



BHARTIYA AVIATION SERVICES (BAS)

Plot No. 18, Sewak Park Gram Sabha, Dwarka Mor,
Near Pillar No. 773, New Delhi – 110059

Helpline: 8447-58-8447, 8447-79-8447, 8447-58-8446

Email: info@bhartiyaaviation.in

Website: www.bhartiyaaviation.in



Skill India
कौशल भारत-कुशल भारत

Advertisement No.: 05/Exam/CSA/LH/BAS/2026

1. Notification for the Profiles of Customer Service Agent and Loader/Housekeeping – 2026

Bhartiya Aviation Services invites applications from eligible candidates for both Male and Female for the profiles of Customer Service Agent and Loader/Housekeeping. Interested applicants are required to submit their applications ONLINE only through BAS's official website. Applications submitted through any other mode will not be accepted.

S.N.	Profile Name	Minimum Qualification	Pay Scale (Approx.)	No. of Seats
1	Customer Services Agent (CSA)	Intermediate (10+2)	₹16,000 - ₹30,000	3108
2	Loader/ Housekeeping	High School (10th)	₹12,000 - ₹22,000	1103

- The number of seats is tentative and may increase or decrease at the sole discretion of BAS.
- Both male and female can apply for the profile.
- Final remuneration/pay shall be determined at the time of interview based on the candidate's performance, qualifications, and suitability for the profile.

2. Examination Schedule and Other Related Events:

Important Events	Important Date
Starting date for apply online	13th October 2026 (Reopen Date)
Last Date to Apply Online	Jan 5, 2027
Last Date for Fee Payment	Jan 5, 2027
Mode of Examination	Offline or Computer Based Test(CBT)
Examination Date	7th, 14th, and 21st February 2027
Duration of Examination	90 Minutes(1.5Hours)
Declaration Of result	10 Days after exam

3. General Guidelines for Application

3.1 Applications for the profiles of Customer Service Agent (CSA) and Loader/Housekeeping – 2026 shall be accepted through ONLINE mode only.

3.2 Candidates are advised to carefully read all instructions and guidelines before filling out the online application form.

3.3 The online application form shall be available on the official website of Bhartiya Aviation Services (BAS).

3.4 Applications submitted through any mode other than ONLINE shall not be accepted under any circumstances.

3.5 Candidates wishing to apply for both profiles are required to submit separate application forms along with the prescribed application fee for each profile individually.

3.6 Candidates must ensure that the email ID and mobile number provided in the application form are valid, active, and belong to them, as all official communications from BAS shall be sent only through the registered email ID, SMS, or WhatsApp.

3.7 Steps to Complete the Online Application Form:

Step 1:

Register using a valid and unique email ID and mobile number.

Step 2:

Enter your basic personal information carefully and ensure all details are correct.

Upload your recent passport-size photograph and signature in the prescribed format.

- The photograph may be in colour or black & white.
- At least 80% of the face should be clearly visible.
- The background must be plain white.
- The image should be clear, recent, and of good quality.

- Provide your active mobile number and email address for future communication.
- Fill in your educational qualification details accurately as per your certificates and records.
- Enter your complete correspondence and permanent address details.
- Select your preferred examination centre and other examination preferences, wherever applicable.
- Review all the information entered, verify the uploaded documents, and submit the application form.

Step 3:

Pay the prescribed application fee through Net Banking, Debit Card, Credit Card, or UPI. Candidates are advised to save and retain the payment receipt/transaction details for future reference.

[All three steps may be completed either in a single session or separately within the application period.]

3.8 Upon successful submission of the online application form and payment of the prescribed fee, candidates must download and retain the confirmation page for future reference.

3.9 In case the confirmation page is not generated after successful payment, candidates are advised to contact the helpdesk through the contact details available on the official website of Bhartiya Aviation Services.

3.10 The information furnished by candidates in the online application form, including name, address, date of birth, category, educational qualifications, and preferred examination city, shall be treated as final. No request for modification shall be entertained after the closure of the correction window.

3.11 BAS shall not make any changes to the information submitted by candidates in the application form. Requests for corrections through email, WhatsApp, post, or personal visit shall not be entertained under any circumstances.

3.12 Candidates must ensure that the contact details provided in the application form are accurate and active to receive important communications and updates. BAS shall not be held responsible for any communication failure arising due to incorrect or invalid contact information provided by the candidate.

3.13 BAS shall not be held responsible for any consequences arising out of incorrect, incomplete, or misleading information furnished by the candidate in the application form.

3.14 Candidates are advised to regularly visit the official website of Bhartiya Aviation Services (BAS) and check their registered email ID and WhatsApp for important updates, notifications, and communications.

3.15 In case multiple applications are submitted by a candidate for the same profile, only the latest successfully submitted application shall be considered valid.

3.16 Only shortlisted candidates shall be called for Application Verification and Document Verification, as applicable for the respective profile.

3.17 The roll numbers of selected candidates shall be published only on the official BAS website. Candidates are advised to regularly check the BAS website and their registered email ID (including Spam/Junk folders) for updates and downloading of Call Letters.

