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Air India CEO Calls for Reform as Safety Concerns Mount

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Air India’s CEO and Managing Director, Campbell Wilson, has called on employees to respond professionally to recent scrutiny over safety concerns, urging a focus on long-term operational improvements. In an internal message reviewed by several media outlets, Wilson emphasised that while not all criticism is fair, it offers an opportunity to address internal shortcomings.

The airline has recently drawn attention from the Directorate General of Civil Aviation (DGCA), which issued four show-cause notices to Air India. These notices cite lapses related to crew fatigue management, training standards, and procedural compliance. The DGCA's intervention followed multiple incidents, including technical snags, flight delays, and maintenance irregularities reported across domestic and international routes.

Although no major accidents have occurred, Wilson acknowledged that the increase in reported safety issues demands corrective measures. "People doing the right thing all the time, not just when someone is watching, is how we build a safer, more reliable airline," he wrote, according to Indian Express and Business Standard reports.

In response to regulatory concerns, Air India has initiated a "Safety Pause" campaign. This internal programme involves a fleet-wide inspection of operational procedures, with particular focus on Boeing 787 and 737 aircraft. Wilson confirmed that no critical issues were discovered during the checks. The airline has assured regulators that corrective training sessions and internal audits are underway.

Air India also announced that it is working closely with the DGCA to implement enhanced safety standards across departments. Wilson's message highlights a shift toward greater accountability, noting that a sustainable safety culture relies on each individual's commitment, not just oversight from above.

The airline aims to resume full operations by October 1, with phased service normalisation beginning August 1. The move follows temporary disruptions to some schedules, which the airline described as "precautionary."

With increasing pressure to meet global aviation benchmarks, Air India's leadership appears determined to restore public and regulatory trust. As the carrier undergoes structural reforms under the Tata Group's ownership, its response to recent scrutiny may prove pivotal to its long-term reputation.