

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:825

ANSWERED ON:29.07.2010

THEFT CASES AT AIRPORTS

Jindal Shri Naveen;Kumar Shri Vishwa Mohan;Mahtab Shri Bhartruhari

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether cases of theft of belongings of passengers have increased at various airports in the country;
- (b) if so, the number of such cases reported during the past six months;
- (c) the compensation paid to the affected passengers in this regard;
- (d) whether police authorities who carry out X-ray tests on the baggers are found to be in collusion with baggage handlers; and
- (e) if so, the steps taken by Government to check such cases for passengers safety?

Answer

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

- (a): No, Madam.
- (b): Information is being collected and will be laid on the table of the House.
- (c): Airlines give compensation for baggage lost cases as per company policy, which is displayed on their respective websites.
- (d): No, Madam.
- (e): The following steps have been taken to curb the theft of baggage:-

Passengers are advised not to carry their jewellery and cash in their checked-in baggage; In-house vigilance team of airlines at major airports to check cases of theft/pilferage; Surprise frisking of loaders before and after the loading; Loading/unloading of checked-in baggage under supervision of security/airport services staff; utilisation of CCTVs available at airports; Automated Baggage Reconciliation system at metros to reduce instances of such mishandling; extensive training is imparted to ramp staff (especially loaders) on baggage handling; establishment of dedicated baggage handling units at Metros. A tally sheet implemented for each flight by some airlines which is handled by well trained staff.