

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:777  
ANSWERED ON:09.07.2009  
THEFT CASES AT AIRPORT  
Siddeswara Shri Gowdar Mallikarjunappa

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

- (a) whether the Government is aware that the baggage/luggage of passengers have been stolen at Delhi and Mumbai Airports;
- (b) if so, the complaints received in this regard during the last three years;
- (c) whether any responsibility been fixed for such incidents;
- (d) if so, the details thereof; and
- (e) the steps taken by the Government to ensure that baggage/luggage are not misplaced/pilfered?

**Answer**

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

- (a) Yes, Sir.
- (b) Details of complaints received during last three years from Delhi and Mumbai Airports:

Year	Delhi	Mumbai
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2006	119	34
2007	94	21
2008	32	23

- (c) & (d) In respect of theft cases mentioned at (b) above, Delhi Police has arrested 37 persons and Mumbai Police has arrested 37 persons.

- (e) Government has directed all scheduled domestic airlines to take the following steps:

- (i) All scheduled airlines have been directed to depute 1 or more security personnel for Departure Hall Surveillance, 2 personnel for Baggage Make-up Area, 1 or more person(s) to escort security cleared cargo upto aircraft & 1 personnel for Baggage Break-up Area;
- (ii) Passenger are advised not to carry jewellery and cash in their checked-in baggage;
- (iii) In-house vigilance team of airlines at major airports to check cases of theft/pilferage;
- (iv) Surprise frisking of loaders before and after the loading;
- (v) Loading/unloading of checked-in baggage under supervision of security/airport services staff;
- (vi) Utilisation of CCTVs available at airports;
- (vii) automated baggage reconciliation system at metros to reduce instances of such mishandlines;
- (viii) Extensive training is imparted to ramp staff (especially loaders) on baggage handling;
- (ix) Establishment of dedicated baggage handling units at metros;
- (x) Airlines also give compensation for baggage lost cases as per company policy, which has been displayed on their respective websites.