



# Bhartiya Aviation Services

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अतुल्य! भारत  
Incredible India

Advertisement no. (03/Exam/CSA/LH/BAS/2024)

## Customer Service Agent And Loader/ Housekeeping-2024

\* Online application are invited from eligible Indian citizens (male & females) for all Indian Airports as Customer Service Agent and Loader/ Housekeeping by Bhartiya Aviation Services.

S No.	Profile Name	Pay Scale(Approx)	Educational Qualification	Number of Vacancies
1.	Customer Service Agent (CSA)	13,000-30,000	Intermediate (10+2)	2653
2.	Loader/Housekeeping	12,000-22,000	High School (10 <sup>th</sup> )	855

\* Pay Scale- Pay scale will be decided at the time of interview. According to the performance of the candidate.

\* The Schedule of examination activities is as follows:-

Important Point of Examination	Examination Information
• Online application starting date	01 April,2024
• Online application last date	30 June,2024
• Examination fee deposit last date	30 June, 2024
• Downloading of admit card by candidate form BAS website.	To be announced later on website.
• Date of examination	Coming soon
• Mode of examination	Offline or CBT
• Pattern of examination	Objective type with MCQ.
• Duration Of Examination	90 Minutes (1.5 hours).

• Timing of examination	Will be announced.
• Centre, date and shift of examination	As mentioned on admit card.
• Declaration of result	Will be announced later on website.

## 1. **Application Procedure:-**

**1.1** Candidate can apply for customer services agent (CSA) and Loader/ Housekeeping 2024 through “Online” mode only.

**1.2** Candidate must carefully read the instruction including how to fill up application form online.

**1.3** Submission of online application form may be done by accessing BAS website [www.bhartiyaaviation.in](http://www.bhartiyaaviation.in).

**1.4** Application form in any other mode will not be accepted.

**1.5** A candidate can apply for both the given profiles but he/she will have to submit separate application form and exam fee for both the profiles.

**1.6** Candidate must ensure that E-mail address and mobile number in the application form are their own as well information communication will be sent by BAS through e-mail or SMS or Whatsapp message on registered mobile number only.

**1.7** Instructions for filling Online Application Form:

\*Download Information Bulletin and read the same carefully regarding eligibility and procedure / documentation required for filling the Online Application Form.

\*Follow the steps given below to Apply Online:

**Step-1:** Register for Online Form submission using unique Email ID and Mobile No.

**Step-2:** Fill in the Online Application Form and note down the system generated Application No. Upload legible scanned images of: (i) a recent photograph either in colour or black & white with 80% face (without mask) visible including ears against white background; (ii) candidate’s signature (in jpg file)

**Step-3:** Pay prescribed fee through Net Banking / Debit Card / Credit Card and UPI, keep proof of fee paid for future reference.

\*Download, save and print copies of Confirmation Page after successful remittance of fee and keep copies safely for future reference.

All the 3 Steps can be done together or at separate sittings.

**1.8** After the submission of online application form (i.e., successful completion of all the steps), confirmation page of the application form, should be downloaded and printout of the same may be retained for future reference. The confirmation page of the online application form will be generated only after successful payment by the candidate.

**1.9** In case the confirmation page is not generated after payment of the prescribed fee, the candidate should approach the helpline number and email given at website of Bhartiya Aviation Services.

**1.10** Information such as his/ her name, contact details / address, category, educational qualification details, date of birth, choice of exam cities, etc. provided by the candidate in the online Application Form will be treated as final. Any request for change in such particulars after the closure of correction period will not be considered by BAS.

**1.11** BAS does not edit/modify/alter any information entered by the candidate under any circumstances. Any request for change in information will not be entertained. Therefore, candidates are advised to exercise utmost caution for filling up correct details in the Application Form. Request for corrections made by any candidates through Post/Fax/WhatsApp/Email/by hand will not be entertained by BAS.

