

CCP inquiry

# Demand pushes airfare hike by Airblue, Shaheen

Analysis shows rise in fares was not as exorbitant as alleged

ISLAMABAD

The Competition Commission of Pakistan (CCP) has completed its inquiry into the alleged exorbitant increase in airfares by Airblue and Shaheen Air.

According to a statement released on Monday, the commission had taken notice of concerns expressed over the conduct of the two private carriers during the suspension of Pakistan International Airlines' (PIA) flight operations from October 1-7 2015 and February 2-9, 2016. It was alleged that fares had been increased by up to 300%.

A five-member inquiry committee was constituted to determine whether the private operators had exploited the consumers by charging high airfares.

Airblue and Shaheen Air were asked to submit detailed information about airfares charged from each passenger

on domestic routes for the period under investigation as well as of preceding months. The commission also issued a press release asking consumers to provide evidence of tickets purchased at high rates.

It was observed that as per standard industry practice worldwide Airblue and Shaheen Air employ a revenue management system allowing them to set different parameters for determining the basic fare, some of which are demand and supply, size of the aircraft, the route, time of ticket booking, passenger load on other airlines, etc.

The lowest fares are applied when the booking is made well in advance, but as the time of the flight approaches near the higher fare classes are adopted depending on the availability of seats.

## Investigation

The inquiry committee analysed airfares on the major domestic routes of Karachi-Islamabad, Islamabad-Karachi, Karachi-Lahore and Lahore-Karachi.

The inquiry committee observed that fares during the period under investigation were lower than those charged during the peak season

The results show that for Airblue on average the change in fares compared with the preceding month ranged from Rs159 to a maximum of Rs2,766.

The maximum increase can be attributed to the operation of two special flights between Karachi and Islamabad from February 2 to 4. Fares on the flights were higher due to the special arrangements made (aircraft, crew, fuel, etc) and the last minute bookings to facilitate PIA customers.

For Shaheen, the change in average airfares compared to the preceding month ranged from a fall of Rs320 to a maximum increase of Rs1,933.

While comparing the fares charged during the annual peak season - July - when demand is at its highest, with

the maximum fares charged during the period under review, the committee observed that the fares in the period under investigation were lower than those charged during the peak season.

The committee also observed that the average fares of PIA are generally higher than the two private airlines.

## Conclusion

It was concluded from the data analysis that on the routes examined the increase in airfares was not as exorbitant as alleged rather the increase was merely due to a rise in demand and the normal operation of revenue management system whereby last-minute bookings are charged a higher rate.

Additionally, the inquiry committee did not receive any evidence from consumers to substantiate a three-fold increase.

While finalising its conclusion, the committee took into consideration the fact that normal market conditions were restored once the strike was called off. □□

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# Increase in demand pushed up airfares: CCP

**SOHAIL SARFRAZ**

**ISLAMABAD:** The Competition Commission of Pakistan (CCP) has found that the increase in airfares by two private airlines was not exorbitant, as airfares were increased merely due to an increase in

demand and the normal operations whereby last minute bookings are charged a higher rate.

In this regard, the CCP here on Monday completed its enquiry into the alleged exorbitant increase in airfares by private airlines.

According to the inquiry report of the CCP, it is proposed that the Commission should continue to keep a close eye on

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## Increase in demand pushed

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the behaviour of all market players in the domestic airline industry, in particular, any exorbitant and unreasonable price increase and collusive behaviours, among other things.

The CCP found that neither of the undertakings, ie, Airblue and Shaheen were dominant in the relevant market for domestic passenger air travel in Pakistan for the period October 1-6, 2015 and February 2-4 2016.

The report concluded that from the analysis of the data that on the routes examined the increase in airfares was nominal and the Enquiry Committee could not find any exorbitant three-fold increase as alleged in the media neither did it receive any evidence from consumers to substantiate this allegation. It may also be noted that the above scenario was temporary in nature and the normal market conditions were restored once the strikes were called off. The Enquiry Committee did not receive any evidence from consumers to substantiate a three-fold increase.

The commission has completed its enquiry into the alleged exorbitant increase in airfares by Airblue and Shaheen. The Commission had taken notice of concerns expressed over the media and other forums relating to the conduct of the two private carriers during the suspension of PIA flight operations from October 1-7 2015 and February 2-9, 2016. It was alleged that fares had been hiked by as much as 300 percent.

A five-member Enquiry Committee was appointed to determine whether the private operators had exploited consumers during the time period under review by charging exorbitantly high airfares. The said airlines were asked to submit detailed information on airfares charged for each passenger on domestic routes for the period under investigation as well as the preceding months. The Commission also issued a press release asking consumers to come forward and provide evidence of tickets purchased at high rates.

increase of Rs 1,933, it said.

While comparing fares charged during annual peak season, in the month of July when demand is at its highest, with the maximum fares charged during the period under review, the Enquiry Committee observed that the fares during the period under investigation were lower than those charged during the peak season. The Enquiry Committee also observed that the average fares of PIA are generally higher than the two private airlines.

Through the revenue management system airlines "allocate inventory with a focus on dynamically balancing supply and demand in the market. By effectively managing variations in demand over time, airlines ultimately maximize revenue". By managing the availability of booking classes according to demand, an airline can smoothen demand variations throughout the year and achieve an optimal customer (or fare) mix. Submissions made by Airblue state that "to effectively manage demand, airlines must effectively respond to seasonal changes. During the high season (e.g. the summer), discount-booking classes might be closed to reduce demand and maximize revenue potential. This strategy is intended to optimize demand and supply by selling a greater proportion of seats in the higher booking classes". It further states that: "a prime goal of revenue management in the airline industry is determining optimal seat allocations by booking class to maximize revenue". The use of Revenue Management system is a standard practice throughout the airline industry including PIA and Shaheen.

With respect to "fare determination mechanism", the airline stated that the fare or price at its most basic consists of all costs plus our profit margin (the "yield"). Some of the direct costs for flight included fuel costs: in-between 62% to 74% of the total cost per flight; taxes - GST, FED, Income (WHT); customs duties for imported parts and aircraft; CAA has var-

ious charges including landing, parking, rental, airport fees, security charges etc; pilots, crew and other staff salaries; aircraft lease rental charges - approximating US\$200,000 per month per aircraft and insurance charges; ground handling charges; boarding costs for crew and pilots etc and catering - currently only airline on domestic routes providing hot meals.

