



**CHARTING A NEW FRONTIER:
AVIATION CONSUMER
PROTECTION NEEDS
TODAY AND BEYOND**

INTERNATIONAL WEBINAR

**How Digitalisation Has Shifted the
World of
Aviation Consumer Protection?**

Ridha Aditya Nugraha



“ICAO has established ‘Innovation’ and ‘Resilience’ as the co-themes for this year’s Assembly...**how to prioritize current efforts to digitize a contactless travel experience...**”

ICAO Secretary General Juan Carlos Salazar
May 2022





Post-Covid Global Aviation Industry

- The pandemic have speeded the adoption of digital technologies by several years.
- Airport vast investment in Artificial Intelligence (AI) could be seen as a promising way to improve its utilization and efficiency; as well as to **enhance passenger protection.**



World passenger traffic evolution 1945 – 2022

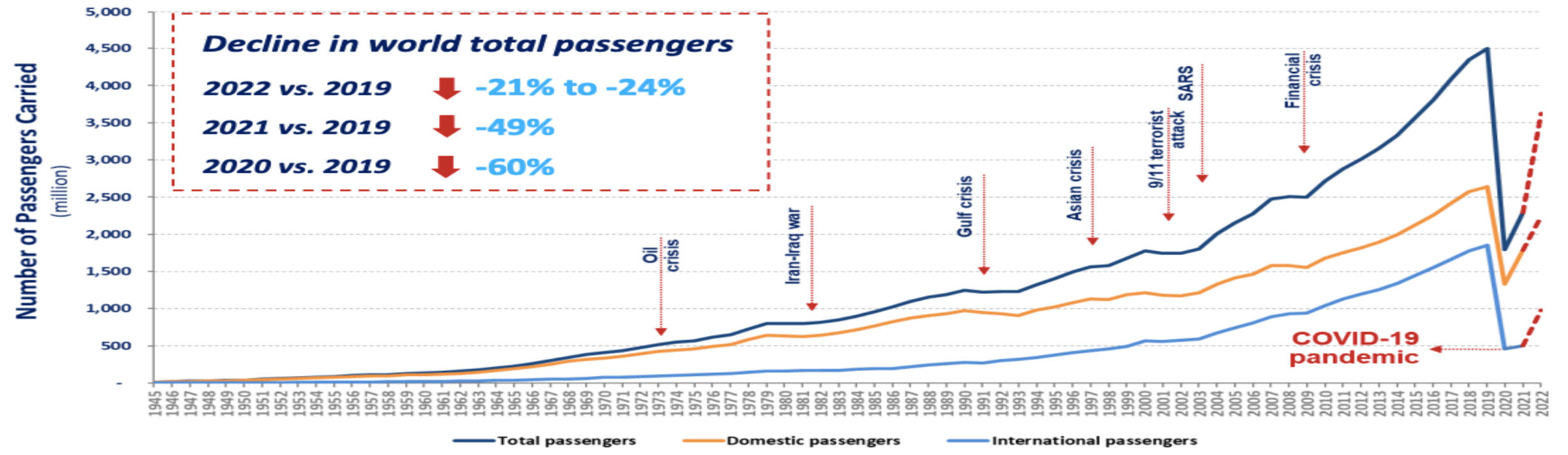


Image source: https://www.icao.int/sustainability/Documents/Covid-19/ICAO_coronavirus_Econ_Impact.pdf (10 June 2022)



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Monthly passenger numbers in 2020-21-22 vs. 2019