**1.12** Candidates must ensure that their email address and mobile number registered on their online Application Form are their own, as relevant/ important information/ communication will be sent by BAS through e-mail on the registered e-mail address and/or through SMS on registered mobile number only. BAS shall not be responsible for any non- communication/ mis-communication with a candidate in the email address or mobile number given by him/ her other than his/ her own.

**1.13** BAS disclaims any liability that may arise to a candidate(s) due to incorrect information provided by him/her in his/her online Application Form.

**1.14** Candidates are advised to visit the BAS Website and check their e-mails regularly for latest updates.

**1.15** The application submitted by the candidate cannot be amended. Therefore, in case the candidate has made more than one application for the same profile, only the last submitted application will be accepted. All remaining applications will be treated as cancelled.

**Notes:**

i. The final submission of Online Application Form will remain incomplete if Step-3 is not complete. Such forms will stand rejected and no correspondence on this account will be entertained.

ii. No request for refund of fee once remitted by the candidate will be entertained by BAS under any circumstances.

iii. The entire application process for CSA, March 2024 is online, including uploading of scanned images, payment of fees, and printing of Confirmation Page, Admit Card, etc.

iv. Usage of Data and Information: BAS can use the data provided by the End Users (test taker in this case) for internal purpose(s) including training, research and development, analysis and other permissible purpose(s). However, this information is not for use by any third party or private agency for any other use.

**Candidates are advised to carry only the following with them into the examination venue:**

- i. Admit card along with Self Declaration (Undertaking) downloaded from the BAS Website (a clear printout on A4 size paper) duly filled in
- ii. A simple transparent Ball Point Pen
- iii. Additional photograph (same as uploaded on the Online Application Form) to be pasted on the attendance sheet in examination Room/ Hall.
- iv. Any one of the authorized photo IDs (must be original, valid, and non-expired) – College Identity Card with photograph/ PAN card/ Driving License/ Voter ID/ Passport/ Aadhaar Card (With photograph)/E-Aadhaar with photograph/ Ration Card with photograph/ Bank Passbook with Photograph

**Notes:**

1. In case it is found at any time in future that the Candidate has used / uploaded the photograph and signature of someone else in his/ her Application Form / Admit Card or he/she has tampered his/her Admit Card / result, these acts of the candidate shall be treated as Unfair Means (UFM) Practices on his/her part and he/she shall be proceeded with action as contemplated under the provisions of the notification relating to Unfair Means Practices.
2. Candidates are NOT allowed to carry Instruments, Geometry or Pencil box, Handbag, Purse, any kind of Paper/ Stationery/ Textual material (printed or written material), Eatables (loose or packed), Mobile Phone/ Earphone/ Microphone/ Pager, Calculator, Docu Pen, Slide Rules, Log Tables, Camera, Tape Recorder, Electronic Watches with facilities of calculator, any metallic item or electronic gadgets/ devices in the Examination Hall/Room. Smoking, chewing gutka, spitting etc. in the Examination Room/Hall is strictly prohibited.
3. Possession by a candidate of any of the above-mentioned items will be treated as an act of Unfair Means and may lead to cancellation of his/her candidature in the Examination & may also involve debarring the candidate for future Examination(s) conducted by BAS.

**2. Documents Required for application form:-**

Before beginning the process of filling the Online Application Form, read Information Bulletin carefully, keep ready required documents and follow the following instructions:



- \* Copy of Board/ University Certificate for Candidate's Name, Mother's Name, Father's Name and Date of Birth
- \* Type of Identification – Bank A/c passbook with photograph/ Passport Number/ Ration Card/ Aadhaar Card Number/Voter ID Card Number/ Other Govt. ID
- \* Qualifying Degree Certificate or last semester marks sheet.
- \* Your Mailing Address as well as Permanent Address with Pin Code.
- \* Category Certificate, if applicable.
- \* Self-Declaration Minority Community Certificate, if applicable.
- \* Result Awaited Certificate, if applicable.
- \* e-mail address and Mobile Number of candidate.
- \* Scanned images in JPG format only. Candidate's Signature in running hand.

