



ixigo Data Book









Table of Contents






S. No.	Particulars
A	Segment information
B	Consolidated PL Summary
C	Operating Metric
D	Glossary

Particulars	FY25	FY24	FY23	FY22	Q4 FY 25	Q3 FY 25	Q2 FY 25	Q1 FY 25	Q4 FY 24	Q3 FY 24	Q2 FY 24	Q1 FY 24	Q4 FY 23
Gross Transaction Value	1,49,715.86	1,02,825.49	74,524.30	56,152.49	44,183.76	40,363.21	35,287.40	29,881.49	26,841.27	27,183.22	25,209.02	23,591.98	19,898.50
Flight	56,506.95	35,269.99	20,154.88	22,562.27	17,092.16	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	74,104.58	55,685.30	44,715.27	30,201.91	21,071.25	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	18,011.94	11,748.11	9,654.15	3,388.31	5,525.03	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	1,092.39	122.09	0.00	0.00	495.32	308.14	176.99	111.94	67.16	48.05	6.88	0.00	0.00
QTV Mix %	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Flight	37.74%	34.30%	27.04%	40.18%	38.68%	41.69%	35.07%	34.18%	33.22%	35.72%	34.42%	32.76%	27.38%
Train	49.50%	54.16%	60.00%	53.79%	47.69%	45.30%	53.73%	52.85%	55.81%	52.95%	55.26%	52.48%	60.45%
Bus	12.03%	11.43%	12.95%	6.03%	12.50%	12.25%	10.70%	12.60%	10.72%	11.15%	10.30%	13.76%	12.17%
Other	0.73%	0.12%	0.00%	0.00%	1.12%	0.76%	0.50%	0.37%	0.25%	0.18%	0.03%	0.00%	0.00%
Passenger segments	122.95	95.56	82.74	70.28	34.04	31.48	30.98	26.45	24.55	24.37	23.88	22.76	21.11
Flight	8.44	5.77	3.26	4.22	2.41	2.43	2.03	1.57	1.57	1.45	1.58	1.35	0.98
Train	96.03	77.38	68.97	61.80	26.18	24.00	24.81	21.04	20.09	19.84	19.44	18.01	17.48
Bus	18.48	12.41	10.51	4.27	5.45	5.05	4.14	3.84	3.07	3.08	2.86	3.40	2.65
Gross Revenue	11,911.72	8,318.58	6,405.47	4,515.12									
Flight	4,865.70	2,995.50	2,269.31	1,998.23									
Train	4,618.92	3,732.81	2,985.36	2,172.47									
Bus	2,300.93	1,510.24	1,110.67	332.42									
Other	126.17	80.03	40.13	12.00									
Gross Take Rate %	7.48%	7.60%	8.14%	7.77%	7.76%	7.47%	7.32%	7.30%	7.30%	7.46%	7.86%	7.83%	8.27%
Flight	8.14%	8.17%	11.02%	8.85%	8.59%	7.62%	8.64%	7.62%	7.93%	7.87%	8.96%	7.93%	10.91%
Train	6.04%	6.46%	6.37%	6.78%	5.88%	6.40%	5.72%	6.19%	6.17%	6.44%	6.46%	6.48%	6.53%
Bus	11.47%	11.05%	10.32%	8.66%	12.59%	10.88%	11.00%	11.09%	11.23%	11.01%	10.78%	11.15%	10.99%
Gross Ticketing Revenue	11,204.49	7,816.62	6,063.30	4,338.52									
Flight	4,599.22	2,800.48	2,220.10	1,996.16									
Train	4,472.26	3,598.30	2,846.66	2,049.07									
Bus	2,066.84	1,298.31	996.54	293.29									
Other	66.17	39.53	0.00	0.00									
Discount	2,769.26	1,759.85	1,392.97	719.32									
Flight	2,331.77	1,531.54	1,248.98	670.10									
Train	49.9	29.11	7.37	4.28									
Bus	331.69	192.45	136.62	44.94									
Other	55.9	6.75	0.00	0.00									
Net Ticketing Revenue	8,435.23	6,056.77	4,670.33	3,619.20									
Flight	2,267.45	1,348.94	971.12	1,326.06									
Train	4,422.36	3,569.19	2,839.29	2,044.79									
Bus	1,735.15	1,105.86	859.92	248.35									
Other	10.27	32.78	0.00	0.00									
Other Operating Revenue	707.23	501.96	342.17	176.60									
Flight	266.48	115.02	49.21	2.07									
Train	146.66	134.51	138.70	123.40									
Bus	234.09	211.93	141.13	39.13									
Other	60	60.5	40.13	12.00									
Segment Revenue	9,142.46	6,558.73	5,012.50	3,795.80	2,841.37	2,417.61	2,044.70	1,818.78	1,648.52	1,705.48	1,639.16	1,565.57	1,369.42
Flight	2,533.93	1,463.96	1,020.33	1,328.13	875.53	685.21	558.06	415.13	372.22	397.75	392.52	301.47	287.70
Train	4,569.02	3,703.70	2,977.99	2,168.19	1,263.45	1,196.68	1,104.33	1,004.56	943.86	950.40	923.00	886.44	803.72
Bus	1,969.24	1,317.79	974.05	287.48	658.98	515.35	398.52	396.39	325.07	341.03	291.72	359.97	262.59
Other	70.27	73.28	40.13	12.00	43.41	20.37	3.79	2.70	7.37	16.30	31.92	17.69	15.41
Direct Expenses	5,128.98	3,620.25	2,831.72	2,579.39									
Flight	1,579.34	754.17	458.49	904.83									
Train	3,041.62	2,409.87	2,016.82	1,582.44									
Bus	671.19	447.29	356.40	92.12									
Other	36.83	8.92	0.01	0.00									
Segment Results	4,013.48	2,938.48	2,180.78	1,216.41	1,208.86	1,025.48	910.82	868.32	717.26	775.15	736.70	709.37	663.46
Flight	1,154.59	709.79	561.84	423.30	395.68	272.84	272.93	213.14	176.38	192.35	205.94	135.12	186.96
Train	1,527.40	1,293.83	961.17	585.75	391.55	399.17	376.51	360.17	324.51	335.30	311.40	322.62	289.01
Bus	1,298.05	870.50	617.65	195.36	401.04	342.68	259.92	294.41	210.29	231.77	192.90	235.54	172.09
Other	33.44	64.36	40.12	12.00	20.59	10.79	1.46	0.60	6.08	15.73	26.46	16.09	15.40
Contribution margin %	43.90%	44.80%	43.51%	32.05%	42.54%	42.42%	44.11%	47.74%	43.51%	45.45%	44.96%	45.31%	46.45%
Flight	45.57%	48.48%	55.06%	31.87%	45.19%	39.82%	48.91%	51.34%	47.39%	48.36%	52.47%	44.82%	64.98%
Train	33.43%	34.93%	32.28%	27.02%	30.99%	33.36%	34.09%	35.85%	34.38%	35.28%	33.74%	36.40%	35.96%
Bus	65.92%	66.06%	63.41%	67.96%	60.86%	66.49%	65.22%	74.27%	64.69%	67.96%	66.13%	65.43%	65.54%
Other	47.59%	87.83%	99.98%	100.00%	47.43%	52.97%	38.52%	22.22%	82.50%	96.50%	82.89%	90.96%	99.94%
Segment Results Mix (%)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Flight	28.77%	24.16%	25.76%	34.80%	32.73%	26.61%	29.97%	24.55%	24.59%	24.81%	27.95%	19.05%	28.18%
Train	38.06%	44.03%	44.07%	48.15%	32.99%	38.93%	41.34%	41.48%	45.24%	43.26%	42.27%	45.48%	43.56%
Bus	32.34%	29.62%	28.32%	16.06%	33.18%	33.42%	28.54%	33.91%	29.32%	29.90%	26.18%	33.20%	25.94%
Other	0.83%	2.19%	1.84%	0.99%	1.70%	1.05%	0.16%	0.07%	0.85%	2.03%	3.59%	2.27%	2.32%

