

## Standard Operating Procedure (SOP)

Doc No. KNIA/SOP/TO-301

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### Subject: Handling of Lost and Found Property

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#### 1. **PURPOSE**

- 1.1 To safeguard, preserve and return all Lost & Found Property (LFP) to the rightful owner post verification else to process disposal.

#### 2. **SCOPE**

- 2.1 This Standard Operating Procedure (SOP) covers all the LFP received by the Duty Terminal Manager (DTM) in the airport premises of Kazi Nazrul Islam Airport (KNIA), Durgapur and its disposal to the rightful owner.

#### 3. **PROCEDURE**

- 3.1 Any Lost (& retrieved) or unclaimed property must be handed over to the KNIA DTM, in the same condition as it is found in and inform the DTM of the circumstances in which it was found. Such property will immediately be screened by KNIA Security Staff.

- 3.2 The KNIA DTM shall be responsible for maintaining a Lost and Found register. The Lost and Found Register will have following details :-

Date & Time Description of Item(s), Name of the Person Handing over, Organization/Address (Airport Entry Pass) AEP No., Contact No., Signature, Remarks and Signature of Duty Terminal Manager. Will have description of Name of the Person (Item handed over to), Organisation/Address, Contact Number, Signature, Remarks and Signature of Duty Terminal Manager.

- 3.3 Immediately DTM shall endorse complete details in the LFP register and will obtain signature of person handing over item(s). Additionally colour, brand and model number shall also be endorsed to identify the item(s).

- 3.4 The register shall be put up for review of APD every month.

- 3.5 Overwriting should be avoided. However, in case an entry is required to be amended or cancelled, it should simply be scored over in such a way that scored over part is clearly visible. All such corrected/amended/cancelled entries should be counter signed by the DTM.

- 3.6 Lost and found items, unclaimed property shall be handed over to KNIA DTM as soon as possible.

- 3.7 In the event that any lost property before being delivered to the safe custody of the DTM's office, is claimed by a person who satisfies the KNIA DTM that he/she is the rightful owner, it shall be returned to that person immediately. The person claiming the lost property should give his/her name and address to the KNIA DTM.

- 3.8 **Restoration of Lost Property-** On being approached/contacted by a claimant for restoration of the LFP the following procedure shall be adopted:

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- 3.8.1 A written request from the Owner or claimant for Article which was found in the KNIA premises shall be obtained;
- 3.8.2 The details/specifications of the item shall be enquired from the claimant by the DTM, properly verified and on satisfaction only; the article shall be restored;
- 3.8.3 If the claimant is/was a passenger then a copy of proof of travel shall be collected
- 3.8.4 Proof of identity (photo identity card issued by the Government) shall be enclosed along with the written request.
- 3.8.5 In case a representative of the claimant comes for receiving the LFP, an authority letter and a copy of boarding pass in case the claimant was a passenger shall be collected from him/her without fail apart from the proof of identity;
- 3.8.6 In case of any doubt, the items shall not be handed over to the claimant giving him/her benefit of doubt and the matter shall be referred to APD.
- 3.9 **Disposal of Lost Property** – If any lost property retained at the DTM Office is not claimed within three months from KNIA on which it was received/found at the DTM Office, KNIA management shall dispose of as deemed fit at the best reasonable price which will be determined in consultation with a Government Assessor or Government approved Assessor.
- 3.10 Notwithstanding the forgoing, if any lost property retained by DTM Office is of perishable nature, and if within 24 hours from the time when it was found and it was not restored, KNIA management shall dispose of it immediately at the best reasonable price or as deemed fit and maintain a record.
- 3.11 Notwithstanding the above a lost/unclaimed property which is or may become objectionable, may be destroyed or otherwise disposed of in the following manner:
- Arms, Ammunition, Explosives or any objectionable items shall be deposited with Local Police Authorities(WBP).
  - Narcotics, Drugs, Currency Notes and all items of foreign origin shall be deposited with the Local Police Station with proper receipt.
  - Official documents including Licenses, Passports and any other form of I.D. Cards shall, wherever practicable, be returned to the appropriate Government Department for ascertaining the nature of the contents or to Local Authorities or other body or person responsible for issuing them or for controlling or dealing in them.
- 3.12 Examination of Lost/Unclaimed Property - Where any lost property is contained in a package / bag or other receptacle, the DTM may cause such package, bag or other receptacle to be opened and the contents examined or require the claimant to open and submit it and its contents for examination, for the purpose of either –
- Of identifying and tracing the owner of the lost property, or
  - To take rightful action as deemed fit by the DTM.

