

ALAIRPORT SERVICES LIMITED

(पूर्व एअर इंडिया एअर ट्रांसपोर्ट सर्विसेज़ लिमिटेड / Formerly known as AIR INDIA AIR TRANSPORT SERVICES LIMITED)
पंजीकृत कार्यालय 2 :रा तल, जीएसडी भवन, एअर इंडिया कॉम्प्लेक्स, टर्मिनल2-, आईजीआई एअरपोर्ट, नई दिल्ली-110 037, भारत
Regd Office: 2nd Floor, GSD Building, Air India Complex, Terminal-2, IGI Airport, New Delhi-110037, India
सीआईएन/CIN: U63090DL2003PLC120790

Ref No: AIASL/05-03/HR/323 Date: 29.06.2024

RECRUITMENT EXERCISE AT MUMBAI INTERNATIONAL AIRPORT

Sr. No	Position	Station	No. of Vacancies
1	Sr. Customer Service Executive	MUMBAI	343
2	Customer Service Executive	WIUWIDAI	706

AI AIRPORT SERVICES LIMITED (formerly known as Air India Air Transport Services Limited) (AIASL) wishes to fill in existing vacancies as per the estimated requirements and maintain a wait-list for vacancies arising in future. Indian Nationals (Male & Female) who meet with the requirements stipulated as mentioned herein, may apply for various posts at MUMBAI INTERNATIONAL AIRPORT posts on a Fixed Term Contract basis (3 years) which may be renewed subject to their performance and the requirements of the AI Airport Services Limited. The Number of vacancies given below are indicative and may vary as per the operational requirement.

The reservation will be as per the Presidential Directives. The actual reservation of vacancies would depend upon the prevailing strength at the time of appointment.

AI Airport Services Limited (AIASL) is under Ministry of Civil Aviation (MOCA) and formed with an aim to provide unified Ground Handling services (Ramp, Passenger, Baggage, Cargo Handling and Cabin Cleaning).

AI Airport Services Limited is a leading Ground Handling Service provider in India and offers Ground Handling Services at major airports in India. AIASL presently provides Ground Handling Services at 82+ airports. Apart from handling the flights of Air India, Air India Express & Alliance Air also provided for 51 foreign scheduled airlines, 4 domestic scheduled airlines, 8 Seasonal charter airlines, 23 foreign airlines availing Perishable Cargo handling.

From being the first and only Ground Handler in India to handle the Airbus A380 on its maiden flight to India, to handling the futuristic 787 Dreamliners at major Airports in India.

Vision:

• To be the Leader in providing World Class Ground Handling services at all Indian Airports and expand Globally.

Mission:

- Provide safe, reliable and on-time services
- Deliver the highest quality of service at all Indian Airports
- Provide State-of-the-Art Ramp Equipment
- Be the epitome of Indian Hospitality

Processes:

- Continuously improve standards of safety and efficiency
- Continuous modernization and upgrade of ramp equipment

People:

- To maintain an energetic, qualified & a highly motivated professional team
- Maintain high degree of work ethics

Sr. No.	Position	Qualifications & Experience	Salaryin INR Per Month	Upper Age Limit
01	Sr. Customer Service Executive	Graduate under 10+2+3 pattern from a recognized with 5 years of experience in any of the area or combination thereof, of fares, reservation, ticketing computerized passenger check in/ cargo handling. Should be proficient in use of PC. Good command over spoken and written English apart from that of Hindi.	Rs. 28,605/-	GEN: 33 Years Candidates belonging to OBC category are entitled to 3 years' age relaxation and Candidates belonging to SC/ST category are entitled to 5 years' age relaxation, in upper age limit, as per Government rules

Nature of Job Function – Sr. Customer Service Executive:

At the Airport, mainly Passenger Check-in, Airline ticket reservation, Boarding and all Terminal Functions. Passenger as well as Airlines satisfaction is the key requirement.

Work pattern will be three shifts including night shift irrespective of gender and one weekly off on rotation basis.

