



**CIVIL AVIATION AUTHORITY**  
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**Press Release**

**PCAA PUBLIC AWARENESS DRIVE TO SHARE THE RIGHTS OF AIR PASSENGERS**

**Islamabad:** Pakistan Civil Aviation Authority (PCAA) has taken an initiative to educate general public on their air passenger rights related to baggage loss, damage or delays by the airline in getting checked baggage to the passenger.

The passenger is entitled to claim compensation for destruction, damage, loss or delay of his baggage on a flight by an airline as per Carriage by Air Act 2012.

These rights are available for both domestic and international passengers whereas the compensation for domestic checked-in baggage is Rs.1,000/KG and for international baggage approximately Rs. 135,000/- irrespective of weight and value.

The baggage loss or damage must be reported to the airline representative within 7 days. Full compensation will be given after 21 days by the airline in case baggage could not be found.

In this regard, a comprehensive campaign has been initiated by PCAA where information pertaining to passenger rights is displayed prominently at different locations throughout the airport especially in both domestic and international arrival lounges. Moreover, public awareness messages on this particular subject are addressed by PCAA through periodic announcements at the airports.

PCAA is at the forefront for providing best airport services and assistance to its passengers, ensuring safe and secure air travel for both domestic and international passengers.

  
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