

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
RAJYA SABHA  
UNSTARRED QUESTION NO : 174  
(TO BE ANSWERED ON THE 1<sup>st</sup> December 2015)

**MISHANDLING OF LUGGAGE BY AIRLINES**

174. SHRI AMBETH RAJAN

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

- (a) whether it is a fact that number of complaints regarding 'luggage missing' and 'luggage mishandling' by Airlines have increased in recent times;
- (b) if so, the details of such complaints received against various Airlines, during last three years, Airlines-wise; and
- (c) the details of punitive action, if any, taken against these Airlines by concerned authority?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Dr Mahesh Sharma)

(a) & (b): Airline wise details of complaints with regard to lost/misplaced baggage received from the schedule domestic airlines for the year 2013, 2014 & 2015 (Up to October-2015) placed at Annexure-1, Annexure-2 & Annexure-3 respectively.

(c): Air Travel is contractual matter between passenger and the airlines. As per the prevailing regulation, passengers are required to lodge their complaints with the airlines for redressal. All the scheduled domestic airlines have nominated and displayed the name and contact details of their Nodal Officer & Appellate Authority to settle the passenger complaints within stipulated time period. If the airline fails to full fill their obligation, the passenger may complain to the statutory body set up under the applicable laws.

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Jan-13	Baggage
Air India (dom)	35
Kingfisher Airlines	
IndiGo	172
Go Air	11
Spice	16
JetLite	7
Jet Airways	26
TOTAL	267

Feb-13	Baggage
Air India (dom)	28
Kingfisher Airlines	
IndiGo	128
Go Air	11
Spice	15
JetLite	8
Jet Airways	29
TOTAL	219

Mar-13	Baggage
Air India (dom)	17
IndiGo	103
Go Air	2
Spice	18
JetLite	8
Jet Airways	27
TOTAL	175

Apr-13	Baggage
Air India (dom)	34
IndiGo	139
Go Air	6
Spice	16
JetLite	7
Jet Airways	26
TOTAL	228

May-13	Baggage
Air India (dom)	32
IndiGo	160
Go Air	13
Spice	22
JetLite	8
Jet Airways	31
TOTAL	266

Jun-13	Baggage
Air India (dom)	23
IndiGo	136
Go Air	11
Spice	12
JetLite	7
Jet Airways	29
TOTAL	218

Jul-13	Baggage
Air India (dom)	30
IndiGo	123
Go Air	13
Spice	10
JetLite	8
Jet Airways	31
TOTAL	215

Aug-13	Baggage
Air India (dom)	28
IndiGo	105
Go Air	12
Spice	13
JetLite	9
Jet Airways	32
TOTAL	199

Sep-13	Baggage
Air India (dom)	23
IndiGo	93
Go Air	16
Spice	10
JetLite	7
Jet Airways	30
TOTAL	179

Oct-13	Baggage
Air India (dom)	23
IndiGo	123
Go Air	4
Spice	17
JetLite	8
Jet Airways	32
Air Costa	1
TOTAL	208

Nov-13	Baggage
Air India (dom)	18
IndiGo	141
Go Air	7
Spice	17
JetLite	8
Jet Airways	34
Air Costa	0
TOTAL	225

Dec-13	Baggage
Air India (dom)	14
IndiGo	143
Go Air	6
Spice	19
JetLite	9
Jet Airways	36
Air Costa	0
TOTAL	227

Jan-14	Baggage
Air India (dom)	15
IndiGo	101
Go Air	14
Spice	19
JetLite	8
Jet Airways	35
Air Costa	0
Total	192

Jul-14	Baggage
Air Costa	1
Air Asia	-
Go Air	18
IndiGo	41
Spicejet	21
Jet	7
Air India	18
Total	106

Feb-14	Baggage
Air India (dom)	15
IndiGo	101
Go Air	21
Spice	15
JetLite	7
Jet Airways	33
Air Costa	0
Total	192

