

# **AIR INDIA AIR TRANSPORT SERVICES LIMITED**

(A WHOLLY OWNED SUBSIDIARY OF AIR INDIA LTD.)

## **WALK-IN RECRUITMENT**

Air India Air Transport Services Limited (AIATSL) wishes to engage on immediate basis Indian Nationals (Male & Female) who meet with the requirements stipulated herein, **for the post of Customer Agent** for ground duties at the Airport **at MUMBAI** on Temporary Assignment for a period of six months. Based on the performance of the candidate during the temporary assignment period, the Company will offer **Fixed Term Contract for a period of three years** to fill-in the existing vacancies as shown below and to maintain a wait-list for vacancies arising in future.

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

<b>Positions</b>	<b>Station</b>	<b>No. of Vacancies</b>	<b>Walk-in Date &amp; Time</b>	<b>Venue</b>
<b>Customer Agent</b>	Mumbai	60	December 18, 2018 From 0900 hrs. to 1200 hrs.	Systems & Training Division 2 <sup>nd</sup> floor, GSD Complex, Near Airport Gate No-5, Sahar Police Station, Sahar, Andheri-E, Mumbai - 400099.

**Applicants meeting with the eligibility criteria mentioned in this advertisement, as on 01<sup>ST</sup> December 2018, are required to WALK-IN in person, to the venue on the date and time as specified above.**

## **2. ELIGIBILITY CRITERIA AS ON : 01<sup>ST</sup> December 2018**

### **EDUCATIONAL QUALIFICATION:**

Graduate in any disciplines/faculty (minimum 3 year duration) from a recognized University with knowledge of basic computer operations.

### **LANGUAGE PROFICIENCY:**

Should be conversant in English. Knowledge of Local & Hindi Languages i.e. ability To understand and speak is desired.

**REQUIREMENT :**

Must have minimum experience of six months at any Airport in any of the areas or combination thereof, of fares, reservation, ticketing, computerized passenger check-in/cargo handling area with any airline or Ground handling agency.

OR

Diploma in IATA-UFTA or IATA-FIATAA or IATA-DGR or IATA-CARGO

**3. SELECTION PROCEDURE:**

(a) Screening

(b) The selection procedure will be on the same day as for the walk- in date or on the subsequent day(s). The outstation candidates are advised to make their own arrangement of lodging and boarding at their own cost, if required.

(c) As applications are being invited only from the candidates having Requisite Aviation Experience, only a screening process will be carried out. However, the company at its discretion may introduce the selection stage of Group Discussion depending on the response.

**4. STARTING EMOLUMENTS : ₹ 20,190/- p.m.**

**5. AGE ELIGIBILITY CRITERIA : AS ON 01<sup>ST</sup> December 2018**

(i) **Upper Age Limit :**

General : Not above 28 years (born between 02.12.1990 and 01.12.2000)

OBC : Not above 31 years (born between 02.12.1987 and 01.12.2000)

SC/ST : Not above 33 years (born between 02.12.1985 and 01.12.2000)

(Relaxation in age for Ex-servicemen : As per Government guidelines)

(ii) **Relaxation in Upper Age Limit for Experienced candidates :**

Candidates will be given an age relaxation to the extent of their experience more than one year as detailed in 5(i).

## 6. **HOW TO APPLY :**

Applicants meeting with the eligibility criteria mentioned in this advertisement, as on **1<sup>ST</sup> December 2018**, are required to ***WALK-IN in person***, to the venue, on the date and time as specified above along with the Application Form duly filled-in & copies of the testimonials/certificates (as per attached application format with this advertisement) and non-refundable **Application Fee of ₹500/-** (Rupees Five Hundred Only) by means of a **Demand Draft** in favour of “**AIR INDIA AIR TRANSPORT SERVICES LTD.**”, payable at **Mumbai**. No fees is to be paid by Ex-servicemen / candidates belonging to SC/ST communities. Please write your Full Name, & Mobile.No. at the reverse side of the Demand Draft.

- (i) A recent (not more than 3 months old) colored passport size photograph of the full face (front view) should be pasted neatly in the space provided in the application form.
- (ii) Self-attested copies of the supporting documents in respect of Item Nos. **3, 4, 8, 11, 12, 13, 14, & 16**, of the Application Form must 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.
- (iii) 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.**
- (iv) Applicants working in Government / Semi-Government / Public Sector Undertakings or autonomous bodies, must walk-in with the completed Application Form routed through proper channel or along with “No Objection Certificate” from their current employer.

## 7. **GENERAL CONDITIONS :**

- (i) The short listed candidates will be considered for Temporary Assignment for a period of six months. On completion of six months, **based on the performance of the candidate during the temporary assignment period, the Company will offer Fixed Term Contract for a period of three years.** Placement of the selected candidates will be as per the operational requirement and at the sole discretion of the Management.