Career Progression based on performance and number of years. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility.

Sr. No.	Position	I III A III CATIONS X7 H VNGPIGNCO	Salaryin INR Per Month	Upper Age Limit
02	Customer Service Executive	Graduate from a recognized university under 10+2+3 pattern. Preference will be given to candidate having Airline/GHA/Cargo/Airline Ticketing Experience or Airline Diploma or Certified course like Diploma in IATA-UFTAA or IATA-FIATA or IATA-DGR or IATA CARGO. Should be proficient in use of PC. Good command over spoken and written	Rs. 27,450/-	GEN: 28 Years Candidates belonging to OBC category are entitled to 3 years' age relaxation and Candidates belonging to SC/ST category are entitled to 5 years' age relaxation, in upper age limit, as per Government rules.
		English apart from that of Hindi.		

Nature of Job Function – Customer Service Executive:

At the Airport, mainly Passenger Check-in, Airline ticket reservation, Boarding and all Terminal Functions. Passenger as well as Airlines satisfaction is the key requirement.

Work pattern will be three shifts including night shift irrespective of gender and one weekly off on rotation basis.

Career Progression based on performance and number of years. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility.

HOW TO APPLY:

Applicants meeting with the eligibility criteria mentioned in this advertisement, as on 1st July, 2024, advised to fill up the Application Format through online Google format as per the link given below, latest by 14th July, 2024.

https://forms.gle/S5rQCeWWZbz9Qewt8

Please note, eligible and shortlisted candidates will be called for further selection/Interview process. Date, Time and Venue would be notified to such eligible candidates to appear for further selection process/interview. Such candidates would have to bring along the Application Format, duly filled in, as per application format given in this advertisement below. Copies of the testimonials/certificates, as per the list, shall be attached. A non-refundable Application Fee of Rs.500/- (Rupees Five Hundred Only) by means of a Demand Draft in favor of "AI AIRPORT SERVICES LIMITED", payable at Mumbai to be attached to the application format. No fees are to be paid by Ex-servicemen / candidates belonging to SC/ST communities. Please write your Full Name & Mobile number at the reverse side of the Demand Draft.

Note: Application forms sent by Hand/Post will not be accepted. Application to be strictly filled through Online Google Format only on the link given above. Eligible candidates will be called for further selection process shortly later.

Following documents are required, while appearing for interviews:

- a. A recent (not more than 3 months old) colored passport size photograph of the fullface (front view) should be pasted neatly in the space provided in the application form.
- b. Self-attested copies of the supporting documents as mentioned in the Tabulation 'List of Documents (copies) to be attached with the Application' of these Advertisement to be submitted along with the application. Original Certificates should not be submitted along with the application but should be brought for verification. The Company is not responsible for returning any original copy/ies of Certificates /Testimonials submitted with the application.
- c. Bring your valid Passport along with one set photo copy (if available).
- d. Candidates belonging to OBC category must submit a duly attested photocopy of the Caste Certificate in the format as prescribed by Government of India, issued by the Competent Authority. The certificate, inter-alia, must specifically state that the candidate does not belong to socially advanced sections excluded from the benefits of reservation for OBC in civil posts and services under the Government of India. The Certificate should also contain the 'Creamy Layer' Exclusion clause. The OBC Certificate produced by the candidates should be as per the Central List of OBCs published by the Govt. of India and not by the State Government.
- e. Eligible candidates working in the AI Airport Services Limited can also apply for the said post and if selected, they would be considered with service and pay protection.
- f. Applicants working in Government / Semi-Government / Public Sector Undertakings or autonomous bodies, must appear with the completed Application Form routed through proper channel or along with "No Objection Certificate" from their current employer.
- g. The advertisement for this recruitment is being published on our company website, hence please visit our company website www.aiasl.in.
 - Management reserves the right to change in above schedule/conditions, based on requirements.