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

Particulars	FY25	FY24	FY23	FY22	Q4 FY 25	Q3 FY 25	Q2 FY 25	Q1 FY 25	Q4 FY 24	Q3 FY 24	Q2 FY 24	Q1 FY 24	Q4 FY 23
Total Contribution Margin	4,013.48	2,938.48	2,180.78	1,216.41	1,208.86	1,025.48	910.82	868.32	717.26	775.15	736.70	709.37	663.46
+ Other Income	180.20	92.18	163.23	53.61	59.42	52.31	44.45	24.02	31.42	20.43	21.80	18.53	19.10
- Employee Benefits Expenses	1,636.17	1,410.20	1,262.61	951.60	464.00	405.96	386.55	379.66	346.14	351.56	359.24	353.26	343.06
- Technology and Related Costs	415.26	285.77	223.02	156.49	145.11	105.42	80.93	83.80	73.12	69.01	75.81	67.83	57.08
- Advertising & Branding	790.82	551.98	214.29	84.24	244.40	198.33	180.18	167.91	87.19	114.22	219.76	130.81	82.08
- Others (G&A, Outsourcing cost and Miscellaneous Exp)	362.59	252.10	193.64	147.23	107.68	102.42	83.54	68.95	54.79	65.70	74.01	57.80	48.16
EBITDA	888.84	638.61	450.45	(69.54)	307.09	265.66	224.07	192.02	187.44	195.09	298.68	118.40	152.15
+ ESOP Expense	139.08	114.68	156.23	185.15	43.73	30.02	30.34	34.99	15.30	20.44	41.35	37.59	37.12
- Other Income	180.20	92.18	163.23	53.61	59.42	52.31	44.45	24.02	31.42	20.43	21.80	18.53	19.10
Adjusted EBITDA	847.72	583.11	443.45	62.06	291.40	243.37	209.96	202.99	171.32	195.10	49.23	137.46	170.20