### **3. Instructions for filling application form:-**

**Step 1:-** Candidates are advised to read the detailed advertisement carefully prior to filling the online application form. The candidate must ensure that he/she has an active e-mail ID and mobile number. The e-mail ID and the mobile number are required to be preserved till publication of final result. The candidate must also ensure the availability of all the relevant document/ certificates at the time of filling the online application form.

**Step 2:-** For applying online visit the official website of BAS Aviation Services [www.bhartiyaaviation.in](http://www.bhartiyaaviation.in).

**Step 3:-** Click on “apply now”.

**Step 4:-** If you are new to the website please do registration first for further process.

Or

You can log in if you are already registered with the help of your registration number and password.

**Step 5:-** On the registration page, a candidate is required to select his/her profile, full name, valid e-mail address, mobile number and password (DOB as a password).

**Step 6:-** At first a candidate is required to fill in his/her personal details (First name, last name, father's name, mother's name, date of birth, gender, category, marital status, profile, e-mail ID, mobile number)

**Step 7:-** Thereafter, the candidate is required to fill in Education Details.

**Step 8:-** Thereafter, the candidate is required to upload the following documents:-

- a) Scanned copy of recent passport size colour photograph.
- b) Scanned signature

**Step 9:-** After that candidate have to fill the address details (street name, house no, village, city, post office, state, district, pin code)

**Step 10:-** Then the candidate have to select his/her examination centre state and examination centre city and then click on the button “Submit”.

**Step 11:-** After all details are filled in the application form, candidate has to verify all the details on the print preview page and after clicking the check box, the “payment” button shall be visible. Prior to proceeding for payment, candidate must preview the application form and ensure that all the details filled in are correct in all aspects and then proceed further. After making payment, the application form shall be finally submitted and no change/ alteration shall be allowed and any deviation from the data appearing in the certificates/ documents, noticed at later stage shall lead to disqualification.

**Note:-** Please do not click back button or refresh the page while making the online payment of application. Wait for notification showing that “your application is successfully submitted”. This is autogenerated process.

**Step 12:-** You will receive your application form on your registered e-mail ID or you can easily print/ download your application form.

**Notes:**

- i. The final submission of Online Application Form will remain incomplete if Step - 2 and Step-3 are not completed, such Application Forms will stand rejected and no correspondence on this account will be entertained.
- ii. No request for refund of fee once remitted by the candidate will be entertained.
- iii. The entire application process of Customer Service Agent And Loader/ Housekeeping-2024 is online, including uploading of scanned images, Payment of Fees and Printing of Confirmation page. Therefore, candidates are not required to send/submit any document(s) including Confirmation page to BAS through Post/Fax/By Hand/E-mail.
- iv. Candidates are advised to keep visiting the BAS’s website regularly for latest updates and to check their e-mails.
- v. The BAS can make use of the data generated for the purpose of research and analysis.
- vi. All the candidates who have submitted the online Application and paid the Examination fee till last date will be allowed to appear in Customer Service Agent And Loader/ Housekeeping-2024 and their admit cards will be uploaded on the website.
- vii. BAS verifies neither the information filled by the candidates in the Application Form nor any certificate of Category/Educational Qualification for deciding the eligibility of candidates.
- viii. The certificates of educational qualification and category (if applied under reserved category) will be verified by the concerned institution. The candidates are, therefore, advised to ensure their eligibility and the category (if applying under reserved category).
- ix. BAS will, in no way, be responsible for any wrong/incorrect information furnished by the candidate(s) in his/her Online Application Form. The letter/e-mails/WhatsApp Message/Public Grievance in this regard will not be entertained by the BAS

#### **4. Examination Fee:-**

**4.1** After submitting the form you are now ready to pay the examination fee, click on the payment link to pay the fee in the mode most suitable to you.

**4.2** Candidates should not use any other portal or facility for depositing the examination fee other than the payment link given on the website [www.bhartiyaaviation.in](http://www.bhartiyaaviation.in).