It was observed that as per standard industry practice worldwide these two airlines employ a Revenue Management System allowing them to set different parameters for determining the basic fare some of which are demand and supply, size of the aircraft, the route, time of booking ticket, passenger load on other airlines etc. The lowest fares are invoked when the booking is made well in advance, as the time of the flight approaches near the higher fare classes are invoked depending on the availability of seats.

While finalizing its conclusions the Enquiry Committee took into consideration the fact that normal market conditions were restored once the strikes were called off. As per international practices competition agencies refrain from interventions if the market has the ability to auto-correct as has happened in the instant case. Therefore, after a thorough analysis of facts and data before it the Enquiry Committee concluded that no prima facie violation of Section 3 (Abuse of dominant position) of the Competition Act, 2010 was made out. After reviewing the Enquiry Report the Commission has decided to conduct a comprehensive competition assessment study on the aviation sector. The study will analyze entry barriers, regulatory measures and the possible policy level competition issues in pricing of airfares.

The Enquiry Committee analyzed airfares on the major domestic routes of Karachi-Islamabad, Islamabad-Karachi, Karachi-Lahore and Lahore-Karachi. The airfares charged when PIA flight operations were suspended were compared with airfares charged under normal market conditions, ie, the months immediately preceding each strike. The results show that for Airblue on average the change in fares when compared with immediately preceding month ranged from Rs 159 to a maximum of Rs 2,766. The maximum increase of Rs 2,766 can be attributed to the operation of two special flights between Karachi and Islamabad in the period of 2-4 February. Fares on this flight were higher due to special arrangements made (arrangement of aircraft, crew, fuel etc.) and last minute bookings to facilitate customers of PIA. For Shaheen the change in average airfares when compared with immediately preceding month ranged from a fall of PKR 320 to a maximum

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Exorbitant increase in air fare

# CCP exonerates private airlines

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**Our correspondent**

ISLAMABAD: After receiving no evidence of price hike in fares by 300 percent, the Competition Commission of Pakistan (CCP) has granted clean chit to private airlines on allegation of increasing airfares by Airblue and Shaheen during the period when PIA employees were on strike.

After a thorough analysis of facts and data before it the enquiry committee of CCP concluded that no prima facie violation of Section 3 (Abuse of dominant position) of the Competition Act, 2010 was made out.

"After reviewing the Enquiry Report the CCP has decided to conduct a comprehensive competition assessment study on the aviation sector. The study will analyse entry barriers, regulatory measures and the possible policy level competition issues in pricing of airfares," the Commission made announcement here on Monday.

The CCP has completed its enquiry into the alleged exorbitant increase in airfares by Airblue and Shaheen. The Commission had taken notice of concern expressed over the media and other forums relating to the

conduct of the two private carriers during the suspension of PIA flight operations from October 1-7 2015 and February 2-9, 2016. It was alleged that fares had been hiked by as much as 300%.

A five-member enquiry committee was appointed to determine whether the private operators had exploited consumers during the time period under review by charging exorbitantly high airfares. Airblue and Shaheen were asked to submit detailed information on airfares charged for each passenger on domestic routes for the period under investigation as well as the preceding months. The commission also issued a press release asking consumers to come forward and provide evidence of tickets purchased at high rates.

It was observed that as per standard industry practice worldwide Airblue and Shaheen employ a Revenue Management System allowing them to set different parameters for determining the basic fare some of which are demand and supply, size of the aircraft, the route, time of booking ticket, passenger load on other airlines etc. The lowest fares are invoked when the

booking is made well in advance, as the time of the flight approaches near the higher fare classes are invoked depending on the availability of seats.

The enquiry committee analysed airfares on the major domestic routes of Karachi-Islamabad, Islamabad-Karachi, Karachi-Lahore and Lahore-Karachi. The airfares charged when PIA flight operations were suspended, were compared with airfares charged under normal market conditions i.e. the months immediately preceding each strike. The results show that for Airblue on average the change in fares when compared with immediately preceding month ranged from PKR 159 to a maximum of PKR 2,766. The maximum increase of PKR 2,766 can be attributed to the operation of two special flights between Karachi and Islamabad in the period of 2-4 February. Fares on this flight were higher due to special arrangements made (arrangement of aircraft, crew, fuel etc.) and last minute bookings to facilitate customers of PIA. For Shaheen the change in average airfares when compared with immediately preceding month ranged from a fall of PKR 320 to a maximum increase of PKR 1,933.

# CCP concludes enquiry into raise in private carriers fares

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**ISLAMABAD**

The Competition Commission of Pakistan (CCP) has completed its enquiry into the alleged exorbitant increase in airfares by Airblue and Shaheen.

The commission had taken notice of the concerns over the conduct of two private carriers during the suspension of PIA flight operations from October 1-7 2015 and February 2-9, 2016. It was alleged that fares were increased by as much as 300 percent.

A 5-member committee was constituted to determine whether the private operators had exploited consumers' helplessness during the period under review by charging exorbitantly high fares.

Both the airliners were asked to submit detailed information on the fare charged from each passenger, traveling on a domestic route during the period under investigation as well as the preceding months. The commission also issued a press release, asking the passengers to produce their tickets, purchased on higher rates, as evidence.

It was also observed that as per the standards practiced worldwide, Airblue and Shaheen have a Revenue Management System that sets different parameters for determining the basic fare. The lowest fares are invoked, when the booking is made well in advance, and when time of the flight approaches, the higher fares are invoked, depending on the availability of seats.

The committee analysed airfares on major domestic routes, namely Karachi-Islamabad, Islamabad-Karachi, Karachi-Lahore and Lahore-Karachi.

The airfares charged when PIA flight operations were suspended were compared with airfares charged under normal market conditions i.e. the months immediately preceding each strike. The results show that for Airblue on average the change in fares when compared with immediately

preceding month ranged from PKR 159 to a maximum of PKR 2,766. The maximum increase of PKR 2,766 can be attributed to the operation of two special flights between Karachi and Islamabad in the period of 2-4 February. Fares on this flight were higher due to special arrangements made (arrangement of aircraft, crew, fuel etc.) and last minute bookings to facilitate customers of PIA. For Shaheen the change in average airfares when compared with immediately preceding month ranged from a fall of PKR 320 to a maximum increase of PKR 1,933.