- (ii) Period of Contract: Initially 6 months temporary assignment. Subsequently, Fixed Term Contract for a period of three years, if offered. 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.
- (iii) Consideration of SC/ST/OBC/Ex-Servicemen candidates will be as per the Government Directives on reservation of posts.
- (iv) SC/ST candidates walked-in on the specified dates and are eligible for the post, residing beyond 80 kms. from the venue, and not employed in any Government / Semi-Government / Public Sector Undertaking or Autonomous Bodies, will be re-imbursed 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.
- (v) Applications which are unsigned / incomplete / mutilated / received by post / courier services, will not be considered.
- (vi) The applicants must ensure that they fulfill all the eligibility criteria, as on **01<sup>st</sup> December 2018** 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.
- (vii) 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**.
- (viii) Prescribed format of Application is given below:

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**AIR INDIA AIR TRANSPORT SERVICES LIMITED**

(A WHOLLY OWNED SUBSIDIARY OF AIR INDIA LTD)

ADVT : December 2018

For Office Use Only

Advertisement	Employment Exchange	SC/ST/ OBC/GEN / Ex-SM	Token No.	Eligible/ Not-Eligible ( E/NE )	Remarks
Token / slip issued at the time of Registration to be attached with Application			Signature of the registering Officer		

**FORMAT OF APPLICATION**

To,

***AIR INDIA AIR TRANSPORT SERVICES LTD.***

1<sup>st</sup> Floor, GSD Complex,  
Near Airport Gate No.5.,  
Sahar, Andheri (East),  
**MUMBAI – 400 099.**

Paste  
Recent colour  
Photograph &  
sign across

**POSITION APPLIED FOR :**      ***Customer Agent***

**Selected Station**            :      ***MUMBAI***

WHETHER THRU EMPLOYMENT EXCHANGE (IF YES) :                      **YES / NO**

EMPLOYMENT REGISTRATION NO. \_\_\_\_\_

(ALSO ATTACH COPY OF REGISTRATION CARD)

1. Full Name : ( In BLOCK letters )

\_\_\_\_\_

*First*                                      *Middle*                                      *Surname*

2. Father's Name : \_\_\_\_\_

3. Date of Birth : (DD / MM / YYYY) \_\_\_\_\_

4. Place and State of Birth : \_\_\_\_\_

5. Address for correspondence : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
**Pin Code** \_\_\_\_\_

**State :** \_\_\_\_\_

a) Telephone No. : Residence (with STD Code): \_\_\_\_\_

b) Mobile No. : \_\_\_\_\_ c) Email ID : \_\_\_\_\_  
(Mandatory) (Mandatory)

6. Gender : Male / Female

7. Marital Status : Mark 'X' in appropriate box.

Unmarried	Married	Divorcee	Widow (er)	Separated

8. Nationality : \_\_\_\_\_ 9. Religion : \_\_\_\_\_

10. Mother Tongue : \_\_\_\_\_

11. PAN No : \_\_\_\_\_ 12. Aadhar Card No. \_\_\_\_\_

13. a) Whether SC / ST / OBC / GENERAL :( ALSO MENTION SUB-CASTE)

Sub-Caste	SC	ST	OBC	General

(Indicate Category to which you belong by marking 'X' in the appropriate box.)  
If SC/ST – attach copy of the Caste Certificate.

If OBC, furnish latest Certificate including the “Non-Creamy layer clause”.  
OBC community should be as per the Central List of OBCs published by the Government of India

b) Whether Ex-Serviceman : Yes / No  
If 'Yes', furnish details of service, position held, date of release,  
details of experience after release (attach copies of relevant documents)

c) Whether from Police Services : Yes / No  
(Furnish details)

d) Whether working in any Govt : Yes / No  
Semi-Govt. / Public Sector  
Undertaking or autonomous body  
If “Yes”, enclose “No Objection Certificate”

14. Educational Qualifications : (Matriculation / SSC onwards)

<b>Examination(s) Passed</b> (Specify Degree e.g.BA/BSc/BCom, etc. / Diploma / Course)	<b>Name of the University / Institution</b>	<b>Date, Month &amp; Year of Passing</b>	<b>Duration</b>	<b>Percentage of marks (Class / Division)</b>
10 <sup>th</sup> (SSC)				
12 <sup>th</sup> (HSC or Pre-Degree)				
Degree(Graduation) 1 <sup>st</sup> Year _____				
2 <sup>nd</sup> Year _____				
3 <sup>rd</sup> Year _____				
Any other (specify ) _____ _____				

- Attach all certificate mentioned above.

