

# NOTICE

## LOST PROPERTY DOCUMENTATION REQUIREMENTS

Passengers may collect lost and found items from the **Airport Manager Office or Material Management Department (MM dept.)**, AAI, NSCBI Airport, **Kolkata**, (depending on where the lost&found property is located) after due verification. Passengers must adhere to the following guidelines and provide the necessary documentation.

◆ **For Lost Property Collection:** Passengers must **contact the Airport Manager's Office** at the respective airport.

☎ **Airport Manager's Office Contact (NSCBI Airport, Kolkata): 033-2569-1002**

### ◆ **Timelines for Collection:**

- **After 24 hours** from the receipt of the lost item, collection will be facilitated through the **AAI Store (MM Dept.)**, which operates on working days (Monday to Friday) from 10:00 AM – 4:00 PM, except on holidays.
- **Due to administrative reasons, lost property claims & related enquiries cannot be processed** at the Airport Manager's Office between 2:30 PM and 5:30 PM (Monday to Friday). Kindly visit/contact at a different time.

## Documents Required for Personal Collection

Passengers collecting their lost property in person must present the following:

1. **Original or photocopy** of the **boarding pass** or a **travel certificate** issued by the concerned airline
2. **Original/Photocopy/Xerox** of any one of the following identification documents:
  - PAN Card
  - Passport
  - Driving License
  - Voter ID
  - Aadhaar Card

## **Documents Required for Collection by an Authorized Representative**

If the lost item is being collected by an authorized representative on behalf of the passenger, the following **ADDITIONAL** documents are required along with the above-mentioned documents:

1. **Authorization Letter** (including the **authorized person's signature**, attested by the passenger, **a description of the lost item, and the authorized person's name and address**).
2. **Original and Photocopy** of any one of the following identification documents of the **authorized representative**:
  - PAN Card
  - Passport
  - Driving License
  - Voter ID
  - Aadhaar Card

**If Lost & Found property is kept at MM Dept., Contact Information of Material Management Dept. (MM Dept.), AAI, NSCBI Airport, Kolkata:**

 **Phone Number:** 033-3987-4184

 **Working Hours:** Monday to Friday, 10:00 AM – 4:00 PM (Closed on Saturdays & Sundays)

 **Lunch Break:** 2:00 PM – 2:30 PM

 **MM dept. Location:** <https://maps.app.goo.gl/gMkAzkuhR5PeY93U7>

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## **IMPORTANT NOTICE**

1. **Collection Deadline:**
    - Lost items must be claimed within **90 days** from the date of receipt.
    - After **90 days**, unclaimed items will be **disposed of in accordance with government regulations**, and AAI will not entertain any further claims.
  2. **Perishable Items:**
    - Perishable items are stored for upto **48 hours only** based upon perishability before being **disposed off**.
  3. **Condition of Lost Property:**
    - Items are **stored on an “as-is, where-is” basis**.
    - AAI **is not liable** for any damage or deterioration of lost property while in custody.
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