**4.3** There is prescribed examination fee for the post according to the application.

S.no	Category	Profile	Fee
1	General, OBC, SC, ST (All Category)	Customer Services Agent(CSA)	380/-+ GST
2	General, OBC, SC, ST (All Category)	Loader/Housekeeping	340/-+ GST

**4.4** - No fee will be refunded to the candidates at the facilities for depositing the examination fee.

**4.5** - Candidates should make sure to pay the examination fee before the last date of application so that pending verification of any payment related transaction can be done in time, otherwise it will be the responsibility of the candidate himself.

**4.6** - In case of applying more than one application for the same profile by the candidate, the examination fee will have to be paid every time, so the candidate should apply after thinking carefully.

**4.7** - If a candidate applies on more than 1 profile then he/she will have to pay the examination fee separately.

**4.8** - The profile for which the examination fee has been deposited, the candidate will be considered of the same profile, later the profile of the candidate will not be changed.

**4.9** - The prescribed examination fee is applicable and it is same for either categories i.e., reserved or unreserved.

## **5. Age limit:-**

**5.1** Application of customer services agent (CSA) must have attained the age of 18 years as on 1<sup>st</sup> July 2024 and the maximum age should be 28 years.

**5.2** The application for loader/housekeeping must have attained the age of 18 years as on 1<sup>st</sup> July, 2024 and the maximum age should be 33 years .

**5.3** Age relaxation of 5 years will be given for sc/st and 3 years will be for OBC candidates.

Relaxation of upper age limit:-

S. no.	Category	Age Relaxation
1	SC/ST	5 Years
2	OBC	3 Years

## **6. Eligibility as per academic qualification:-**

**6.1** Airport ground staff/CSA :-

candidate must have an intermediate or senior secondary school certificate (10+2) or equivalent from the recognized board or university.

**Note:-** Those who are pursuing their intermediate (10+2) may also apply provisionally subject to the condition that, if provisionally selected. They will have to produce proof of having passed the intermediate on or before 1<sup>st</sup> September, 2024.

### 6.2 Loader/ Housekeeping :-

Candidate must have high school or secondary school certificate (10<sup>th</sup>) equivalent from recognized board or university. And must be on or before the last date of receipt of online application form.

### 7. **Syllabus of examination:-**

The exam will consist of two parts. All the parts will consist of objectives type, multiple choice questions. There will be no break between papers. The subject-wise scheme of examination is as per details below:-

#### **PART – A**

Subject	Syllabus	Marks
English	Synonyms and Antonyms, One Word Substitution, Vocabulary and Grammar Skills, Spotting Errors, Sentence, Rearranging Para Jumbles, Active and Passive Voice, Direct and Indirect Speech Conversions and Narration, Shuffle of Sentences, Part in Passage, Comprehension Passage, Verbs, Tense, Conjunction, Article, Idiom.	40

#### **PART – B**

Current Affairs	National, International	10
Science and Aviation Knowledge	Physics, Chemistry, Biology and Aviation Knowledge	10
Social Studies	History, Politics and Geography	10
Mathematics	Percentage, Profit and Loss, Simple and Compound Interest, Ratio and Proportion, Average Work and Time, Time Speed and Distance, Number	15



	System, Exponentiation and Radiation, Algebra, Mensuration, Geometry, Trigonometry	
Reasoning	Coding-Decoding, Alphabet Series, Number Series, Missing Numbers, Dice, Blood Relations, Calendar & Clock, Seating Arrangement, Puzzle, Sequence Arrangement, Justice	15

**7.1-** There are 2 sections in the above syllabus, the number of questions in both the sections together will be 100, each question will be of 1 mark.

**7.2-** Part A will have 40 questions from English. Out of 40 questions, the candidate has to compulsorily correct 15 questions, otherwise if less than 15 questions are correct, the candidate will be considered as failed.

**7.3-** The minimum qualifying marks will be 35% of the total marks of the examination but 15 questions in English must be answered correctly otherwise the candidate will be considered as failed.