GENERAL CONDITIONS:

- a. The short listed suitable candidates will be considered for engagement on a Fixed Term Contract basis <u>subject to their turn in merit order</u>, <u>availability of vacancies in consideration with reservation for SC/ST/OBC</u>. The prospective candidate should be fit to carry out the duties of the post.
- b. Period of Contract: Fixed Term Contract basis, if offered. Presently the contract is for Three year and same is renewable subject to assessment on the performance. This Contract could also be terminated earlier at the discretion of the Management during the tenure of contract, and/or in the event of unsatisfactory performance. The job is transferable to any station in India.
- c. Consideration of SC/ST/OBC/Ex-Servicemen/Economically Weaker Section candidates will be as per the Government Directives on reservation of posts.
- d. SC/ST candidates who are eligible for the post & residing beyond 80kms. from the venue and not employed in any Government / Semi-Government / Public Sector Undertaking or Autonomous Bodies, will be reimbursed second class to & fro rail / bus fare by the shortest route as per rules, subject to submission of a request in the prescribed format and on production of evidence to that effect.
- e. Applications which are unsigned or incomplete or mutilated will not be considered. Hence application should be complete in all respects.
- f. The applicants must ensure that they fulfill all the eligibility criteria, as on **01**st **July**, **2024**, and that the particulars furnished by them in the application are correct in all respects. At any stage of the Selection Process, if the particulars provided by the applicants in the application or testimonials attached/provided are found incorrect / false or not meeting with the eligibility criteria prescribed for the post, the candidature is liable to be rejected and, if appointed, services will be terminated, without giving any notice or reasons therefore.
- g. Candidates those who are engaged in AIASL and who fulfill the given criteria may also apply.
- h. Candidates those who were engaged in AIASL on a Contractual Basis in any category and got terminated on any grounds should not apply, as they will not be considered. In case if their termination is found out at any stage their candidature/engagement will be cancelled without giving any notice or assigning reasons therefore.
- Any canvassing by or on behalf of the candidate or bringing political or other outside influence, with regard to their engagement / selection shall be considered as DISQUALIFICATION.
- j. AIASL always recruit its Manpower through its HR Department directly and no other Agency or Institute involved in the process. Hence do not misguided by any outsiders or touts or false Notifications in Social Media.
- k. Prescribed format of Application is given below:



AI AIRPORT SERVICES LIMITED

(A Direct Recruitment and No Agency/Institute Involved)

ADVT : June -2024

For Office Use Only

Advertisement	Employment Exchange	SC/ST/ OBC/EWS /GEN/ Ex-SM	Token No.	Eligible/ No Eligible (E/NE)	ot-	Remarks
Token / slip issued at the time of Registration to be attached withApplication Signature of the registering Officer						
To,	To, The Incharge, HR Department					
AI AIRPORT (Formerly k	AI AIRPORT SERVICES LIMITED (Formerly known as AIR INDIA AIR TRANSPORT SERVICES LTD.) CSMI Airport, Sahar, Mumbai 400099.					Recent colour Photograph & sign across
POSITION A	APPLIED FOR :					
Selected St	ation : MUMBA	\I				
EMPLOYME!	THRU EMPLOYM NT REGISTRATI	ON NO		:	YE	S / NO
	(ALSO ATTACH COPY OF REGISTRATION CARD) 1. Full Name: (In BLOCK letters)					
First	First Middle Surname					
2 Father's N	ame:					
3. Date of I	3. Date of Birth: (DD / MM / YYYY)					

