



**एआई एअरपोर्ट सर्विसेज**  
**AI AIRPORT SERVICES**

**AI AIRPORT SERVICES LIMITED**

(पूर्व एअर इंडिया एअर ट्रांसपोर्ट सर्विसेज 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/HR/79

Date: 10.08.2024

**RECRUITMENT EXERCISE AT JAMMU AIRPORT**

Sr. No	Position	Station	No. of Vacancies
1	Duty Officer	JAMMU	01
2	Jr. Officer – Customer Services		01
3	Customer Service Executive		10
4	Utility Agent Cum Ramp Driver		04
5	Handyman		07
6	Handywoman		06

**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 **JAMMU 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	Salary in INR Per Month	Upper Age Limit
01	Duty Officer - Passenger	Graduate from a recognized university with 12 years' experience.  Experience in passenger handling functions with an Airline or Airport Operator or BCAS approved Ground Handler appointed by any Airport Operator at any airport or in combination thereof.  Out of the above said experience, at least 04 years must be in a managerial or supervisory capacity.  Well conversant with computer operations.	Rs.32,200/-	50 years

**Nature of Job Function – Duty Officer - Passenger :**

Function as a Duty Officer of the airline concerned as per the requirement. Coordination with Airlines for resource requirement and fulfillment to their satisfactory requirement in line with SGHA/SLA requirements. Coordination with other Government agencies to fulfill statutory & compliance requirements. Shall be responsible and accountable for the OTP in the shift. Ensure that only trained, authorized and qualified personnel having valid licenses.

Ensuring Shift reports, Delay Summary and ensure all the reports are completed in all respects. Attend OTP/Delay meeting as per the requirements. Leave monitoring & Control. Investigate discrepancies during flight handling and take corrective action to avoid recurrence. Monitoring of SPI/KPI of respective airline. Maintaining Airline wise grooming standards & discipline. Participate in audits, assessments and any projects and take the required follow up actions. Any other job responsibility that may be assigned by the Incharge.

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	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
02	Jr. Officer- Customer Services	<p>Graduate from a recognized university under 10+2+3 pattern with 09 years' experience, in pax handling.</p> <p style="text-align: center;">Or</p> <p>Graduate from a recognized university under 10+2+3 pattern with M.B.A. or equivalent in any discipline (2-years full time course or 3-years part time course) from a recognized university with 06 years aviation experience in pax handling.</p>	29,760/-	<p>GEN: 37 Years</p> <p>Candidates belonging to OBC category are entitled to 3 years' age relaxation and</p> <p>Candidates belonging to SC/ST category are entitled to 5 years' age relaxation, in upper age limit, as per Government rules</p>

**Nature of Job Function – Jr. Officer - Customer Services:**

Allocation of resources as per requirement of Airlines. Providing services as per the SGHA/SLA with respective airline. Investigate discrepancies during cargo Handling and take corrective action to avoid recurrence. Airline wise training requirements. Correspond with the Airline for their specific requirements. Monitoring of SPI/KPI of respective airline.

Maintaining airline wise grooming standards and discipline. Develop, implement and monitor the cargo servicing plan, including the delivery of customer service, the operation of handling agents, reporting performance and status both qualitatively and quantitatively. Develop local service and standards to streamline cargo procedures to support core and specialized product Drive operational excellence with contracted vendors by managing key performance indicators and service levels. Any other job responsibility that may be assigned by the Incharge.

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 year. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility.

Sr. No	Position	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
03	Customer Service Executive	<p>Graduate from a recognized university under 10+2+3 pattern.</p> <p>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.</p> <p>Should be proficient in use of PC.</p> <p>Good command over spoken and written English apart from that of Hindi.</p>	Rs. 24,960/-	<p>GEN: 28 Years</p> <p>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.</p>

**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.

Sr. No	Position	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
04	Utility Agent Cum Ramp Driver	<p>SSC /10th Standard Pass.</p> <p>Must Carry Original Valid HMV Driving License at the time of appearing for trade test.</p>	Rs.21,270/-	<p>GEN: 28 Years</p> <p>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.</p>

**Nature of Job Function – Utility Agent Cum Ramp Driver:**

Mainly to drive the heavy vehicle like Tractor, Bus and Ground Service Equipment upon Training and also Equipment maintenance.

HMV license to be must for the above both positions and candidates already applied and successfully completed RTO driving test can also apply but at the time of Selection, the candidate must be in possession of the HMV license. Passenger safety as well as Aircraft safety will be the key requirement. Work pattern will be in Three Shift including night shift and on weekly off on rotation basis. Career Progression based on performance and number of years. Entitled for Casual Leave, Sick Leave and eligible for EPFO & ESIC etc. as per eligibility.

Sr. No	Position	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
05	Handyman/ Handywoman	SSC /10th Standard Pass.  Must be able to read and understand English Language.  Knowledge of Local and Hindi Languages, i.e., ability to understand and speak is desirable.	Rs.18,840/-	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.

**Nature of Job Function -Handyman/Handywoman:**

At the Airport, mainly Baggage/Cargo Loading and offloading from the aircraft & trolleys, cabin cleaning functions like cleaning of the aircraft, assist Technicians in the workshop, wheel chair assistance etc. Work pattern will be in Three Shifts including night shift and weekly off on rotation basis. Career Progression based on performance and number of years. Entitled for Casual Leave, Sick Leave and eligible for EPFO & ESIC etc. as per eligibility.

## **HOW TO APPLY:**

Applicants meeting with the eligibility criteria mentioned in this advertisement, as on 1<sup>st</sup> August, 2024, are required to forward their applications as per the attached application format along with the required documents latest by 26.08.2024, through postal to be sent on the address: 2<sup>nd</sup> Floor, GSD Building, Air India Complex, Terminal - 2, IGI Airport, New Delhi - 110037, mentioning the subject as "Post Applied for \_\_\_\_\_ , for the station Jammu, AIASL" on the envelope.

Application Form should be duly filled in and signed with copies of the testimonials/certificates attached as per the given List. 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 has to be attached to each application. 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.

**Incomplete Application would be summarily rejected.**

**Eligible and shortlisted candidates will be called for further Selection Process/interview.**

**Date, Time and Venue would be notified to such eligible candidates to appear for the Selection process/Interview.**

Following documents are required, when called for the Selection process/Interview :

- 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)**' of these Advertisement to be submitted if not submitted along with the application. **Original Certificates should be produced for verification of documents.** The Company is not responsible for returning any original copy/ies of Certificates /Testimonials in case submitted with the application or submitted during the verification.
- 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](http://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 subject to their turn in merit order, availability of vacancies in consideration with reservation for SC/ST/OBC. 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<sup>st</sup> August, 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. The candidates who were terminated from services or discontinued due to any misconduct or any other reasons, should not apply. In case the same comes to the notice of the concerned authorities at any stage of the recruitment process, his/her candidature will be rejected immediately. After appointment of the candidate, if such concealment of facts come to the notice of the concerned authorities, he/she will be liable to be terminated from the services of the company.
- i. 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: