

# **AIR INDIA AIR TRANSPORT SERVICES LIMITED**

(A WHOLLY OWNED SUBSIDIARY OF AIR INDIA LTD.)

## **RECRUITMENT NOTICE: MUMBAI**

Air India Air Transport Services Ltd. (AIATSL) wishes to engage Indian nationals, who meet with the requirements specified herein, for ground duties, on a fixed-term contract basis, for a period of three years, for the post of Customer Agent at **MUMBAI** as mentioned below and to **maintain waitlist** for the same. Vacancies are indicative and may increase or decrease depending on Company's requirement. The break-up of vacancies are under:-

<b>POST</b>	<b>ST</b>	<b>OBC</b>	<b>TOTAL</b>
<b>CUSTOMER AGENT (Special Recruitment Drive)</b>	15	50	65

Interested candidates are required to WALK-IN in person, to the venue, on the date and time for the respective posts as given below, along with the application form duly filled in and requisite fee and documents as indicated **at Sr.No.2 (How to apply)**.

### **ELIGIBILITY CRITERIA AS ON 1<sup>ST</sup> AUGUST, 2012**

#### **1. CUSTOMER AGENT:**

##### **a) Qualification**

Graduate in any discipline (minimum three years duration) from a recognised university with ability to speak English and preference will be given to candidates conversant with local language and basic computer operation.

##### **b) Physical Standards: Height**

##### **Weight**

Male            Not below 158 cms.            As per the chart approved by Medical Services of the Company.  
Female        Not below 152.5 cms

Candidates are required to produce a certificate from Registered Medical Practitioner i.e. M.B.B.S. Doctor with regard to Height and Weight.

Relaxation of height requirement upto 2.5 cms will be considered for SC/ST candidates and for Gorkhas, Garhwalis and those hailing from North East States & hilly areas on production of a Certificate of Domicile of these areas (as applicable).

Height and Weight proportion will be as the chart approved by Medical Services of the Company.

##### **c) Cosmetic Appearance**

Clear complexion without any noticeable blemish, no odd scars / birth marks. Even and regular teeth.

d) **Age Limit : (as on 1<sup>st</sup> August, 2012)**

O.B.C. – Not above 31 years (Between 18 & 31)

S/T – Not above 33 years (Between 18 & 31)

(Relaxation in age for Ex-Servicemen as per Government Guidelines).

e) **All inclusive monthly emoluments :**

First Year : ₹12,000/- per month

Second Year : ₹13,000/- per month

Third Year : ₹14,000/- per month

f) **Selection Procedure:**

**WALK-IN DATE:** 15<sup>th</sup> September 2012

**WALK IN REGISTRATION TIME :** 0930 hours to 1230 hours.

**VENUE :** Indian Airlines Ideal School,  
Indian Airlines Staff Colony - I,  
Kalina, Santacruz (East), Mumbai – 400 029.  
(Bus Route No.311 from Kurla &  
Santacruz Rly. Station to the venue).

**DRESS CODE:**

Female candidates are required to appear for Group Discussion / Interview formally dressed.

Male candidates are required to appear for Group Discussion / Interview formally dressed with tie and leather shoes.

Candidates not adhering to the dress code mentioned may not be allowed to appear for the selection process.

Applicants walking in, will have to appear for **Group Discussion, on the same day / following day(s).**

Those who qualify in the Group Discussion will have to appear for Personal Interview on any day as may be communicated to the candidate. Candidates are required to make at boarding and lodging arrangements at their own cost, if required.

**Note:**

The application form of the candidate, after submission of the requisite fee, wherever applicable, would be scrutinized and prima-facie eligible candidates, will be allotted a slot either on the same day / following day(s) for Group Discussion i.e. Only if found ELIGIBLE on preliminary scrutiny, the candidates will be allowed to appear for Group Discussion.

2. **How to apply:**

- 2.1 Applicants meeting with the eligibility criteria mentioned in this advertisement, as on 1<sup>st</sup> August, 2012, are required to WALK-IN to the venue given above, on the date and time as indicated above, alongwith the Application Form in the specified format, duly filled in Hindi or English and requisite documents as indicated in 3.3 below, alongwith Application Fee of ₹300/- (Rupees Three Hundred only) by means of an A/c Payee Demand Draft in favour of “**Air India Air Transport Services Ltd.**” Payable at **Mumbai**, which is not refundable. No fees to be paid by Ex-Servicemen / applicants belonging to SC/ST communities. Please mention your full name and the post applied for on the reverse of the Demand Draft.

2.2 A recent (not more than 3 months old) coloured passport size photograph 4.5 cm (H) x 3.5 cm (W) of the full face (front view) should be pasted neatly in the space provided in the application form and carry twelve same photographs on matt finish paper with white background at the time of walk-in.

