

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:3405  
ANSWERED ON:15.04.2010  
LOSS OF BAGGAGE  
Shariq Shri Sharief Ud Din;Viswanathan Shri P.

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether the Government is aware of the reports of frequent incidents of loss of baggage of the passengers due to rough handling by airline staff;
- (b) if so, the details of such incidents reported during the last three years and the compensation paid by the airlines as a result thereof;
- (c) whether any directions have been issued to the airlines for the safe handling of passengers' baggage;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

**Answer**

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION(SHRI PRAFUL PATEL)

(a)and (b):- The carriage by air is a contractual matter between the passenger and the carrier. The complaints of lost baggage are, therefore, filed with the airlines by the Passenger Irregularity Report (PIR). As per the available records with Directorate General of Civil Aviation (DGCA) details of lost, mis-handled checked-in baggages are as follows:

Year No. of Lost/Mis-Handled Checked in Baggages

2007 03

2008 Nil

2009 10

The complaints are taken up by the Directorate General of Civil Aviation (DGCA) with the airlines for redressal.

In such cases, airlines compensate the passengers as per company policy which is on per kilogram basis subject to maximum permitted weight of checked-in baggage.

(c), (d) and (e):- DGCA has not issued any regulations for handling of checked-in baggage by the airlines. However, All the scheduled domestic airlines have a Citizen Charter, available on their respective websites, which contains conditions of carriage and various facilities offered to the passengers so that passengers are aware of these before booking air tickets.