3.18 During the Application Verification process, candidates shall be required to produce original certificates/documents along with valid proof of identity and one set of self-attested photocopies of all relevant certificates/documents. In case of any discrepancy in identity, mismatch of information, or failure to produce the required original documents, the candidature of the candidate shall be rejected. No additional time shall be provided for submission of original documents.

3.19 Roll numbers of the candidates provisionally selected for appointment shall be published on the official website of Bhartiya Aviation Services (BAS). The Offer Letter, or details regarding the issuance of the Offer Letter, shall be communicated to provisionally selected candidates through their registered email IDs and/or the BAS website. Candidates are advised to regularly visit the BAS website and check their registered email IDs (including Spam/Junk folders) for updates and downloading of the Offer Letter.

Note:

- Applications shall be rejected if Step 3 (payment of the prescribed application fee) is not completed successfully.
- Application fees once paid shall neither be refunded nor adjusted under any circumstances.
- Candidates are strictly prohibited from carrying items such as instruments, geometry or pencil boxes, handbags, purses, papers, stationery, printed or written textual material, eatables (packed or unpacked), mobile phones, earphones, microphones, pagers, calculators, Docu Pens, slide rules, log tables, cameras, tape recorders, electronic watches with calculator facilities, metallic items, or any electronic gadgets/devices inside the Examination Hall/Room. Smoking, chewing gutka, spitting, or any similar activity inside the Examination Hall/Room is strictly prohibited.
- The entire application process, including submission of the online application form, uploading of documents, payment of application fee, and printing/downloading of confirmation pages, shall be conducted through online mode only.

BAS reserves the right to utilize the data provided by applicants for research, training, and internal administrative purposes. Such information shall not be shared with any unauthorized third party.

Candidates are required to carry the following items to the Examination Centre:

- Admit Card along with the Self-Declaration Form printed on A4-size paper.
- One transparent ballpoint pen.
- Two recent passport-size photograph (same as uploaded in the application form) for the attendance sheet.
- Any one valid original photo identity proof, such as College ID Card, PAN Card, Driving Licence, Voter ID, Aadhaar Card, Passport, Ration Card, or Bank Passbook bearing the candidate's photograph.

Important Instructions:

- Submission or use of incorrect, forged, fabricated, or tampered documents/images, including Admit Cards or examination results, shall be treated as an act of Unfair Means (UFM) and strict disciplinary action shall be taken against the candidate.
- Candidates are strictly prohibited from carrying electronic devices, bags, paper materials, calculators, eatables, metallic items, or any unauthorized articles inside the Examination Hall.
- Any violation of examination rules, instructions, or guidelines may result in cancellation of candidature, disqualification from the examination process, and debarment from future examinations conducted by BAS.

4. Required Documents for Application

Candidates are advised to keep the following documents and details ready before filling out the online application form:

- Copy of Board/University Certificate or Marksheet as proof of Candidate's Name, Parents' Names, and Date of Birth.
- Any valid Government-issued Photo Identity Proof such as Aadhaar Card, Passport, Bank Passbook, Voter ID, Driving Licence, etc.
- Educational Qualification Certificates/Mark Sheets or the latest semester/year marksheet, as applicable.
- Complete correspondence/ mailing address and permanent address along with PIN Code.
- Valid Category Certificate, if applicable.
- Result Awaited Certificate, wherever applicable.
- Scanned copy of recent passport-size photograph and signature in JPG/JPEG format.

Valid and active Email ID, Mobile Number, and WhatsApp Number for future communication.

5. Detailed Procedure to Fill the Online Application Form

Step 1:

Carefully read the complete advertisement/information bulletin before proceeding with the application process. Candidates must ensure that they have a valid and active email ID, WhatsApp number, and mobile number, which should remain accessible throughout the entire recruitment process.

Step 2:

Visit the official website of Bhartiya Aviation Services (BAS).

Step 3:

Click on the “Apply Now” option available on the website homepage.

Step 4:

- New users are required to complete the registration process by providing their basic details such as Name, Email ID, Mobile Number, and Date of Birth. The Date of Birth shall be used as the default password for login purposes.
- Candidates who are already registered may log in using their Registration Number and Password.

Step 5:

During the registration process, candidates shall be required to select the profile/post applied for and provide details including First Name, Last Name, valid Email ID, WhatsApp Number, and Password (Date of Birth as password).

Step 6:

Enter all required educational qualification details carefully as per the relevant certificates/marksheets.

Step 7:

Upload the required documents in the prescribed format:

- Recent passport-size photograph (the photograph should not be older than 3 months).
- Candidate’s signature.

Step 8:

Fill in the complete correspondence and permanent address details, including full postal address and PIN Code.

Step 9:

Select the preferred Examination State and Examination City, and then submit the application form.

Step 10:

Carefully preview and verify all the information entered in the application form before proceeding to payment. Candidates are advised to ensure that all details are correct, as no modification or correction shall be permitted after successful payment of the application fee.

Note: Candidates must not refresh the webpage or press the back button while the payment transaction is being processed. Please wait patiently until the confirmation message appears and the system automatically redirects to the candidate dashboard.