#### **8. Mode Of Examination:-**

The examination will be conducted in computer based test (CBT) mode or offline mode.

#### **9 Medium of examination:-**

The paper will be in bilingual i.e., Hindi and English. In case of any ambiguity between Hindi and English version due to transaction. English version would be treated as final.

#### **10. Difficulty level of question paper :-**

**10.1-** The difficulty level of questions related to academic subjects will be of Secondary Senior Secondary level as prescribed by the National Council of Educational and Research (NCERT).

**10.2-** The difficulty level of the question of Loader / Housekeeping will be lower than Airport Ground Staff / CSA.

#### **11. Marking scheme of examination:-**

1/4th marks will be deducted for each wrong answer.

#### **12. Normalization:-**

No normalization will be done.

### 13. Examination Centre:-

13.1- The exam will be conducted OMR based/ CBT at multiple locations in India. A tentative list of OMR-based/ CBT exam centres is attached in notification.

13.2- Any request for change in exam centre date session will not be entertained.

13.3- Bhartiya Aviation Services reserves the right to cancel any of the examination centre or add some other centre in its discussion based on resource, administrative feasibility etc.

13.4- Bhartiya Aviation Services also reserves the right to allot the centre to candidates other than those adopted by it.

13.5- Candidates will appear for the examination at the examination centre at their own risk and expense. Bhartiya Aviation Services will not be responsible for any injury or loss etc. of any kind.

13.6- Any unruly behaviour/misbehaviour in the examination hall will result in disqualification of the candidates from future examinations conducted by the Bhartiya Aviation Services.

#### **Tentative List of Centres for Pre-Examination Training, Preliminary Examination and Main Examination**

State/ UT	Examination Centre
Andhra Pradesh	Anantpur, Bhimavaram, Chirala, Gudur, Guntur, Kadapa, Kakinada, Kurnool, Nandyal, Narasaraopet, Nellore, Rajahmundry, Rajampet, Srikakulam, Tadepalligudem, Tirupati, Vijaywada, Vishakhapatnam, Vizianagaram
Arunachal Pradesh	Itanagar, Dirang, Naharlagun
Assam	Dibrugarh, Guwahati, Jorhat, Silchar, Tezpur
Bihar	Arrah, Bhagalpur, Darbhanga, Gaya, Muzaffarpur, Patna, Purnea
Chhattisgarh	Bhilai Nagar, Bilaspur, Raipur
Delhi NCR	Delhi/ NCR (All NCR cities)
Goa	Madgaon, Panaji, Ponda
Gujrat	Ahmedabad-Gandhinagar, Anand, Jamnagar, Mehsana, Rajkot, Surat, Vadodara
Haryana	Ambala, Faridabad, Gurugram, Kurukshetra, Hisar
Himachal Pradesh	Bilaspur, Hamirpur, Mandi, Dharamshala, Solan
Jammu & Pradesh	Jammu, Samba, Srinagar, Anantnag

