Digi Yatra Story and Learning @ IATA WPS

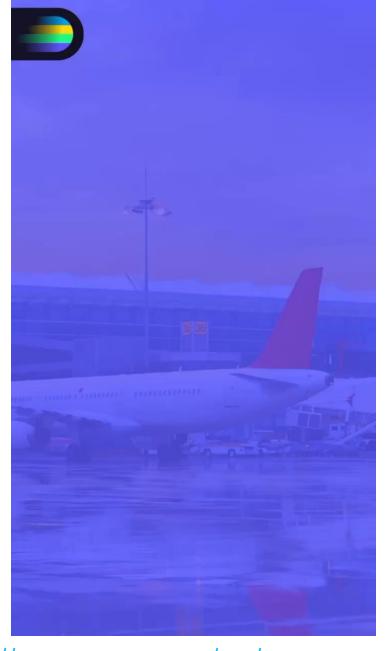## Siddharth Sharma
Head IT operations, Digi Yatra Foundation

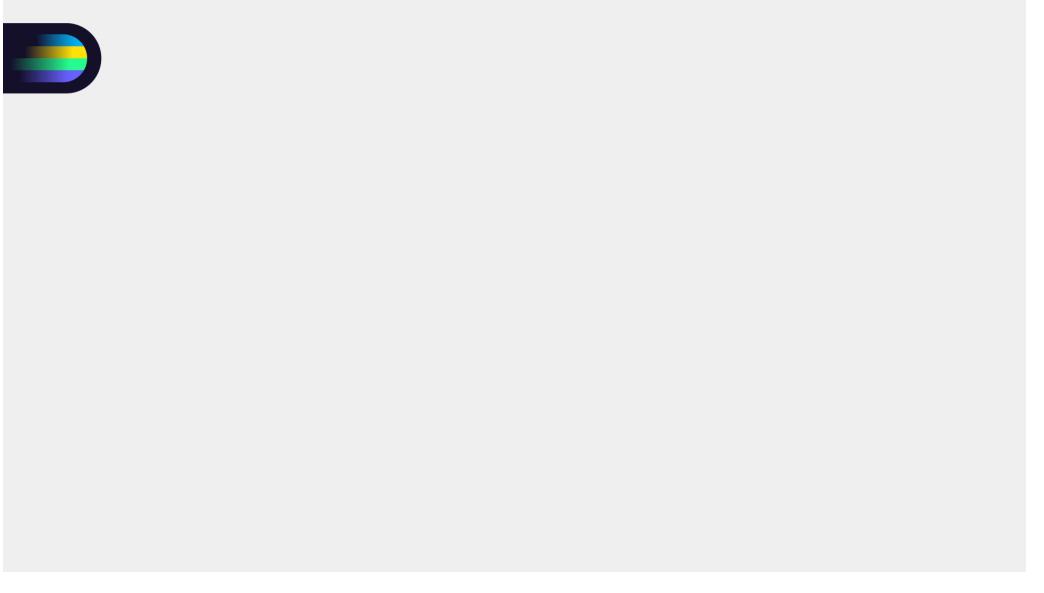October 2024

Digi Yatri Speaks

Video Link - https://www.instagram.com/reel/C31umLOvQvF/?igsh=YzljYTk1ODg3Zg==
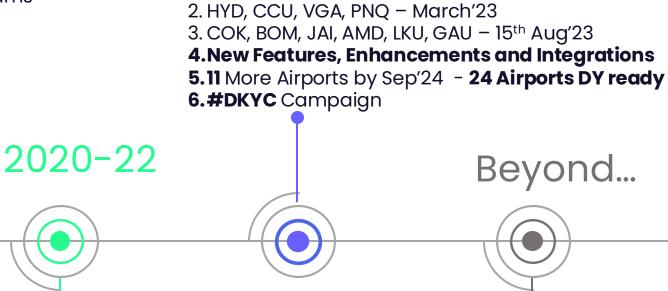
Digi Yatra Story

digiyatra

2015-17

1. Consultation with Aadhaar & UPI Teams
2. **DY Policy Published by MOCA, GOI**
3. **Formation of Digi Yatra Foundation**
4. Centralized Solution RFP

1. New Features
2. HYD, CCU, VGA, PNQ – March'23
3. COK, BOM, JAI, AMD, LKU, GAU – 15th Aug'23
4. **New Features, Enhancements and Integrations**
5. **11** More Airports by Sep'24 - **24 Airports DY ready**
6. **#DKYC** Campaign

2020-22

Beyond...

