



ENHANCING PASSENGER EXPERIENCE AND SECURITY IN AIR TRAVEL THROUGH DIGI YATRA: A LITERATURE REVIEW OF KEMPEGOWDA INTERNATIONAL AIRPORT

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ABSTRACT

The objective of this study is to examine the execution and consequences of the Digi Yatra program at Kempegowda International Airport, with a particular emphasis on the ways in which it improves both airport security and the general passenger experience. Using digital and biometric technology, Digi Yatra, an Indian government-backed digital effort, seeks to optimize the passenger experience from point of entry to point of departure.



RESEARCH OBJECTIVES

Analyze Kempegowda International Airport's Digi Yatra implementation process.
Analyze how Digi Yatra affects the boarding, security, and check-in procedures for passengers.
Analyze how well digital and biometric technology can improve airport security.
Examine how passengers at Kempegowda International Airport see and accept Digi Yatra.
Determine probable obstacles and problems that may arise throughout the Digi Yatra's execution, then provide fixes.

METHODOLOGY

To acquire both qualitative and quantitative data, conduct surveys and interviews with passengers, airline employees, and airport authorities.

Examine performance indicators and airport data both before and after Digi Yatra is put into use.

To investigate best practices in other airports that have launched comparable digital projects, use case studies and comparative analysis.



Analyze the security features built into the Digi Yatra system and how well they work to keep out unwanted access.

ABOUT DIGI YATRA

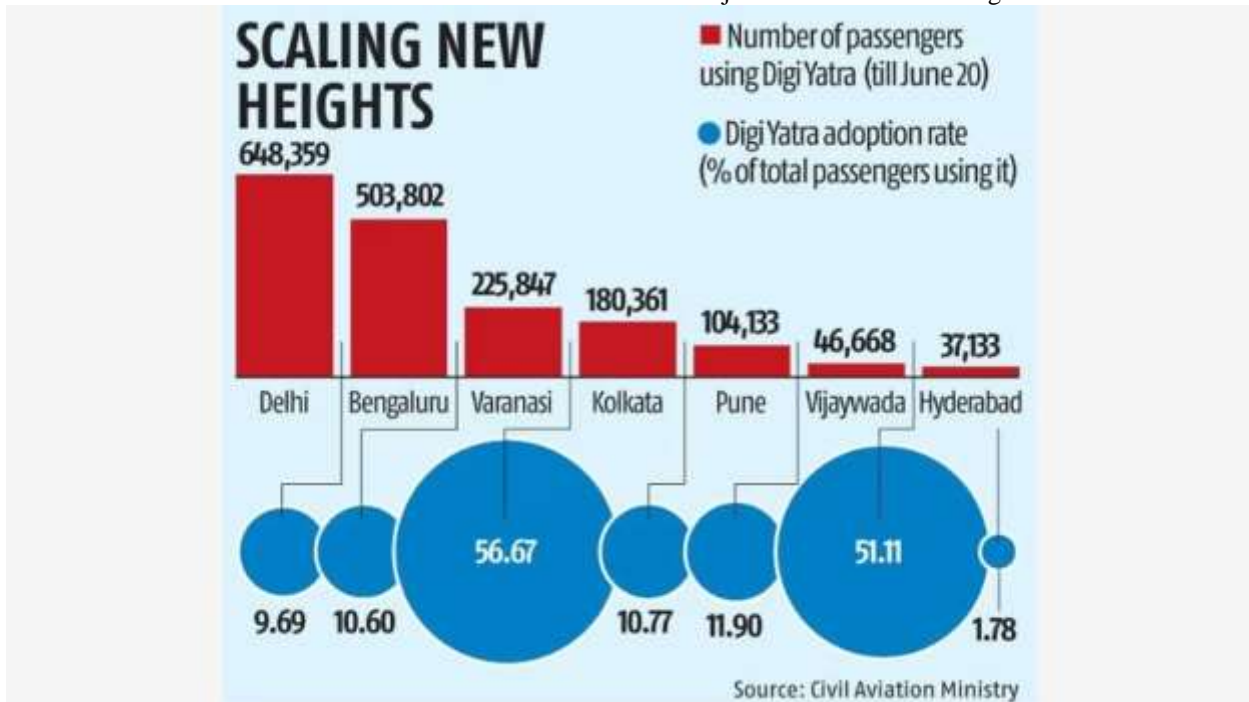
According to DigiYatra, passengers will use paperless and contactless procedures to move through airport checkpoints, verifying their identity with facial features that are connected to their boarding card.

With this technology, all checkpoints—airport entry, security checkpoints, aircraft boarding, etc.—would automatically process passenger entries based on facial recognition technology.

IMPLEMENTATION

The Ministry of Civil Aviation's DigiYatra Foundation is carrying out the initiative.

