

Media Release

Over 4000 passengers used DIGI YATRA in first week,

Enhancing digital experience for passengers at Sardar Vallabhbhai Patel International Airport

Ahmedabad, August 28, 2023: Sardar Vallabhbhai Patel International Airport (SVPIA) in Ahmedabad is revolutionizing the travel experience by introducing Digi Yatra. This program utilizes enhanced facial recognition technology and artificial intelligence to strengthen passenger transit. In the first week, over 4000 passengers used the service and the number is encouragingly growing.

With the Digi Yatra program, travellers will no longer need to search for identification or carry physical printouts of tickets and boarding passes. The new Biometric Boarding System implemented by SVPIA will simplify check-in, security, and boarding processes, providing a seamless and paperless experience.

The airport began the trial phase of the technology on 3rd May 2023, starting with Terminal 1. After the successful trial phase, passengers travelling through SVPI Airport by Akasa and IndiGo airlines can use the Digi Yatra facility. However, by September, all airlines will be onboarded.

Passengers can register for Digi Yatra at the airport, through the Digi Yatra portal, or by downloading the Digi Yatra mobile app available on both IOS and Android platforms. Upon registration, passengers will receive a unique Digi Yatra ID for all future air travel within India. The unique Digi Yatra ID generated is linked to the passenger's PNR number and stored on the Digi Yatra portal.

The Digi Yatra platform offers several benefits to passengers, including the ability to walk through entry gates, Pre-Embarkation Security Checkpoints, and boarding gates by simply scanning their facial biometrics. The biometric system can validate E-tickets and boarding passes, reducing the need for physical documents. Passengers without Aadhar or a Digi Yatra ID can check-in using biometric validation.

The Digi Yatra app on Google Play and IOS Store provides real-time flight delays and airport congestion updates. Passengers can also conveniently book in-flight services and destination-based offerings through the app.

How does the Digi Yatra platform operate?

- Passengers opting to check-in through the Digi Yatra process must register either at the airport or through the Digi Yatra portal or download Digi Yatra mobile App available both on IOS and Android platforms
- Once registered, the passenger will receive a unique DY ID for all future air travels across India. The DY ID is linked to the passengers' PNR number and stores the traveller's data on the Digi Yatra portal.
- The portal, with the help of airlines, would be able to recognize and match the details such as city, airport, and airline with passenger and sends the details to the security staff of the airport six hours before the departure of the flight so that passengers can travel smoothly through the airport.

How does the Digi Yatra function across various checkpoints?

- 'DIGI Yatra' would be able to walk through the Entry Gate, Pre SHA and Boarding Gate by just scanning their facial biometrics
- Passengers will be able to validate their e-ticket or boarding pass with the airline system through the biometrics at the different checkpoints
- Passengers without their Aadhar or DIGI Yatra ID will be able to check-in using biometric validation

- Passengers would need to download the Digi Yatra app, which is available on the Google play store and the IOS store

How does the new Digi Yatra enable ease in passenger transit?

- With the introduction of Digi Yatra, processes across various checkpoints will be standardized
- It will enable a paperless and contactless travel experience across various checkpoints
- The new technology will aid in providing a seamless travel experience by saving time, and hence, passengers can plan their trips efficiently
- The Digi Yatra app would be able to give a real-time update on flight delays and congestion at the airport
- Passengers can also digitally book in-flight services and destination-based offerings through the app.

SVPIA remains dedicated to providing passengers with a seamless and digitized travel experience in compliance with the Ministry of Civil Aviation and Directorate General of Civil Aviation guidelines.

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