Step 11:

A copy of the submitted application form shall be sent to the candidate's registered email ID. Candidates may also download and print the application form directly from their dashboard for future reference.

IMPORTANT NOTES:-

- The Online Application Form shall be considered incomplete and liable for rejection if Step-2 and Step-3 of the application process are not completed successfully. No correspondence regarding incomplete applications shall be entertained by BAS.
- No request for refund, adjustment, or transfer of the application fee once paid by the candidate shall be entertained under any circumstances.
- The entire application process for Customer Service Agent and Loader/Housekeeping – 2026, including uploading of scanned documents/images, payment of the application fee, and downloading/printing of the Confirmation Page, shall be conducted through online mode only. Therefore, candidates are not required to send or submit any document, including the Confirmation Page, to BAS through Post, Fax, By Hand, or Email.
- Candidates are advised to regularly visit the official website of Bhartiya Aviation Services (BAS) and check their registered email IDs for the latest updates, notifications, and important communications.
- BAS reserves the right to utilize the data generated during the application process for research, analysis, and internal administrative purposes.
- All candidates who successfully submit the Online Application Form and pay the prescribed application fee on or before the last date shall be provisionally allowed to appear for Customer Service Agent and Loader/Housekeeping – 2026. Admit Cards for eligible candidates shall be uploaded on the BAS website.
- BAS does not verify the information filled in by candidates in the Online Application Form, including educational qualifications or category certificates, for determining eligibility at the application stage.
- Verification of educational qualification certificates and category certificates (where applicable) shall be carried out by the concerned institution/authority. Candidates are therefore advised to ensure that they fulfill the prescribed eligibility criteria and possess valid supporting documents before applying.
- BAS shall not be responsible for any incorrect, false, or misleading information furnished by candidates in the Online Application Form. Requests, representations, letters, emails, WhatsApp messages, or public grievances regarding such matters shall not be entertained.

6. Examination Fee

6.1 Upon successful submission of the Online Application Form, candidates shall be required to pay the prescribed Examination Fee through the payment link available on the official website of Bhartiya Aviation Services (BAS). The fee may be remitted through the online payment modes made available on the portals.

6.2 Candidates are strictly advised not to make payment of the Examination Fee through any third-party portal, agent, or external facility. The fee must be paid only through the authorized payment gateway provided on the official BAS website. BAS shall not be responsible for any transaction made through unauthorized platform

6.3 The prescribed Examination Fee for each profile/post shall be as mentioned below:

S. No.	Profile	Examination fee
1	Customer Service Agent	410/- + GST
2	Loader/Housekeeping	350/- + GST

Note: The prescribed Examination Fee shall remain the same for candidates belonging to all categories, whether reserved or unreserved.

6.4 The Examination Fee once paid shall neither be refunded nor adjusted under any circumstances.

6.5 Candidates are advised to ensure timely payment of the Examination Fee before the last date of application submission. Any delay or failure in payment due to technical issues, banking delays, or any other reason shall be the sole responsibility of the candidate. No representation or claim in this regard shall be entertained by BAS.

6.6 In case a candidate submits more than one application for the same profile/post, the prescribed Examination Fee shall be payable separately for each application submitted. Candidates are therefore advised to apply carefully after verifying all details.

6.7 Candidates applying for more than one profile/post shall be required to submit separate application forms and pay the prescribed Examination Fee separately for each profile/post.

6.8 The profile/post for which the Examination Fee has been successfully paid shall be treated as the final selected profile/post of the candidate. No request for change of profile/post after payment of the Examination Fee shall be entertained under any circumstances.

6.9 The prescribed Examination Fee shall be uniformly applicable to all candidates irrespective of category, including reserved and unreserved categories.

- The Online Application Form is integrated with a secure payment gateway, and candidates may complete the payment process by following the instructions displayed on the portal.
- Upon clicking the "Submit" button, candidates shall be redirected to the payment gateway for payment of the prescribed Examination Fee through Internet Banking, Debit Card, Credit Card, or other available online payment modes. Any applicable

- bank charges, transaction fees, or payment gateway charges shall be borne by the candidate.
- After successful completion of the payment process, candidates shall be automatically redirected to the Application Portal. Candidates are advised to download and retain a printout/copy of the submitted application form for future reference. There is no requirement to send the printed application form or any document to the BAS Office.
- The Examination Fee once paid shall not be refunded under any circumstances. However, in case of duplicate or multiple payments against the same application, the excess amount, if applicable, may be refunded after the closure of the application process.
- For security purposes, candidates are advised to close the browser window properly after completion of the payment transaction and logout from the portal to ensure the safety of their personal information and transaction details.

7. Age Limit

7.1 For the post of Customer Service Agent (CSA), candidates must have attained the minimum age of 18 years and must not have exceeded 27 years of age as on 01 January 2027.

7.2 For the post of Loader/Housekeeping, candidates must have attained the minimum age of 18 years and must not have exceeded 30 years of age as on 01 January 2027.

