



NIA Aviation Services Pvt. Ltd.

3rd Floor, Plot no- 456, Kakrola Housing complex
Opposite Metro Pillar 796, Dwarka Mor, New Delhi-110078

Helpline 999-080-9076, 999-080-9056, 999-080-9944

Website : www.niaaviationservices.com

Email : niaaviationservices@gmail.com



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ADVERTISEMENT NO. 02/NIA-CSA/2025 DATE: 20-01-2025

- ◆ NIA Aviation Services Pvt. Ltd. invites online applications from the eligible candidates for the Profile of Customer Services Associate (CSA), at various airports. Applicants shall apply online only through NIA Aviation Services Pvt. Ltd. official website www.niaaviationservices.com for the above post.

S.No.	Profile	Educational qualification	Salary (Approx)	No. of Vacancies
1	Customer Services Association(CSA)	Intermediate(10+2)	13000 to 25000	4,787

No other means/modes of application will be accepted. Before the registration, candidates are requested to ensure that there is a valid e-mail id in his/her name. And valid mobile number.

1. How to Apply

Click Apply now > Register > Application Form > Payment > Download 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
- e-mail address and Mobile Number of candidate
- Scanned images in JPG format only
- Candidate's Photograph
- Candidate's Signature in running hand

Note: The number of vacancies are tentative. NIA Aviation Services Pvt. Ltd. Reserves the right to increase or decrease the vacancies depending upon the future requirements. NIA also reserves the right to modify/alter/restrict/enlarge/cancel the recruitment process, if need so arises without issuing any further notice or any reasons whatsoever. The decision of the Management will be final and no appeal shall be entertained.

STEPS TO SUBMIT ONLINE APPLICATION

1. Submission of ONLINE APPLICATION is of Three stages: Registration, Application Form and payment of processing fee.
2. 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.
3. For applying online visit the official website of NIA Aviation Services Pvt. Ltd. www.niaaviationservices.com .
4. Click on "apply now".
5. 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.
6. 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).
7. 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). Thereafter, the candidate is required to fill in Education Details.
8. Thereafter, the candidate is required to upload the following documents.
 - a. Scanned copy of recent passport size colour photograph.
 - b. Scanned signature
9. After that candidate have to fill the address details (street name, house no, village, city, post office, state, district, pin code)
10. Then the candidate have to select his/her examination centre state and examination centre city and then click on the button "Submit".
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 a autogenerated process.

12. Submission of ONLINE APPLICATION is of Three stages: Registration, Application Form and payment of processing fee.

Note: To assist you in completing your application, we've provided a helpful "How to Apply" video on our website. This video walks you through the process step-by-step to ensure a smooth application experience.

Please visit [www.niaaviationservices.com] and Click on "How to Apply" video.

2. Application fee and mode of payment *(Non Refundable)

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

S. No.	Profile	Fee
1	Customer Services Agent (CSA)	400 + GST

"The application fee will remain the same for all candidates, including those belonging to reserved categories such as SC, ST, OBC And EWS."

2.1 The examination fee, once paid, will not be refunded under any circumstances, including charges incurred while depositing the fee.

2.2 Candidates must ensure that the examination fee is paid before the application deadline. Any delays in payment verification will be the candidate's responsibility.

3. Eligibility Criteria

- **Nationality:** the candidate should have Indian residency.
- **Age:** Application of customer services agent (CSA) must have attained the age of 18 years as on 1st July 2025 and the maximum age should be 27 years.
- **Character:** The candidate must an character certificate showing that there is no criminal record against the candidate in the past as well as in present.
- **Education Qualification:** Candidate must have passed intermediate (10+2) or equivalent from the recognised board or university.
- **Physical Fitness:** No person shall be selected unless he/she is in good mental and physical health and free from any physical defect likely to interfere with the efficient performance on his/her official duties. Hence, person with benchmark disability (PwBD) shall not eligible for customer service associate.

