



BHARTIYA AVIATION SERVICES

Plot No. 18, Sewak Park Gram Sabha, Dwarka Mod,

Near Pillar No. 773, New Delhi – 110059

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Email: info@bhartiyaaviation.in

Website: www.bhartiyaaviation.in



ADVERTISEMENT NO. 04/Exam/CSA/LH/BAS/2025

1. Schedule of Examination and Related Events:-

Events	Date
Starting date for apply online	01 August, 2025
Last Date to Apply Online	5 January, 2026 (Extended)
Last Date for Fee Payment	5 January, 2026 (Extended)
Mode of Examination	Offline or Computer Based Test (CBT)
Duration of Examination	90 Minutes (1.5 Hours)
Declaration Of result	10 Days after exam

2. Notification for the Profile of Customer Service Agent and Loader/Housekeeping — 2025

Bhartiya Aviation Services invites applications from eligible candidates to apply ON-LINE through BAS's website www.bhartiyaaviation.in for the following profile. No application through any other mode will be accepted.

S.N.	Profile Name	Minimum Qualification	Pay Scale (Approx)	No. Of Seat
1.	Customer Services Agent (CSA)	Intermediate (10+2)	₹14,000 - ₹28,000	5168
2.	Loader/ Housekeeping	High School (10 th)	₹12,000 - ₹18,000	1982

*The number of seat is tentative and may increase or decrease at sole discretion of BAS.

* Final pay shall be decided at the time of interview based on the candidates performance.

3. General Guidelines for Application

3.1 Applications for the positions of Customer Service Agent (CSA) and Loader/Housekeeping – 2025 are to be submitted **only through the online mode**.

3.2 Candidates must carefully read all instructions, including the procedure for filling out the online application form.

3.3 The online application form is available on the official Bhartiya Aviation Services (BAS) website: www.bhartiyaaviation.in.

3.4 No other mode of application submission will be entertained.

3.5 Candidates interested in applying for both profiles must submit separate application form and pay the prescribed application fee for each.

3.6 Applicants must ensure that the **email ID and mobile number** provided in the application form are their own, as all official communication will be sent by BAS via email, SMS, or WhatsApp only to the registered contact details.

3.7 Steps to Complete the Online Application Form:

Step 1: Register using a valid and unique email ID and mobile number.

Step 2: Complete the application form and note the system-generated Application Number. Upload clear scanned images of:

- A recent passport-size photograph (color or black & white, with 80% face visibility against a white background), and Before you start filling out the

application form, please click a decent photo of yours using your phone, and later upload the same photo in the "Photo Selection" section of the form.

Step 3: Pay the required fee using Net Banking, Debit/Credit Card, or UPI. Save the payment receipt for future reference.

[All three steps may be completed in one session or separately.]

3.8 Upon successful submission of the application and payment of the fee, the confirmation page must be downloaded and retained for future reference.

3.9 If the confirmation page is not generated post-payment, candidates should contact the helpdesk using the details available on the BAS website.

3.10 Information provided by candidates, including name, address, date of birth, category, academic qualifications, and exam city preferences, will be considered final. Requests for changes after the correction window closes will not be accepted.

3.11 BAS does not alter any information provided in the application form. Requests for corrections via email, WhatsApp, post, or in person will not be entertained.

3.12 Candidates must ensure the accuracy of their contact details to receive important updates. BAS will not be responsible for communication failures due to incorrect contact information.

3.13 BAS is not liable for any consequences arising from the submission of incorrect information by the candidate.

3.14 Regularly check the official website and your registered email and whatsapp for updates.

3.15 If multiple applications are submitted for the same profile, only the **latest submission** will be considered valid.

3.16 Only Shortlisted candidates will be called for application verification and Documents verification, as applicable for the profile.

3.17 Roll numbers of the selected candidate will be declared on BAS website only. Candidates will have to regularly check BAS website/their registered e-mail ids (all folders including spam) for downloading the Call Letters.

3.18 During Application Verification, the candidate will have to produce Original Certificates along with a proof of identity and one set of self-attested photocopies of all the Certificates. If the identity of the candidate is in doubt or he/she is not able to

produce the requisite documents or there is mismatch of information in the documents, his/her candidature will be rejected. No additional time will be given for producing original documents.

3.19 Roll numbers of the candidates provisionally selected for appointment will be declared on BAS website. The Offer letter/ details about Offer Letter will be sent to the provisionally selected candidates through their registered E-mail IDs/ BAS Website. Candidates will have to visit BAS website for details/ check their registered e-mail ids (all folders including spam) for downloading their offer letter.

