

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
RAJYA SABHA  
UNSTARRED QUESTION NO : 1952  
(TO BE ANSWERED ON THE 7<sup>th</sup> August 2023)**

**ISSUES WITH DIGI YATRA**

1952. DR. L. HANUMANTHAI AH

Will the Minister of CIVIL AVIATION be pleased to state:-

- a) whether Government is aware about the technical issues such as delays and errors being faced by the general public while using Digi Yatra services at the airport;
- b) if so, the details of the steps taken by Government to resolve the issue and if not, the reasons therefor; and
- c) whether Government is planning to issue any guidelines to provide transparency regarding the data being collected through Digi Yatra and its use?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(GEN. (DR) V. K. SINGH (RETD))

(a) & (b) Yes, Sir. Digi Yatra version upgrades are being done from time to time to address the encountered technical issues.

(c) The Digi Yatra Central Ecosystem (DYCE) is built on the fundamental tenets of privacy. By design/default, there is no central storage of passenger's Personally Identifiable Information (PII) data. All the passenger data is encrypted and stored in the passenger's smartphone wallet and shared only for a limited time duration with the origin airport where passenger ID needs to be validated. The data is purged from the system after 24 hours of the departure of the flight.

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