

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:2693  
ANSWERED ON:25.11.2010  
BAGGAGE HANDLING AT AIRPORTS  
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**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether Air India is still facing problems in baggage handling at various airports;
- (b) if so, the details thereof;
- (c) whether Air India has any plans to outsource the job of baggage handling to private parties;
- (d) if so, the terms and conditions worked out in this regard; and
- (e) the manner in which Air India plans to handle the machinery and staff engaged in baggage handling?

**Answer**

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

(a) and (b): No, Madam. However, with the shifting of Air India operations to T3 and introduction of hub and spoke flights, the number of cases of misconnection of baggage had increased only temporarily due to teething problems.

(c),(d) and (e): At most of the Indian Stations, Air India handles its flights and baggage through outsourced agencies. The ramp activity and baggage at T3 is being carried out by Air India -SATS and three approved ground handling agents.