While comparing fares charged during annual peak season, in the month of July when demand is at its highest, with the maximum fares charged during the period under review, the Enquiry Committee observed that the fares during the period under investigation were lower than those charged during the peak season. The Enquiry Committee also observed that the average fares of PIA are generally higher than the two private airlines.

It was concluded from the analysis of the data that on the routes examined the increase in airfares was not as exorbitant as was alleged rather the increase was merely due to an increase in demand and the normal operation of the Revenue Management System whereby last minute bookings are charged a higher rate. The Enquiry Committee did not receive any evidence from consumers to substantiate a three-fold increase. While finalizing its conclusions the Enquiry Committee took into consideration the fact that normal market conditions were restored once the strikes were called off.

As per international practices competition agencies refrain from interventions if the market has the ability to auto-correct as has happened in the instant case. Therefore, after a thorough analysis of facts and data before it the Enquiry Committee concluded that no prima facie violation of Section 3 (Abuse of dominant position) of the Competition Act, 2010 was made out.



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## CCP concludes enquiry into alleged exorbitant increase in airfares by private carriers

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A five member Enquiry Committee was appointed to determine whether the private operators had exploited consumers during the time period under review by charging exorbitantly high airfares. Airblue and Shaheen were asked to submit detailed information on airfares charged for each passenger on domestic routes for the period under investigation as well as the preceding months. The Commission also issued a press release asking consumers to come forward and provide evidence of tickets purchased at high rates.

It was observed that as per standard industry practice worldwide Airblue and Shaheen employ a Revenue Management System allowing them to set different parameters for determining the basic fare some of which are demand and supply, size of the aircraft, the route, time of booking ticket, passenger load on other airlines etc. The lowest fares are invoked when the booking is made well in advance, as the time of the flight approaches near the higher fare classes are invoked depending on the availability of seats.

The Enquiry Committee analyzed airfares on the major domestic routes of Karachi-Islamabad, Islamabad-Karachi, Karachi-Lahore and Lahore-Karachi. The airfares charged when PIA flight operations were suspended were compared with airfares charged under normal market conditions i.e. the months immediately preceding each strike. The results show that for Airblue on average the change in fares when compared with immediately preceding month ranged from PKR 159

to a maximum of PKR 2,766. The maximum increase of PKR 2,766 can be attributed to the operation of two special flights between Karachi and Islamabad in the period of 2-4 February. Fares on this flight were higher due to special arrangements made (arrangement of aircraft, crew, fuel etc.) and last minute bookings to facilitate customers of PIA. For Shaheen the change in average airfares when compared with immediately preceding month ranged from a fall of PKR 320 to a maximum increase of PKR 1,933.

While comparing fares charged during annual peak season, in the month of July when demand is at its highest, with the maximum fares charged during the period under review, the Enquiry Committee observed that the fares during the period under investigation were lower than those charged during the peak season. The Enquiry Committee also observed that the average fares of PIA are generally higher than the two private airlines.

It was concluded from the analysis of the data that on the routes examined the increase in airfares was not as exorbitant as was alleged rather the increase was merely due to an increase in demand and the normal operation of the Revenue Management System whereby last minute bookings are charged a higher rate. The Enquiry Committee did not receive any evidence from consumers to substantiate a three-fold increase.

While finalizing its conclusions the Enquiry Committee took into consideration the fact that normal market conditions were restored once the strikes were called off. As per international practices competition agencies refrain from interventions if the market has the ability to auto-correct as has happened in the instant case. Therefore, after a thorough analysis of facts and data before it the Enquiry Committee concluded that no prima facie violation of Section 3 (Abuse of dominant position) of the Competition Act, 2010 was made out. APP



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# CCP CLEARS AIRBLUE AND SHAHEEN AIRLINES FROM EXTRA AIRFARES ALLEGATION DURING PIA'S STRIKE

## CCP CONCLUDES ENQUIRY INTO EXORBITANT INCREASE IN AIRFARES

KARACHI  
STAFF REPORT

**F**INALISING the report of alleged increase in airfares, the Competition Commission of Pakistan (CCP) on Monday cleared Airblue and Shaheen Airlines from allegations of plundering customers during PIA's strike in Pakistan.

The report, which was released on Monday, said: "It was concluded from the analysis of the data that on the routes examined the increase in airfares was not as exorbitant as was alleged rather the increase was merely due to an increase in demand and the normal operation of the Revenue Management System whereby last minute bookings are charged a higher rate."

The report said the Enquiry Committee did not receive any evidence from consumers to substantiate a three-fold increase. While finalising its conclusions

the Enquiry Committee took into consideration the fact that normal market conditions were restored once the strikes were called off. As per international practices competition agencies refrain from interventions if the market has the ability to auto-correct as happened in this case. Therefore, after a thorough analysis of facts and data before it the Enquiry Committee concluded that no prima facie violation of Section 3 (Abuse of dominant position) of the Competition Act, 2010 occurred, the report said.

The CCP had taken notice of the concerns expressed over media and other forums relating to the conduct of the two private carriers during the suspension of PIA flight operations from October 1-7, 2015 and February 2-9, 2016. It was alleged that fares had been hiked by as much as 300 per cent.

A five-member Enquiry Committee was appointed to determine whether the private operators had exploited consumers during the time period under review by charging exorbitantly high airfares. Airblue and Shaheen Airlines were asked to submit detailed information on airfares charged for each passenger on domestic routes for the period under investigation as well as the preceding

months. The Commission also issued a press release asking consumers to come forward and provide evidence of tickets purchased at high rates.

It was observed that as per standard industry practice worldwide, Airblue and Shaheen Airlines employ a Revenue Management System allowing them to set different parameters for determining the basic fare, some of which are demand and supply, size of the aircraft, the route, time of booking and passenger load on other airlines etc. The lowest fares are invoked when the booking is made well in advance, as the time of the flight approaches near, the higher fare classes are invoked depending on the availability of seats, the report said.

The Enquiry Committee analysed airfares on the major domestic routes of Karachi-Islamabad, Islamabad-Karachi, Karachi-Lahore and Lahore-Karachi.

