

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 1462
(TO BE ANSWERED ON THE 9th December 2024)

DIGI YATRA BIOMETRIC BOARDING POLICY

1462. SHRI MANOJ KUMAR JHA

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

- (a) whether the Digi Yatra Biometric Boarding Policy includes provisions that allow passengers to avail boarding services without submitting facial biometric data, and if so, the details of these provisions;
- (b) the measures undertaken by Government to ensure that passengers are adequately informed about this alternative, including public awareness campaigns, guidelines issued to airports, or visible signage at key locations; and
- (c) whether Government is aware that there is limited availability or lack of promotion of this option at airports; and
- (d) if so, the details of corrective actions that are being considered to enhance passenger awareness and choice?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) to (d): Digi Yatra uses Facial Recognition Technology (FRT) to provide seamless, hassle-free and faster passenger processing at various checkpoints at the airports. Use of Digi Yatra is purely voluntary. For passengers who chose not to share biometric and to use the conventional process of Boarding Pass Barcode/ Mobile Boarding pass with QR code or Ticket with Barcode, the process will be semi-automated with Barcode/ Mobile QR code scan and a manual ID card check by CISF authorities at relevant checkpoints as necessary from the Airport entry to the Boarding gates.

Conventional system is already in place and Digi Yatra is a new initiative and voluntary in nature. This has been given wide publicity through in-flight announcements, providing help desk support and displaying banner and videos, etc. at the airports. Publicity is also being done through Social Media to encourage passenger to use Digi Yatra.