The Airports Authority of India, Bengaluru, Delhi, Hyderabad, Mumbai, and Cochin International Airports are the shareholders of the joint venture business DigiYatra Foundation.



SIGNIFICANCE

Airport traffic is lessened and flying is more convenient thanks to facial recognition technology.

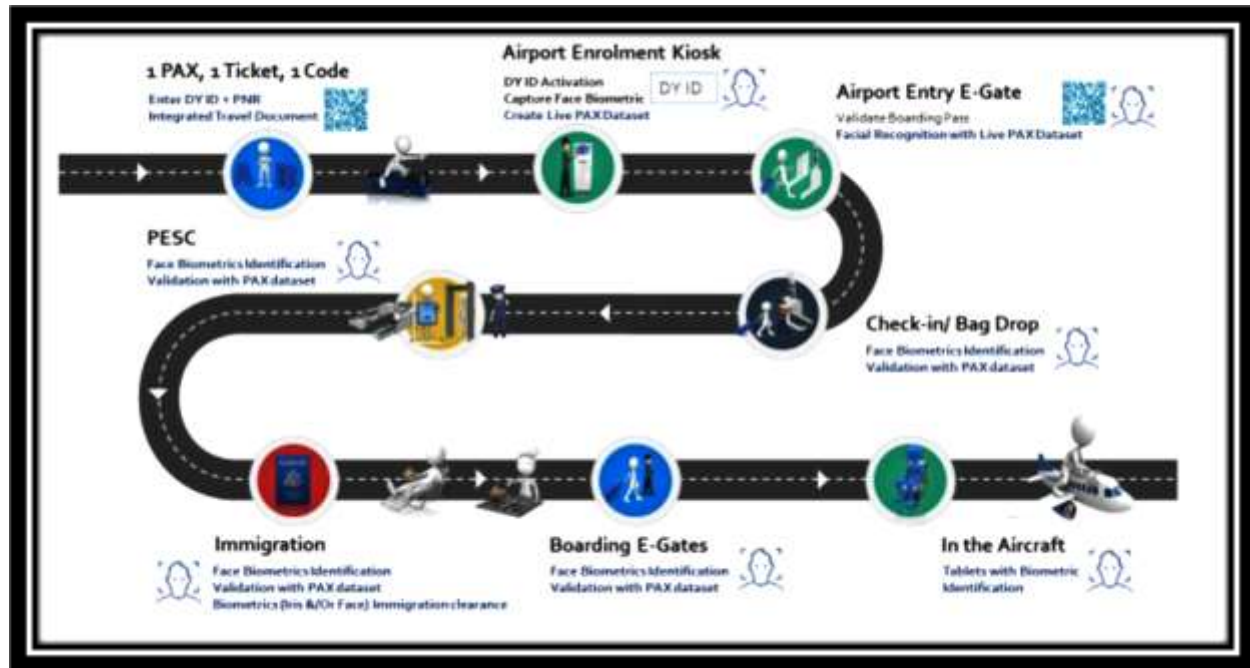
Airports all over the world, including Dubai, Singapore, Atlanta, and Narita (Japan), have benefited from increased efficiency because to the implementation of facial recognition technology.

Lead to operations at a reduced cost.

Improve efficiency by digitizing the manual processes that are already in place.

Raise security requirements and boost system efficiency.

India is redefining the worldwide standard for a smooth, hassle-free, and health-risk-free airport experience with Digi Yatra.



EXPECTED CONTRIBUTIONS

Give an analysis on how well Digi Yatra has worked to enhance the traveler experience at Kempegowda International Airport. Evaluate Digi Yatra's effect on airport security and pinpoint areas that require enhancement.

Make suggestions on how to grow and improve the Digi Yatra programme in additional airports.

Participate in the larger discussion about the use of digital technologies in aviation and how it affects security and passenger convenience.

This research issue is relevant for the aviation business as well as policymakers interested in digital initiatives in air travel, since it integrates aspects of technology deployment, passenger experience, and security.

FINDINGS

The amount of time it takes to process passengers has decreased significantly, particularly at the airport entry e-gates where it was cut in half as compared to the manual method.

Faster procession times are also being recorded by the boarding e-gates. The airport wants 60 to 70 percent of travelers to use the biometric travel system. When this objective is accomplished, the full extent of the personnel count and processing time reduction will be quantifiable and completely evident.

CONCLUSIONS

In summary, the literature review of Kempegowda International Airport's implementation of Digi Yatra underscores the positive impact of digital technologies on both passenger experience and

security within the aviation sector. The synthesis of existing research emphasizes the successful integration of biometric authentication, paperless travel, and centralized databases, contributing to streamlined processes and heightened security measures. While acknowledging the potential challenges and the necessity for ongoing refinements, the collective evidence suggests that Digi Yatra has played a pivotal role in enhancing the overall efficiency, convenience, and safety of air travel at Kempegowda International Airport.

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