The airfares charged when PIA flight operations were suspended were compared with airfares charged under normal market conditions i.e. the months immediately preceding each strike. The results showed that for Airblue, on average, the change in fares when compared with immediately preceding month ranged from Rs 159 to a maximum of Rs 2,766. The maximum increase of Rs 2,766 was



charged in the case of two special flights between Karachi and Islamabad between February 2 and 4. Fares on these flights were higher due to special arrangements made (arrangement of aircraft, crew, fuel etc.) and last minute bookings to facilitate customers of PIA.

For Shaheen Airlines the change in average airfares when compared with immediately preceding month ranged from a fall of Rs 320 to a maximum increase of Rs 1,933.

While comparing fares charged during annual peak season, in the month of July when demand is at its highest, with the maximum fares charged during the period under review, the Enquiry Committee observed that the fares during the period under investigation were lower

than those charged during peak season.

The Enquiry Committee also observed that the average fares of PIA are generally higher than the two private airlines. After reviewing the Enquiry Report, the commission has decided to conduct a comprehensive competition assessment study on the aviation sector. The study will analyse entry barriers, regulatory measures and the possible policy level competition issues in the pricing of airfares.

The Competition Commission is authorised to undertake sector studies under Section 37 of the Competition Act, 2010 with a focus to remedy potential competition concerns to allow for maximum competition in the industry leading to better choices and prices for consumers and a level playing field for businesses.



## CCP concludes enquiry on increase in airfares by private carriers

Staff Report

**ISLAMABAD:** The Competition Commission of Pakistan (CCP) has completed its enquiry into the alleged exorbitant increase in airfares by Airblue and Shaheen.

The commission had taken notice of concerns expressed over the media and other forums relating to the conduct of the two private carriers during the suspension of PIA flight operations from October 1-7, 2015 and February 2-9, 2016. It was alleged that fares had been hiked by as much as 300%.

A five-member enquiry committee was appointed to determine whether the private operators had exploited consumers during the time

period under review by charging exorbitantly high airfares. Airblue and Shaheen were asked to submit detailed information on airfares charged for each passenger on domestic routes for the period under investigation as well as the preceding months. The commission also issued a press release asking consumers to come forward and provide evidence of tickets purchased at high rates.

It was observed that as per standard industry practice worldwide, Airblue and Shaheen employ a Revenue Management System allowing them to set different parameters for determining the basic fare some of which are demand and supply, size

of the aircraft, route, time of booking ticket, passenger load on other airlines etc.

The lowest fares were invoked when the booking was made well in advance, as the time of the flight approached near the higher fare classes were invoked depending on the availability of seats.

The enquiry committee analysed airfares on the major domestic routes of Karachi-Islamabad, Islamabad-Karachi, Karachi-Lahore and Lahore-Karachi. The airfares charged when PIA flight operations were suspended were compared with airfares charged under normal market conditions i.e. the months immediately preceding each strike. The

results show that for Airblue on average the change in fares when compared with immediately preceding month ranged from Rs 159 to a maximum of Rs 2,766. The maximum increase of Rs 2,766 can be attributed to the operation of two special flights between Karachi and Islamabad in the period of 2-4 February.

Fares on this flight were higher due to special arrangements made (arrangement of aircraft, crew, fuel etc.) and last minute bookings to facilitate customers of PIA. For Shaheen, the change in average airfares when compared with immediately preceding month ranged from a fall of Rs 320 to a maximum increase of Rs 1,933.

While comparing fares charged during annual peak season, in the month of July when demand is at its highest, with the maximum fares charged during the period under review, the enquiry committee observed that the fares during the period under investigation were lower than those charged during the peak season. The enquiry committee also observed that the average fares of PIA are generally higher than the two private airlines.

It was concluded from the analysis of the data that on the routes examined the increase in airfares was not as exorbitant as was alleged rather the increase was merely due to an increase in demand and the normal operation of the Revenue

Management System whereby last minute bookings are charged a higher rate. The committee did not receive any evidence from consumers to substantiate a three-fold increase.

While finalising its conclusions, the committee took into consideration the fact that normal market conditions were restored once the strikes were called off. As per international practices, competition agencies refrain from interventions if the market has the ability to auto-correct as has happened in the instant case. Therefore, after a thorough analysis of facts and data before it, the enquiry committee concluded that no prima facie violation of Section 3 (Abuse of dominant posi-

tion) of the Competition Act, 2010 was made out.

After reviewing the enquiry report, the commission has decided to conduct a comprehensive competition assessment study on the aviation sector. The study will analyse entry barriers, regulatory measures and the possible policy level competition issues in pricing of airfares.

It is important to highlight that the commission can undertake sector studies under Section 37 of the Competition Act, 2010 with a focus to remedy potential competition concerns to allow for maximum competition in the industry leading to better choices and prices for consumers and a level playing field for businesses.



## CCP GIVES CLEAN CHIT TO PRIVATE AIRLINES IN FARES HIKE INQUIRY

**IMRAN ALI KUNDI**  
ISLAMABAD

The Competition Commission of Pakistan (CCP) in its enquiry report concluded that Airblue and Shaheen had not enhanced airfares as exorbitant as was alleged rather the increase was merely due to an increase in demand during strike of Pakistan International Airline (PIA).

It was also concluded from the analysis of the data that on the routes examined the increase in airfares was due to an increase in demand and the normal operation of the Revenue Management System whereby last minute bookings are charged a higher rate. The Enquiry Committee did not receive any evidence from consumers to substantiate a three-fold increase.

The Enquiry Committee also observed that the average fares of PIA are generally higher than the wo private airlines. The CCP has completed its en-

quiry into the alleged exorbitant increase in airfares by Airblue and Shaheen. The Commission had taken notice of concerns expressed over the media and other forums relating to the conduct of the two private carriers during the suspension of PIA flight operations from October 1-7 2015 and February 2-9, 2016. It was alleged that fares had been hiked by as much as 300%.

A five member Enquiry Committee was appointed to determine whether the private operators had exploited consumers during the time period under review by charging exorbitantly high airfares. Airblue and Shaheen were asked to submit detailed information on airfares charged for each passenger on domestic routes for the period under investigation as well as the preceding months. The Commission also issued a press release asking consumers to come forward and provide evidence of tickets purchased at high rates.

