###### National Assembly

###### Question Number: 758

**758. Mr M S F de Freitas (DA) to ask the Minister of Transport:**

(1) What are the statistics in respect of each airport for luggage and baggage that has (a) gone missing, (b) been damaged and (c) experienced missing items, after flights have landed from their destination in the past three financial years;

(2) what (a) investigations have been undertaken in this regard, (b) was the outcome in each instance, (c) new (i) processes, (ii) procedures and (iii) mechanisms have been put in place to prevent these incidences from reoccurring and (d) have been the cost to Airports Company South Africa in each specified financial year in this regard;

(3) what (a) suspensions, (b) changes, (c) disciplinary action or (d) any other similar actions have taken place in this regard at each airport in each financial year? NW817E

**REPLY:**

**Airports Company South Africa SOC Limited (ACSA)**

1. **In terms of the IATA baggage policy, the airline is accountable and responsible for the passenger’s baggage. According to the IATA codes, delayed, damaged and/ stolen bags are recorded by either the airline or its handling company on behalf of the passenger which is handled as a claim.**
2. **See above answer to question (1).**
3. **When an airport official and/or staff is involved or positively implicated in pilferage, their access permit cards are blacklisted by ACSA and the matter is reported to SAPS.**