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Shortening passenger processing times at airports using biometric data

Hareendranathan.E.P

Executive Director, Airports Authority of India

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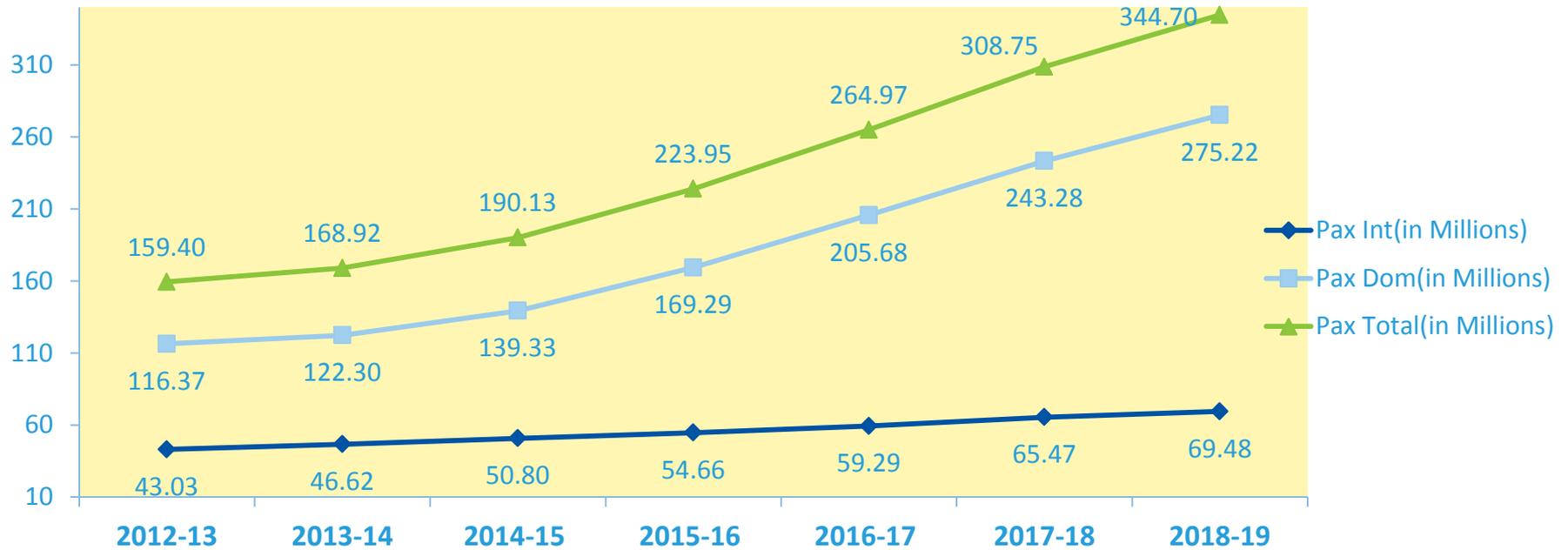


Indian Aviation scenario

- 131 Airports. 17 international airports
- 6 major airport operators
- Airports Authority of India the largest operator manages 125 airport



Indian Aviation Scenario





Terminal Capacity Vs Actual

Airport	Terminal capacity MPPA	Pax movement as on date
Delhi	75	69
Mumbai	47	<u>48.8</u>
Bangalore	27	<u>33.3</u>
Chennai	23	<u>22.5</u>
Kolkata	26	<u>21.8</u>
Hyderabad	16	<u>21.4</u>
Ahmedabad	11	<u>11.17</u>



Initiative by Airport Operators

- Realized the urgency to improve the passenger throughput due to capacity constraints and growth.
- **Shortening passenger processing time** was the only quick solution to increase the throughput to meet the challenge.
- Each operator initially engaged in creating own Biometric based processing solution.
- Govt. of India formed a committee for standardization of biometric Passenger processing.
- A policy document “Digi Yatra” (Digi Journey) created.



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Ticket

Pre Travel/ Booking/ Web Check-in



At the Airport

Airport Entry



PESC

PESC Entry, Hand Bag Screening & Frisking



Check-in & Bag Drop

Check-in/ Bag Drop & Baggage information

Immigration

Departure Immigrations



Boarding Process

Boarding Gate



Touch Points for Biometric Processing



Unique security requirement in India

- Airport entry is restricted. A person should have
 - A valid ticket
 - ID proof for verification
- Automation of this process was challenging.
- A single scan of ticket/ Boarding Pass should validate ticket and Identity, for reducing process time and better Passenger experience





Joint Venture Company of Airport Operators

- To simplify the entry point check, a central identity management platform is planned.
- To establish a central identity management platform, a JV Company of airport operators has been formed.
- The central identity management platform is being established and expected to rollout by Dec 2019.
- Initially 6 airports will rollout the programme.



Central Identity Management Platform

- Pax can join the Digi Yatra Programme voluntarily and create a Digi Yatra ID. (online registration and validation at an airport.)
 - Can use Aadhar for online biometric authentication of Identity OR
 - Use any Govt. ID for manual enrolment.
- Name, Mobile, Email and Image will be stored.
- Pax will quote the Digi Yatra ID reference, while ticket booking in the FOID for national ID.
- Airlines will share with the Departure airport the DCS data including Digi Yatra ID 8 Hrs. before departure.