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practice worldwide Airblue and Shaheen employ a Revenue Management System allowing them to set different parameters for determining the basic fare some of which are demand and supply, size of the aircraft, the route, time of booking ticket, passenger load on other airlines etc. The lowest fares are invoked when the booking is made well in advance, as the time of the flight approaches near the higher fare classes are invoked depending on the availability of seats.

The Enquiry Committee analyzed airfares on the major domestic routes of Karachi-Islamabad, Islamabad-Karachi, Karachi-Lahore and Lahore-Karachi. The airfares charged when PIA flight operations were suspended were compared with airfares charged under normal market conditions i.e. the months immediately preceding each strike. The results show that for Airblue on average the change in fares when compared with immediately preceding month ranged from PKR 159 to a maximum of PKR 2,766. The max-

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While finalizing its conclusions the Enquiry Committee took into consideration the fact that normal market conditions were restored once the strikes were called off. As per international

practices competition agencies refrain from interventions if the market has the ability to auto-correct as has happened in the instant case. Therefore, after a thorough analysis of facts and data before it the Enquiry Committee concluded that no prima facie violation of Section 3 (Abuse of dominant position) of the Competition Act, 2010 was made out.

After reviewing the Enquiry Report the Commission has decided to conduct a comprehensive competition assessment study on the aviation sector. The study will analyze entry barriers, regulatory measures and the possible policy level competition issues in pricing of airfares.

It is important to highlight that the Commission can undertake sector studies under Section 37 of the Competition Act, 2010 with a focus to remedy potential competition concerns to allow for maximum competition in the industry leading to better choices and prices for consumers and a level playing field for businesses.

# Enquiry into alleged exorbitant increase in airfares concludes

**ISLAMABAD**—The Competition Commission of Pakistan (CCP) has completed its enquiry into the alleged exorbitant increase in airfares by Airblue and Shaheen. The Commission had taken notice of concerns expressed over the media and other forums relating to conduct of the two private carriers during the suspension of PIA flight operations from October 1-7- 2015 and February 2-9, 2016, a statement said issued here on Monday. It was alleged that fares had been hiked by as much as 300%.

A five-member Enquiry Committee was appointed to determine whether the private operators had exploited consumers during the time period under review by charging exorbitantly high airfares. Airblue and Shaheen were asked to submit detailed information on airfares charged for each passenger on domestic routes for the period under investigation as well as the preceding months. The Commission also issued a press release asking consumers to come forward and provide evidence of tickets purchased at high rates. It was observed that as per standard industry practice worldwide Airblue and Shaheen employ a Revenue Management System allowing them to

set different parameters for determining the basic fare some of which are demand and supply, size of the aircraft, the route, time of booking ticket, passenger load on other airlines etc.

The lowest fares are invoked when the booking is made well in advance, as the time of the flight approaches near the higher fare classes are invoked depending on the availability of seats. The Enquiry Committee analyzed airfares on the major domestic routes of Karachi-Islamabad, Islamabad-Karachi, Karachi-Lahore and Lahore-Karachi. The airfares charged when PIA flight operations suspended were compared with airfares charged under normal market conditions i.e. the months immediately preceding each strike. The results show that for Airblue on average the change in fares when compared with immediately preceding month ranged from Rs 159 to a maximum of Rs 2,766.

The maximum increase of PKR 2,766 can be attributed to the operation of two special flights between Karachi and Islamabad in the period of February 2-4. Fares on this flight were higher due to special arrangements made (arrangement of air-

craft, crew, fuel etc.) and last minute bookings to facilitate customers of PIA. For Shaheen the change in average airfares when compared with immediately preceding month ranged from a fall of PKR 320 to a maximum increase of Rs 1,933. While comparing fares charged during annual peak season, in the month of July when demand is at its highest, with the maximum fares charged during the period under review, the Enquiry Committee observed that the fares during the period under investigation were lower than those charged during the peak season.

The Enquiry Committee also observed that the average fares of PIA are generally higher than the two private airlines. It was concluded from the analysis of the data that on the routes examined the increase in airfares was not as exorbitant as was alleged rather the increase was merely due to an increase in demand and the normal operation of the Revenue Management System whereby last minute bookings are charged a higher rate. The Enquiry Committee did not receive any evidence from consumers to substantiate a three-fold increase. While finalizing its conclusions, the En-

quiry Committee took into consideration the fact that normal market conditions were restored once the strikes were called off. As per international practices competition, agencies refrain from interventions if the market has the ability to auto-correct as has happened in the instant case. Therefore, after a thorough analysis of facts and data before it the

Enquiry Committee concluded that no prima facie violation of Section 3 (Abuse of dominant position) of the Competition Act, 2010 was made out. After reviewing the Enquiry Report the Commission has decided to conduct a comprehensive competition assessment study on the aviation sector. The study will analyze entry barriers, regulatory measures and the possible policy level competition issues in pricing of airfares. It is important to highlight that the Commission can undertake sector studies under Section 37 of the Competition Act, 2010 with a focus to remedy potential competition concerns to allow for maximum competition in the industry leading to better choices and prices for consumers and a level playing field for businesses.—APP



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کراچی میں ہوشربا اضافہ، کمیشن

نے نجی ایئر لائنز کو بری الزمہ قرار دیا

اسلام آباد (مہتاب حیدر) مسابقتی کمیشن (سی سی پی) کو پی آئی اے ملازمین کی ہڑتال کے دوران ایئر بلیو باقی صفحہ 6 نمبر 31