15. Fluency in languages : Mark 'X' in appropriate column.

<b>Languages</b>	<b>Read</b>	<b>Speak</b>	<b>Write</b>	<b>Remarks*</b>
a) English				
b) Hindi				
c) Local (Specify)				
d) Mother Tongue				
e) Others (Specify)				

\* Indicate whether any Certificate / Language Course done and the duration of the course, along with a copy of such Certificate. )

16. Work Experience : (Attach experience Certificates)

Name of the Organisation	Post Held	Period of Service		Nature of Job
		From	To	

17. Particulars of Demand Draft issued -  
(in favour of **Air India Air Transport Services Ltd.** payable at **MUMBAI**)

<b>Name &amp; Address of the Issuing Bank &amp; Branch</b>	<b>Date of Issue</b>	<b>Demand Draft No.</b>	<b>Amount</b>
			₹500/-

18. Relatives working in Air India Ltd. or its subsidiary companies.

Name	Designation	Company	Relationship

19. **Declaration : I hereby certify that the foregoing information is correct to the best of my knowledge and belief. I have not suppressed any material fact or factual information in the above statement.** I am aware that in case I have given wrong information or suppressed any material fact or factual information, or I do not fulfill the eligibility criteria according to the advertisement, my candidature will be rejected / services terminated without giving any notice or assigning reasons therefor.

Place : \_\_\_\_\_

\_\_\_\_\_  
(Signature of applicant)

Date : \_\_\_\_\_



**List of Documents (copies) to be attached with the Application :**

**(Please also bring all ORIGINAL DOCUMENTS/CERTIFICATES for verification)**

i)	Application Fee, wherever applicable	
ii)	School Leaving Certificate	
iii)	10th Std / Matriculation Mark-sheet & Passing Certificate	
iv)	12th Std / Pre-Degree Mark-sheet and Passing Certificate	
v)	1 <sup>st</sup> Year Graduation Mark-sheet	
vi)	2 <sup>nd</sup> Year Graduation Mark-sheet	
vii)	3 <sup>rd</sup> Year Graduation Mark-sheet	
viii)	<u>Degree Certificate</u> or Provisional Degree Certificate	
ix)	Caste Certificate in case of SC / ST /OBC candidates	
x)	Discharge Certificate in case of Ex-Servicemen	
xi)	Experience Certificate	
xii)	Nationality / Domicile Certificate	
xiii)	PAN Card Copy	
xiv)	Aadhar Card Copy	

**“This certificate MUST have been issued on or after 1st January 2015.”**

**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/Smt./Kum. \_\_\_\_\_ Son/Daughter of Shri/Smt. \_\_\_\_\_ of \_\_\_\_\_ Village/Town \_\_\_\_\_ District/Division \_\_\_\_\_ in the \_\_\_\_\_ State belongs to the \_\_\_\_\_ Community which is recognized as a backward class under:

- (i) Resolution No. 12011/68/93-BCC(C) dated 10/09/93 published in the Gazette of India Extraordinary Part I Section I No. 186 dated 13/09/93.
- (ii) Resolution No. 12011/9/94-BCC dated 19/10/94 published in the Gazette of India Extraordinary Part I Section I No. 163 dated 20/10/94.
- (iii) Resolution No. 12011/7/95-BCC dated 24/05/95 published in the Gazette of India Extraordinary Part I Section I No. 88 dated 25/05/95.
- (iv) Resolution No. 12011/96/94-BCC dated 9/03/96.
- (v) Resolution No. 12011/44/96-BCC dated 6/12/96 published in the Gazette of India Extraordinary Part I Section I No. 210 dated 11/12/96.
- (vi) Resolution No. 12011/13/97-BCC dated 03/12/97.
- (vii) Resolution No. 12011/99/94-BCC dated 11/12/97.
- (viii) Resolution No. 12011/68/98-BCC dated 27/10/99.
- (ix) Resolution No. 12011/88/98-BCC dated 6/12/99 published in the Gazette of India Extraordinary Part I Section I No. 270 dated 06/12/99.
- (x) Resolution No. 12011/36/99-BCC dated 04/04/2000 published in the Gazette of India Extraordinary Part I Section I No. 71 dated 04/04/2000.
- (xi) Resolution No. 12011/44/99-BCC dated 21/09/2000 published in the Gazette of India Extraordinary Part I Section I No. 210 dated 21/09/2000.
- (xii) Resolution No. 12015/9/2000-BCC dated 06/09/2001.
- (xiii) Resolution No. 12011/1/2001-BCC dated 19/06/2003.
- (xiv) Resolution No. 12011/4/2002-BCC dated 13/01/2004.
- (xv) Resolution No. 12011/9/2004-BCC dated 16/01/2006 published in the Gazette of India Extraordinary Part I Section I No. 210 dated 16/01/2006.