Aug-14	Baggage
Air Costa	-
Air Asia	-
Go Air	34
IndiGo	47
Spicejet	28
Jet	17
Air India	31
Total	157

Mar-14	Baggage
Air India (dom)	19
IndiGo	110
Go Air	18
Spice	17
JetLite	8
Jet Airways	29
Air Costa	0
Total	201

Sep-14	Baggage
Air Costa	-
Air Asia	1
Go Air	23
IndiGo	56
Spicejet	31
Jet	26
Air India	30
Total	167

Apr-14	Baggage
Air India (dom)	13
IndiGo	81
Go Air	19
Spice	16
JetLite	9
Jet Airways	28
Air Costa	0
Total	166

Oct-14	Baggage
Air Costa	1
Air Asia	1
Go Air	22
IndiGo	52
Spicejet	55
Jet	37
Air India	36
Total	204

May-14	Baggage
Air India (dom)	30
IndiGo	92
Go Air	24
Spice	18
JetLite	8
Jet Airways	31
Air Costa	0
Total	203

Nov-14	Baggage
Air Costa	2
Air Asia	-
Go Air	21
IndiGo	61
Spicejet	23
Jet	42
Air India	43
Total	192

Jun-14	Baggage
Air India (dom)	35
IndiGo	93
Go Air	20
Air Asia	1
Spice	19
JetLite	9
Jet Airways	29
Air Costa	1
Total	207

Dec-14	Baggage
Air Costa	2
Air Asia	1
Go Air	34
IndiGo	113
Spicejet	46
Jet	34
Air India	28
Total	258

Jan-15	Baggage
Air Costa	-
Air Asia	1
Vistara	-
Go Air	44
IndiGo	103
Spicejet	43
Jet	40
Air India	43

Feb-15	Baggage
Air Asia	1
Air Costa	-
Air India (Dom)	35
Go Air	34
IndiGo	106
Jet Airways + JetLite	36
Spicejet	26
Vistara	-
Grand Total	238

Mar-15	Baggage
Air Asia	-
Air Costa	1
Air India (Dom)	25
Go Air	16
IndiGo	67
Jet Airways + JetLite	55
Spicejet	26
Vistara	1
Grand Total	191

Apr-15	Baggage
Air Asia	-
Air Costa	-
Air India (Dom)	18
Go Air	21
IndiGo	67
Jet Airways + JetLite	49
Spicejet	26
Vistara	-
Grand Total	181

May-15	Baggage
Air Asia	3
Air Costa	-
Air India (Dom)	24
Air Pegasus	2
Go Air	21
IndiGo	80
Jet Airways + JetLite	53
Spicejet	35
Vistara	-
Grand Total	218

Jun-15	Baggage
Air Asia	3
Air Costa	2
Air India (Dom)	16
Air Pegasus	-
Go Air	22
IndiGo	66
Jet Airways + JetLite	57
Spicejet	17
Vistara	-
Grand Total	183

Jul-15	Baggage
Air Costa	-
Air Asia	7
Vistara	-
Go Air	20
IndiGo	39
Spicejet	21
Jet Airways + JetLite	60
Air India (Dom)	16
Air Pegasus	-
Total	163

Aug-15	Baggage
Air Costa	-
Air Asia	5
Vistara	1
Go Air	17
IndiGo	32
Spicejet	34
Jet Airways + JetLite	58
Air India (Dom)	23
Air Pegasus	-
Trujet	-
Total	170

Sep-15	Baggage
Air Costa	1
Air Asia	5
Vistara	1
Go Air	14
IndiGo	25
Spicejet	22
Jet Airways + JetLite	52
Air India (Dom)	38
Air Pegasus	-
Trujet	-
Total	158

Oct-15	Baggage
Air Costa	-
Air Asia	4
Vistara	1
Go Air	15
IndiGo	26
Spicejet	25
Jet Airways + JetLite	61
Air India (Dom)	27
Air Pegasus	-
Trujet	-
Total	159