Jharkhand	Dhanbad, Hazaribagh, Jamshedpur, Ranchi
Karnataka	Ballari, Bengaluru, Belgaum, Davangere, Gulbarga, Hassan, Hubli-Dharwad, Mangalore, Mysore, Shimoga, Udupi
Kerela	Alappuzha, Idukki, Kannur, Kochi, Kollam, Kottayam, Kozhikode, Malappuram, Palakkad, Pathanamthitta, Thiruvananthapuram, Thrissur
Madhya Pradesh	Bhopal, Gwalior, Indore, Jabalpur, Satna, Ujjain
Maharashtra	Ahmednagar, Akola, Amravati, Chhatrapati Sambhaji Nagar (Aurangabad), Dhule, Jalgaon, Kolhapur, Latur, Mumbai/Thane/Navi Mumbai/MMR, Nagpur, Nanded, Nashik, Pune, Raigad, Sangli, Satara, Solapur
Manipur	Imphal, Churachandpur, Senapati
Meghalya	Shillong, Cherapungi, Tura
Mizoram	Aizawl, Zawlnuan, Champhai
Nagaland	Dimapur, Kohima
Odisha	Balasore, Berhampur (Ganjam), Bhubaneshwar, Cuttack, Rourkela, Sambalpur
Punjab	Amritsar, Bhatinda, Jalandhar, Mohali, Patiala
Rajasthan	Ajmer, Bikaner, Hanumangarh, Jaipur, Jodhpur, Kota, Sikar, Udaipur
Sikkim	Bardang - Gangtok
Tamil Nadu	Chennai, Coimbatore, Cuddalore, Erode, Kanchipuram, Karur, Krishnagiri, Madurai, Nagercoil, Namakkal, Ramanathapuram, Salem, Thanjavur, Thiruchirapalli, Tirunelveli, Vellore, Virudhunagar
Telangana	Hyderabad, Karimnagar, Khammam, Mahabubnagar, Nalgonda, Warangal
Tripura	Agartala, Dharmnagar
Uttar Pradesh	Agra, Aligarh, Bareilly, Faizabad, Ghaziabad, Gonda, Gorakhpur, Jhansi, Kanpur, Lucknow, Mathura, Meerut, Moradabad, Muzaffarnagar, Noida & Greater Noida, Prayagraj (Allahabad), Varanasi
Uttrakhand	Dehradun, Haldwani, Roorkee
West bengal	Asansol, Durgapur, Greater Kolkata, Hooghly, Howrah, Kalyani, Siliguri

## **14. Method Of Selection:-**

### **14.1 Computer based exam or offline exam**

Only eligible candidates will undergo the computer based examination or offline examination to be conducted by Bhartiya Aviation Services at the selected centres all over India.

### **14.2 Interview**

Those candidates who qualify in the exam will then be interviewed. Candidates who will be selected in the interview, then their joining process will start.

**Note:- Arrangement for Accommodation will be the individual responsibility.**

## **15. Important Information: -**

**15.1** - The number of profile can be increased or decreased i.e. Bhartiya Aviation Services has the right to increase or decrease the number of profiles prescribed after the issue of notification.

**15.2** - Persons with Bench Mark Disabilities (PwBD) are not eligible to apply for this examination.

**15.3** - The candidate will be selected on the basis of interview after qualifying the written exam.

**15.4** - No request/claim will be entertained for being selected against any profile based merely upon marks scored in written examination.

**15.5** - The candidates who have qualified in the written examination are required to qualify interview, only then their selection will be valid.

**15.6** - The Bhartiya Aviation Services will determine the dress code for the candidate at the time of interview.

**15.7** - On the selection of the candidate, the candidate will be given training by the Bhartiya Aviation Services. Training fee is payable for the training.

**15.8** - On the basis of the information filled in the online application form by the candidate, the eligibility of the candidates (age, qualification, category etc.) will be checked. If he/she is found ineligible on the basis of the information filled by them, then his/her online application form will be rejected, for which all responsibility will be of the applicant himself.

**15.9** - If any candidate does not submit the detailed application form within the stipulated time period, then it will be considered that the candidate is not willing to join for the said prescribed profile, his/her candidature will be cancelled.



**15.10** - Apart from the relaxation in age limit given in this notification, no other type of minimum age and maximum age relaxation will be given to the applicant.

**15.11** - It will be necessary for the candidates to follow the detailed guidelines mentioned on the e-admit card.

**15.12** - If there is an error in the question paper or more than one answer is wrong / Correct or mistake in answer key. In case of any dispute regarding error or question answer, the Bhartiya Aviation Services will have the right to accept the result released on the basis of the final answer key prepared by the panel of subject experts of the Bhartiya Aviation Services. Which will be acceptable to all the candidate. No debate will be entertained regarding the same.

**15.13** - After the selection of the candidate, if any candidate does not have a passport, then Bhartiya Aviation Services will fully cooperate in getting the passport of the candidate made.

