

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 781
(TO BE ANSWERED ON THE 4th December 2025)

THEFT COMPLAINTS AT AIRPORTS

781. SHRI GURJEET SINGH AUJLA

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

(a) whether the Government is aware of reports that gold jewellery and other high-value items have gone missing during the security-screening process, particularly at X-ray/baggage check points at various airports across the country and if so, the details thereof;

(b) whether the Government proposes to order a full investigation, in liaison with the Bureau of Civil Aviation Security (BCAS) and Airports Authority of India (AAI), into such incidents of theft at security-screening points and if so, the details thereof;

(c) whether the Government proposes to deploy robust CCTV coverage, conduct random audits and strengthen baggage-handling oversight at all security screening zones to prevent such incidents and if so, the details thereof; and

(d) whether the Government proposes to institute a compensation and grievance redressal mechanism for passengers who report losses, with a fast-track process and if so, the details thereof?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) to (b): A total of 09 theft incidents have been reported since 01.01.2025 to 27.11.2025 during the security screening process at the airports. The airport-wise list of incidents is attached at Annexure. 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 the local police, which takes further action.

(c): Bureau of Civil Aviation Security (BCAS), being the aviation security regulator in the country, has issued regulations that all areas of the terminal building of the airports should be covered by CCTV coverage. Also, 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) Deployment of airline security staff in the Baggage Makeup Area (BMA)/Baggage Breakup Area (BBA) around the cargo-hold area of the airline.
- (iii) Establishment of Central Industrial Security Force (CISF) help desk counters at the airports for receipt of complaints of theft from passengers and to further hand over the complaint to the local police.
- (iv) Deployment of expert and trained personnel at CCTV Control Room to keep a close watch by CCTV.
- (v) Airlines are advised from time to time to perform effective supervision of its security staff to frisk and check loaders engaged in loading and unloading of baggage from the BMA to aircraft and vice versa.
- (vi) Foot patrolling is being done by Aviation Security Group (ASG) / Airport Security Unit (APSU) staff at departure and arrival forecourt area as well as BMA and BBA.
- (vii) Close coordination is being maintained between CISF and the Airline Security staff to track any suspicious movement.

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

Annexure

No. of theft incidents at airports (from 01.01.2025 to 27.11.2025)

S. No.	Name of Airport	No. of Incidents
1	Bengaluru	04
2	Hyderabad	01
3	IGI Airport	01
4	Mumbai	01
5	Nagpur	01
6	Rajkot	01
	Total	09