4. Place and State of Birth:

-	•		sidence (with				
-	•			STD ('ode)		
		NO.:			-		
		(Ma	andatory)		(M	andatory)
6.	Gender :	Male	/ Female				
7.	Marital Sta	atus : Mark 'ì	X' in appropria	te box.			
U	nmarried	Married	Divorcee		low (er)	Separat	ted
10.11.12.13. a) V CAS	PAN No : Aadhar C Whether S	ard No	BC / EWS /	GENERA	L :(ALSO	MENTIO	N SUB-
Sub-Cas	ste SC		ST	OBC	EWS		Genera
				1. 6	X' in the a		

c) Whether from Police Services : (Furnish details)			Yes/No	0	
	. / Public Secto aclose "No Obje	ction Certif	ficate".	nomous bod	y
Examination(s) Passed (Specify Degree e.g.BA/BSc/BCom, etc. / Diploma / Course)	Name of the University / Institution	M Ye	ate, onth & ear of assing	Duration	Percentage of marks (Class / Division)
10 th Grade					
12 th Grade					
Diploma Course					
Graduate Degree					
Post Graduate Degree					
BE or its Equivalent					
MBA or its equivalent					
Any other (Specify)					
15. Fluency in langu	ages: Mark 'X' i	in appropr	iate column	1.	
Languages		Read	Speak	Write	Remarks*
a) English					

* Indicate whether any Certificate / Language Course done and the

duration of thecourse, along with a copy of such Certificate.

b) Hindi

c) Local (Specify)d) Mother Tonguee) Others (Specify)

Post		Period of Service		N. mbon of	Natura of Lo
Hel	d	From	То	Number of years of Experience	Nature of Jo
_					
eg.,	Licen	ce No.	Date of i	ssue	Valid upto
				at the time of at MUMBAI .	the exercise.
	RT SERV		D) payable		the exercise.
	riving Li		riving Licence held: eg., Licence No.	-	-

Name	Designation	Company	Relationship

20. <u>Declaration</u> : I hereby certify that the correct to the best of my knowled suppressed any material fact or facture statement. I am aware that in case I have suppressed any material fact or factual in the eligibility criteria according to the activation will be rejected / services terminated assigning reasons therefore. Place:	lge and belief. I have not al information in the above re given wrong information or information, or I do not fulfill dvertisement, my candidature
Date :	(Signature of applicant)

<u>List of Documents (copies) to be attached with the Application</u>: (Please also bring all ORIGINAL DOCUMENTS/CERTIFICATES forverification)

1.	Application Fee, wherever applicable
2.	School Leaving Certificate
3.	10th Std / Matriculation Mark-sheet and Passing Certificate
4.	12th Std / Pre-Degree Mark-sheet and Passing Certificate
5.	1 st Year Graduation Mark-sheet
6.	2 nd Year Graduation Mark-sheet
7.	3 rd Year Graduation Mark-sheet
8.	4th Year Graduation Mark-sheet
9.	Degree Certificate
10.	Provisional Degree Certificate (2022 – 2024 pass out)
11.	Diploma Course
12.	Post Graduation Degree Certificate/ Provisional PG Degree Certificate)
13.	MBA- Mark Sheet of each year and Certificate.
14.	Any other qualification
15.	Caste Certificate in case of SC/ST/OBC candidates
16.	Discharge Certificate in case of Ex-Servicemen
17.	Experience Certificates (till date)
18.	Nationality / Domicile Certificate
19.	PAN Card Copy
20.	Aadhar Card Copy
21.	Income and Asset Certificate in case of EWS candidates

OBC Certificate Format

FORM OF CERTIFICATE TO BE PRODUCED BY OTHER BACKWARD CLASSES APPLYING FOR APPOINTMENT TO POSTS / ADMISSION TO CENTRAL EDUCATIONAL INSTITUTIONS (CEIS), UNDER THE GOVERNMENT OF INDIA