2.3 The Candidates should carry a set of Self-attested copies of the supportive documents along with the originals testimonials in respect of

1. **Educational Qualification (i.e. SSC, HSC, 1<sup>st</sup> Year, 2<sup>nd</sup> Year and 3<sup>rd</sup> Year Graduation with marksheets and passing certificate compulsory).**
2. **Date of birth proof (Original School Leaving Certificate or attested photo copy duly signed by the Principal of same School / College and SSC Passing Certificate).**
3. **With regard to experience candidates are advised to carry experience certificate and if currently employed they should bring alongwith them the appointment letter and the latest pay slip as supporting document.**
4. **Caste Certificate in original in the prescribed central government (format alongwith photo copy duly attested in case of SC/ST/OBC Candidate).**
5. **Physical Standard (i.e. Medical Certificate in original from a Registered Practitioner i.e. M.B.B.S. Doctor with regard to height and weight) (For Customer Agent).**

The Application Form must be submitted alongwith the above mentioned requisite documents. **Original Certificates should not be submitted with the application, but should be brought for verification alongwith one set of photocopies.** The Company is not responsible for returning any original copy/copies of Certificates / Testimonials submitted with the application. **Candidates who fail to produce the original testimonials for verification may not be allowed for the Selection process.**

2.4 Candidates belonging to OBC Category must submit a duly attested photocopy of Non-Creamy Layer certificate issued in current financial year in the format as prescribed by Government of India and 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 Certificate produced by the candidates of OBC community should be as per the Central List of OBCs published by the Government of India and not as per State List.**

2.5 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 alongwith “No Objection Certificate” from their present employer.

### **3. General Conditions:**

- 3.1** The short listed candidates will be considered for engagement on a fixed term Contract basis, subject to their Medical Fitness, prescribed for the position.
- 3.2** Candidates will have to bear the cost of the Pre-Employment Medical Examination(s), which could be between ₹3000/- to ₹3500/-. Any additional tests, if required, the additional cost thereof will also have to be borne by the candidate.
- 3.3 Period of Contract:** Fixed Term Contract for a period of three years. This Contract can 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.
- 3.4 Emoluments:** The job carries an all-inclusive package as indicated above.
- 3.5** Consideration of SC/ST/OBC/Ex-Serviceman candidates will be as per Government Directives on reservation of posts.
- 3.6** SC/ST candidates called for Group Discussion / Personal Interview(s), residing beyond 80 kms. from the Test Centre, 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, on production of evidence to that effect.
- 3.7** Applications which are not as per the format given/ unsigned / incomplete / mutilated / received after the prescribed Walk-In date and time / not in person will be rejected. Applications sent by email / post will not be considered.
- 3.8** The applicant must ensure that they fulfill all the eligibility criteria, as on 1<sup>st</sup> August, 2012, and that the particulars furnished by them in the Application are correct in all respects. Candidates failing to bring the relevant original and photocopy of testimonials will be disqualified. At any stage of the Selection Process, if the particulars provided by the candidates in the Application or testimonials supplied are found incorrect / false, or the candidate is not meeting with the eligibility requirements prescribed for the posts, the candidature is liable to be rejected and, if appointed, services terminated, without giving any notice or reasons therefore.
- 3.9** 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 a DISQUALIFICATION.
- 3.10** Performa Application format is given below.

**AIR INDIA AIR TRANSPORT SERVICES LIMITED**  
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For Office use only				
Remarks:	Advertisement	Employment Exchange	ROLL NO.	TOKEN NO.
<p style="margin: 0;">Authorized Signatory</p>				

**FORMAT OF APPLICATION**

<p>To Air India Air Transport Services Ltd., 1st Floor, Transport Workshop Bldg., Air India GSD Complex, Opp. Indian Oil Depot, Sahar, Andheri (East), Mumbai – 400 099.</p>	<p>Paste recent colour photograph and sign across (PASSPORT Size )</p>						
<p>POSITION APPLIED FOR (Write in Capital letters)</p>	<p>:</p>						
<p>Whether through Employment Exchange (If yes)</p>	<p>:</p> <p>Employment Registration No. (Also attach copy of Registration Card)</p>						
<p>1. Full Name (in Block letters)</p>	<p>:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 33%;">First</th> <th style="width: 33%;">Middle</th> <th style="width: 33%;">Surname</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"> </td> <td> </td> <td> </td> </tr> </tbody> </table>	First	Middle	Surname			
First	Middle	Surname					
<p>a) Father's Name</p>	<p>:</p>						
<p>2. Date of birth (DD/MM/YYYY)</p>	<p>:</p>						
<p>3. Place and State of Birth</p>	<p>:</p>						
<p>4. Mailing Address</p>	<p>:</p> <p>-----</p> <p>-----</p> <p>-----</p> <p>-----</p>						