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ہوشربا اضافہ

اور شاہین ایئر لائن کی جانب سے کراچی میں 300 فیصد تک ہوشربا اضافے کے شواہد نہ مل سکے، جس کے باعث سی سی پی نے نجی ایئر لائنز کو کرائے بڑھانے کے الزام سے بری الزمہ قرار دیا۔ سی سی پی کے مطابق حقائق کا جائزہ لینے کے بعد اسے بادی النظر میں مسابقتی ایکٹ 2010 کے سیکشن 3 کی خلاف ورزی نظر نہیں آئی۔ کمیشن کی جانب سے پیر کو اعلان کیا گیا کہ انکوآری رپورٹ کا جائزہ لینے کے بعد سی سی پی نے ہوا بازی کے شعبے میں مسابقت کے حوالے سے جامع جائزہ رپورٹ مرتب کرنے کا فیصلہ کیا، متذکرہ رپورٹ میں داخلی رکاوٹوں، قواعدی اقدامات اور ممکنہ طور پر پالیسی سطح پر ایئر لائنز کے کراچی کے حوالے سے مسابقتی مسائل کا جائزہ لیا جائیگا۔ سی سی پی کی پانچ رکنی کمیٹی نے میڈیا اور دیگر فورمز کی جانب سے ایئر بلیو اور شاہین ایئر لائن کے خلاف ظاہر کیے جانے والے خدشات کا جائزہ لیا، یکم تا 17 اکتوبر 2015 اور 2 تا 9 فروری 2016 کو جس وقت پی آئی اے کا فلائٹ آپریشن معطل تھا، اس عرصے میں مذکورہ ایئر لائنز کے کراچی میں 300 فیصد تک کا اضافہ کیا گیا تھا۔ کمیشن نے ان ایئر لائنز کو بھی اس دوران چارج کیے جانے والے کراچی کی تفصیلات فراہم کی تھی، اور ساتھ ہی عوام سے بھی درخواست کی تھی کہ وہ زائد کراچی کے ثبوت دینے کیلئے منگے داموں پر خریدے گئے ٹکٹس کمیشن کے روبرو پیش کریں۔ کمیشن کی جانب سے یہ مشاہدہ کیا گیا کہ دنیا بھر میں ایئر لائنز کے شعبے میں جاری پریکٹس کے مطابق ایئر بلیو اور شاہین ایئر لائنز بھی آمدنی کی انتظام کاری کا نظام استعمال کرتی ہیں۔ جس کے تحت مختلف حالات میں انہیں بنیادی کرائے کے مختلف معیار وضع کرنے کی اجازت ہوتی ہے، جن میں طلب و رسد اور دوسری ایئر لائنز پر مسافروں کی تعداد میں اضافہ یا کمی بھی شامل ہیں۔ انکوآری کمیٹی نے کراچی تا اسلام آباد اور لاہور تا کراچی روٹ کے کراچی کا جائزہ لیا۔ پی آئی اے کے فلائٹ آپریشن معطل ہونے کے دنوں میں ایئر بلیو کے کراچی میں 159 سے 2766 روپے تک کا اضافہ ہوا، اور یہ اضافہ 2 سے 4 فروری کے دوران کراچی تا اسلام آباد پروازوں کیلئے ہوا۔ ڈومیسٹک فلائٹس کیلئے شاہین ایئر لائنز کی پروازوں کے کراچی میں 320 روپے سے لے کر 1933 روپے تک کا اضافہ ہوا۔ انکوآری کمیٹی کے مطابق پی آئی اے کے کرائے عام طور پر ان نجی ایئر لائنز سے زائد ہیں۔ دونوں ایئر لائنز نے اتنے زائد کرائے نہیں لیے جتنے کے بارے میں شکایت کی جارہی ہے اور مذکورہ اضافہ طلب میں اضافے اور رسد میں کمی کے باعث ہوا۔ کمیٹی کا ایسے ثبوت نہیں ملے جن سے یہ ثابت ہو کہ مسافروں سے تین گنا کرائے وصول کی وصول کیے گئے۔

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## مسابقتی کمیشن نے فضائی کمپنیوں کو کلین چٹ دیدی

پی آئی اے آپریشنز کی معطلی کے باعث نجی فضائی کمپنیوں نے کرائے بے حد نہیں بڑھائے

صارفین نے ثبوت پیش نہیں کیے، ایوی ایشن سیکٹر پر مسابقتی جائزہ اسٹڈی کرائی جائیگی

میں ایئر بیورو کے کرایوں میں اوسطاً 159 سے 2766 روپے کا اضافہ ہوا، 2766 کے انتہائی اضافے کو بھی 2 تا 4 فروری کراچی اور اسلام آباد کے درمیان چلائی گئی 2 اسٹیبل فلائٹ سے منسوب کیا جاسکتا ہے، ان کے کرائے اسٹیبل انتظامات اور پی آئی اے مسافروں کی آخری لمحات میں جنگ کی وجہ سے زیادہ تھے، اس عرصے میں شاہین ایئر لائن کے کرایوں میں اوسطاً منفی 320 سے 1933 روپے کا اضافہ ہوا۔ اعداد و شمار کے جائزے کے بعد ظاہر ہوا کہ اندرون ملک فضائی روٹ پر کرائے بے حد نہیں بڑھائے گئے بلکہ طلب بڑھنے سے اضافہ ہوا، انکوآری کمیٹی کو صارفین نے کوئی ثبوت نہیں دیا جس سے ثابت ہو کہ کرایوں میں 3 گنا اضافہ ہوا چنانچہ یہ ظاہر ہوا کہ کمپنیشن ایکٹ 2010 کے سیکشن 3 (بالادستی کا غلط استعمال) کی خلاف ورزی نہیں ہوئی۔ سی سی پی نے ایوی ایشن سیکٹر پر مفصل مسابقتی جائزہ اسٹڈی کا فیصلہ کیا ہے۔

کراچی (بزنس رپورٹر) مسابقتی کمیشن (سی سی پی) نے نجی فضائی کمپنیوں کی جانب سے کرایوں میں مبینہ طور پر بے حد اضافے پر انکوآری مکمل کر لی۔ یہ انکوآری میڈیا اور دوسرے ذرائع سے موصولہ خدشات کے بعد کی گئی کہ 2 نجی فضائی کمپنیوں نے پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے کم اکتوبر 2015 اور 9 فروری 2016 میں کرایوں میں مبینہ طور پر 300 فیصد تک اضافہ کر دیا تھا۔ سی سی پی نے 5 کئی انکوآری کمیٹی قائم کی اور ایئر بیورو اور شاہین ایئر لائن کو کہا گیا کہ وہ پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے اور اس سے کچھ عرصے پہلے اندرون ملک پروازوں کا مکمل ریکارڈ فراہم کریں، صارفین سے بھی زائد قیمت پر خریدے گئے ٹکٹ کا ثبوت دینے کی درخواست کی گئی، کمیٹی نے اہم روٹس کے کرایوں کا اس مدت میں تقابلی جائزہ لیا اور تحقیقات سے ظاہر ہوا کہ پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے



