



ICAO

International Civil Aviation Organization

Eighth Meeting of the Aerodromes Operations and Planning Sub-Group (AOP/SG/8)

Bangkok, Thailand, 15 to 19 July 2024

Agenda Item 7: Airport Innovation and Technology

THE DIGI YATRA JOURNEY

(Presented by India)

SUMMARY

The aviation industry is experiencing rapid changes driven by digital trends and technological advancements. These transformations are reshaping various aspects of the industry, from operational efficiency and customer experience to safety and sustainability

1. INTRODUCTION

1.1 Considering the growth projections and its direct impact on passenger journey, AAI has adapted the key initiative to reimagine air travel in India looking beyond the conventional “build a bigger Airport to manage more Passengers” to look for innovation and technology for better and cost-effective solutions. One of the key adaptation in this direction is “The Digi Yatra” which intends to give a seamless, contact-less, hassle-free and paperless journey experience to every air traveler in India. Using cutting edge Identity Management and “Face recognition” technologies, it aims to simplify the passenger processes at various check points at the airport right from terminal entry gate, check-in/bag drop, security check and boarding gates.

2. DISCUSSION

2.1 Collaborative enhance passenger experience:

- Empower passengers to create their Digi Yatra ID Credentials through mobile app.
- Deliver a seamless, paperless, Contact-less and hassle-free experience to
- All passengers across all processors/ Check-points at all Indian airports. (Including Tier-1, 2 and 3 airports)
- Improve passenger experience and provide a safe and contact-less
- Process and help passengers plan their trips efficiently.
- Receive relevant information pertaining to various facilities, protocols, airline timings, queue waiting times at the airport.

2.2 Achieve better throughput through existing infrastructure using “Digital Framework”:

- Walk-through security scanners swiftly owing to advanced biometric security solutions.
- Stay connected through the airport, possibly through airport Wi-Fi, engage in customized digital offerings at experience zones.

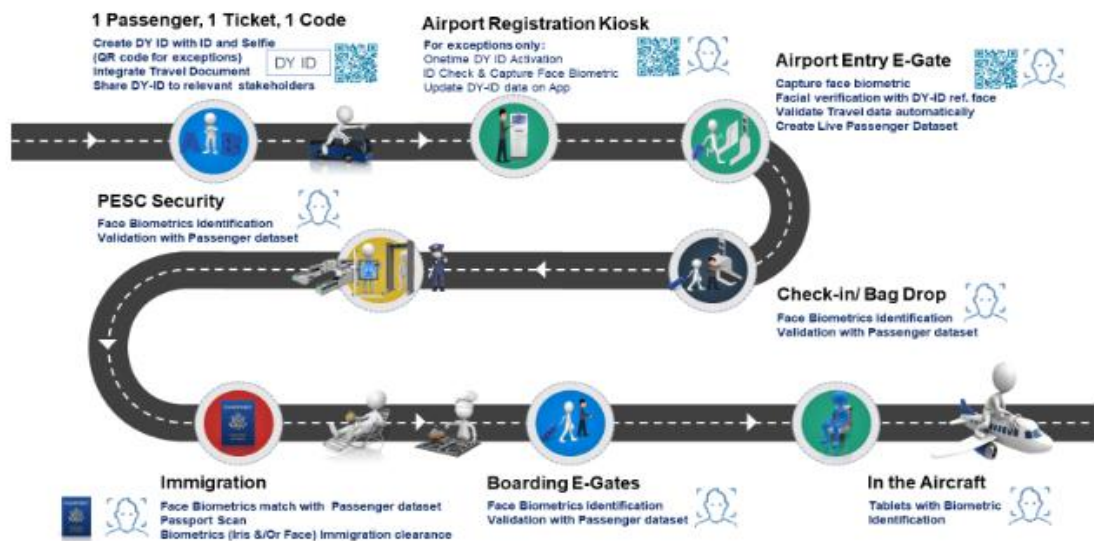
2.3 Result Digitize current manual processes and to bring better efficiencies:

- Get real time notifications about congestion & delays to have greater visibility on the next step of journey.
- Navigate seamlessly through the airport using digital guidance systems, interactive kiosks and augmented reality apps.
- Stay connected during flights and indulge in immersive experiences. Also book in-flight services and destination-based offerings digitally.

2.4 Enhance security standards and improve current system performance:

- Enhance security at Indian airports using “Digi Yatra ID” based Identification with real-time biometrics.
- Validate Boarding pass or e-ticket with the airline system in real-time.
- Use face biometric single token for processing Passengers at Checkpoints in the airport and also extend to Passengers without National Identity Card AADHAAR or Digi Yatra ID using biometric validation Phased rollout by all airports

2.5 The Digi Yatra Journey: Concept



3. ACTION BY THE MEETING

3.1 The meeting is invited to:

- a) note the information contained in this paper; and
- b) discuss any relevant matters as appropriate.

—END—