

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 935
(To be answered on the 21st December 2017)**

Theft of Luggage at Airports

935. **SHRIMATI JAYSHREEBEN PATEL**

Will the Minister of **CIVIL AVIATION**

नागर विमानन मंत्री

be pleased to state:-

- (a) the number of cases of non-delivery of luggage on time to the NRIs travelling in the flights of all the aviation companies in the country, airline-wise;
- (b) the number of people compensated for missing luggage/ theft from luggage; and
- (c) the details of the corrective steps taken by the Government for luggage facilities to the NRIs?

ANSWER

Minister of State in the Ministry of **CIVIL AVIATION**

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) and (b): The Government has no role in non delivery of luggage on time by the airlines. Hence, no such data is maintained with the Ministry of Civil Aviation. The airlines follow their own regulations based on the IATA guidelines in this regard. The compensation by the airlines is paid to the passengers for missing luggage/theft from luggage as per the provisions of the Montreal Convention, 1999 and IATA regulations for international carriage by air.

(c): To prevent incidents of theft at the airports, the following steps are taken:-

- (i) Frisking of ground handling staff is being done while leaving the airports.
- (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 Breakup Area(BBA) 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 Central Industrial Security Force(CISF) held desks counters at the airports for receipt of complaint of thefts from the passengers and to further hand over the complaint to the local police.