**15.14** - Original documents in respect of eligibility criteria and proof of date of birth should be produced for verification on the date of interview. If the original certificates are not produced for verification on the date of interview then the candidate will not be allowed to appear in the interview.

**15.15** - The date of birth mentioned in the certificate of high school or passed examination will be valid, no other record will be considered valid.

**15.16** - The candidature will be cancelled in case any candidate is caught cheating in the examination hall, causing indiscipline, misbehaviour or found doing any unworthy work.

**15.17** - Beware of any fraudulent activity to pass the examination, or pass the interview otherwise the candidates themselves will be responsible.

## **16. Admit Card, Instructions and prohibited material.**

### **16.1. Admit Card for the Examinations**

**16.1.1.** The Admit Card will be issued provisionally to the candidates, subject to their satisfying the eligibility conditions.

**16.1.2.** The candidate has to download the Admit Card from the BAS website and appear for the Examination at the given Centre on Date, timing and Examination as indicated in their Admit Card.

**16.1.3.** No candidate will be allowed to appear at the Examination Centre, on Date and timing other than that allotted to them in their Admit Card.

**16.1.4.** In case candidates are unable to download Admit Cards from the website, they may approach the Help Line between 10:00 am and 6:00pm. (Sunday Off).

**16.1.5.** The candidates are advised to read the instructions on the Admit Card carefully and follow them during the conduct of the Examination.

**16.1.6.** In case of any discrepancy in the particulars of the candidate or his/her photograph and signatures shown in the Admit Card and Confirmation Page, the candidate may immediately approach the Helpline between 10:00 am and 6:00 pm. In such cases, candidates would appear in the Examination with the already downloaded Admit Card. However, BAS will take necessary action to make correction in the record later.

Notes:

- a. Candidate may please note that Admit Cards will not be sent by post.
- b. Under no circumstance, a duplicate Admit Card for Customer Service Agent And Loader/ Housekeeping-2024 will be issued at the Examination Centres.
- c. Candidate must not mutilate the Admit Card or change any entry made therein.
- d. Candidates are advised to preserve their Admit Cards in good condition for future reference.
- e. No Admit Card shall be issued to the candidates whose Applications are found to be incomplete for any reasons (including indistinct/ doubtful photographs/unsigned Applications) or who do not fulfill the eligibility criteria for the examination.
- f. Issue of Admit Cards, however, shall not necessarily mean acceptance of eligibility which shall be further scrutinized at subsequent stages of admission process.

## **16.2. Important Instructions for Candidates**

Candidates are advised to go through instruction printed on Admit Card carefully before going for the Examination and follow them strictly

**16.2.1.** The candidates are advised to read the instructions on the Admit Card carefully and follow them strictly.

**16.2.2.** Candidates MUST bring the following documents on the day of Examination at the test centre. Candidates who do not bring these will not be allowed to appear in the Examination.

- i. Print copy of Admit Card downloaded from BAS website.
- ii. One passport size photograph (same as uploaded on the Online Application Form) for pasting on the specific space in the attendance sheet at the Centre during the Examination.
- iii. Any one of the authorized Govt. photo IDs (must be original, valid and nonexpired), viz. School Identity Card/ PAN card/ Driving Licence/ Voter ID/ Passport/ Aadhar Card (With photograph)/ Aadhar Enrolment No/ Ration Card.

If the name has been changed due to events such as marriage, candidate must show the relevant document at the time of exam. Marriage Certificate / Divorce / Decree / Legal Name Change Document.

**16.2.3.** Candidates should not be in possession of any material listed in the list of prohibited material.

**16.2.4.** Candidates are not allowed to carry any baggage inside the Examination Centre. BAS will not be responsible for any belongings stolen or lost at the premises.

**16.2.5.** The candidates shall report at the Examination Centre at the time mentioned on the Admit Card so as to avoid crowding at the Examination Centre.

**16.2.6.** Candidates must reach the test centres on or before the reporting time. Entry of the candidates into centre shall be stopped 30 mins before the start of the Examination.