<div> <div>ixigo</div> <div>     </div> </div> <div>INR Million, unless otherwise stated</div>														
	Particulars	FY25	FY24	FY23	FY22	Q4 FY 25	Q3 FY 25	Q2 FY 25	Q1 FY 25	Q4 FY 24	Q3 FY 24	Q2 FY 24	Q1 FY 24	Q4 FY 23
	Income													
I	Revenue from operations	9,142.46	6,558.73	5,012.50	3,795.80	2,841.37	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	180.20	92.18	163.23	53.61	59.42	52.31	44.45	24.02	31.42	20.43	21.80	18.53	19.10
III	Total income (I + II)	9,322.66	6,650.91	5,175.73	3,849.41	2,900.79	2,469.92	2,109.15	1,842.80	1,679.94	1,725.91	1,660.96	1,584.10	1,388.52
IV	Expenses													
	Employee benefits expense	1,636.17	1,410.20	1,262.61	951.60	464.00	405.96	386.55	379.66	346.14	351.56	359.24	353.26	343.06
	Finance costs	23.30	28.86	9.49	28.03	5.51	6.17	5.75	5.87	4.92	6.02	12.62	5.30	3.45
	Depreciation and amortization expense	103.38	129.24	108.15	78.43	29.69	26.36	23.85	23.48	26.15	29.15	44.01	29.93	31.23
	Other expenses	6,697.65	4,710.10	3,462.67	2,967.35	2,129.70	1,798.30	1,498.53	1,271.12	1,146.36	1,179.26	1,272.04	1,112.44	893.28
	Total expenses	8,460.50	6,278.40	4,842.92	4,025.41	2,628.90	2,236.79	1,914.68	1,680.13	1,523.57	1,565.99	1,687.91	1,500.93	1,271.02
V	Profit / (loss) before share of loss of an associate, exceptional items and tax (III-IV)	862.16	372.51	332.81	(176.00)	271.89	233.13	194.47	162.67	156.37	159.92	(26.95)	83.17	117.50
VI	Share of loss of an associate, net of tax	(90.97)	(59.07)	0.00	0.00	(32.99)	(18.56)	(19.32)	(20.10)	(30.75)	(20.79)	(7.53)	0.00	0.00
VII	Profit / (loss) before exceptional items and tax (V+VI)	771.19	313.44	332.81	(176.00)	238.90	214.57	175.15	142.57	125.62	139.13	(34.48)	83.17	117.50
VIII	Exceptional Items	46.04	297.21	(126.07)	0.00	0.00	0.00	8.33	37.71	0.00	0.00	297.21	0.00	(54.78)
IX	Profit / (loss) before tax (VII+VIII)	817.23	610.65	206.74	(176.00)	238.90	214.57	183.48	180.28	125.62	139.13	262.73	83.17	62.72
X	Tax expense / (income):													
	Current tax	40.09	1.25	76.77	55.40	39.45	0.16	0.25	0.23	0.60	0.65	0.00	0.00	25.84
	Deferred tax charge / (credit)	174.62	(121.21)	(103.99)	(20.46)	31.74	59.01	52.38	31.49	51.53	(168.00)	(4.28)	(0.46)	(10.46)
	Total tax expense / (income)	214.71	(119.96)	(27.22)	34.94	71.19	59.17	52.63	31.72	52.13	(167.35)	(4.28)	(0.46)	15.38
XI	Profit / (loss) for the period / year (IX-X)	602.52	730.61	233.96	(210.94)	167.71	155.40	130.85	148.56	73.49	306.48	267.01	83.63	47.34
XII	Other comprehensive income													
	Items that will not be reclassified to statement of profit and loss in subsequent periods													
	Re-measurement gains / (loss) on defined benefit plans	(11.24)	(1.63)	(2.77)	(1.61)	(11.18)	(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	2.91	0.40	0.70	0.20	2.91	0.00	0.00	0.00	0.00	0.40	0.00	0.00	0.14
(b)	Share of other comprehensive income / (loss) of associate	0.01	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Income tax effect relating to items that will not be reclassified to profit and loss	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Other comprehensive income / (loss) for the period / year, net of tax	(8.32)	(1.23)	(2.07)	(1.41)	(8.26)	(0.06)	0.00	0.00	(0.05)	(1.18)	0.00	0.00	(0.41)
XIII	Total comprehensive income / (loss) for the period / year, net of tax (XI+XII)	594.20	729.38	231.89	(212.35)	159.45	155.34	130.85	148.56	73.44	305.30	267.01	83.63	46.93