8. Educational Qualification

Customer Service Agent (CSA):

Candidates must have passed Intermediate (10+2) or its equivalent from a recognized Board/Institution. Candidates appearing in the qualifying examination or awaiting results may also apply provisionally, subject to submission of proof of passing the qualifying examination on or before 01 January 2026.

Loader/Housekeeping:

Candidates must have passed High School (10th) or its equivalent from a recognized Board/Institution on or before the last date of submission of the application form.

9. Syllabus

The Written Examination shall be of 90 minutes duration and will consist of 100 objective-type multiple-choice questions (MCQs).

Subject	Syllabus	Marks
English	Vocabulary, Synonyms & Antonyms, One Word Substitution, Grammar Usage, Spotting Errors, Sentence Improvement, Para Jumbles, Reading Comprehension, Active & Passive Voice, Direct & Indirect Speech, Tenses, Articles, Conjunctions, Verbs, Idioms & Phrases, Fill in the Blanks, Sentence Rearrangement, & Basic Communication Skills.	20

Current Affairs	National and International Current Affairs, Important Government Schemes, Awards & Honours, Sports, Economy, Important Days & Events, Basic General Knowledge, and Recent Developments in Aviation & Transport Sector.	15
Science and Aviation	Basic Physics, Chemistry, Biology, Environmental Science, Scientific Facts, Aviation Terminology, Airport Operations, Airline Services, Safety & Security Awareness, and Basic Aviation Knowledge.	10
Social Science	Indian History, Indian Constitution & Polity, Geography of India and the World, Cultural Heritage, Civics, and Basic Social Awareness.	15
Maths	Number System, Percentage, Profit & Loss, Ratio & Proportion, Average, Time & Work, Time, Speed & Distance, Simple & Compound Interest, Algebra, Geometry, Mensuration, Trigonometry, Data Interpretation, Simplification, Exponents, and Basic Arithmetic Calculations.	20
Reasoning Ability	Coding-Decoding, Alphabet & Number Series, Analogy, Blood Relations, Direction Sense, Seating Arrangement, Puzzle Test, Calendar & Clock, Missing Numbers, Dice & Cube, Logical Reasoning, Sequence Arrangement, Statement & Conclusion, and Analytical Ability.	20

- The minimum qualifying marks for the Written Examination shall be 35%.
- Negative marking shall be applicable in the examination. 0.25 marks shall be deducted for each incorrect answer.
- The question paper shall be bilingual, i.e., in Hindi and English. However, in the event of any discrepancy, ambiguity, or dispute in interpretation, the English version shall be treated as final and binding.

10. Mode & Medium of Examination

- The Examination shall be conducted either in Computer-Based Test (CBT) mode or Offline OMR-Based mode at designated examination centres across India, as decided by BAS.
- The list of Examination Cities/Centres shall be provided in the official notification and/or made available on the official website of Bhartiya Aviation Services (BAS).
- The question paper shall be bilingual, i.e., in Hindi and English. However, in case of any ambiguity, discrepancy, or variation arising out of the translation or interpretation between the two versions, the English version shall be treated as final, authentic, and binding.

11. Difficulty Level of Question Paper

11.1 The standard and level of questions relating to academic subjects shall be based on the Secondary and Senior Secondary curriculum prescribed by the National Council of Educational Research and Training (NCERT) or its equivalent.

11.2 The difficulty level of the question paper for the post of Loader/Housekeeping shall be comparatively lower than that prescribed for the post of Customer Service Agent (CSA).

12. Marking Scheme of Examination

There shall be negative marking in the Written Examination. For every incorrect answer, one-fourth ($\frac{1}{4}$) of the marks assigned to the respective question shall be deducted as penalty. No deduction shall be made for unanswered questions.

13. Normalization of Scores

No normalization process shall be applied in the evaluation of the examination. The raw marks/scores obtained by candidates in the examination shall be treated as final for the purpose of preparation of merit list and selection process.

14. Examination Centre

14.1 The Examination shall be conducted in either OMR-Based Offline mode or Computer-Based Test (CBT) mode at various examination centres across India. A tentative list of examination cities/centres shall be provided in the annexure to this notification.

14.2 No request for change of Examination Centre, Examination Date, or Examination Session shall be entertained under any circumstances once allotted by Bhartiya Aviation Services.

14.3 Bhartiya Aviation Services (BAS) reserves the right to cancel, merge, or add any Examination Centre(s) depending upon administrative requirements, availability of resources, or any other organizational or operational reasons.

14.4 BAS further reserves the right to allot any Examination Centre to candidates irrespective of the preferences/options selected by them in the application form.

14.5 Candidates shall appear for the Examination at the allotted centre entirely at their own risk and expense. BAS shall not be responsible or liable for any injury, loss, damage, accident, theft, or any unforeseen incident occurring during travel to/from the examination centre or during participation in the examination process.

14.6 Any act of indiscipline, unruly behaviour, misconduct, use of unfair means, or misbehavior within the Examination Premises shall lead to immediate cancellation of candidature and may also result in debarment from all future examinations/recruitment processes conducted by BAS.