**16.2.7.** Candidates may note that late entry to the Examination premises is not permitted under any circumstances. BAS shall not be responsible for any delayed arrival of the candidate in reaching the centre due to any reason. Candidates are advised to familiarize themselves with the location of test centre and plan travel time accordingly.

**16.2.8.** The candidate must show, on demand, the Admit Card for entry in the Examination room/hall. A candidate who does not possess the valid Admit Card shall not be allowed to enter the Examination Centre.

**16.2.9.** Candidates should take their seat immediately after opening of the Examination hall on their allotted seat. If not they are likely to miss some of the general instructions to be announced in the Examination Rooms/ Halls. BAS shall not be responsible for any delay.

**16.2.10.** Any candidate found to have changed room/ hall or the seat on his/her own other than allotted would be considered as a case of unfair means and the candidature shall be cancelled and no plea would be accepted.

**16.2.11.** All calculations/writing work are to be done only in the rough sheet provided at the centre in the Examination Room/Hall and on completion of the test candidates must hand over the rough sheets to the invigilator on duty in the Room/Hall.

**16.2.12.** No candidate, without the special permission of the Centre Superintendent or the Invigilator concerned, will leave his/her seat or Examination Room/Hall until the full duration of the paper is over. Candidates must follow the instructions strictly as instructed by the Centre Superintendent/Invigilators.

**16.2.13.** Please note that only registered candidates will be allowed at the Examination Centre. Friends or relatives accompanying the candidates shall not be allowed entry in the test centre under any circumstances and will not be allowed to contact the candidate while the Examination process is going on.

**16.2.14.** Candidate shall appear at their own cost at the Centre on Date and time as indicated on their Admit Card issued by the BAS. No TA, DA or any accommodation facility will be admissible for appearing in Customer Service Agent And Loader/ Housekeeping-2024

**16.2.15.** Applications of candidates submitting false and fabricated information will be rejected and such candidates will be further debarred from appearing in Examinations conducted by BAS.

**16.2.16.** BAS reserves the right to withdraw permission, granted inadvertently if any, to any candidate who is not eligible to appear in the Customer Service Agent And Loader/ Housekeeping-2024 even though the Admit Card had been issued by the BAS.

16.3. Prohibited Materials Candidates are not allowed to carry any textual material, Calculators, Docu Pen, Slide Rules, Log Tables and Electronic Watches with facilities of calculator, printed or written material, bits of papers, mobile phone, Blue-tooth devices, pager or any other electronic gadget/ device etc.

- The candidates are prohibited to bring any kind of electronic gadgets/device in the Examination room/hall.
- If any candidate is in possession of any of the above item, his/ her candidature will be treated as unfair means and lead to cancellation of the current Examination and also debar the candidate for future Examination(s) & the material will be seized.
- Smoking, chewing gutka, spitting etc. in the Examination Room/Hall is strictly prohibited.
- Instrument / Geometry / Pencil box, Handbag, Purse or Any kind of Paper/ Stationery, Eatables / Snacks and Tea / Coffee / Cold drinks / Water (loose or packed), Mobile Phone / Ear Phone / Microphone / Pager / Calculator/ Camera / Tape Recorder, any metallic item or electronic gadgets etc. are NOT allowed in the Examination Room / Hall.

Note: Diabetic students will be allowed to carry eatables like sugar tablets / fruits (like banana / apple / orange) and transparent water bottle to the Examination hall. However, they will not be allowed to carry packed foods like chocolate / candy / sandwich etc.

16.2.17. In case of any ambiguity in interpretation of any of the instructions/ terms/ rules/criteria regarding determination of Eligibility/Conduct of Examination/ Registration of Candidates/Information contained therein, the interpretation of the BAS shall be final and binding.

In case any candidate faces difficulty in applying online Application Form she may contact 8447-58-8447, 8447-79-8447.

For further clarification related to Examination the candidates are advised to visit the websites [www.bhartiyaaviation.in](http://www.bhartiyaaviation.in) for latest updates.

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