2018-19

2023-24

1. Concept and POCs
2. Digital cell @ MCOA
3. Tech and Working committee
4. **Stakeholder consultations**
5. **Airline, BCAS, CISF, IB, MEA, UIDAI**
6. DY Policy Draft

1. SSI, Decentralized Architecture
2. NITI Ayog and Atal Innovation
3. Soft Launch – 15th Aug '22
4. **Launch @ 3 Airports** – 1st Dec'22
5. DEL, BLR, VNS

1. More IDs for VC creation
2. E-Passport based VC
3. International Dep and Arrival
4. VC usage beyond airports
5. Digi Yatra SDK
6. **15** Airports in Plan

Our Ecosystem - As it was

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Passenger	Entry Gate	Check in / Bag Drop	Security – Pre SHA	Boarding Gate
Airline	Security Agencies	Airline	Security Agencies	Airline
ID Card Ticket / Boarding Pass	Identity Travel Proof	Optional Identity Travel Proof	Boarding Pass	Optional Identity Boarding Pass

Airline Operator	Airport Operator			
Books Ticket	**@ Airport Entry**	**@ Bag Drop**	**@ Security**	**@Boarding Gate**
Web check-in (Opt) Boarding Pass (Opt)	CUSS check-in (Opt) ID **(Manual)** + BP / Ticket **(Manual or Automated DCS)**	Common Use systems Get BP (Opt) **Automated ID – Manual (Opt)**	E-gate Scan (Opt) Scan BP (Opt) **Manual or Automated**	CUTE / DCS Scan BP ID **(Manual Opt)** **Automated**
Airport Airline	Airport **Airline**	Airport Airline	Airport **Airline**	Airport Airline
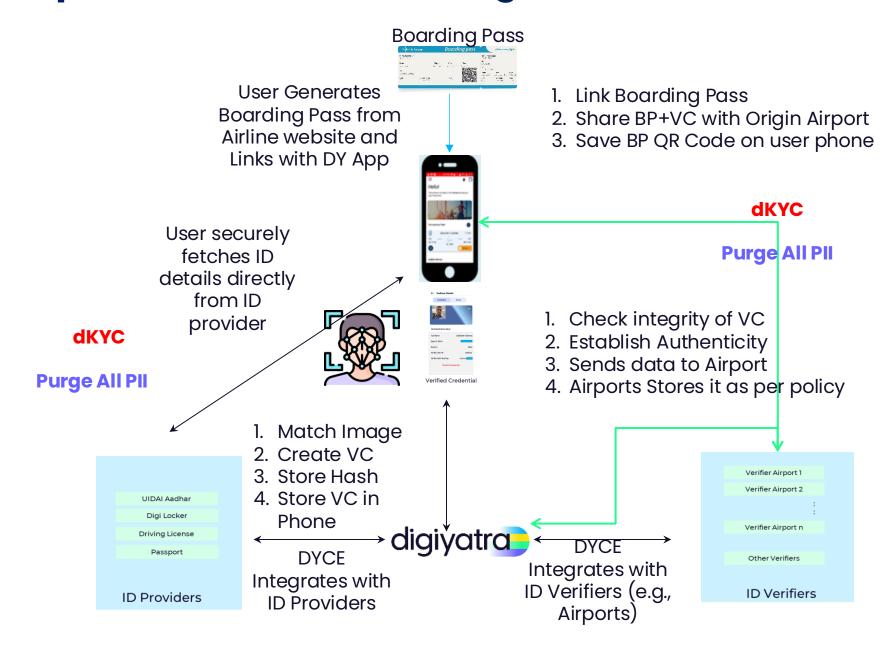
Step 1- Creation and storage of VC – One Time