State/UT	Examination Centres
Andman & Nicobar	Port blair, Diglipur, Ferrargunj, Mayabunder, Long Island, Rangat, Baratang, Little Andaman, South Andaman, North& Middle Andaman.
Andhra Pradesh	Anantpur, Guntur, Kurnool, Nellore, Rajahmundry, Tirupati, Vijayawada, Vishakhapatnam, Kadapa, Ongole
Arunachal Pradesh	Itanagar, Tawang, Naharlagun, Ziro, Pasighat, Tezu, Roing, Bomdila, Kurung Kumey, Along
Assam	Dibrugarh, Guwahati, Jorhat, Silchar, Tezpur, Nagaon, Bongaigaon, Tinsukia, Sivasagar, Golaghat
Bihar	Bhagalpur, Darbhanga, Gaya, Muzaffarpur, Patna, Purnia, Bihar Sharif, Nalanda, Begusarai, Katihar.
Chandigarh	Chandigarh
Chhattisgarh	Bhilai, Bilaspur, Raipur, Durg, Korba, Rajnandgaon, Jagdalpur, Ambikapur, Raigarh, Mahasamund
Dadra & Nagar Haweli	Silvasa,Daman,Diu
DelhiNCR	New Delhi, Noida, Greater Noida, Dwarka, Rohini, Janakpuri, Laxmi Nagar, Karol Bagh, Cannought Place, Vasant Kunj.
Goa	Margao, Vasco Da Gama, Mapusa, Mormugao, Bicholim, Siolim, Valpoi, Cuncolim, Panaji, Ponda
Gujarat	Ahmedabad, Gandhinagar, Jamnagar, Rajkot, Surat, Vadodara, Bhavnagar, Junagadh, Navsari, Morbi.
Haryana	Ambala, Faridabad, Gurugram, Hisar, Chandigarh, Panipat, Yamuna Nagar, Rohtak, Sonipat, Karnal.
Himachal Pradesh	Bilaspur, Hamirpur, Mandi, Dharamshala, Solan, Shimla, Manali, Kullu, Una, Kangra.
Jammu& Kashmir	Jammu, Samba, Srinagar, Anantnag, Baranulla, Leh, Kargil, Sopore, Kathua, Udhampur
Jharkhand	Dhanbad, Hazaribagh, Jamshedpur, Ranchi, Bokaro, Deoghar, Giridih, Ramgarh, Dumka, Lohardaga.
Karnataka	Ballari, Bengaluru, Belgaum, Davangere, Gulbarga, Hubli-Dharwad, Mangalore, Mysore, Shimoga, Tumkur.

State/UT	Examination Centers
Kerala	Kannur, Kochi, Kollam, Kottayam, Kozhikode, Malappuram, Palakkad, Thiruvananthapuram, Thrissur, Alappuzha.
Ladakh	Leh, Kargil
Lakshadweep	Kavaratti, Agatti, Minicoy
Madhya Pradesh	Bhopal, Gwalior, Indore, Jabalpur, Ujjain, Sagar, Dewas, Ratlam, Bhind, Katni
Maharashtra	Mumbai, Pune, Nagpur, Nash, Thane, Aurangabad, Solapur, Kolhapur, Amravati, Nanded
Manipur	Imphal, Churachandpur, Senapati, Thoubal, Bishnupur, Lilong, Moirang, Kakching, Ukhrul.
Meghalaya	Shillong, Cherrapunji, Tura, Jowai, Nongstoin, Mawlynnong, Resubelpara, Sohra, Maitang, Williamnagar.
Mizoram	Aizawl, Lunglei, Saiha, Champhai, Kolasib, Lawngtlai, Serchhip, Khawzawl, Hnahthial,
Nagaland	Dimapur, Kohima, Mokokchung, Tuensang, Wokha, Zunheboto, Noklak, Longleng, Paren, Mon
Odisha	Bhubaneswar, Cuttack, Rourkela, Sambalpur, Puri, Sambalpur, Berhampur, Balasore, Bhadrak, Baripada, Angul
Puducherry	Puducherry, Karaikal, Mahe, Yanam, Ozhukarai, Kattankulathur, Villianur, Sembiam, Thirubavanai, Nedungadu
Punjab	Amritsar, Bhatinda, Jalandhar, Mohali, Patiala, Chandigarh, Ludhiana, Hoshiarpur, Pathankot, Moga
Rajasthan	Ajmer, Bikaner, Jaipur, Jodhpur, Kota, Sikar, Udaipur, Alwar, Bharatpur, Bhilwara
Sikkim	Gangtok, Mangan, Namchi, Pelling, Geyzing, Singtam, Jorethang, Soreng, Rangpo, Rorathang,
TamilNadu	Chennai, Coimbatore, Madurai, Tiruchirapalli, Salem, Tirunelveli, Erode, Vellore, Thoothukudi, Dindigul.
Telangana	Hyderabad, Karimnagar, Khammam, Mahabubnagar, Nalgonda, Warangal, Nizamabad, Ramagundam, Siddipet, Adilabad