4. Important Dates

S.No.	Important Point of Examination	Examination Information
1	Opening date for online examination	20 January,2025
2	Online application last date	15 April,2025
3	Date of examination	Coming Soon
4	Mode of examination	Offline or CBT

5. Syllabus of examination

Subject	No. of Question	Marks
General Intelligence & Reasoning	25	25
Numeric Aptitude	25	25
General English	25	25
General Awareness	25	25
Total	100	100

I. Details of syllabus:

- a) **General Intelligence & Reasoning:** Analogies, Completion of Number and Alphabetical Series, Coding and Decoding, Mathematical Operations, Similarities and Differences, Relationships, Analytical Reasoning, Syllogism, Jumbling, Venn Diagrams, Puzzle, Data Sufficiency, Statement-Conclusion, Statement-Courses of Action, Decision Making, Maps, Interpretation of Graphs etc.
- b) **Numeric Aptitude:** The paper will include questions on problems relating to number system, computation whole numbers, decimals and fractions and relationship between numbers, fundamental arithmetical operations, percentages, ratio and proportion, averages, interest, profit and distance, ratio and time, time and work etc.
- c) **General English:** candidates understanding of English language and its correct usage, vocabulary, grammar, sentences structure, synonyms, antonyms and its correct usage etc.
- d) **General Awareness:** Questions will be designed to test the ability of the candidate's general awareness of the environment around them and it's applications to society. Questions will also be designed to test knowledge of current events and of such matters of everyday observation and experience in their scientific aspects as may be expected out of educated personnel. The test will also include questions relating to India and its neighbouring countries especially pertaining to sports, history, culture, geography, economic scene, general policy including Indian constitutions and scientific research etc. These questions will be such that they do not require a special study of any discipline.

II. The paper will consist of objective type-multiple choice questions only. The questions will be sent both in English and hindi, except general English, English language & comprehension.

III. There will be no negative marking.

IV. Minimum qualifying marks for the examination is 35 %.

V. **Difficulty level of question paper:** 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).

VI. **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.

VII. No Normalization.

6. Centre Of Examination

6.1 A candidate must indicate name of the city(ies) in the online application form in which he/she desires to take the examination.

6.2 A candidate has to give option for many cities in the order of preference. No request for change in examination city/centre will be considered later under any circumstances. Hence, the candidates should select the city, carefully and indicated the same correctly in their applications.

6.3 The NIA Aviation Services pvt. Ltd. Will endeavour to accommodate the candidate in cities opted by them. However, the NIA Aviation Services reserves the right to cancel any centre/city. NIA Aviation Services Pvt. Ltd. also reserve the right to divert candidate of any centre/city to other centre/city in administrative exigency.

S.No.	State	Examination Centre
1	Andhra Pradesh	Amaravati Visakhapatnam Vijayawada Guntur Nellore Kurnool Tirupati Kadapa Anantapur Ongole Rajahmundry
2	Arunachal Pradesh	Itanagar Naharlagun Tawang Ziro Pasighat Tezu Roing Bomdila Kurung Kumey Along
3	Assam	Dispur Guwahati Jorhat Silchar Dibrugarh Tezpur Nagaon Bongaigaon Tinsukia Sivasagar Golaghat

S.No.	State	Examination Centre
4	Bihar	Patna Gaya Bhagalpur Muzaffarpur Darbhanga Purnia Bihar Sharif Nalanda Begusarai Katihar
5	Chhattisgarh	Raipur Bhilai Bilaspur Durg Korba Rajnandgaon Jagdalpur Ambikapur Raigarh Mahasamund
6	Goa	Panaji Margao Vasco da Gama Mapusa Ponda Mormugao Bicholim Siolim Valpoi Cuncolim
7	Gujarat	Ahmedabad Surat Vadodara Rajkot Bhavnagar Jamnagar Junagadh Gandhinagar Navsari Morbi

S.No.	State	Examination Centre
8	Haryana	Chandigarh Gurgaon Faridabad Panipat Ambala Yamunanagar Hisar Rohtak Sonipat Karnal
9	Himachal Pradesh	Shimla Manali Dharamshala Kullu Mandi Solan Una Hamirpur Bilaspur Kangra
10	Jharkhand	Ranchi Jamshedpur Dhanbad Bokaro Deoghar Hazaribagh Giridih Ramgarh Dumka Lohardaga
11	Karnataka	Bengaluru Mysore Mangalore Hubli-Dharwad Belgaum Davanagere Gulbarga Bellary Shimoga Tumkur

S.No.	State	Examination Centre
12	Kerala	Thiruvananthapuram Kochi Kozhikode Kollam Thrissur Kannur Alappuzha Kottayam Palakkad Malappuram
13	Madhya Pradesh	Bhopal Indore Gwalior Jabalpur Ujjain Sagar Dewas Ratlam Bhind Katni
14	Maharashtra	Mumbai Pune Nagpur Nashik Thane Aurangabad Solapur Kolhapur Amravati Nanded
15	Manipur	Imphal Thoubal Churachandpur Bishnupur Lilong Moirang Senapati Kakching Ukhrul Kakching

