

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
RAJYA SABHA  
STARRED QUESTION NO : 253  
(TO BE ANSWERED ON THE 24<sup>th</sup> March 2025)**

**MEASURES AT AIRPORTS TO TACKLE MISSING BAGGAGE**

\*253. SHRI P. WILSON

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

- (a) whether steps have been taken in airports to tackle problem of missing baggage, particularly in cases where another passenger takes a bag by mistake or intentionally;
- (b) if so, the details thereof;
- (c) whether Government has considered use of technology at luggage carousels to scan the bar code on the luggage tags/ boarding pass to ensure that passengers collect only their own bags;
- (d) if not, the reasons therefor; and
- (e) in cases where another passenger takes a passenger's luggage, the grievance redressal mechanism available within the airport for the same?

**ANSWER**

MINISTER OF CIVIL AVIATION

(Shri Kinjarapu Rammohan Naidu)

(a) to (e): A statement is laid on the table of the House.

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**STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (E) IN RESPECT OF RAJYA SABHA STARRED QUESTION NO. 253 FOR REPLY ON 24.03.2025 REGARDING "MEASURES AT AIRPORTS TO TACKLE MISSING BAGGAGE" ASKED BY SHRI P. WILSON**

(a) to (e): Airports have CCTV coverage to facilitate identifying incidents such as missing baggage or baggage taken by another passenger. If a passenger's luggage is taken by another traveler at an airport, it can be reported to the airline staff, security agency, Lost & Found desk and Terminal Manager's office. In such cases the airlines' customer experience team engages with the concerned passengers and arranges to have the respective bags handed over to them.

The Centralized Public Grievance Redress And Monitoring System (CPGRAMS) portal, Integrated Grievance Redress Mechanism (INGRAM) portal and AirSewa mobile app/web portal of the Government of India serve as mechanisms for lodging complaints / grievances by air passengers including complaints regarding missing luggage.

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