Boarding Pass

User Generates Boarding Pass from Airline website and Links with DY App

1. Link Boarding Pass
2. Share BP+VC with Origin Airport
3. Save BP QR Code on user phone

dKYC

Purge All PII

User securely fetches ID details directly from ID provider

1. Check integrity of VC
2. Establish Authenticity
3. Sends data to Airport
4. Airports Stores it as per policy

dKYC

Purge All PII

Verified Credential

1. Match Image
2. Create VC
3. Store Hash
4. Store VC in Phone

ID Providers
UIDAI Aadhar
Digi Locker
Driving License
Passport

DYCE Integrates with ID Providers

DYCE Integrates with ID Verifiers (e.g., Airports)

ID Verifiers
Verifier Airport 1
Verifier Airport 2
:
Verifier Airport n
Other Verifiers

Aadhaar Details

Credential | Share

Verified Information

Full Name	Siddharth Sharma
Date Of Birth	
Gender	Male
Verification ID	aadhaar
Verification Number	xxxxxx

MISHARMA/SIDDHARTH   TEST28
DELHYDUK 0178 111Y036E0010 147>

Step 2 – Sharing Of VC & Usage at Airport

M1SHARMA/SIDDHARTH   TEST28
DELHYDUK 0178 111Y036E0010 147>

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DELHYDUK 0178
111Y036E0010 147>

Airline **PNL** – Validations and **Boarding**

DY Gallery

Airport Biometric System

Airlines' DCS Clouds

Entry – Validations

SHA – Validations

Boarding – Validations and Boarding

Pax Scans BP and Face at Entry Egate

Pax Scans Face at SHA Egate

Pax Scans Face at Boarding Gate

Airport Biometric Solution

Airport Schedule / AODB

Airport Baggage System

Trust Triangle Led By Passenger

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Fully Empowered & in control of PII
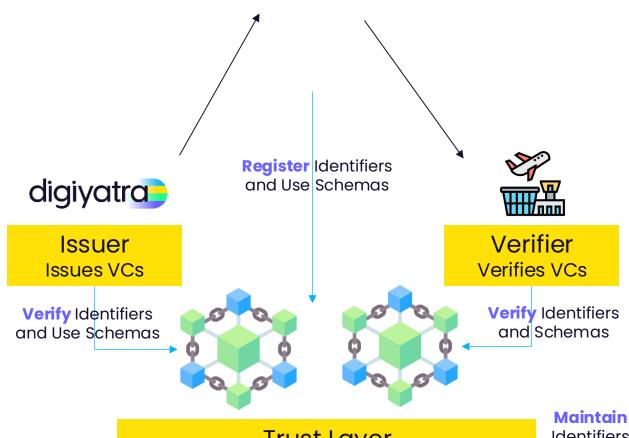
Creates Credentials and stores in Digi Yatra Wallet

Shares Directly and knows

Who   what   When

Holder
Acquires and Presents VCs

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Register Identifiers and Use Schemas

Issuer
Issues VCs

Verify Identifiers and Use Schemas

Verifier
Verifies VCs

Verify Identifiers and Schemas

Trust Layer
Verifiable Data Registry

Maintain Identifiers and Schemas

Our Eco system - Seamless with Digi Yatra

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Passenger	Entry Gate	Check in / Bag Drop	Security – Pre SHA	Boarding Gate
Airline	Security Agencies	Airline	Security Agencies	Airline
ID Card Ticket / Boarding Pass	Identity Travel Proof	Optional Identity Travel Proof	Boarding Pass	Optional Identity Boarding Pass

Airline Operator	Airport Operator			
Books Ticket	CUSS check-in (Opt)	CUPPS / CUSS Bag Drop	Egate Scan	CUTE / DCS
Boarding Pass Share ID + BP Arrives at Airport	ID Automated BP Automated	Automated	Automated DCS	Automated
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Airport	Airline	Airport	Airline	Airport	Airline	Airport	Airline

DY   DY   DY   DY   DY

Lesson 1 – Stakeholder Collaboration

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Passengers

Airlines

Airports

Airport IT
Airport Ops
Airport Security

Security Agencies

Tech Providers

Government

Regulatory Bodies

Ground Teams – Digi Buddies

1 **Engage Early**
Consult, Views, Roles

2 **Feedback**
Each one matters

3 **Regular Cadence**
Continuous Process

Lesson 2 – Systems Collaboration

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M1SHARMA/SIDDHARTH   TEST28 DELHYDUK 0178 **111**Y036E0010 147›

