

**AIR INDIA LIMITED**

**WALK-IN-SELECTION FOR  
CUSTOMER SERVICE AGENT**

Air India Limited is looking for bright and energetic Indian nationals to join us as **Customer Service Agents (CSA)** to meet the immediate and future requirements, on a fixed-term contract, for a period of 5 years at following station of Northern Region, the details of which are as under:

Station	Number of Post
Raipur	03

Interested candidates are required to appear for ***WALK-IN Selection in person***, on **6<sup>th</sup> Jan, 2020 ( Monday)** between 0800 hrs. to 1000 hrs. at the venue given below :-

RAIPUR
<b>HYATT RAIPUR Magneto The Mall, N.H.-06, Labhandi, Raipur, Chhattisgarh, India - 492001</b>

**2. PERIOD OF FIXED TERM ENGAGEMENT**

Candidates will be engaged on a Fixed Term Contract initially for a period of 5 years.

**ELIGIBILITY CRITERIA (AS ON 01.09.2019)**

**3. EDUCATIONAL QUALIFICATION**

- Minimum qualification - Graduation
- Proficiency in Hindi, English and local language

**4. EXPERIENCE**

Candidates would be required to have **minimum one year experience** of airlines/reputed travel agency or diploma from IATA/Recognized training institute in ticketing/reservation/ sales (Aviation).

In addition, candidate should possess computer proficiency in MS Word and MS Excel in particular.

**5. UPPER AGE LIMIT (As on 01.09.2019)**

General Candidates	Minimum of 18 years and not more than 25 years
OBC Candidates	Minimum of 18 years and not more than 28 years
SC/ST Candidates	Minimum of 18 years and not more than 30 years

**6. REMUNERATION**

The Customer Service Agent (CSA) shall be paid a consolidated emolument of Rs. 21,000/-(CTC) (Rupees Twenty One thousand only). Annual Increment shall be of Rs 250/- in the Basic pay after completion of 12 months of service (DA, HRA, other allowances & Employer's contribution towards PF will increase automatically)

Basic Pay	Rs 7,000/-
DA (100% of Basic Pay)	Rs 7,000/-
HRA (30% of Basic Pay)	Rs 2,100/-
Other Allowance (50% of Basic Pay)	Rs 3,500/-
PF Contribution of Employer ( 10% of Basic Pay)	Rs 1,400/-
<b>Total CTC</b>	<b>Rs 21,000/-</b>

The candidate would **not be** entitled for any other payment of monetary compensation from the company either by way of bonus, productivity allowance or performance linked incentive payments or any other perks/benefits in lieu thereof.

**7. SELECTION PROCEDURE**

The candidates would be required to undergo Professional Competency Assessment (PCA). In PCA, the candidates will be assessed on certain pre decided factors by the duly constituted Board Members.

- 8.** SC/ST Candidates residing beyond 80 km. from the Walk-in Interview Center, and not employed in any Govt./Semi Govt./Public Sector Undertaking or Autonomous Bodies, will be reimbursed second class to and fro Rail/Bus fare by the shortest route as per rules on production of evidence to that effect.

**9. HOW TO APPLY :**

Applicants meeting the eligibility criteria as mentioned above in the advertisement, as on **1<sup>st</sup> September, 2019**, are required to appear for ***WALK-IN selection/ PCA on 6<sup>th</sup> Jan, 2020 ( Monday) between 0800 hrs to 1000 hrs*** at the venue mentioned above with all original Certificates/Testimonials as mentioned below :

- A. Proof of Date of Birth (10<sup>th</sup> class pass certificate)
- B. Educational Qualification -10<sup>th</sup> onwards
- C. Caste Certificate (Only for SC/ST/OBC candidates)
- D. Experience Certificate/s
- E. Two recent Passport size photograph

Candidates will be required to fill up the Application Form available along with this Advertisement. Candidates would also be required to furnish self attested copies of all certificates/ testimonials as mentioned above along with Application Form. Please note that No Original Certificate is to be submitted with the Application Form. *Candidates are required to bring all **Original Certificates for verification only.***

Candidates are also advised to bring an **A/c Payee Demand Draft for an amount of Rs. 1000/-** in favour of "**Air India Ltd.**", payable at Delhi, as non-refundable application Fee (Not applicable for SC/ST& Ex SM). Please mention your Full Name and contact number on the reverse of the Demand Draft.