S.No.	State	Examination Centre
16	Meghalaya	Shillong Tura Jowai Nongstoin Mawlynnong Cherrapunji Resubelpara Sohra Mairang Williamnagar
17	Mizoram	Aizawl Lunglei Saiha Champhai Kolasib Lawngtlai Serchhip Khawzawl Hnahthial Lunglei
18	Nagaland	Kohima Dimapur Mokokchung Tuensang Wokha Zunheboto Noklak Longleng Peren Mon
19	Odisha	Bhubaneswar Cuttack Rourkela Puri Sambalpur Berhampur Balasore Bhadrak Baripada Angul

S.No.	State	Examination Centre
20	Punjab	Chandigarh Amritsar Ludhiana Jalandhar Patiala Bathinda Hoshiarpur Pathankot Mohali Moga
21	Rajasthan	Jaipur Udaipur Jodhpur Kota Ajmer Bikaner Alwar Bharatpur Bhilwara Sikar
22	Sikkim	Gangtok Mangan Namchi Pelling Geyzing Singtam Jorethang Soreng Rangpo Rorathang
23	Tamil Nadu	Chennai Coimbatore Madurai Tiruchirapalli Salem Tirunelveli Erode Vellore Thoothukudi Dindigul

S.No.	State	Examination Centre
24	Telangana	Hyderabad Warangal Nizamabad Karimnagar Khammam Ramagundam Nalgonda Mahbubnagar Siddipet Adilabad
25	Tripura	Agartala Udaipur Kailashahar Dharmanagar Belonia Bishalgarh Jolaibari Amarpur Kumarghat Khowai
26	Uttar Pradesh	Lucknow Kanpur Varanasi Agra Meerut Allahabad Bareilly Moradabad Aligarh Ghaziabad
27	Uttarakhand	Dehradun Haridwar Nainital Rishikesh Almora Haldwani Rudrapur Kashipur Pithoragarh Tehri

S.No.	State	Examination Centre
28	West Bengal	Kolkata Howrah Siliguri Durgapur Asansol Bardhaman Kharagpur Suri Malda Durgapur
29	Delhi	New Delhi Noida Greater Noida Dwarka Rohini Janakpuri Laxmi Nagar Karol Bagh Connaught Place Vasant Kunj
30	Andaman and Nicobar Islands	Port Blair Diglipur Ferrargunj Mayabunder Long Island Rangat Baratang Little Andaman South Andaman North and Middle Andaman
31	Chandigarh	Chandigarh
32	Dadra and Nagar Haveli and Daman and Diu	Silvassa Daman Diu
33	Lakshadweep	Kavaratti Agatti Minicoy

S.No.	State	Examination Centre
34	Puducherry	Puducherry Karaikal Mahe Yanam Ozhukarai Kattankulathur Villianur Sembiam Thirubuvanai Nedungadu
35	Jammu and Kashmir	Srinagar Jammu Anantnag Baramulla Leh Kargil Sopore Kathua Udhampur Samba
36	Ladakh	Leh Kargil

7. Dress-Code for Examination

The candidates are instructed to follow the following dress code while appearing for NIA Exam

- Light clothes with half sleeves not having big buttons, brooch/badge, flower etc. with Salwar/ Trousers.
- Slippers, sandals with low heels. Shoes are not allowed.

8. Mode of Selection For Training

- Written test (multiple choice question based objective type)
- Interview

9. Minimum Qualifying Standard

The minimum qualifying standard shall be :

- 35 % marks in written test (multiple choice question).
- Candidate must have passed interview after passing the examination.

10. Selection Procedure Of Training

1. The date of examination indicated in the advertisement is purely tentative in nature. Any change in the schedule of examination shall be brought to the notice of candidates only through the official website of the NIA Aviation Services Pvt. Ltd. No personal communication shall be made in this regard.
2. The NIA Aviation Services Pvt. Ltd. reserves the right to bring about changes in the selection procedure/ scheme of examination.
3. There shall be no provision for re-evaluation / re-checking/scrutiny of the answer sheet/ score. No correspondence in this regard shall be entertained.
4. A candidate must secure the minimum qualifying standard in written test.
5. Only those candidates shall be considered for selection who secure the minimum qualifying standard in this written test as well as the interview.
6. Selection will be made on the basis of written test interview and accordingly a select list as well as a panel (Waiting list) shall be prepared.
7. The candidates who pass the written exam and interview are eligible for training. And the training fees is payable by the candidates. This is mandatory to pass the training as well.