Note:

- Applications will be rejected if Step 3 (fee payment) is not completed.
- Application fees are non-refundable.
- 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.
- The entire application process, including uploading documents, fee payment, and printing confirmations, is conducted online.
- BAS may utilize data provided by applicants for research, training, and internal purposes. No third-party access will be allowed.

Candidates must bring the following to the examination center:

- Admit card and self-declaration (print on A4 size paper).
- Transparent ballpoint pen.
- A passport-size photograph (same as uploaded) for the attendance sheet.
- Valid original photo ID (e.g., College ID, PAN Card, Driving License, Voter ID, Aadhaar Card, Passport, Ration Card, or Bank Passbook with photo).

Important:

- Use or submission of incorrect/forged images or tampering with admit cards or results will be considered Unfair Means (UFM) and dealt with strictly.
- Prohibited items in exam: Electronic devices, bags, paper materials, calculators, eatables, or metallic items.
- Violation of exam guidelines may lead to disqualification and future exam bans.

4. Required Documents for Application:

Ensure the following documents are ready before starting the application:

- Copy of Board/University certificate for Name, Parents' Names, and Date of Birth.
- Government-issued ID (e.g., Aadhaar, Passport, Bank Passbook, Voter ID, etc.).
- Educational qualification certificates or latest semester marksheet.
- Full mailing and permanent address with PIN code.
- Category certificate, if applicable.
- Minority self-declaration, if applicable.
- Result Awaited Certificate, if applicable.
- Scanned photograph and signature (in JPG format).
- Valid email ID, mobile number and whatsapp no.

5. Detailed Procedure to Fill the Online Application Form:

Step 1: Read the full advertisement carefully. Ensure an active email ID, whatsapp no and mobile number are available and accessible throughout the all process.

Step 2: Visit the official BAS website: www.bhartiyaaviation.in.

Step 3: Click on “Apply Now.”

Step 4:

- If you are a new user, complete the registration using your name, email ID, mobile number, and date of birth as your password.
- If already registered, log in using your registration number and password.

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

Step 6: Enter educational qualifications.

Step 7: Upload required documents:

- Recent passport-size photo (Photo should not be older than 3 months).
- Signature

Step 8: Fill in address details, including full postal information.

Step 9: Select examination state and city. Submit the form.

Step 10: Carefully preview all details before proceeding to payment. Once the payment is made, no edits will be allowed.

NOTE:- Do not refresh the page or press the back button while the payment is processing. Please wait patiently until a confirmation message appears and you are automatically redirected to your dashboard.

Step 11: A copy of your application form will be sent to your registered email ID. You may also print/download it directly.

Important Notes:

1. 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.
2. No request for refund of fee once remitted by the candidate will be entertained.
3. The entire application process of Customer Service Agent And Loader/ Housekeeping-2025 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/Email.
4. Candidates are advised to keep visiting the BAS's website regularly for latest updates and to check their emails.
5. The BAS can make use of the data generated for the purpose of research and analysis.
6. 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-2025 and their admit cards will be uploaded on the website.
7. 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.
8. 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).
9. 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

6. Examination Fee:

6.1 Upon successful submission of the application form, candidates shall proceed to remit the prescribed examination fee through the payment link provided on the official website, i.e., www.bhartiyaaviation.in. The fee may be paid using any suitable mode as available on the portal.

6.2 Candidates are strictly advised *not* to use any third-party portals or external facilities for the remittance of examination fee. The fee must be deposited exclusively through the designated payment gateway available on the aforementioned official website www.bhartiyaaviation.in.

6.3 The prescribed examination fee for each post is as detailed below:

S. No.	Profile	Examination fee
1.	Customer Service Agent	425/- + GST
2.	Loader/ Housekeeping	390/- + GST

Note:- The examination fee will be the same for candidates of all categories.

6.4 The examination fee, once remitted, shall be non-refundable under any circumstances.

6.5 Candidates must ensure timely payment of the examination fee prior to the last date of application submission. Any delay in fee payment may result in processing issues and shall be the sole responsibility of the candidate. No claim in this regard shall be entertained thereafter.

6.6 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.

6.7 In case a candidate applies for more than one post, the examination fee must be paid separately for each post applied for.

6.8 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.