Entry Gate Process

Gate opens & Created PAX Dataset PNR + Face



PNR + Face

Yes PNR + Face Matched

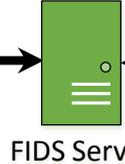
DY-ID + Face



Digi Yatra Platform



Digi Yatra DB



FIDS Server



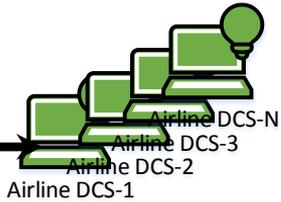
FIDS DB



DY-BBS



PNL DB



Airline DCS-1
Airline DCS-2
Airline DCS-3
Airline DCS-N

A single token is created combining the Face and PNR



Other Touch Points processing using FRS



Self Check-in
By FRS



Self Bag Drop
By FRS



PESC Entry
By FRS



Boarding
By FRS

- In second phase the immigration system will also be integrated



Benefits

Passengers

- No need to Show Paper Ticket/ Boarding Pass and Physical ID document at multiple Checkpoints
- Integrated Travel Document and Identity Document
- Seamless Access across all the Check-Points at the Airport
- Reduced Queue waiting times
- Enhanced Experience, Seamless, Hassle-Free & Paperless

Airport operator

- Information available about pax
- Dwell time information for resource planning quality and benchmarking
- Improve throughput without physical expansion
- Data analytics for airport planning, investments etc.
- Capability of integrating various service providers, for service delivery
- Real time data on airport utilization, peak hour handling etc

Airlines

- Pax position awareness
- Punctuality
- Pax Experience
- Reduced processes

Security

- Improved throughput.
- Enhanced Security
- Frictionless process
- Better Pax Profiling

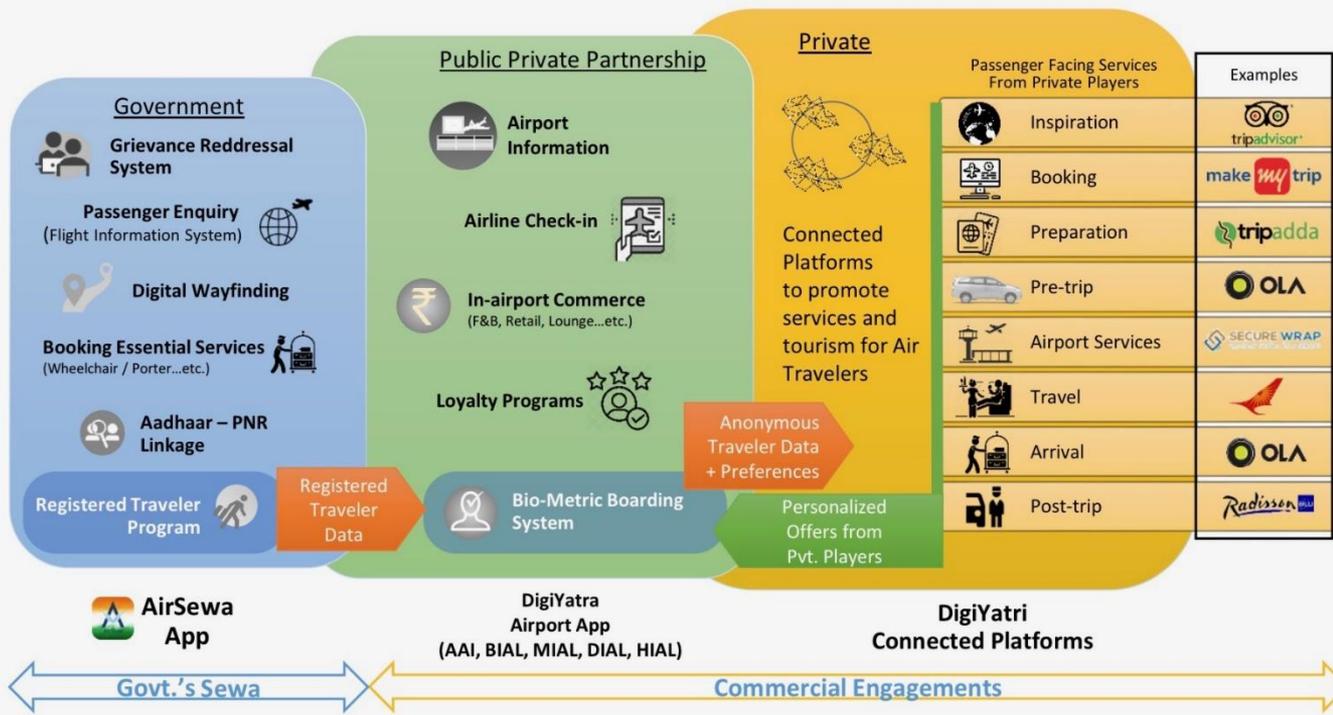


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A Connected Ecosystem That Enables Digital Transformation Throughout The Value Chain





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