11. Salary

- I. The salary of the candidate will be in between 13,000 to 25,000 (Approx).
- II. Salary will be decide on the basis of candidate's interview.

12. General Instruction

- I. The NIA Aviation Services Pvt. Ltd. reserves the right to alter the number of vacancies and modify examination process without assigning any reason thereof. All instructions are to be combined with strictly by the candidates at every stage of the test/ Examination.
- II. Candidates are advised to visit the official website of the NIA Aviation Services Pvt. Ltd. i.e., www.niaaviationservices.com regularly for latest updated information and other references.
- III. Candidates must read carefully the detailed advertisement with general instructions, syllabus of examination. List of examination centres and how to apply given in the advertisement for filling the online application form. Candidates not complying with the instruction shall be summarily disqualified.
- IV. Candidates are advised to fill up the online application form very carefully and re-check the data filled prior to its submission. Information such as their name, contact details/address, e mail id, category, OH status, educational qualification details, date of birth etc. Provided by the candidates in the online application form shall be treated as final. The candidates shall fill their complete postal address with PIN code. Any request for change in such particulars after final submission shall not be considered in any manner.
- V. Online application form cannot be withdrawn, once it is submitted successfully.
- VI. Application form of candidates who do not fulfil the eligibility criteria shall be rejected.
- VII. In case, multiple application forms are submitted by a candidate the last application form correct in all respect shall only be accepted and the fee deposited refunded under any circumstances.
- VIII. Candidates are also advised in their own interest to apply online well before the closing date and not wait for the last date of submission to avoid possibility of link failure or any other technical issues whatsoever. There shall not be any responsibility of the NIA Aviation Services Pvt. Ltd. if any candidate fails to finally submit the application form before the last date of submission on account of aforesaid reasons or for any other reason beyond its control.

- IX. In case it is found at any time in future that a candidate has used/ uploaded the photograph and/or signature of someone else in his/her admit card/result, these acts of the candidate shall be treated as unfair means.
- X. In case a candidate is found providing incorrect information or his/her identity is proved to be false at any time in the future, he/she may disqualify.
- XI. In case, it is found at any stage of the any process that a candidate does not fulfil the eligibility norms and/or that he /she has suppressed/twisted or truncated any material fact, his/her candidate concerned. If any of there shortcoming is detected even after appointment, his/her service will be liable terminated and he/she will be liable to his/her disqualification.
- XII. The NIA Aviation Services Pvt. Ltd. will determine the dress code for the candidate at the time of interview.
- XIII. The date of birth mentioned in the certificate of high school or passed examination will be valid, no other record will be considered valid.
- XIV. The candidature will be cancelled in case any candidate is caught cheating in the examination hall, causing indiscipline, misbehaviour or found doing any unworthy.
- XV. NIA reserves the right to change/amend the examination scheme, if so required, any time before the examination.
- XVI. The NIA reserves the right to cancel/withdraw/delete any question/questions from the Question Paper and the marks scored shall be prorated out of the maximum marks.
- XVII. In case of any question(s) appearing in the exam are held to be invalid, those questions will not be evaluated and the marks scored by the candidate will be calculated on prorated basis (out of maximum marks).
- XVIII. Candidates shall appear in the examination at their own cost at the allotted examination centre on the date/ shift and time indicated in their respective admit card, which would be issued in due course through official website of the NIA Aviation Services Pvt. Ltd. only. The NIA Aviation Services Pvt. Ltd. shall not be responsible for only loss/ injury caused to the candidates in course of appearing in the examination.
- XIX. No TA / DA will be paid for appearing in the computer based/On-line test or Offline.
- XX. Mobile phone, pager, Bluetooth device, any other electronic device, all kind of watches or any other communication device is not allowed inside the premises where the examination is to be conducted any infringement of these instructions may entail suitable actions/ restrictions as the NIA Aviation Services Pvt. Ltd. may deem fit and proper including debarment from future examination.
- XXI. The applicants must ensure that while filling their Online Registration Forms, they must provide their valid and active email IDs as the NIA may use electronic mode of communication while contacting with candidates at different stages of examination process.