E-tickets Vs Boarding Passes
Entry to Boarding Vs Check-in to Boarding
Airport First Vs Airline First

3 **Common Use**, 4 **DCS**, 10 **Airlines**, 6 **Airport Groups,** Multiple other systems

← Wallet

Identity Credential

Identity Credential

Name : **Siddharth Sharma**

Status : VERIFIED

Type : AADHAAR

Guardian

Welcome to Digi Yatra

SIDDHARTH SHARMA   19 Oct 2024

Seat#
030D
Flight#
IX 1191
PNR#
E1SLGC
Seq#
0006

GAU
Guwahati

IXA
Agartala

Add Credentials   Previous Trips   Add Boarding Pass ⊕

#DontKnowYourCustomer

No Personally Identifiable Information (PII), only meaningful interventions!

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1

M1 String
Rich QR, Flight, Gate, Year, BP Vs Ticket

2

Local Adaptations
Gated Entry, Airport First, DCS integrations
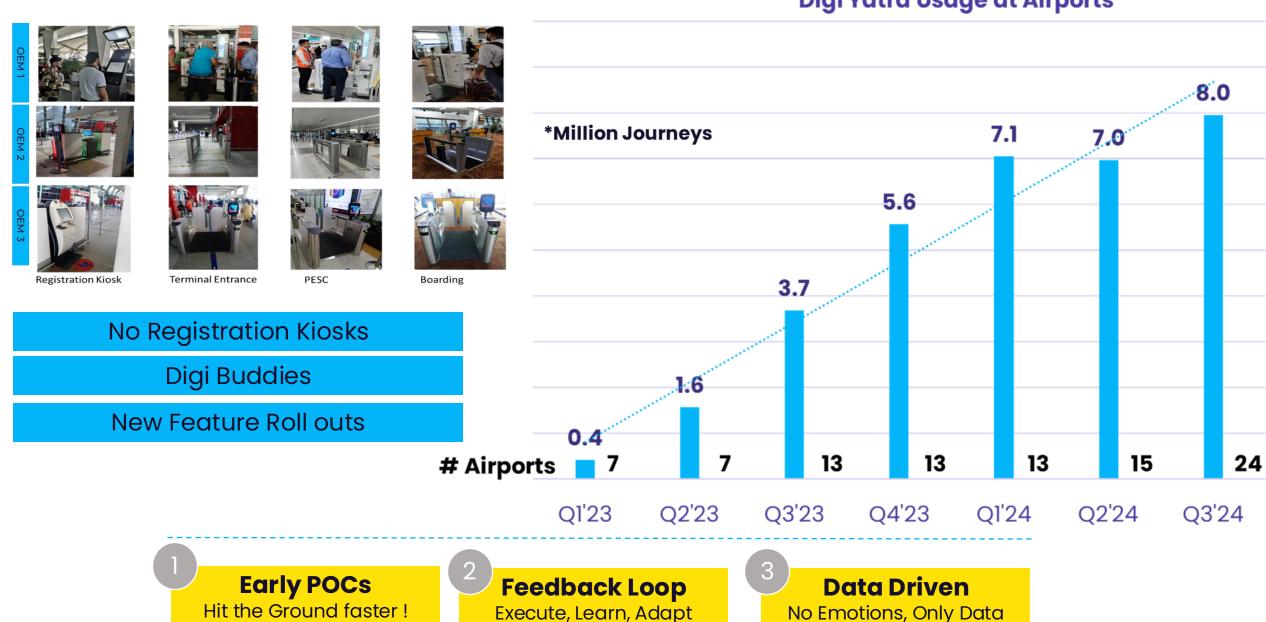
3

Common Use
APIs, CUWS, one ID

Lesson 3 – Incremental Rollout to Millions of Journeys

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OEM 1 | OEM 2 | OEM 3

Registration Kiosk | Terminal Entrance | PESC | Boarding

No Registration Kiosks

Digi Buddies

New Feature Roll outs

Digi Yatra Usage at Airports

*Million Journeys

	Q1'23	Q2'23	Q3'23	Q4'23	Q1'24	Q2'24	Q3'24
Journeys	0.4	1.6	3.7	5.6	7.1	7.0	8.0
# Airports	7	7	13	13	13	15	24

1 **Early POCs** Hit the Ground faster !

