

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1890
(TO BE ANSWERED ON THE 11th December 2025)

OUTCOMES OF THE DIGI YATRA INITIATIVE

1890. SHRI BALRAM NAIK PORIKA

Will the Minister of CIVIL AVIATION

be pleased to state:-

(a) whether the Government has conducted any assessment of the outcomes of the Digi Yatra initiative including its effectiveness and user experience since rollout and if so, the details thereof;

(b) the number of airports currently covered under Digi Yatra along with the data on improvements in passenger throughput, if any;

(c) whether the Government has recorded any reduction in check-in and boarding times attributable to the adoption of Digi Yatra and if so, the details thereof;

(d) whether any technical glitches, access issues or interoperability challenges have been reported, particularly by senior citizens, persons with disabilities and digitally excluded passengers and if so, the details thereof; and

(e) the steps taken by the Government to address these challenges and ensure that Digi Yatra remains inclusive and accessible for all categories of passengers?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) The implementation of Digi Yatra at airports is reviewed from time to time, and necessary steps are taken. Digi Yatra Foundation has also conducted a comprehensive user-experience (UX) assessment, taking feedback from passengers and airports to enhance the experience. Further, to check the efficiency of the Digi Yatra system, the exercise of random validation of Digi Yatra passengers have been completed at airports in co-ordination with Airport operators, UIDAI, CISF, DYF and RailTel with 100% successful outcomes, reaffirming the system's effectiveness.

(b) & (c): Presently, Digi Yatra is operational at 24 airports across the country. Digi Yatra provide seamless, hassle-free and faster passenger processing, saving approximately 50% of the passengers' time at different checkpoints at the airports. The Year-on-Year increase in passenger usage of Digi Yatra at airports and Digi Yatra app downloads since launch is at Annexure.

(d) & (e): To address any technical glitches encountered, Digi Yatra apps are upgraded from time to time. Grievances related to technical issues, access issues or any other challenges in Digi Yatra are addressed by Digi Yatra Foundation (DYF). DYF has a 24*7 grievance management mechanism, wherein all user queries are typically responded to within 48 hours. Assistance is also provided by Digi Buddies to the passengers requiring support at the airports. Further, to enhance accessibility, Digi Yatra has also introduced audio-based consent flows in six regional languages, ensuring ease of use for diverse passenger groups.

Annexure

Year-on-Year increase in passenger usage of Digi Yatra at airports and Digi Yatra app downloads since launch

Year	Cumulative usage of Digi Yatra at airports (number of times)	App Downloads (in Million)
2022	21,407	0.2
2023	1,12,18,627	3.8
2024	4,23,85,325	9.28
2025 (till date)	7,74,73,593	19.05
