





# **AIR SUVIDHA**

## CIVIL AVIATION

GOVERNMENT OF INDIA

# Onboarding 'Suvidha' for air passengers

Unleashing a true game changer for safe International air travel

**A**ir Suvidha is a contactless, digital, easy contact tracing process for International passengers arriving in India to support Centre/ States/ UTs with real-time information.





Unlike the rest of the world, complying with COVID-19 guidelines by International passengers traveling to India is not a hassle. Thanks to Air Suidha, the digital platform created by the Ministry of Civil Aviation (MoCA).

The initial days of the COVID-19 pandemic led to several issues for International passengers. Long queues and over-crowding at the arrival terminals of the airport became the norm. Combination of the arriving passenger traffic and the mandatory compliance of COVID-19 protocols led to chaos at the airport. Frayed nerves and tempers were testing both the passengers and the airport staff.

## SEARCH FOR A SOLUTION

The need of the hour was to develop a process led systematic solution. Thus, came the Air Suvidha Portal - a game changing solution by the Government of India in coordination with State Governments, Union Territories, Airport Operators, Airlines and various Central Ministries to handle COVID-19 pandemic.

The Air Suvidha platform, created by the Ministry of Civil Aviation (MoCA) in collaboration with Delhi International Airport Limited (DIAL) is a contactless and self-declaration digital portal, launched in August, 2020 to help International passengers comply with COVID-19 guidelines.



## USING TECHNOLOGY TO SOLVE AND SCALE: 3CS AND R

Contact-less Solution

Contact Tracing

Compatible with All Modern Devices

Role-based Access

## COLLABORATIVE INNOVATION

The use of the Air Suvidha digital platform made air travel not just easy and safe but also supported the Indian Government to curb the spread of COVID-19.

Air Suvidha platform incorporated the needs of all International passengers. It was routed through 36 State Airport Health Organizations (APHO) and Central Ministries to ensure safe International travel.

## HAPPY GUESTS, HAPPIER AIRPORTS

When a crisis strikes, the need of the hour is to ensure people are comforted in the best possible way. Passengers travelling from International destinations had a sigh of relief to witness seamless processing of their documents for entry during the Covid pandemic with the help of the Air Suvidha platform. The efforts of the Ministry and its innovation team were rewarded to see citizens back home assured that they were welcomed with a hassle-free return to their motherland.

### CHALLENGES FACED

Proper, extensive and systematic training for Government officials  
 24X7 Customer Relationship Management (CRM) support



### FINAL OUTCOMES



**1.5 CR+**

Total Passenger Count  
 (as on 28th March 2022)



**130**

Stakeholders



**130+**

countries from where the  
 flyers registered



**24X7**

Customer Relationship  
 Management



Testing facility integrated for all the  
 major Indian airports