2 **Feedback Loop** Execute, Learn, Adapt

3 **Data Driven** No Emotions, Only Data

Lesson 4 – Education and Messaging

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Knows it all

Bet Digi Yatra knows all about me.

Ya, we have used it so often.

They say Digi Yatra knows all about you, you are being tracked and surveillance is on!

Nope. Never!

Digi Yatra believes in "Don't Know Your Customer". We help you fly but do not pry!

digiyatra

Digi Yatra respects your privacy and does not store ANY of your personally identifiable information!
#DontKnowYourCustomer

#DontKnowYourCustomer

No Personally Identifiable Information (PII), only meaningful interventions!

#DKYC #DigiYatra

1 **Trainings**
Privacy, Dos and Don'ts

2 **Media Management**
ORM, PR, Social

3 **Beyond Tech**
Civil bodies, Policies, Audits

User Consents

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Continue with DigiLocker

User Consent - Verified Credential Creation

I provide my consent to Digi Yatra Foundation obtain below data from UIDAI

Data Consumer: Digi Yatra Foundation

Data: Name, DOB, Gender, Masked Aadhaar #, Facial Image

Purpose: Only for the purpose of matching Aadhaar image and selfie image and to create Digi Yatra Verifiable Credential (VC) on successful matching.

Duration: Digi Yatra VC will be saved locally on your phone's Digi Yatra wallet until deleted or uninstallation of Digi Yatra App.

No Data will be stored centrally on Digi Yatra servers.

○ I agree and confirm the privacy policy < https:// digiyatrafoundation.com/privacy-policy > available at Digi Yatra website.

[Cancel] [Agree]

Onboarding

User Consent - Verified Credential Creation

I, Siddharth Sharma confirms that I am the legal guardian of the minor under applicable laws and therefore for and on behalf of the minor provide consent to Digi Yatra Foundation to obtain the below data of the minor to create Digi Yatra Verifiable Credential (VC):

Data Consumer: Digi Yatra Foundation

Data: Name, DOB, Gender, Masked Aadhaar #, Facial Image

Purpose: Only for the purpose of matching Aadhaar image and selfie image and to create Digi Yatra Verifiable Credential (VC) on successful matching.

Duration: Digi Yatra VC will be saved locally on your phone's Digi Yatra wallet until deleted on behalf of minor or uninstallation of Digi Yatra App.

No Data will be stored centrally on Digi Yatra servers.

○ I agree and confirm the privacy policy < https:// digiyatrafoundation.com/privacy-policy > available at Digi Yatra website.

[Cancel] [Agree]

Minor

User Consent - VC and Boarding Pass Sharing

On next screen, choose one of the options to upload and share below data with origin airport

Data Consumer: Digi Yatra Foundation and Origin Airport

Data: Travel Details (Name, PNR, Seat #, Flight #, Origin, Destination, Date of Travel, Sequence #) and Digi Yatra VC, which consists of selfie image, Aadhaar Name, DOB, Gender and Masked Aadhaar #.

Purpose: Data will only be used for the purpose of Identity and Travel document validation at Origin airport check points from entry to boarding.

Duration: Data will remain with origin airport Up to 24 hours from take-off of your flight and will be saved locally in Digi Yatra wallet on your phone until deleted from history or uninstallation of Digi Yatra App.

No Data will be stored centrally on Digi Yatra servers.