State/UT	Examination Centers
Tripura	Agartala, Dharmanagar, Udaipur, Kailashahar, Belonia, Bishalgar, Jolaibari, Amarpur, Kumarghat, Khowai
UttarPradesh	Agra, Lucknow, Kanpur, Varanasi, Meerut, Allahabad, Bareilly, Moradabad, Aligarh, Ghaziabad
Uttarakhand	Dehradun, Haldwani, Haridwar, Nainital, Rishikesh, Almora, Rudrapur, Kashipur, Pithoragarh, Tehri
West Bengal	Asansol, Durgapur, Hooghly, Howrah, Siliguri, Kolkata, Bardhaman, Kharagpur, Suri, Malda

15. Selection Procedure

The selection process shall consist of the following stages:

Written Examination

Personal Interview (only candidates qualifying the Written Examination shall be called for the Interview)

Final selection shall be based on the overall performance of the candidate in both the Written Examination and Personal Interview.

Note: Arrangement for accommodation, travel, and other personal expenses related to the examination/interview process shall be the sole responsibility of the candidate.

16. Important Information

16.1 Bhartiya Aviation Services (BAS) reserves the right to increase, decrease, modify, or cancel the number of notified profiles/posts at any stage of the recruitment process without assigning any reason thereof.

16.2 Candidates belonging to the category of Persons with Benchmark Disabilities (PwBD) shall not be eligible to apply for the present recruitment process.

16.3 Final selection of candidates shall be made on the basis of performance in the Personal Interview, subject to qualifying the Written Examination.

16.4 No candidate shall have any claim or right for selection/appointment solely on the basis of marks obtained in the Written Examination.

16.5 Candidates qualifying the Written Examination must also qualify the Personal Interview. Selection shall be considered valid only after successful qualification in both stages of the recruitment process.

16.6 Candidates appearing for the Personal Interview shall be required to adhere to the dress code and grooming standards prescribed by Bhartiya Aviation Services (BAS).

16.7 Selected candidates shall be required to undergo mandatory training organized by BAS. The prescribed training fee and related expenses, if any, shall be borne by the selected candidate.

16.8 Eligibility of candidates with respect to age, educational qualification, category, and other criteria shall be determined on the basis of the information furnished in the Online Application Form. If, at any stage of the recruitment process, a candidate is found to be ineligible or to have furnished incorrect information, the candidature shall be cancelled without prior notice and the entire responsibility shall lie with the candidate.

16.9 Failure to submit the detailed application form and/or required documents within the prescribed timeline shall be construed as unwillingness of the candidate to continue in the recruitment process, and the candidature shall be cancelled accordingly.

16.10 Except for the age relaxation, if any, specifically mentioned in this notification, no additional relaxation in minimum or maximum age limit shall be granted under any circumstances.

16.11 Candidates are required to strictly comply with all instructions and guidelines mentioned in the e-Admit Card and official communications issued by BAS.

16.12 In the event of any discrepancy, ambiguity, or error in the Question Paper and/or Answer Key, including cases involving multiple correct options or incorrect questions, the result shall be prepared on the basis of the Final Answer Key recommended by a panel of subject experts constituted by BAS. The decision of the expert panel shall be final and binding, and no representation, objection, or appeal in this regard shall be entertained.

16.13 In case a selected candidate does not possess a valid Passport, BAS may provide necessary guidance and assistance for obtaining the same, subject to applicable rules and procedures.

16.14 The Computer-Based Test (CBT) may be conducted at various major cities across India. The number and location of Examination Centres may be increased, decreased, changed, or merged depending upon the number of applicants and administrative requirements. In such circumstances, candidates may be allotted an Examination Centre other than the one opted by them. No request for change of Examination Centre, Venue, Date, or Session shall be entertained.

16.15 BAS reserves the absolute right to modify, amend, restrict, enlarge, postpone, suspend, or cancel the recruitment process, either partially or completely, at any stage without issuing any separate notice or assigning any reason whatsoever. The decision of the BAS Management in all such matters shall be final and binding, and no appeal or representation shall be entertained.

16.16 In case of any dispute arising out of the recruitment process, the jurisdiction of courts shall be confined exclusively to Delhi.

16.17 Candidates must produce original certificates/documents in support of their eligibility, including proof of age, educational qualification, category, and other relevant documents, at the time of Interview and/or Document Verification. Failure to produce the

required original documents shall result in disqualification from the Interview/selection process.

16.18 The Date of Birth recorded in the High School/Secondary School Certificate or equivalent examination certificate shall be treated as final and binding for all purposes. No other document shall be accepted as proof of Date of Birth.

16.19 The candidature of a candidate shall be cancelled immediately if he/she is found indulging in unfair means, malpractice, impersonation, misbehaviour, indiscipline, or any objectionable activity during the examination or recruitment process.

16.20 Candidates are advised to remain vigilant against fraudulent persons, agencies, or organizations claiming to secure selection/appointment in exchange for money, gifts, or any other favour. Bhartiya Aviation Services (BAS) shall not be responsible for any such unauthorized dealings, and the candidate shall solely be responsible for the consequences arising therefrom.