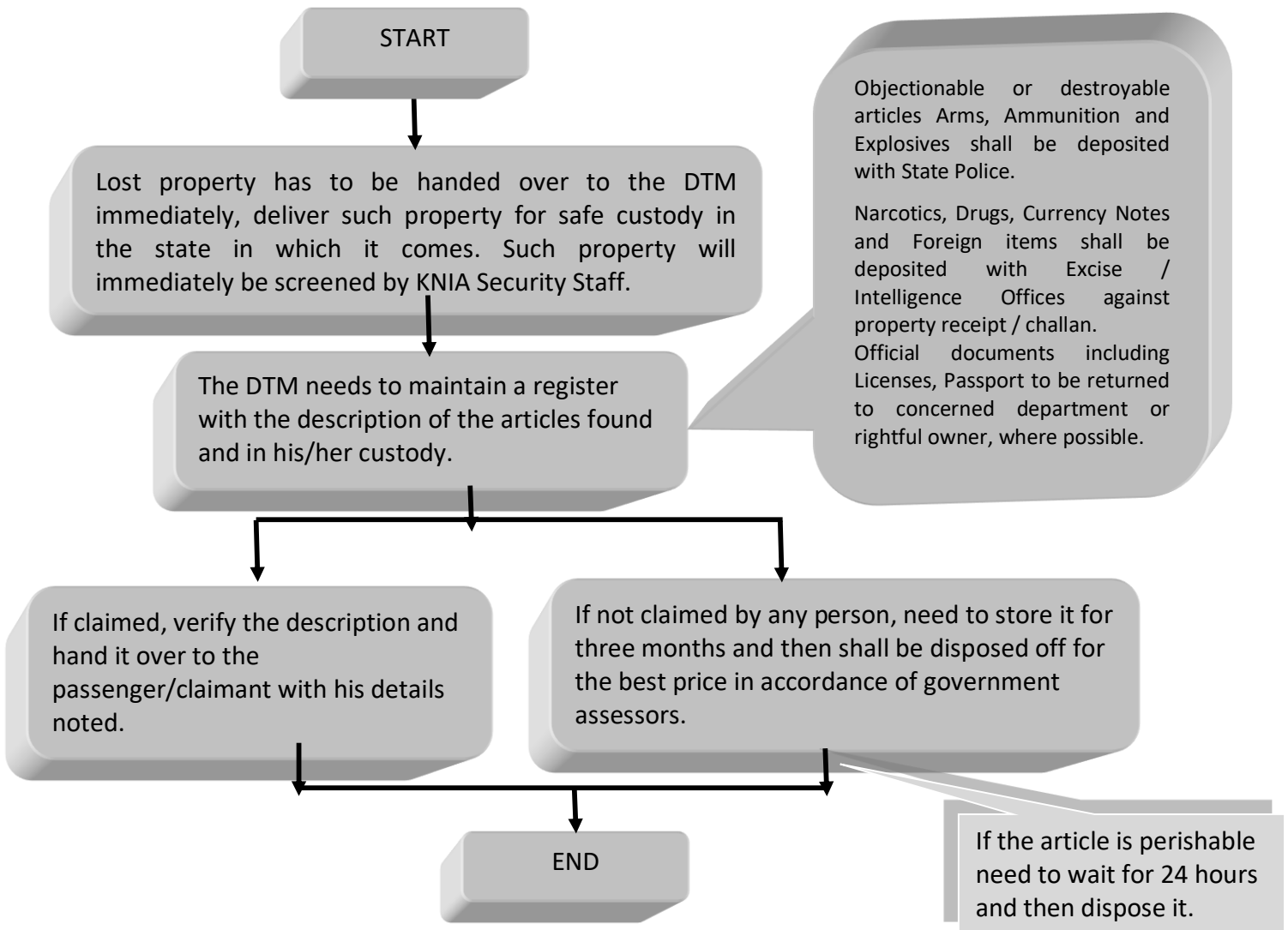
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3.13 A person whose property has been disposed of under these regulations shall upon proper verification, be entitled to receive the proceeds of the sale, if any, after deduction of reasonable expenses, which shall not exceed 25 percent by KNIA Management.

4. Helpline / Queries?

Telephone: 0341-7180326





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## Acknowledgment Receipt

Received the following Article(s) in good condition from KNIA.

Description of the Article/s:

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I have been authorized to collect the Article/s by Mr. /Ms. .... to whom the Article/s belongs. I undertake to hand over the Article in good condition to him/her. I shall be responsible for any loss or damage to the Article/s handed over to me by KNIA.

Signature: .....

Full Name (in block Letters): .....

Full Address: .....

Mobile Number: .....Residence Tel. No: .....Office Tel. No: .....

Date: .....

### FOR OFFICE USE ONLY

Proof of Identity: .....

Documents verified by -

Handed over by: Name ..... Signature.....  
(Block Letters)

Date -