

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3805
(To be answered on the 3rd January 2019)**

INCIDENTS OF THEFTS IN AIRPORT

3805. SHRI RAMESH BIDHURI

**Will the Minister of CIVIL AVIATION
नागर विमानन मंत्री**

be pleased to state:-

- (a) whether information and complaints have been received regarding increasing incidents of theft of valuable articles from bags and luggage of air passengers on various airports of the country;
- (b) if so, the reaction of the Government thereto and the number of cases registered and FIR lodged in this regard during the last five years and current year, year-wise and airport-wise;
- (c) the number of officers and employees found guilty in this regard and the action taken and steps taken/being taken against them in this regard; and
- (d) whether the Government proposes to issue any guidelines to redress the grievances related to flight, baggage and customer services?

ANSWER

**Minister of State in the Ministry of CIVIL AVIATION
नागर विमानन मंत्रालय में राज्य मंत्री**

(Shri Jayant Sinha)

(a) to (c): The incidents of theft at airports have decreased. Details of theft cases reported / registered at various airports during 2013, 2014, 2015, 2016, 2017 and 2018 (till June, 2018) are annexed. The incidents of theft are a law and order issue, which is a State Subject. As and when such incidents are brought to notice, complaints are lodged with local police, which takes further action, and Ministry of Civil Aviation does not maintain these data / information. The Bureau of Civil Aviation Security (BCAS), a regulatory authority for civil aviation security in the country, has issued instructions to prevent such incidents.

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

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) to (c) OF LOK SABHA UNSTARRED QUESTION NO. 3805 FOR ANSWER ON 03.01.2019 REGARDING 'INCIDENTS OF THEFTS IN AIRPORTS'

Details of theft cases reported/registered at various airports during the last five years and the current year:-

Sl. No.	Airports	Year 2013	Year 2014	Year 2015	Year 2016	Year 2017	Year 2018 (till June, 2018)
1.	Chennai	01	07	02	--	--	--
2.	Trivandrum	--	--	02	--	--	--
3.	Calicut	01	01	--	--	--	--
4.	Kolkata	14	12	02	--	--	--
5.	Delhi	14	67	60	34	34	16
6.	Jaipur	03	--	01	--	--	--
7.	Mumbai	13	21	26	17	10	07
8.	Hyderabad	04	04	03	11	15	05
9.	Imphal	--	01	--	--	--	--
10.	Amritsar	--	01	--	01	--	--
11.	Bangalore	01	--	03	--	--	--
12.	Lucknow	--	--	02	--	--	--
13.	Jammu	--	--	--	01	--	--
14.	Udaipur	01	--	--	--	--	--
15.	Madurai	01	--	--	--	--	--
16.	Bhuj	01	--	--	--	--	--
17.	Bagdogra	01	--	--	--	--	--
	Total:	55	114	101	64	59	28