○ I agree and confirm the privacy policy https:// digiyatrafoundation.com/privacy-policy available at Digi Yatra website.
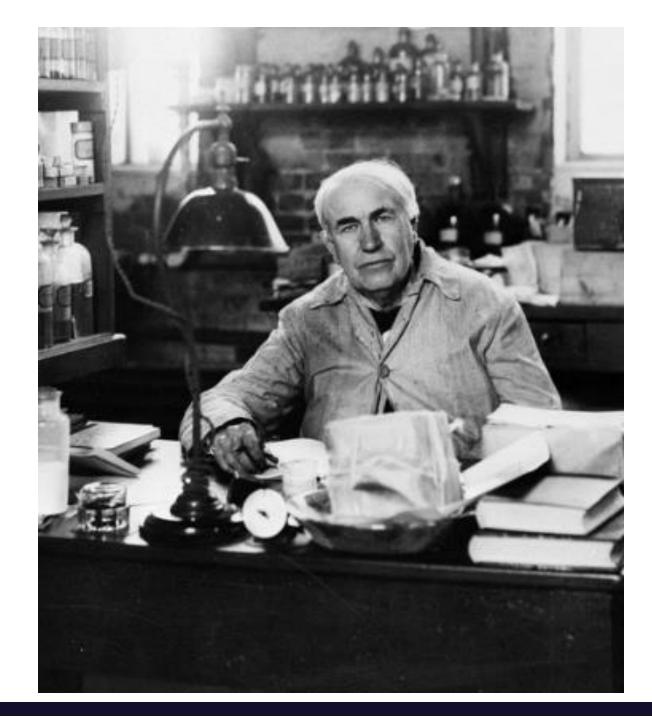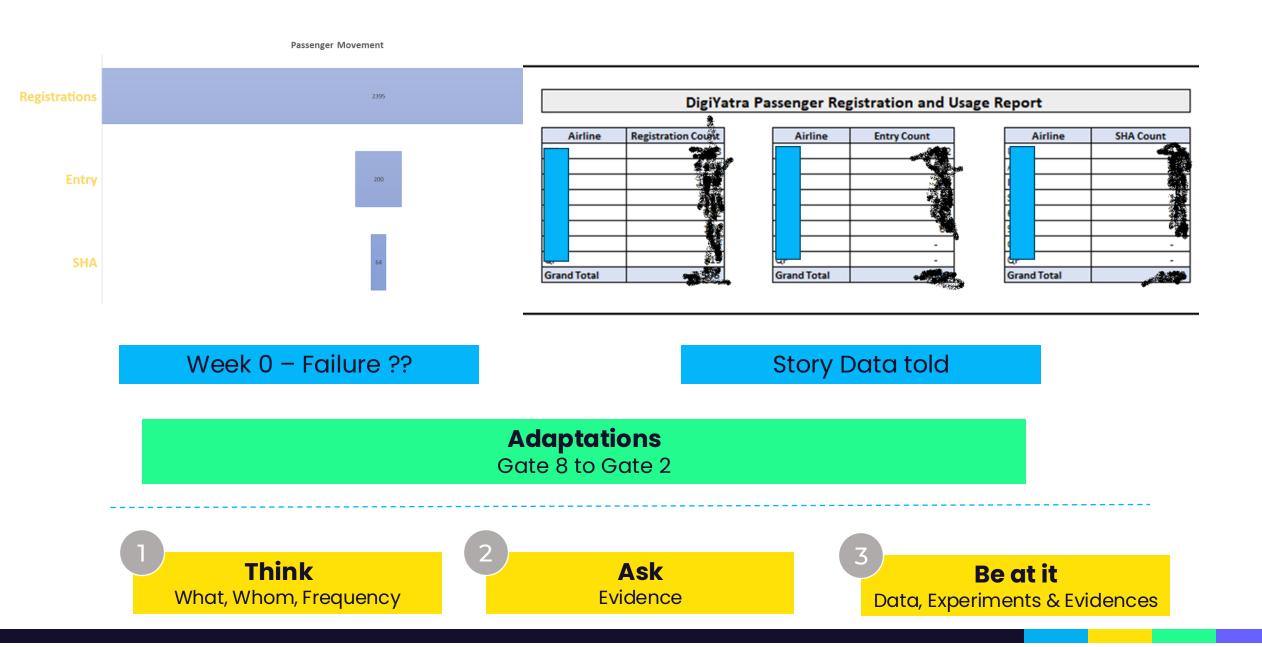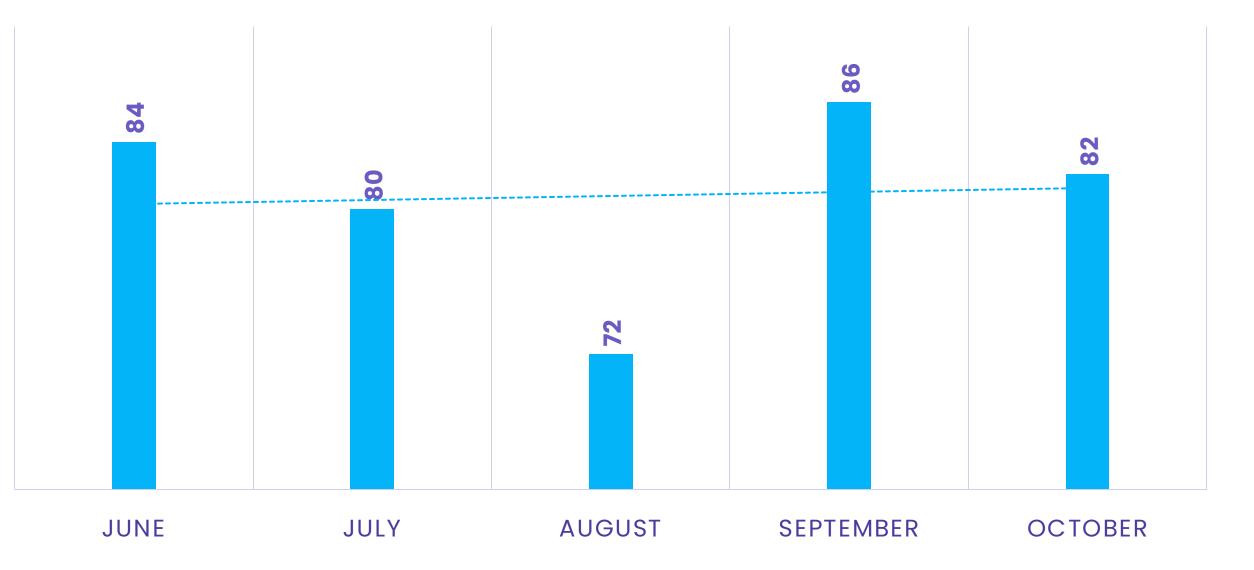
[Cancel] [Agree]