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

- The application form is integrated with the payment gateway and the payment process can be completed by following the instructions.
- On clicking submit button, the candidate will be navigated to payment portal. The candidates are required to deposit the requisite examination fees online through Internet Banking/Debit/Credit Card. Check the charges/commission applicable for selected 'Mode of Payment' and the same shall be borne by candidate.
- After the Payment is completed, the candidate shall be automatically redirected to application portal. Candidates may take a printout of submitted application and it is advised to keep it with them for future reference. There is no need to send the printout to BAS Office.
- Fees once paid will not be refunded under any circumstances. Duplicate payments, if any, will be refunded after the closing date of submission of applications.
- To ensure the security of your data, please close the browser window once your transaction is completed.

7. Age Limit:

7.1 For the post of **Customer Service Agent (CSA)**, the applicant must have attained the age of **18 years** and must not have exceeded the age of **27 years** as on **1st Jan, 2026**.

7.2 For the post of **Loader/Housekeeping**, the applicant must have attained the age of **18 years** and must not have exceeded the age of **30 years** as on **1st Jan, 2026**.

8. Educational Qualification

- **CSA (Customer Service Agent):** Minimum Qualification should be Intermediate (10+2) pass. Candidates currently pursuing may apply provisionally, subject to submission of proof of qualification by 01 January 2025.
- **Loader/Housekeeping:** High School (10th) pass as on last date of application.

9. Syllabus

The written examination will be of 90 minutes duration and consist of **100 objective-type questions**.

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.	20
Current Affairs	National and International	15
Science and Aviation	Physics, Chemistry, Biology and Aviation Knowledge	10
Social Studies	History, Politics and Geography	15
Mathematics	Percentage, Profit and Loss, Simple and Compound Interest, Ratio and Proportion, Average Work and Time, Time Speed and Distance, Number System, Exponentiation and Radiation, Algebra, Mensuration, Geometry, Trigonometry	20
Reasoning Ability	Coding-Decoding, Alphabet Series, Number Series, Missing Numbers, Dice, Blood Relations, Calendar & Clock, Seating Arrangement, Puzzle, Sequence Arrangement, Justice	20

- Minimum qualifying marks: 35%
- Negative marking of 0.25 marks per incorrect answer.
- Paper will be bilingual (Hindi and English); in case of dispute, the English version shall prevail.

10. Mode & Medium of Examination

- Examination will be conducted in **CBT or OMR-based Offline mode** at designated centres across India.
- The list of cities is provided in the official notification.
- The question paper shall be **bilingual**, i.e., in **Hindi and English**. However, in the event of any ambiguity or discrepancy arising out of the translation between the two versions, the **English version shall be treated as final and binding**

11. Difficulty Level of Question Paper:

11.1 The standard of questions pertaining to academic subjects shall be in accordance with the **Secondary and Senior Secondary level**, as prescribed by the **National Council of Educational Research and Training (NCERT)**.

11.2 The difficulty level of questions for the post of **Loader/Housekeeping** shall be **relatively lower** in comparison to that of the **Airport Ground Staff/Customer Service Agent (CSA)**.

12. Marking Scheme of Examination:

There shall be **negative marking** in the examination. **One-fourth ($\frac{1}{4}$)** of the marks allotted to a question shall be **deducted for each incorrect answer**.

13. Normalization:

No normalization process shall be applied in the evaluation of the examination. The **raw scores obtained by the candidates** shall be considered **final** for the purpose of merit and selection.

14. Examination Centre:

14.1 The examination shall be conducted in **OMR-based / Computer Based Test (CBT)** mode at multiple locations across India. A **tentative list** of examination centres is annexed to this notification.

14.2 No request for change in examination centre, date, or session shall be entertained under any circumstances.

14.3 Bhartiya Aviation Services reserves the right to **cancel any examination centre** or to **add additional centres**, based on administrative feasibility, availability of resources, or any other organizational consideration.

14.4 Bhartiya Aviation Services also reserves the right to **allocate any examination centre to candidates**, irrespective of their preferred choice of location.

14.5 Candidates shall appear for the examination at their allotted centre at their **own risk and expense**. The organization shall not be liable for any injury, loss, or damage of any kind arising during travel or participation in the examination.

14.6 Any form of **unruly behaviour, misconduct, or misbehaviour** in the examination premises shall result in **immediate disqualification and debarment from all future examinations** conducted by *Bhartiya Aviation Services*.