Shri/Smt./Kum. \_\_\_\_\_ and/or his family ordinarily reside(s) in the \_\_\_\_\_ District/Division of \_\_\_\_\_ State. This is also to certify that he/she does not belong to the persons/sections (Creamy Layer) mentioned in Column 3 of the Schedule to the Government of India, Department of Personnel & Training O.M. No. 36012/22/93-Estt.(SCT) dated 08/09/93 which is modified vide OM No. 36033/3/2004 Estt.(Res.) dated 09/03/2004.

District Magistrate/  
Deputy Commissioner, etc.

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 / Taluka Magistrate / Executive Magistrate / Extra Assistant Commissioner (not below the rank of Ist Class Stipendiary 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\*/Smt/Kumari \_\_\_\_\_ Son/Daughter of \_\_\_\_\_  
Village/Town \_\_\_\_\_./District/Division\* \_\_\_\_\_ of the \_\_\_\_\_  
State/Union Territory belongs to the \_\_\_\_\_ Caste\*/Tribe which is recognised as a Scheduled Caste/Tribe under :

- \*The Constitution Scheduled Castes Order, 1950.
- \*The Constitution Scheduled Tribes Order, 1950.
- \*The Constitution (Scheduled Castes) (Union Territories) (Part C States) Order, 1951;
- \*The Constitution (Scheduled Tribes) (Union Territories) (Part C States) Order, 1951;
- [As amended by the Scheduled Castes and Scheduled Tribes List (Modification Order, 1956, the Bombay Reorganisation Act, 1960, the Punjab Reorganisation Act, 1966, the State of Himachal Pradesh Act, 1970, the North Eastern Areas (Reorganisation) Act, 1971 and the Scheduled Castes and Scheduled Tribes Orders (Amendment) Act, 1976.]
- \*The Constitution (Jammu and Kashmir)\* Scheduled Castes Orders, 1956.
- \*The Constitution (Andaman and Nicobar Islands)\* Scheduled Tribes Order, 1959, as amended by the Scheduled Castes and Scheduled Tribes Orders (Amendment) Act, 1976
- \*The Constitution (Dadra and Nagar Haveli)\* Scheduled Castes Order, 1962.
- \*The Constitution (Dadra and Nagar Haveli)\* Scheduled Tribes Order, 1962.
- \*The Constitution (Pondicherry) Scheduled Castes Order, 1964.
- \*The Constitution (Uttar Pradesh) Scheduled Tribes Order, 1967.
- \*The Constitution (Goa, Daman and Diu) Scheduled Castes Order, 1968.
- \*The Constitution (Goa, Daman and Diu) Scheduled Tribes Order, 1968.
- \*The Constitution (Nagaland) Scheduled Tribes Order, 1970.
- \*The Constitution (Sikkim) Scheduled Castes Order, 1978
- \*The Constitution (Sikkim) Scheduled Tribes Order, 1978
- \*The Constitution (Jammu & Kashmir) Scheduled Tribes Order, 1989.
- \*The Constitution (SC) Orders (Amendment) Act, 1990.
- \*The Constitution (ST) Orders (Amendment) Ordinance Act, 1991.
- \*The Constitution (ST) Orders (Amendment) Ordinance Act, 1996.
- \*The Constitution (Scheduled Castes) Orders (Amendment) Act, 2002.
- \*The Constitution (Scheduled Castes) Orders (Second Amendment) Act, 2002.
- \*The Scheduled Castes and Scheduled Tribes Orders (Amendment) Act, 2002.

2. Applicable in the case of Scheduled Castes/Scheduled Tribes persons who have migrated from one State/Union Territory Administration.

This certificate is issued on the basis of the Scheduled Castes/Scheduled Tribes Certificate issued to Shri/Shrimati\* \_\_\_\_\_ father/mother\* \_\_\_\_\_ of Shri/Shrimati/Kumari \_\_\_\_\_ of Village/Town\* \_\_\_\_\_ in /District/Division\* \_\_\_\_\_ of the State/Union Territory\* \_\_\_\_\_ who belongs to the \_\_\_\_\_ Caste\*/Tribe which is recognised as a Scheduled Caste/Scheduled Tribe in the Station/Union Territory\* issued by the \_\_\_\_\_ dated \_\_\_\_\_.

3. Shri/Shrimati/Kumari\* and /or\*his/her\* family ordinarily reside(s) in Village/Town\* \_\_\_\_\_ District/Division\* of the State/Union Territory \* of \_\_\_\_\_.

Place \_\_\_\_\_ Signature \_\_\_\_\_

Date \_\_\_\_\_ Designation \_\_\_\_\_ (with seal of Office)

State/Union Territory \_\_\_\_\_

\* Please delete the words, which are not applicable.

@ Please quote specific Presidential Order

% Delete the Paragraph, which is not applicable

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