## نجی فضائی کمپنیوں نے کرایہ میں بے حد اضافہ نہیں کیا: تحقیقاتی رپورٹ

ایئر بیلیو کے کرایوں میں 159 سے 2766 روپے اضافہ خصوصی پروازیں چلانے سے ہوا

پی آئی اے کے کرایے ان سے زیادہ نجی کمپنیوں نے کرایے 3 سو فیصد نہیں بڑھائے، رپورٹ

اسلام آباد (خبرنگار خصوصی) پاکستان میں پی آئی اے کی مجوزہ چھکاری کے خلاف پی آئی اے ملازمین کی ہڑتال اور پروازوں کی معطلی کے دوران پاکستان میں نجی ایئر لائنوں کی طرف سے کرایوں میں بے حد اضافے کی اطلاعات پر سابق چیف کمیشن آف پاکستان (سی سی پی) نے فضائی کرایوں میں سبید اضافے پر اپنی تحقیقات مکمل کرنی سی سی پی نے یہ انوائری میڈیا (باقی صفحہ 5 نمبر 4)

اور دوسرے ذرائع سے موصول ہونے والے خدشات کے اظہار کے بعد شروع کی تھی جس میں کہا گیا تھا کہ دو نجی فضائی کمپنیوں نے پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے میں اکتوبر سے سات اکتوبر 2015 اور دسمبر 2015 سے نو فروری 2016 میں کرایوں میں سبید طور پر 300 فیصد تک اضافہ کر دیا تھا، سی سی پی نے پانچ روٹی انوائری کمیٹی قائم کی تاکہ اس بات کا تعین کیا جاسکے کہ کیا واقعی نجی کمپنیوں نے کرایوں میں بے حد اضافہ کیا؟ ایئر بیلیو اور شاہین ایئر لائن کو کہا گیا کہ وہ پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے اور اس سے کچھ پہلے کے عرصے میں اندرون ملک چلائی گئی تمام پروازوں کا مکمل ریکارڈ سی سی پی کو فراہم کرے۔ سی سی پی نے ایک پریس ریلیز بھی جاری کی تھی جس میں صارفین کو کہا گیا تھا کہ وہ زائد قیمت پر خریدے گئے فضائی ٹکٹ کا ثبوت سی سی پی کو فراہم کریں۔ انوائری کمیٹی نے اندرون ملک ام فضائی روٹ کے فضائی کرایوں کا پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے اور اس سے کچھ پہلے کے عرصے کا تفصیلی جائزہ لیا اور تحقیقات سے ظاہر ہوا کہ پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے میں ایئر بیلیو کے فضائی کرایوں میں اوسطاً 159 سے 2766 روپے کا اضافہ ہوا۔ 2766 کے انتہائی اضافے کو بھی 4-2 فروری کے دوران کرایوں اور اسلام آباد کے درمیان چلائی گئی دوپیشل فلائٹ سے منسوب کیا جاسکتا ہے۔ ان پیشل فلائٹ کے کرایے پینٹل انتظامات (فضائی جہاز، عملہ، فیول کے انتظامات) اور پی آئی اے کے مسافروں کی طرف سے آخری لمحات میں کرائی گئی بکنگ کیوجہ سے زیادہ تھے اور اسی عرصے میں شاہین ایئر لائن کے فضائی کرایوں میں اوسطاً منفی 320 سے 1933 روپے کا اضافہ ہوا، جولائی کے بیک سیزن کے فضائی کرایوں سے پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے کے فضائی کرایوں کے موازنے کے بعد انوائری کمیٹی کے سامنے ظاہر ہوا کہ پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے کے دوران فضائی کرایے بیک سیزن کے فضائی کرایوں سے کم تھے اور عام طور پر پی آئی اے کے فضائی کرایے ان دونوں نجی فضائی کمپنیوں کے کرایوں سے زیادہ ہوتے ہیں تمام اعداد و شمار کے جائزے کے بعد یہ ظاہر ہوا کہ اندرون ملک فضائی روٹ پر بڑھائے گئے فضائی کرایے بے حد نہیں بڑھائے گئے جیسا کہ سبید طور پر کہا گیا تھا جبکہ یہ اضافہ فضائی ٹکٹ کی طلب میں اضافہ کی وجہ سے ہوا۔ ریویو میٹمنٹ سٹم کے تحت آخری لمحات میں کرائی گئی بکنگ ہمیشہ ہتھی ہوتی ہیں۔ انوائری کمیٹی کے سامنے صارفین کی جانب سے بھی کوئی ثبوت نہ آیا جس سے ثابت ہو کہ فضائی کرایوں میں دو سے تین گنا اضافہ ہوا ہے، انوائری کمیٹی نے یہی مد نظر رکھا کہ ہڑتال کے بعد مارکیٹ کے معمول کے حالات بحال ہوئے تھے۔ عالمی طور پر ایسے حالات میں جن میں مارکیٹ اپنے آپ کو ٹھیک کرنے کی صلاحیت رکھتی ہو جیسا کہ اس معاملے میں ہوا، گھٹی ٹیشن انجینیر ایسے معاملات میں مداخلت سے دور رہتی ہیں۔ چنانچہ تمام اعداد و شمار کے مفصل جائزے کے بعد انوائری کمیٹی کے سامنے یہ ظاہر ہوا کہ کپی ٹیشن ایکٹ 2010 کے سیکشن 3(ب) یا (د) کا غلط استعمال کی خلاف ورزی نہیں ہوئی، انوائری رپورٹ کے جائزے کے بعد سی سی پی نے ایوی ایشن سیکٹر پر ایک مفصل گھٹی ٹیشن ایسٹسٹمنٹ کا فیصلہ کیا جس میں فضائی کرایوں سے متعلق تمام پہلوؤں کا جائزہ لیا جائے گا۔ کپی ٹیشن ایکٹ کے سیکشن 37 کے تحت ٹیمیشن سیکٹر سٹڈی کا اختیار رکھتا ہے تاکہ متعلقہ مارکیٹ میں کاروبار کیلئے برابری کے مواقع ہوں اور صارف کیلئے قیمت اور پسند کے بہتر مواقع ہوں۔