	a) Telephone No. (Residence with STD Code)	:			
	b) Mobile	:	_____		
	c) Email (if any)	:	_____		
5.	Gender (please tick whichever applicable)	:	MALE / FEMALE		
6.	Marital status :	:	Mark "X" in appropriate Box.		
	Unmarried	Married	Divorce	Widow(er)	Separated
7.	Nationality:		7a) Religion:		
8.	i) Do you have fluency in English		: Yes / No		
	ii) Conversant with local language		: Yes / No		
	iii) Conversant with basic Computer Operation		: Yes / No		
9.	a) Whether SC/ST/OBC/OTHERS : (Also mention sub-caste):				
		<b>SC</b>	<b>ST</b>	<b>OBC</b>	<b>OTHERS</b>
	Sub Caste				
	(Indicate category to which you belong by marking "X" in the appropriate box and also mention sub-caste)				
	i) If SC/ST – attach copy of the caste certificate as per Central Govt. Format.				
	ii) If OBC, furnish current certificate including the "Non-Creamy Layer Clause" OBC Community should be as per the Central List of OBCs published by the Govt. of India.				
	b) Whether Ex-Servicemen	:	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 working in any Govt./Semi-Govt. / Public Sector Undertaking or autonomous body. (If "YES" enclose "No Objection Certificate")		YES / NO		
10.	Educational / Technical Qualifications : (Matriculation / SSC onwards) :				
	Examination(s) passed (Specify Degree / Diploma / Course)	Name of the University / Institution	Date, Month and year of passing	Duration	Percentage of Marks (Class / Division)
	10 <sup>th</sup> (SSC)				
	12 <sup>th</sup> (HSC or pre-degree)				
	1st Year _____				
	2 <sup>nd</sup> Year _____				
	3 <sup>rd</sup> Year _____				
	Any other (specify)				

Candidates **must carry** all original testimonials alongwith a set of photo copies of SSC, HSC and Graduation (inclusive of Mark sheets, passing certificates. Candidates not having Convocation Certificate of Graduation are required to carry provisional passing certificate.

11.	Fluency in languages: Mark "X" in the appropriate column.				
	Languages	Read	Speak	Write	Remarks*
	a) English				
	b) Hindi				
	c) Local (specify)				
	d) Mother tongue (specify)				
	e) Others (specify)				
	* Indicate whether any Certificate / Language Course done and the duration of the course alongwith copies of such certificates.				
12.	<b>HEIGHT : .....Cms</b> ii) <b>WEIGHT : ..... Kgs.</b> (Enclose certificate in this regard from MBBS Registered Medical Practitioner.) (For Customer Agent only)				
13.	Heavy Vehicle Driving License Details <b>LICENCE NO.....</b> <b>VALID UPTO .....</b> (For Sr.Ramp Service Agent /Ramp Service Agent only)				
14.	<b>Experience:</b>				
	Name of the Organisation	Post Held	Period		Nature of job
			From	To	
15.	Particulars of Demand Draft (in favour of Air India Air Transport Services Ltd. payable at Mumbai)				
	Name & Address of the issuing bank and branch.	Date of issue	of Demand Draft No.	Amount	
16.	Do you have any relative working in Air India Charters Ltd. / Air India Air Transport Services Ltd. / Hotel Corporation of India Ltd. / Air India. If yes, furnish as given below:				
	Name	Designation	Company	Relationship	
17.	Declaration: I hereby certify that the foregoing information is best to 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, then my candidature will be rejected / services terminated at any time without giving any notice or reason therefore.				
18.	Place	:		(Signature of the applicant)	
	Date	:			

**List of following documents must be attached with the application):**

(Please also bring all **ORIGINALS** for verification only along with self attested photo copies)

1.	Application Fee, wherever applicable.	
2.	School Leaving Certificate	
3.	Caste Certificate in case of SC / ST / OBC candidates.	
4.	Matriculation Mark-sheet and SSC Passing Certificate	
5.	12 <sup>th</sup> Std. / Pre-Degree Mark-sheet and Passing Certificate.	
6.	1 <sup>st</sup> Year Graduation Mark-sheet & passing certificate.	
7.	2 <sup>nd</sup> Year Graduation Mark-sheet & passing certificate	
8.	3 <sup>rd</sup> Year Graduation Mark-sheet, Degree Certificate or Provisional Degree Certificate	
9.	Any other Certificate (IATA/Language etc.)	
10.	Doctor's Certificate (in original) for Height & Weight (for Customer Agents)	
11.	HMV Driving License ( for Sr. Ramp Service Agent / Ramp Service Agent )	
12.	Discharge Certificate in case of Ex-Servicemen	
13.	Experience Certificate(s) wherever applicable.	
14.	Domicile Certificate, wherever applicable.	