VC Sharing

Lesson 5 – Data Is Our Best Friend

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Passenger Movement

Registrations	2395
Entry	200
SHA	64

DigiYatra Passenger Registration and Usage Report

Airline	Registration Count
Grand Total	

Airline	Entry Count
Grand Total	

Airline	SHA Count
Grand Total	

Week 0 – Failure ??

Story Data told

Adaptations
Gate 8 to Gate 2

1 **Think**
What, Whom, Frequency

2 **Ask**
Evidence

3 **Be at it**
Data, Experiments & Evidences

5 Lessons

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1

2
M1SHARMA/SIDDHARTH
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111Y036E0010 147>

5

4
#DontKnowYourCustomer

No Personally Identifiable Information (PII),
only meaningful interventions!

#DKYC #DigiYatra

3

OEM 1
OEM 2
OEM 3
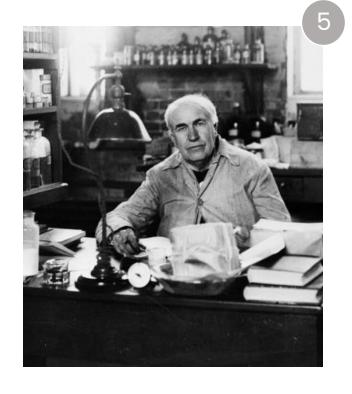
Registration Kiosk   Terminal Entrance   PESC   Boarding
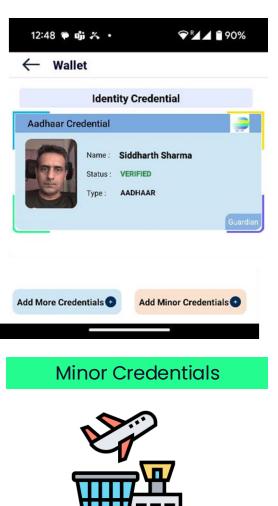
Sneak Peak – Road Ahead

Native BP Sharing

Share with digiyatra

Share BP from Other Apps

Minor Credentials

15 New Airports
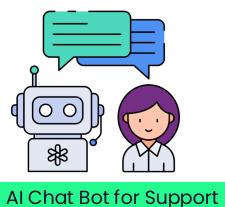
Passport / e - Passport integration

More VC Options

International Flow

AI Chat Bot for Support

Digi Yatra SDK

Namaste🙏

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