16.21 Candidates are advised not to rely upon or respond to any misleading or unauthorized advertisements published in newspapers, websites, mobile applications, social media platforms, or any other medium. For authentic and official information, candidates must refer only to the detailed notification available on the official BAS website.

16.22 In exceptional circumstances, if a candidate is unable to appear for the Interview on the scheduled date due to a genuine and valid reason, the request for rescheduling may be considered subject to approval by BAS upon contacting the official helpline within the prescribed timeline.

16.23 Candidates shortlisted for the Interview shall be informed through the official BAS website as well as through SMS and Email on their registered Mobile Number and Email ID. Such candidates shall be required to download their E-Call Letter/Interview Letter from the BAS portal for appearing in the Interview process.

17. Admit Card, Instructions and Prohibited Materials

17.1 Admit Card for the Examination

(a) Admit Cards shall be issued provisionally to candidates, subject to fulfillment of the eligibility conditions and other criteria prescribed in this notification.

(b) Candidates are required to download their Admit Card from the official website of Bhartiya Aviation Services (BAS) and appear for the Examination at the designated Examination Centre on the date, time, and session specified therein.

(c) No candidate shall be permitted to appear for the Examination on any date, time, or session other than the one allotted and mentioned in the Admit Card.

(d) In case a candidate is unable to download the Admit Card, he/she may contact the designated Helpdesk/Helpline between 10:00 A.M. and 6:00 P.M. on working days (excluding Sundays and holidays). No assistance regarding Admit Card issues shall be provided on the day of examination. Candidates are therefore advised to resolve all Admit Card-related issues well before the examination date.

(e) Candidates are advised to carefully read all instructions mentioned in the Admit Card and strictly comply with the same during the conduct of the Examination.

(f) In case of any discrepancy or mismatch in the particulars mentioned on the Admit Card, such as the candidate's name, photograph, signature, or any other detail, the candidate must immediately contact the designated Helpdesk/Helpline between 10:00 A.M. and 6:00 P.M. on working days, prior to the examination date.

In such cases, candidates shall still be permitted to appear in the Examination using the already downloaded Admit Card, subject to verification. Appropriate corrective action, if required, shall thereafter be taken by Bhartiya Aviation Services (BAS).

Important Notes:

- Admit Cards shall not be sent by post or through any offline mode under any circumstances. Candidates must download the same from the official website of Bhartiya Aviation Services (BAS).
- No duplicate Admit Card for Customer Service Agent and Loader/Housekeeping – 2026 shall be issued at the Examination Centre under any circumstances.
- Any mutilation, overwriting, tampering, or unauthorized alteration in the Admit Card shall render it invalid, and the candidate may be denied entry to the Examination Centre.
- Candidates are advised to preserve the Admit Card carefully for future reference and use during subsequent stages of the recruitment process.
- Admit Cards shall not be issued to candidates whose applications are found to be incomplete, defective, unsigned, containing unclear/indistinct photographs, or otherwise not in accordance with the prescribed eligibility conditions and instructions.
- The issuance of an Admit Card shall not automatically imply acceptance of eligibility. Eligibility of candidates shall be subject to detailed scrutiny and verification at subsequent stages of the recruitment and selection process.

17.2 Important Instructions for Candidates

Candidates are advised to carefully read all instructions mentioned on the Admit Card before appearing for the Examination and ensure strict compliance with the same.

(a) Candidates must carefully read and strictly follow all instructions printed on the Admit Card as well as those communicated by the Examination Authorities from time to time.

(b) The following documents/items are mandatory and must be carried by the candidate on the day of Examination:

Printed copy of the Admit Card downloaded from the official website of Bhartiya Aviation Services (BAS).

One recent passport-size photograph, identical to the photograph uploaded in the Online Application Form, to be affixed on the Attendance Sheet.

Any one original, valid, and non-expired Government-issued Photo Identity Proof from the following:

- School/College Identity Card
- PAN Card
- Driving Licence
- Voter ID Card
- Passport
- Aadhaar Card (with photograph)
- Aadhaar Enrolment Slip
- Ration Card

In case the candidate's name has been changed due to marriage or any other legal reason, supporting documentary proof such as Marriage Certificate, Divorce Decree, Gazette Notification, or Legal Name Change Certificate must be produced at the time of Examination/Verification.

(c) Possession of any prohibited item(s) inside the Examination Centre and Examination Hall is strictly prohibited. Any candidate found carrying or using such items shall be liable for disciplinary action, including cancellation of candidature.

(d) Candidates shall not be permitted to carry baggage, bags, luggage, or personal belongings inside the Examination Premises. Bhartiya Aviation Services (BAS) shall not be responsible for any loss, theft, or damage to personal belongings brought to the Examination Centre.

(e) Candidates must report at the Examination Venue as per the reporting time mentioned on the Admit Card to avoid crowding and ensure smooth verification and timely entry into the Examination Hall.

(f) Entry to the Examination Centre shall be closed 30 minutes prior to the commencement of the Examination. No candidate shall be permitted to enter the Examination Centre thereafter.