<div>      </div> <div>INR Million, unless otherwise stated</div>													
Particulars	FY25	FY24	FY23	FY22	Q4 FY 25	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	82.02	76.78	62.83	44.20	83.56	86.59	78.18	79.74	75.99	76.79	77.49	76.83	65.27
Annual Active Users	544.35	480.20	429.38	291.22	NA	NA	NA	NA	NA	NA	NA	NA	NA
Annual Transacting Users	15.41	12.04	11.40	9.27	NA	NA	NA	NA	NA	NA	NA	NA	NA
Ancillary Attachment Rate %	29.35%	31.33%	28.87%	26.41%	29.23%	29.85%	28.74%	29.63%	30.40%	31.34%	31.52%	32.14%	31.52%
Monthly Transacting Users	3.34	2.45	2.13	1.91	3.70	3.47	3.43	2.78	2.59	2.52	2.40	2.28	2.14
Monthly Transacting Users to Monthly Active Users ratio	4.08%	3.19%	3.40%	4.32%	4.43%	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	93.94%	94.06%	94.39%	95.26%	93.92%	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 (%)	90.46%	87.76%	89.86%	85.71%	91.62%	92.13%	86.95%	86.51%	84.76%	85.32%	89.87%	90.05%	89.36%
Queries solved by chatbot (without human intervention)	5.01	2.81	4.11	4.92	2.11	1.69	0.64	0.57	0.56	0.67	0.72	0.87	0.90
Monthly Screen Views	3,932.98	3,961.53	3,833.40	2,768.85	4,437.16	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	94.30%	92.20%	84.37%	72.59%	94.40%	94.30%	94.90%	94.40%	96.40%	91.40%	93.70%	88.30%	88.30%
Average Refund Time	03:17	03:37	02:47	08:54	02:51	03:39	03:05	03:49	04:24	04:10	02:33	02:44	02:44
Lifetime Registered Users	300.74	225.76	169.74	114.15	300.74	281.68	260.80	242.58	225.76	213.21	199.11	184.28	169.74
Mobile App Downloads	117.86	106.05	106.07	90.00	31.21	30.19	28.15	28.31	24.47	27.90	26.86	26.82	23.03
Lifetime Mobile App Downloads	681.72	563.86	457.81	356.19	681.72	650.51	620.32	592.17	563.86	539.39	511.49	484.63	457.53
Lifetime Transacted Users	43.83	33.59	26.38	19.58	43.83	40.96	38.18	35.66	33.59	31.80	29.89	28.04	26.38



Glossary

Term	Description
Adjusted EBITDA	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.
Annual Active Users	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
Ancillary Attachment Rate	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
Lifetime Transacted Users	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
Contribution Margin	Contribution Margin is defined as Segment revenue (net ticketing revenue plus other operating revenue) less direct expenses
Contribution Margin (%)	Contribution Margin (%) is defined as Contribution Margin(Segment results) divided by revenue from operations (Segment revenue).
EBITDA	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
Gross Revenue	Gross revenue represents Revenue from operations plus discounts/customer inducement cost.
Gross Take Rate	Gross take rate refers to Gross Ticketing Revenue divided by Gross Transaction Value during the relevant period/ year
Gross Transaction Value (GTV)	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
Monthly Active Users (MAUs)	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
Monthly Transacting Users (MTUs)	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
Passenger Segments	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.
Gross Ticketing Revenue	Gross ticketing revenue refers to the total revenue earned (gross of all discounts) for the OTA services and products booked through us.
Annual Transacting Users	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.
Ancillary Attachment Rate %	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
Monthly Screen Views	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.
Mobile App Downloads	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.