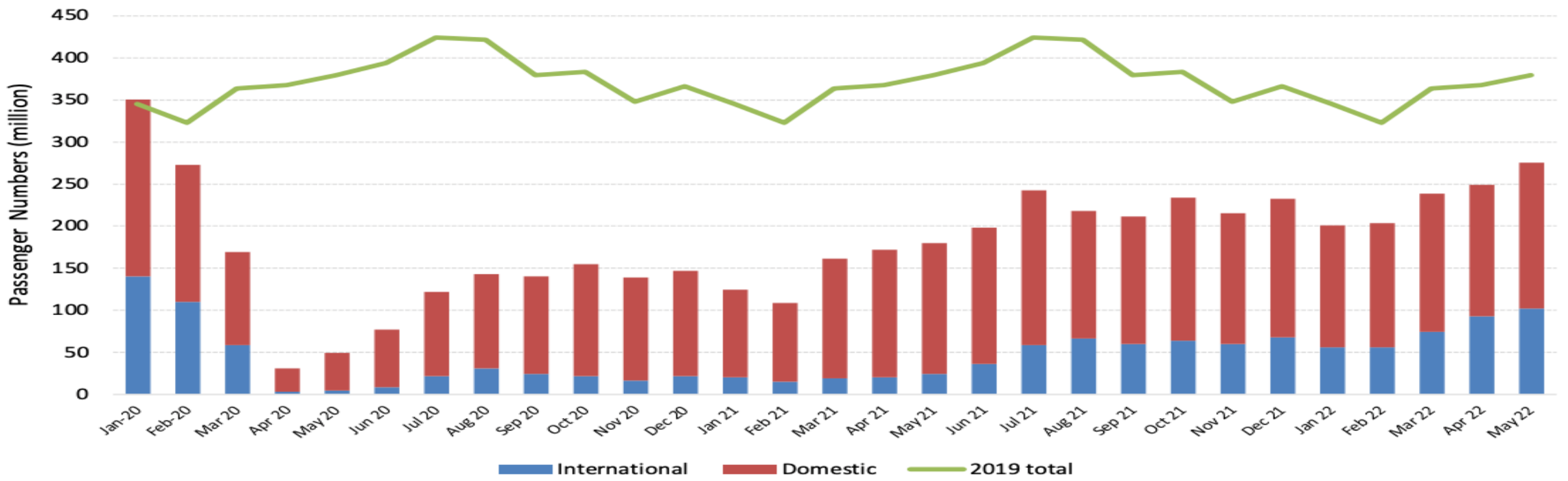


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MAVCOM International Webinar
Ridha Aditya Nugraha, 28 June 2022

Digitalisation (and or vs) Privacy



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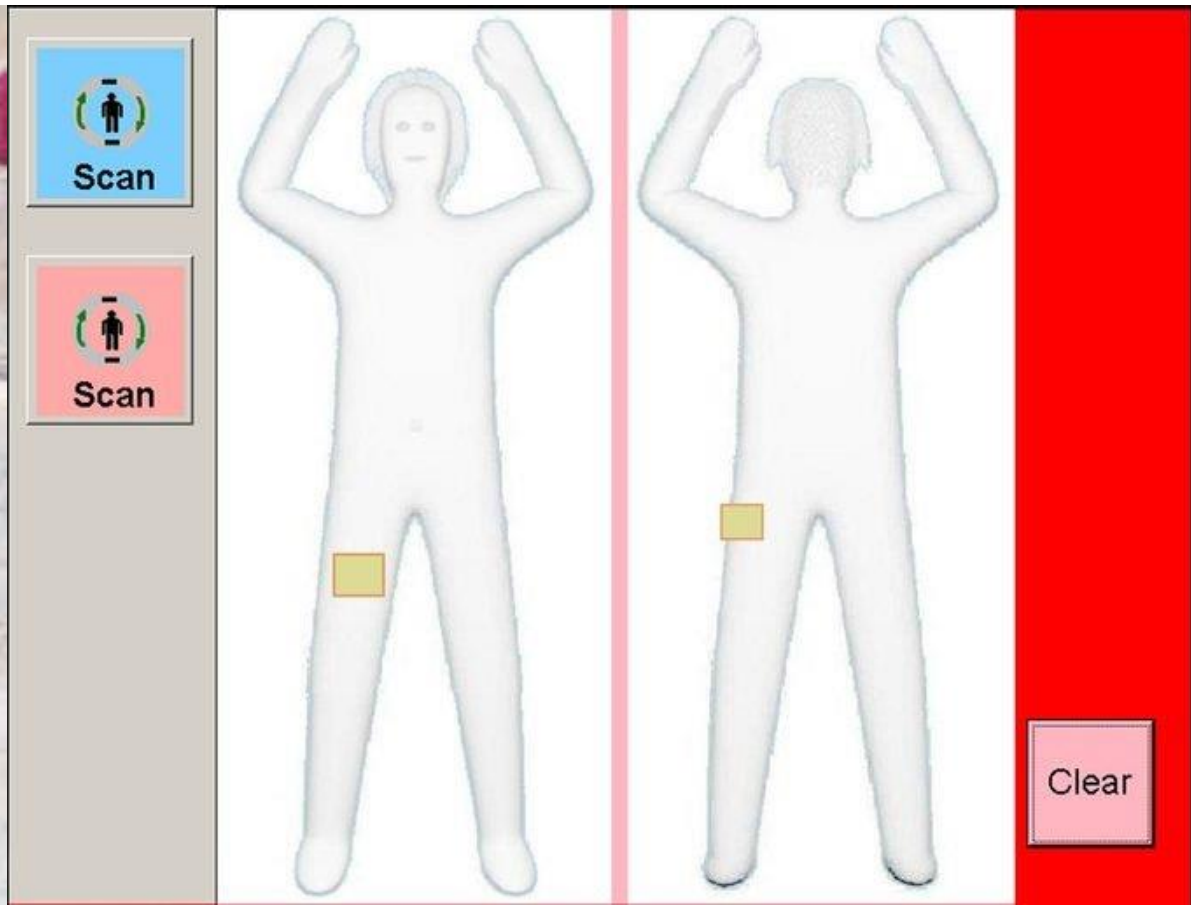


Image sources: Shutterstock and <https://www.rd.com/article/what-do-airport-body-scanners-see/>



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Digitalisation (and or vs) Privacy

- Passengers should be well informed on the alternative(s)
- It is also important to balance with airport operational perspective and its employees' rights.
- The stakeholders (ICAO, ACI, and IATA) should lead to encourage States in respecting human dignity within the digital era.





Promoting Right to Care in Airport

- Right to care triumphs over compensation.
- Airport could take the initiative by developing user friendly application and/or website for passengers.
- Urgency to strengthen cooperation between the stakeholders within the area.





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Challenges and the Way Forward



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