

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:21
ANSWERED ON:24.11.2014
BAGGAGE THEFT CASES AT AIRPORTS
Kumar Shri Ashwini

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the details of the cases pertaining to theft and pilferage reported at various airports of the country during the last three years and the current year, airport-wise;
- (b) the details of the action taken by the Government in these cases during the said period along with the measures taken to prevent such incidents of theft at airports; and
- (c) whether there is any provision for payment of compensation to the passengers in the event of loss of baggage and if so, the details thereof?

Answer

Minister of State in the Ministry of CIVIL AVIATION (Dr Mahesh Sharma)

- (a) & (b): Cases pertaining to theft and pilferage are reported by complainants to local police or brought to the notice of airline concerned. The details of complaints lodged with local police during 2011, 2012, 2013 and 2014 (till October, 2014) as available with Bureau of Civil Aviation Security (BCAS) are annexed. The local police, which is under the jurisdiction of the concerned State Government, register and investigate such cases. To prevent incidents of theft, the following measures have been taken:-
- (i) Frisking of ground handling staff is being done while leaving the airport.
 - (ii) Use of cell phones in the air side by ground handling staff has been prohibited.
 - (iii) Deployment of airline security staff in the Baggage Makeup Area (BMA) / Baggage Break-up Area (BBA) and around the cargo hold area of the airline.
 - (iv) Photo Identity Cards (PICs) of ground handling staff after completion of shift are being deposited at the airport.
 - (v) Sharing of list of suspects with all concerned agencies.
 - (vi) Establishment of CISF help desk counters at the airports for receipt of complaint of thefts from the passengers and to further hand over the complaints to the local police.
- (c): Yes, Madam. The Carriage by Air Act, 1972 has provisions for payment of compensation to the passengers traveling by Air in the event of loss of baggage.