This	is to certify that Shri/Sr	nt./Kum		Son/Daughter of Shri/Si	mt.
		of			
Distr	rict/Division	in	the		
State	e belongs to the	Commı	unity which is	recognized as a	
back	wardclass under:				
	Resolution No. 12011/ India ExtraordinaryPar			published in the Gazette of 9/93.	
(ii)	Resolution No. 12011/9	9/94-BCC dated 19	9/10/94 publi	shed in the Gazette of India	
	Extraordinary Part ISec			ala di alba Carana di alba	
(iii)	Extraordinary Part ISec	•	• •	shed in the Gazette of India	
(iv)	Resolution No. 12011/9		, ,		
	•	•	•	shed in the Gazette of India	
(')	Extraordinary Part ISec	•	•	oned in the dazette of maid	
(vi)	Resolution No. 12011/2				
	Resolution No. 12011/9	-			
(viii)	Resolution No. 12011/6	58/98-BCC dated 2	27/10/99.		
		=	•	shed in the Gazette of India	
	Extraordinary Part ISec	ction I No. 270 date	ed 06/12/99.		
				published in the Gazette of	
	India ExtraordinaryPar	t I Section I No. 71	dated 04/04/	/2000.	
	· · · · · · · · · · · · · · · · · · ·			published in the Gazette of	
	India ExtraordinaryPar		•	•	
	Resolution No. 12015/9	•			
	Resolution No. 12011/1	-			
	Resolution No. 12011/4	•			_
				published in the Gazette of	
	India ExtraordinaryPar		•	•	
(xvi)	Shri/Smt./Kuma		-		
l / .				e. This is also to certify that	
•	9	. ,		ver) mentioned in Column 3	
				ersonnel & Training O.M. No d vide OM No. 36033/3/2	
	(Res.) dated 09/03/200		icii is illoullie	u vide OM No. 30033/3/20	JU4
LSII.	(Nes.) dated 0 7/03/200	'T.			
		Dis	strict Magristr	ate/Deputy Commissioner	etc
			J	. 1 0	
	_ ,				
	Dated			Seal	

NOTE:

- (a) The term 'Ordinarily' used here will have the same meaning as in Section 20 of the Representation of the People Act, 1950.
- (b) The authorities competent to issue Caste Certificates are indicated below:
- (i) District Magistrate / Additional Magistrate / Collector / Deputy Commissioner / Additional Deputy Commissioner / Deputy Collector / Ist Class Stipendiary Magistrate / Sub-Divisional magistrate / TalukaMagistrate / Executive Magistrate / Extra Assistant Commissioner (not below the rank of Ist ClassStipendiary Magistrate).
- (ii) Chief Presidency Magistrate / Additional Chief Presidency Magistrate / Presidency Magistrate.
- (iii) Revenue Officer not below the rank of Tehsildar and
- (iv) Sub-Divisional Officer of the area where the candidate and / or his family resides. Caste Certificate issued from Maharashtra State must be validated by social welfare Department of Maharashtra Government

FORM OF CASTE CERTIFICATE FOR SC/ST

This is to certify that Shri*/S	Smt/Kumari	Son/Daughter of
	/District/Division*	
-	•	to the Caste*/Tribe which is
recognised as a Scheduled C	•	
*The Constitution Scheduled	•	
*The Constitution Scheduled	•	
•) (Part C States) Order, 1951;
) (Part C States) Order, 1951;
= -		Tribes List (Modification Order,
•		ab Reorganisation Act, 1966, the
		n Areas (Reorganisation) Act,1971
and the Scheduled Castes ar	id Scheduled Tribes Orders	
(Amendment) Act, 1976.]		. 0 1 4056
	nd Kashmir)* Scheduled Cas	
		duled Tribes Order, 1959, as
5	Castes and Scheduled Tribes (dra and Nagar Haveli)* Scheo	, ,
The Constitution (Dadra ar	nd Nagar Haveli) Scheduled '	Tribes Order, 1962.
•	erry) Scheduled Castes Order	·
-	adesh) Scheduled Tribes Ord	
	nan and Diu) Scheduled Caste	
•	man and Diu) Scheduled Tril	
1968. *TheConstitution (Na	galand) Scheduled Tribes Or	der, 1970.
=	Scheduled Castes Order, 1978	
*The Constitution (Sikkim)	Scheduled Tribes Order, 1978	8
*The Constitution (Jammu &	& Kashmir) Scheduled Tribes	Order, 1989.
*The Constitution (SC) Orde	ers (Amendment) Act, 1990.	
*The Constitution (ST) Orde	ers (Amendment) Ordinance	Act, 1991.
	ers (Amendment) Ordinance	
-	ed Castes) Orders (Amendme	
•	ed Castes) Orders (Second An	
	Scheduled Tribes Orders (Am	
	se of Scheduled Castes/Sched	-
_	te/Union Territory Administ	
	the basis of the Scheduled Ca	•
	Shri/Shrimati*	
	of Shri/Shrimati/Kumar	
	in /District/Division*	
· · · · · · · · · · · · · · · · · · ·	who belongs to the	•
	cheduled Caste/Scheduled Tr	
Station/Union Territory* iss	sued by the	dated ordinarily reside(s) in Village/Town*
5. Siii i/ Siii iiiidu/ Kuiii	ct/Division* of the State/Unio	on Territory * of
	ety Division of the State, only	
Signat	cure	
Date	Designation	(with seal of Office)
State/Union Territory	* Please delete th	ne words, which are
	quote specific Presidential	
Paragraph, which is n		

