

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

STARRED QUESTION NO:462

ANSWERED ON:11.08.2014

BAGGAGE THEFT AT AIRPORTS

P. Shri Nagarajan;Udhayakumar Shri M.

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether instances of pilferage/theft of passengers' baggage have been reported at airports across the country;
- (b) if so, the details thereof during each of the last three years and the current year, airport-wise and action taken to recover the lost baggage;
- (c) whether the Government has installed/proposes to install any tracking system to provide air travellers real time information about the location of the lost baggage and if so, the details thereof along with the implementation status of the proposal at various airports;
- (d) whether any damage/compensation is paid to the passengers in the event of loss of baggage and if so, the details thereof; and
- (e) the other steps taken by the Government to check such incidents at various airports?

Answer

Minister of State in the Ministry of CIVIL AVIATION (SHRI ASHOK GAJAPATHI RAJU)

(a), (b), (c), (d) & (e): A statement is laid on the Table of the House.

Statement in reply to part (a), (b), (c), (d) & (e) of Lok Sabha Starred Question No. 462 for 11.08.2014 regarding 'Baggage Theft at Airports'.

(a) & (b): Yes, Madam. 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 May, 2014) as available with BCAS are annexed. The local police, which is under the jurisdiction of the concerned State Government, register and investigate such cases.

(c): There is no such proposal under consideration of the Government at present. However, Central Industrial Security Force (CISF) has a utility link on their website (cisf.gov.in) in which details of lost and found property detected and handed over to the airport operators by CISF are updated on a daily basis. The passengers who have lost their articles at the airport can refer to the details uploaded on the website for locating and reclaiming the same from the airport operator concerned.

(d): The present limits of liability for domestic travel under the Carriage by Air Act, 1972 in respect of destruction, loss, damage or delay with respect of baggage and those in relation to the carriage of cargo are as under:-

- (i) Destruction, loss, damage or delay with respect of baggage for each person : Rs.20,000
- (ii) Destruction, loss or delay in relation to the carriage of cargo (per kilogram): Rs.350

(e): 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 airside by ground handling staff has been prohibited.

(iii) Deployment of airline security staff in the Baggage Makeup Area (BMA)/Baggage Break-up Area (BBA) area 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.