(g) Late entry under any circumstances shall not be permitted. Candidates are therefore advised to visit/familiarize themselves with the Examination Centre location in advance and plan their travel accordingly to avoid delay.

(h) Candidates must produce the Admit Card for verification whenever demanded by the Examination Authorities for entry into the Examination Hall/Room. Candidates not in possession of a valid Admit Card shall not be permitted to enter the Examination Centre or appear in the Examination.

(i) Candidates are advised to occupy their allotted seats immediately after the opening

of the Examination Hall. Delay in taking the allotted seat may result in missing important announcements and general instructions communicated in the Examination Hall, for which BAS shall not be held responsible.

(j) Any candidate found changing the allotted Examination Room/Hall or seat without authorization shall be treated as using unfair means. In such cases, the candidature of the candidate shall be cancelled immediately, and no representation or explanation in this regard shall be entertained.

(k) All rough work and calculations must be carried out only on the rough sheets provided by the Examination Authorities. Candidates must return the rough sheets to the Invigilator before leaving the Examination Hall.

(l) No candidate shall leave his/her seat or the Examination Hall/Room before completion of the full duration of the Examination without prior permission of the Centre Superintendent or the concerned Invigilator. Candidates must strictly comply with all instructions issued by the Centre Superintendent and Invigilators during the conduct of the Examination.

(m) Only registered candidates possessing a valid Admit Card shall be permitted entry into the Examination Centre. Friends, relatives, guardians, or accompanying persons shall not be allowed inside the Examination Premises under any circumstances, nor shall they be permitted to contact the candidate during the Examination process.

(n) Candidates shall appear for the Examination at their own expense on the date, time, and venue mentioned in the Admit Card issued by Bhartiya Aviation Services (BAS). No Travelling Allowance (TA), Dearness Allowance (DA), accommodation, or any other reimbursement shall be admissible for appearing in Customer Service Agent and Loader/Housekeeping – 2026.

(o) Applications/candidature of candidates found submitting false, fabricated, misleading, or forged information/documents shall be rejected forthwith. Such candidates may also be debarred from appearing in future examinations/recruitment processes conducted by BAS.

Bhartiya Aviation Services (BAS) reserves the right to cancel or withdraw, at any stage, the permission inadvertently granted to any candidate who is subsequently found to be ineligible for Customer Service Agent and Loader/Housekeeping – 2026, notwithstanding the issuance of an Admit Card by BAS.

(p) In the event of any ambiguity, dispute, or uncertainty regarding the interpretation of instructions, terms, rules, eligibility criteria, conduct of examination, registration process, or any information contained in this notification, the interpretation and decision of Bhartiya Aviation Services (BAS) shall be final, binding, and conclusive upon all candidates.

17.3 Restricted Items Inside Examination Hall

Candidates are strictly prohibited from carrying any unauthorized materials/items into the Examination Hall/Room. The prohibited items include, but are not limited to: textual materials, printed or written papers, loose sheets, bits of paper, calculators, Docu Pens, slide rules, log tables, electronic watches with calculator facilities, mobile phones, Bluetooth devices, pagers, or any other electronic gadgets/devices.

- Candidates shall not bring any kind of electronic gadget/device inside the Examination Hall/Room under any circumstances.
- If any candidate is found in possession of any prohibited item, whether in use or otherwise, such act shall be treated as use of unfair means (UFM). The candidature of the candidate shall be cancelled immediately, and the candidate may also be debarred from future examinations conducted by Bhartiya Aviation Services (BAS). The prohibited material/item shall also be confiscated.
- Smoking, chewing gutka/tobacco, spitting, or engaging in any similar activity inside the Examination Hall/Room is strictly prohibited.
- Items such as instruments, geometry boxes, pencil boxes, handbags, purses, papers, stationery items, eatables/snacks, tea, coffee, cold drinks, water bottles (except as permitted), mobile phones, earphones, microphones, pagers, calculators, cameras, tape recorders, metallic items, or any electronic gadgets/devices shall not be permitted inside the Examination Hall/Room.

Note: Candidates suffering from diabetes shall be permitted to carry sugar tablets, fruits (such as banana, apple, or orange), and a transparent water bottle inside the Examination Hall, subject to verification. However, packed food items such as chocolates, candies, sandwiches, or similar packaged eatables shall not be allowed.

18. Contact Details for Queries and Assistance

For any technical assistance, application-related queries, or clarification regarding the recruitment process, candidates may contact the official Helpdesk of Bhartiya Aviation Services (BAS) through the following channels:

- **Helpline Numbers:**

8447-58-8447 / 8447-79-8447 / 8447-58-8446

- **Official Email ID:**

info@bhartiyaaviation.in

- **Helpdesk Working Hours:**

10:00 A.M. to 06:00 P.M. (Monday to Saturday, excluding public holidays)

Candidates are advised to regularly visit the official BAS website for all latest updates, corrigenda, announcements, examination-related notices, and further instructions pertaining to the recruitment process. No separate communication shall be made individually unless otherwise specified.