Note: (a) The term 'ordinarily reside'(s) used here will have the same meaning as in Section 20 of the Representation of the People Act, 1950.

The following Officers are authorised to issue caste certificates:

- 1. District Magistrate / Additional District Magistrate / Collector / Deputy Commissioner / Additional DeputyCommissioner/Deputy Collector / 1st Class Stipendary Magistrate/Sub Divisional Magistrate/Taluka Magistrate/Executive Magistrate/Extra Assistant Commissioner.
- 1. Chief Presidency Magistrate/Additional Chief Presidency Magistrate/Presidency Magistrate.
- 2. Revenue Officer not below the rank of Tehsildar.
- 3. Sub-Divisional Officer of the area where the candidate and/or his family normally resides.
- 4. Certificates issued by Gazetted Officers of the Central or of a State Government countersigned by the DistrictMagistrate concerned.
- 5. Administrator/Secretary to Administrator (Laccadive, Minicov and Amindivi Islands).

Ani	nexu	re-

Government of (Name & Address of the authority issuing the certificate)

Cortific			
Certino	cate No.		Date:
		VALID FOR THE YEAR	
	This is to certify that	Shri/Smt./Kumari permanent resident of	son/daughter/wife of VIIIage/Street
SQUILITE.	Post Office	District	in the State/Union Territory
	Pin Coc	de whose photograph	n is attested below belongs to of his/her 'family'** is below Rs. 8
I. II. III. IV.	Residential plot of 200 s	nd and above; sq. ft. and above; q. yards and above in notified muni q. yards and above in areas other t	han the notified municipalities.
2.	Shri/Smt./Kumari	bolongs to ste, Scheduled Tribe and Other Bad	the caste which is not
		Signature	with seal of Office
			Dasignation
	: Passport size		Dasignation

income covered all sources Le. salary, agriculture, business, profession, etc.

"Note 2.The term "Family" for this purpose include the person, who seeks beneft of receivation, his/her parents and ablings below the age of 18 years as also bis/her spouse and children below the age of 18 years.

***Note 3: The property held by a "Family" in different regularies or different places/cities have been clubbed white applying the land or property holding test to determine EWS status.

The Income and Asset Certificate issued 'by any one of the following authorities in the prescribed format as given in Annexure-I shall only be accepted as proof of candidate'sclaim as 'belonging to EWS: -

- (i) District Magistrate/Additional District Magistrate/ Collector/ Deputy
 Commissioner/Additional' Deputy Commissioner/ 1st Class Stipendary 3
 Magistrate/Sub-Divisional Magistrate/ Taluka Magistrate! Executive Magistrate/
 Extra AssistantCommissioner
- (ii) Chief Presidency Magistrate/Additional Chief Presidency Magistrate/ Presidency Magistrate
- (iii) Revenue Officer not below the rank of Tehsildar and
- (iv) Sub-Divisional Officer or the area where the candidate and/or his family normally resides.