

SOP for claiming Lost&Found items at Pune Airport

How to Apply

Lost Property means any property which, while not in proper custody, is found on any premises, belonging to the authority or under its overall control or in any aircraft on any such premises.

Procedure to claim lost property

1. The item may be claimed by the owner and should be in the possession of the following documents:
 - A. Copy of Boarding pass /proof of journey
 - B. Copy of passport/ID card issued by any govt. unit
 - C. Details of items being claimed

2. Authorised person should carry the following documents:
 - A. Letter of authorisation to collect item on behalf of owner
 - B. Copy of Boarding pass
 - C. Owner's Govt. authorised photo ID card preferably AADHAR card/Licence/PAN card
 - D. Photo ID card of the person authorised to collect.

Note: Item must be collected within 90 days from the date of receipt of item. On expiry of 90 days, it will be disposed of as per GOVT. directives/guidelines. AAI will not be liable for any type of further claim.

Perishable items are kept for 48 hours after which they will be disposed of. The lost property is kept on as is where is basis. AAI is not liable for any damages to any lost property under its custody.

Collection of Lost items:

For collection of lost items kindly contact the Airport Manager Office of Pune Airport airport on above mentioned telephone numbers.

Users are requested to collect the item from Pune airport within 10 days on receiving the confirmation of claim approval.

After 24 hrs from the date of receipt of the lost item it can be collected from AAI Stores which is available on working days MON-FRI during 0930 to 1800 hrs except holidays.