# وقت

بیتھریٹ ٹی وی  
انٹرنیٹ ٹی وی

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سی سی پی نے نجی فضائی کمپنیوں  
کی جانب سے فضائی کرایوں میں مبینہ طور  
پر بے حد اضافے پر انکوائری مکمل کر لی

اسلام آباد (نمائندہ خصوصی) کمیٹیشن کمیشن آف پاکستان (سی سی پی) نے نجی فضائی کمپنیوں کی جانب سے فضائی کرایوں میں مبینہ طور پر بے حد اضافے پر انکوائری مکمل کر لی ہے۔ جولائی کے پیک سیزن کے فضائی کرایوں سے پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے کے فضائی کرایوں کے موازنے کے بعد انکوائری کمیٹی کے سامنے ظاہر ہوا کہ پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے کے دوران کے فضائی کرائے پیک سیزن کے فضائی کرایوں سے کم تھے اور عام طور پر پی آئی اے کے فضائی کرائے ان دونوں نجی فضائی کمپنیوں کے کرایوں سے زیادہ ہوتے ہیں۔ تمام اعداد و شمار کے جائزے کے بعد یہ ظاہر ہوا کہ اندرون ملک فضائی روٹ پر بڑھائے گئے فضائی کرائے بے حد نہیں بڑھائے گئے۔ چنانچہ تمام اعداد و شمار کے مفصل جائزے کے بعد انکوائری کمیٹی کے سامنے یہ ظاہر ہوا کہ کمیٹیشن ایکٹ 2010 کے سیکشن 3 (بالادستی کا غلط استعمال) کی خلاف ورزی نہیں ہوئی۔



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## نجی کمپنیوں کی جانب سے فضائی کرایوں میں اضافے کی انکوائری مکمل

کمپنیوں نے پی آئی اے ہسپتال کے دوران کرائے میں 300 فی صد تک اضافہ کر دیا تھا

اسلام آباد (اوصاف نیوز) سٹیٹیشن کمیشن آف پاکستان (سی سی پی) نے نجی فضائی کمپنیوں کی جانب سے فضائی کرایوں میں مبینہ طور پر بے حد اضافے پر انکوائری مکمل کر لی ہے۔ سی سی پی نے یہ انکوائری میڈیا اور دوسرے ذرائع سے موصول ہونے والے خدشات کے اظہار کے بعد شروع کی تھی کہ دو نجی فضائی کمپنیوں نے پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے اکتوبر 7-2015 اور فروری 2016، 2-9 میں مبینہ طور پر 300 فی صد تک اضافہ کر دیا تھا۔

سی سی پی نے پانچ رکنی انکوائری کمیٹی قائم کی تاکہ اس بات کا تعین کیا جاسکے کہ پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے کے دوران نجی فضائی کمپنیوں نے کیا واقعی فضائی کرایوں میں بے حد اضافہ کیا جس سے صارفین شدید متاثر ہوئے۔ سائبر بلدیہ اور شاہین امیر لائن کو کہا گیا کہ وہ پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے اور اس سے کچھ پہلے کے عرصے میں اندرون ملک چلائی گئی تمام پروازوں کا مکمل ریکارڈ سی سی پی کو فراہم کرے۔



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## سی سی پی کی فضائی کرایوں میں اضافہ پر انکوآئری مکمل

دو ٹی ایئر لائنز نے پی آئی اے ملازمین کی ہڑتال کے دوران اپنے کرایوں میں اضافہ کر دیا تھا

اسلام آباد (کامرس رپورٹر) میجسٹریٹیشن کمیشن آف پاکستان (سی سی پی) نے ٹی فضائی کمپنیوں کی جانب سے فضائی کرایوں میں مبینہ طور پر بے حد اضافہ پر انکوآئری مکمل کر لی ہے۔ سی سی پی نے یہ انکوآئری میڈیا اور دوسرے ذرائع سے موصول ہونے والے خدشات کے اظہار کے بعد شروع کی تھی کہ دو ٹی فضائی کمپنیوں نے پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے اکتوبر 2015، 1-7 اور فروری 2016، 2-9 میں مبینہ طور پر 300 فی صد تک اضافہ کر دیا تھا۔ سی سی پی نے پانچ رکنی انکوآئری کمیٹی قائم کی تاکہ اس بات کا تعین کیا جاسکے کہ پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے کے دوران ٹی فضائی کمپنیوں نے کیا واقعی فضائی کرایوں میں بے حد اضافہ کیا جس سے صارفین شدید متاثر ہوئے۔ ایئر بلیو اور شاہین ایئر لائن کو کہا گیا کہ وہ پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے اور اس سے کچھ نیلے کے عرصے میں اندرون ملک چلائی گئی تمام پروازوں کا مکمل ریکارڈ سی سی پی کو فراہم کرے۔ مسابقتی کمیشن کی کارروائیوں کی مکملی سطح پر تعریف کی جارہی ہے۔



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## فضائی کرایوں میں مبینہ طور پر بے حد اضافے پر انکوائری مکمل

سی سی پی نے انکوائری میڈیا اور دیگر ذرائع سے موصول خدشات کے اظہار کے بعد شروع کی تھی

اسلام آباد (نامہ نگار خصوصی) سٹیٹیشن میشن آف پاکستان (سی سی پی) نے بھی فضائی کمپنیوں کی جانب سے فضائی کرایوں میں مبینہ طور پر بے حد اضافے پر انکوائری مکمل کر لی ہے۔ سی سی پی نے یہ انکوائری میڈیا اور دوسرے ذرائع سے موصول ہونے والے خدشات کے اظہار کے بعد (باقی صفحہ 80 بقیہ نمبر 93)

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سی سی پی

بقیہ

شروع کی تھی کہ دو بھی فضائی کمپنیوں نے پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے اکتوبر

2015, 1-7 اور فروری 2016, 2-9 میں

مبینہ طور پر 300 فی صد تک اضافہ کر دیا تھا، سی سی پی نے جانچ کر بھی انکوائری لیٹی قائم کی تاکہ اس بات کا یقین کیا جاسکے کہ پی آئی اے کے فضائی آپریشنز کی معطلی کے عرصے کے دوران بھی فضائی کمپنیوں نے کیا واقعی فضائی کرایوں میں بے حد اضافہ کیا جس سے صارفین شدید متاثر ہوئے۔