**10. General Conditions:**

- 10.1 A recent (not more than 3 months old) coloured passport size photograph of the full face (front view) should be pasted neatly in the space provided in the Application Form.
- 10.2 For candidates belonging to OBC category, the category certificate should be in the prescribed format including the "Non-Creamy layer Clause" issued by the Competent Authority for employment under Government of India and should be as per the Central list of OBC's published by the Govt. of India. Please also note that the validity of "Non-Creamy layer" Certificate should not be older than 6 (Six) months from the date of eligibility criteria.
- 10.3 Applicants working in Government / Semi-Government / Public Sector Undertakings or autonomous bodies, must come with the complete Application Form routed through proper channel or along with "No Objection Certificate" from their present Employer

- 10.4 The short listed candidates will be considered for engagement on a fixed term Contract basis, subject to their Medical fitness, cost of which have to be borne by the candidate, prescribed for the position.
- 10.5 Bank Guarantee – If selected, the candidate will be required to submit a bank guarantee from a Nationalized bank in favor of Air India Ltd. for an amount of Rs. 25,000/- (Twenty five thousand only) for the period of contractual engagement.
- 10.6 For the process of Interview, candidates may be required to stay back for a day or two at their own expenses, if required. No reimbursement shall be made in this regard.
- 10.7 Applications which are unsigned/ incomplete/ mutilated/ received after the prescribed Walk-In date & Time / not in person will be rejected. Applications sent by email / post will not be considered.
- 10.8 The applicant / candidates must ensure that they fulfill all the eligibility criteria, as on **01<sup>st</sup> September, 2019**, and that the particulars furnished by them in the Application Form are correct in all respects. 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 not meeting with the eligibility requirements prescribed for the post, the candidature is liable to be rejected and, if appointed, services terminated, without giving any notice or reasons therefore.
- 10.9 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.

**APPLICATION FORM**

**For Office Use Only**

<b>ROLL NO :</b> _____	<b>ELIGIBLE / NOT-ELIGIBLE</b>
_____ <b>Authorized signatory</b>	

**FORMAT OF APPLICATION**

To,

**Air India Limited  
Northern Region  
Delhi.**

Paste Recent  
Colour  
Photograph &  
sign across

**POST APPLIED FOR : Customer Service Agent (Fixed Term Contract of 5 years)**

1 Full Name : ( *In BLOCK letters* )

\_\_\_\_\_

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

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

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

5. Mailing Address : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Pin Code \_\_\_\_\_

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

b) Mobile : \_\_\_\_\_ Alternate Mobile No. \_\_\_\_\_

c) Email Id : \_\_\_\_\_

6. Gender : Male \_\_\_\_\_ Female \_\_\_\_\_

7. Marital Status : Mark (✓) in appropriate box.)

Unmarried	Married	Divorcee	Widow (er)	Separated

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

9. a) Whether SC / ST / OBC / GENERAL : (Indicate Category to which you belong by marking (✓) in the appropriate box.)

SC	ST	OBC	GENERAL

b) Whether working in any Govt : Yes \_\_\_\_\_  
 Semi-Govt. / Public Sector  
 Undertaking or autonomous body No \_\_\_\_\_  
 If "Yes", enclose "No Objection Certificate"

10. Educational Qualifications: (Matriculation onwards)

Examination(s) Passed (Specify Degree / Diploma / Course)	Name of the University / Institution	Date, Month & Year of Passing	Duration	Percentage of marks (Class / Division)
10th (SSC)				
12th (HSC or Pre- Degree)				
Graduation				
Any other (specify )				

11. Work Experience in any Airline/Reputed Travel Agency etc:

Organization	Post Held	Period of Service		Nature of Job
		From	To	

12. Whether possess Computer proficiency in MS Word and MS Excel - **Yes** \_\_\_ **No** \_\_\_

13. Fluency in languages: Mark (✓) 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 (Specify)				
e) Others (Specify)				

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

14. Particulars of \*Demand Draft (in favour of **Air India Ltd.** payable at Delhi):

<b>Name &amp; Address of the Issuing Bank &amp; Branch</b>	<b>Date of Issue</b>	<b>Demand Draft No.</b>	<b>Amount</b>
			<b>Rs. 1000/-</b>

\* Not applicable for SC/ ST/Ex SM

15. Relatives working in Air India Ltd /Alliance Air/Air India Charters Ltd / Air India Air Transport Services Ltd /Air India Engineers Services Ltd./Hotel Corporation of India Ltd.

<b>Name</b>	<b>Designation</b>	<b>Company</b>	<b>Relationship</b>

16. 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, then my candidature will be rejected / services terminated without giving any notice or reasons thereof.**

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

\_\_\_\_\_

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

(Signature of applicant)

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

**(Please also bring all ORIGINALS for verification only)**

i)	Demand Draft, wherever applicable (Not applicable to SC,ST & Ex-SM)	
ii)	10 <sup>th</sup> Passing/Matriculation Pass Certificate with Marksheets.	
iii)	12th Passing Certificate with Marksheets	
iv)	Graduation Certificate or Provisional Certificate	
v)	Any other Certificate (IATA , etc.)	
vi)	Caste Certificate in case of SC / ST / OBC candidates	
vii)	Discharge Certificate (In case of Ex-serviceman)	
vii)	Experience Certificate	
viii)	EWS Certificate( if applicable)	
ix)	2 passport size photographs	
x)	Aadhar Card / PAN Card	

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