Examination Center list :

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
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

State/UT	Examination Centres
Delhi NCR	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, Yamunanagar, 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.
Kerala	Kannur, Kochi, Kollam, Kottayam, Kozhikode, Malappuram, Palakkad, Thiruvananthapuram, Thrissur, Alappuzha.
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

State/UT	Examination Centres
Rajasthan	Ajmer, Bikaner, Jaipur, Jodhpur, Kota, Sikar, Udaipur, Alwar, Bharatpur, Bhilwara
Sikkim	Gangtok, Mangan, Manchi, Pelling, Geyzing, Singtam, Jorethang, Soreng, Rangpo, Rorathang,
Tamil Nadu	Chennai, Coimbatore, Madurai, Tiruchirapalli, Salem, Tirunelveli, Erode, Vellore, Thoothukudi, Dindigul.
Telangana	Hyderabad, Karimnagar, Khammam, Mahabubnagar, Nalgonda, Warangal, Nizamabad, Ramagundam, Siddipet, Adilabad
Tripura	Agartala, Dharmanagar, Udaipur, Kailashahar, Belonia, Bishalgar, Jolaibari, Amarpur, Kumarghat, Khawai
Uttar Pradesh	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

- Written Examination
- Personal Interview (Only qualified candidates will be called)
- Final selection based on performance in both stages.

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

16. Important Information:

16.1 *Bhartiya Aviation Services* reserves the right to **increase or decrease the number of profiles** indicated in this notification at any stage, without assigning any reason thereof.

16.2 Candidates belonging to the category of **Persons with Benchmark Disabilities (PwBD)** are not eligible to apply for this examination.

16.3 The **final selection** of candidates shall be made **on the basis of an interview**, to be conducted only after qualifying the written examination.

16.4 No claim or request shall be entertained for selection to any profile based solely on the marks obtained in the written examination.

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

16.6 The **dress code** to be adhered to by candidates during the interview shall be as **prescribed by Bhartiya Aviation Services**.

16.7 Upon selection, the candidates shall undergo **mandatory training** organized by *Bhartiya Aviation Services*. A **training fee** shall be applicable and is to be borne by the selected candidate.

16.8 The **eligibility** of candidates with respect to age, qualification, category, etc., shall be verified on the basis of information furnished in the **online application form**. If at any stage the candidate is found ineligible, the application shall be rejected without any notice, and the **entire responsibility shall rest with the applicant**.

16.9 If any candidate fails to submit the **detailed application form** within the prescribed timeline, it shall be presumed that the candidate is **not interested** in the said profile and his/her candidature shall be **cancelled**.

16.10 Apart from the **age relaxation** mentioned in this notification, **no further relaxation** in minimum or maximum age shall be granted under any circumstances.

16.11 Candidates are required to **strictly adhere to the instructions/guidelines** mentioned in the **e-admit card**.

16.12 In the event of any **discrepancy/error** in the question paper or answer key (including multiple correct or incorrect options), the result shall be declared on the basis of the **final answer key** prepared by a panel of subject experts constituted by *Bhartiya Aviation Services*. The decision of the panel shall be **final and binding**, and **no representation or appeal** in this regard shall be entertained.

16.13 In the event that a selected candidate does not possess a passport, *Bhartiya Aviation Services* shall provide necessary assistance to the candidate for the same.

16.14 The Computer Based Test will be held at various major cities across India. The places of examination centres can be increased or decreased, depending upon the number of candidates and in that case, candidates will be asked to appear at any other place of examination centres other than those specified by them. No request for change of centre/venue/date/session for Examination shall be entertained.

16.15 BAS reserves the right to modify/alter/restrict/enlarge/cancel the recruitment process, if need so arises, without issuing any further notice or assigning any reasons what so ever. The decision of the BAS Management will be final and no appeal will be entertained in this regard.

16.16 Court of jurisdiction for any dispute will be at Delhi.

16.17 Candidates must produce original documents in support of their eligibility (age, qualification, category, etc.) on the day of interview. Failure to produce original certificates shall lead to disqualification from the interview.

16.18 The date of birth mentioned in the candidate's High School/Secondary School Certificate or equivalent examination shall be treated as final. No other document shall be considered for verification of date of birth.

16.19 The candidature shall be summarily cancelled if the candidate is found indulging in unfair means, malpractice, misbehavior, indiscipline, or any objectionable activity during the examination.

16.20 Candidates are advised to remain cautious of fraudulent practices or individuals promising selection in exchange for money or favor. *Bhartiya Aviation Services* shall not be responsible for any such transactions, and the candidate shall bear full responsibility for the consequences of such actions.

