.48)</b>	<b>83.17</b>	<b>117.50</b>
VIII Exceptional Items	297.21	(126.07)	0.00	0.00	8.33	37.71	0.00	0.00	297.21	0.00	(54.78)
IX <b>Profit / (loss) before tax (VII+VIII)</b>	<b>610.65</b>	<b>206.74</b>	<b>(176.00)</b>	<b>214.57</b>	<b>183.48</b>	<b>180.28</b>	<b>125.62</b>	<b>139.13</b>	<b>262.73</b>	<b>83.17</b>	<b>62.72</b>
X <b>Tax expense / (income):</b>											
Current tax	1.25	76.77	55.40	0.16	0.25	0.23	0.60	0.65	0.00	0.00	25.84
Deferred tax charge / (credit)	(121.21)	(103.99)	(20.46)	59.01	52.38	31.49	51.53	(168.00)	(4.28)	(0.46)	(10.46)
<b>Total tax expense / (income)</b>	<b>(119.96)</b>	<b>(27.22)</b>	<b>34.94</b>	<b>59.17</b>	<b>52.63</b>	<b>31.72</b>	<b>52.13</b>	<b>(167.35)</b>	<b>(4.28)</b>	<b>(0.46)</b>	<b>15.38</b>
XI <b>Profit / (loss) for the period / year (IX-X)</b>	<b>730.61</b>	<b>233.96</b>	<b>(210.94)</b>	<b>155.40</b>	<b>130.85</b>	<b>148.56</b>	<b>73.49</b>	<b>306.48</b>	<b>267.01</b>	<b>83.63</b>	<b>47.34</b>
XII <b>Other comprehensive income</b>											
<b>Items that will not be reclassified to statement of</b>											
Re-measurement gains / (loss) on defined benefit plans	(1.63)	(2.77)	(1.61)	(0.06)	0.00	0.00	(0.05)	(1.58)	0.00	0.00	(0.55)
Income tax effect relating to items that will not be reclassified to profit and loss	0.40	0.70	0.20	0.00	0.00	0.00	0.00	0.40	0.00	0.00	0.14
<b>Other comprehensive income / (loss) for the period / year, net of tax</b>	<b>(1.23)</b>	<b>(2.07)</b>	<b>(1.41)</b>	<b>(0.06)</b>	<b>0.00</b>	<b>0.00</b>	<b>(0.05)</b>	<b>(1.18)</b>	<b>0.00</b>	<b>0.00</b>	<b>(0.41)</b>
XIII <b>Total comprehensive income / (loss) for the period / year, net of tax (XI+XII)</b>	<b>729.38</b>	<b>231.89</b>	<b>(212.35)</b>	<b>155.34</b>	<b>130.85</b>	<b>148.56</b>	<b>73.44</b>	<b>305.30</b>	<b>267.01</b>	<b>83.63</b>	<b>46.93</b>



INR Million, unless otherwise stated

Particulars	FY24	FY23	FY22	Q3 FY 25	Q2 FY 25	Q1 FY 25	Q4 FY 24	Q3 FY 24	Q2 FY 24	Q1 FY 24	Q4 FY 23
Monthly Active Users	76.78	62.83	44.20	86.59	78.18	79.74	75.99	76.79	77.49	76.83	65.27
Annual Active Users	480.20	429.38	291.22	NA	NA	NA	NA	NA	NA	NA	NA
Annual Transacting Users	12.04	11.40	13.22	NA	NA	NA	NA	NA	NA	NA	NA
Ancillary Attachment Rate %	31.33%	28.87%	26.41%	29.85%	28.74%	29.63%	30.40%	31.34%	31.52%	32.14%	31.52%
Monthly Transacting Users	2.45	2.13	1.91	3.47	3.43	2.78	2.59	2.52	2.40	2.28	2.14
Monthly Transacting Users to Monthly Active Users ratio	3.19%	3.40%	4.32%	4.01%	4.39%	3.49%	3.41%	3.28%	3.09%	2.97%	3.28%
Percentage of transactions involving Tier II and Tier III	94.06%	94.39%	95.26%	93.71%	93.97%	94.23%	94.81%	93.79%	93.70%	93.94%	94.02%
Queries solved by chatbot (without human intervention) versus total number of chat queries received (%)	87.76%	89.86%	85.71%	92.13%	86.95%	86.51%	84.76%	85.32%	89.87%	90.05%	89.36%
Queries solved by chatbot (without human intervention)	2.81	4.11	4.92	1.59	0.64	0.57	0.56	0.67	0.72	0.87	0.90
Monthly Screen Views	3,961.53	3,833.40	2,768.85	3,931.58	3,684.78	3,678.40	3,483.52	3,824.77	4,013.76	4,524.08	3,975.73
% of Calls answered within 2 mins	92.20%	84.37%	72.59%	94.30%	94.90%	94.40%	96.40%	91.40%	93.70%	88.30%	88.30%
Average Refund Time	03:37	02:47	08:54	03:39	03:05	03:49	04:24	04:10	02:33	02:44	02:44
Lifetime Registered Users	225.76	169.74	114.15	281.68	260.80	242.58	225.76	213.21	199.11	184.28	169.74
Mobile App Downloads	105.77	106.07	90.00	30.19	28.15	28.31	24.47	27.90	26.86	26.82	23.03
Lifetime Mobile App Downloads	563.86	457.53	356.19	650.51	620.32	592.17	563.86	539.39	511.49	484.63	457.53
Lifetime Transacted Users	33.59	26.38	19.58	40.96	38.18	35.66	33.59	31.80	29.89	28.04	26.38



