

Air India Faces Renewed Scrutiny Over In-Flight Hygiene



Air India is facing a new round of scrutiny over its hygiene standards after passengers reported finding cockroaches on a recent flight. The incident, which occurred on flight AI180 from San Francisco to Mumbai via Kolkata, has prompted the airline to issue an apology and launch a comprehensive investigation, according to a statement from an Air India spokesperson.

The airline confirmed that two passengers were "bothered by the presence of a few small cockroaches on board." In response, the cabin crew promptly relocated the affected passengers to other seats within the same cabin, where they were "comfortable thereafter." The incident adds to a series of recent challenges for the Tata Group-owned carrier, which has been working to rebrand its services and restore its reputation.

The airline stated that during the flight's scheduled fuel stop in Kolkata, ground crew conducted a "deep cleaning process" to address the issue before the aircraft continued its journey to Mumbai. Air India acknowledged that despite its "regular fumigation efforts," insects can sometimes enter an aircraft during ground operations. The airline has promised a full investigation to determine the source of the infestation and implement measures to prevent a recurrence.

This is not the first time Air India has faced public criticism over its cleanliness. Last year, a passenger on a Delhi-New York flight reported finding a cockroach in her in-flight meal, leading

to her child falling ill. Another incident involved a metal blade found in a meal on a Bengaluru-San Francisco flight. These repeated hygiene lapses, coupled with recent technical issues and flight delays, have fueled public frustration and raised questions about the airline's maintenance and service standards.

The airline's apology and commitment to an investigation may not be enough to satisfy a public increasingly demanding higher standards. The incident highlights the challenges Air India faces as it seeks to compete with global carriers and underscores the critical importance of hygiene and safety in maintaining passenger trust and brand reputation.