16.21 Candidates are advised not to respond to unscrupulous advertisements appearing in any newspaper/websites/mobile apps etc. For authenticity of the any information, candidates may visit detailed advertisement available on BAS website www.bhartiyaaviationservices.com only.

16.22 If a candidate is unable to attend the interview on the scheduled date due to a valid reason, the interview date can be rescheduled by contacting us on the helpline.

16.23 The Selected candidates for interview shall be informed through official BAS websites as well as via SMS and email (to their registered mobile number and email ID) to download their E-call letters for appearing in Interview.

17. Admit Card, Instructions and Prohibited Materials

17.1 Admit Card for the Examination

(a) The **Admit Card** shall be issued **provisionally** to candidates, subject to fulfillment of the eligibility criteria as prescribed in this notification.

(b) Candidates are required to **download their Admit Card** from the official website of *Bhartiya Aviation Services* (www.bhartiyaaviation.in) and appear for the examination at the designated centre, on the date and time mentioned therein.

(c) No candidate shall be permitted to appear at the examination centre on any **date, time, or session other than that allotted** in their Admit Card.

(d) In case of **inability to download the Admit Card**, candidates may contact the designated Help Line between **10:00 a.m. and 6:00 p.m.** (excluding Sundays). No admit card-related support will be provided on the exam day. Please contact the helpline for any issues **before** the exam date.

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

(f) In case of any **discrepancy** in the particulars (e.g., name, photograph, signature) shown in the Admit Card and confirmation page, candidates should immediately contact the Help Line between **10:00 a.m. and 6:00 p.m. except the examination date**. In such cases, candidates shall appear in the examination with the already downloaded Admit Card, and *Bhartiya Aviation Services* shall take appropriate action subsequently.

Important Notes:

- Admit Cards **will not be sent by post** under any circumstances.

- **Under no circumstance, a duplicate Admit Card for Customer Service Agent And Loader/ Housekeeping-2025 will be issued at the Examination Centres.**
 - Any **mutilation or alteration** in the Admit Card shall render it invalid.
 - Candidates are advised to **preserve their Admit Card** for future reference.
 - 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.
 - Issue of Admit Cards, however, shall not necessarily mean acceptance of eligibility which shall be further scrutinized at subsequent stages of admission process.
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17.2 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 .

(a) Candidates must carefully read and **strictly follow** all instructions printed on the Admit Card.

(b) The following documents are **compulsorily required** on the day of examination:

- **Printed copy of the Admit Card** downloaded from the official website.
- **One recent passport-size photograph**, identical to the one uploaded in the online application, for affixing on the attendance sheet.
- **Any one of the following original, valid, non-expired government-issued photo ID:**
 - School Identity Card
 - PAN Card
 - Driving Licence
 - Voter ID
 - Passport
 - Aadhaar Card (with photograph)
 - Aadhaar Enrolment Slip
 - Ration Card

In case of name change due to marriage or other legal reasons, relevant documentary proof (e.g., Marriage Certificate, Divorce Decree, Legal Name Change Document) must be produced.

(c) Possession of **prohibited items** is strictly banned.

(d) **Baggage is not allowed** inside the examination premises. *Bhartiya Aviation Services* shall **not be responsible for loss or theft** of any belongings.

(e) Candidates must report at the examination venue **as per the reporting time** indicated on the Admit Card to avoid crowding and ensure timely entry.

(f) Entry to the centre shall be **closed 30 minutes prior** to the start of the examination.

(g) **Late entry shall not be permitted** under any circumstances. Candidates are advised to familiarize themselves with the location of the centre and plan their travel accordingly.

(h) 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.

(i) 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.

(j) 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.

(k) All calculations or rough work must be done on the **rough sheets provided**. These sheets must be submitted to the invigilator upon completion of the examination.

(l) 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.

(m) 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.

(n) 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-2025

(o) 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.

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-2025 even though the Admit Card had been issued by the BAS.

(p) 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.

17.3 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.

18. Contact for Queries

For technical or application-related assistance:

- **Helpline Number:** 8447-58-8447 / 8447-79-8447 / 8447-58-8446
- **Email:** info@bhartiyaaviation.in
- **Timings:** 10:00 AM – 06:00 PM (Monday to Saturday)

Candidates are advised to regularly visit the official website of **Bhartiya Aviation Services** (www.bhartiyaaviation.in) for further updates and notifications.