## Glossary

Term	Description
<b>Adjusted EBITDA</b>	Adjusted EBITDA is calculated as the profit for the period or year plus tax expense, finance cost, depreciation, amortization expenses, Employee Stock Option Scheme less other income, exceptional items, share of profit/loss of associate.
<b>Annual Active Users</b>	Annual Active Users refers to the number of unique devices (including, amongst others, laptops and mobile phones) which have recorded at least one visit to a page/ screen on our platforms in a given period/ year, cumulated across ixigo, ConfirmTkt and AbhiBus websites and apps
<b>Ancillary Attachment Rate</b>	Ancillary Attachment Rate refers to the number of ancillary transactions for ancillaries sold such as ixigo Assured, ixigo Assured Flex, Trip Guarantee, Price Lock, seats, meals, among others, across flights, trains and buses divided by the overall number of transactions
<b>Lifetime Transacted Users</b>	Lifetime Transacted Users refers to the number of unique transacting users identified by user's mobile number and/or email address, that have made at least one booking through us in the lifetime of our company on the OTA model, cumulated across ixigo, ConfirmTkt and AbhiBus website and apps
<b>Contribution Margin</b>	Contribution Margin is defined as Segment revenue (net ticketing revenue plus other operating revenue) less direct expenses
<b>Contribution Margin (%)</b>	Contribution Margin (%) is defined as Contribution Margin(Segment results) divided by revenue from operations (Segment revenue).
<b>EBITDA</b>	Earnings before interest, tax, depreciation and amortization and is calculated as profit/loss for the year/period plus tax expense, finance cost, depreciation and amortization expenses less exceptional items, share of profit/loss of associate
<b>Gross Revenue</b>	Gross revenue represents Revenue from operations plus discounts/customer inducement cost.
<b>Gross Take Rate</b>	Gross take rate refers to Gross Ticketing Revenue divided by Gross Transaction Value during the relevant period/ year
<b>Gross Transaction Value (GTV)</b>	Gross transaction value refers to the total amount paid (including taxes, fees and service charges, gross of all discounts) by users for the OTA services and products booked through us in the relevant period/ year
<b>Monthly Active Users (MAUs)</b>	Monthly active users is the number of unique devices (including, amongst others, laptops and mobile phones) which have recorded at least one visit in a month to a page/screen on our platforms cumulated across ixigo, ConfirmTkt and AbhiBus website and apps and cumulated for all months in the given period/ year, divided by the number of months in that period/ year
<b>Monthly Transacting Users (MTUs)</b>	Monthly transacting users is the number of unique transacting users identified by users' mobile number and/or e-mail address, as applicable, that have made at least one booking through us, in a given period/ year, divided by the number of months in that period/ year, cumulated across ixigo, ConfirmTkt and AbhiBus website & apps
<b>Passenger Segments</b>	Passenger segments refers to the total number of point-to-point passenger tickets booked between two cities, airports, train stations or bus stations, as applicable, whether or not such a ticket is part of a larger or longer itinerary. For example, a booking made with two passengers for a return flight consists of four passenger segments.
<b>Gross Ticketing Revenue</b>	Gross ticketing revenue refers to the total revenue earned (gross of all discounts) for the OTA services and products booked through us.
<b>Annual Transacting Users</b>	Annual Transacting Users refers to the number of unique transacting users identified by user's mobile number and/or email address, that have made at least one booking through us in the relevant year, cumulated across ixigo, ConfirmTkt and AbhiBus website and apps.
<b>Ancillary Attachment Rate %</b>	Ancillary Attachment Rate refers to the number of ancillary transactions for ancillaries sold such as ixigo Assured, ixigo Assured Flex, seats, meals, among others, across flights, trains and buses divided the overall number of transactions
<b>Monthly Screen Views</b>	Monthly screen views refers to the total number of mobile app screen views or website page views in a given year divided by the number of months.
<b>Mobile App Downloads</b>	Monthly app downloads refers to the total number of downloads of our ixigo (train), ixigo (flight), AbhiBus and ConfirmTkt mobile apps in the relevant period/ year.