NIA Aviation Services Pvt. Ltd.

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ADVERTISEMENT NO.03/NIA/CSA/2026

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 below profile.

S.No.	Profile Name	Educational Qualification	Salary (Approx.)
1	Customer Service Association (CSA)	Intermediate (10+2)	₹14000 to ₹28000

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 in 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 candidates.
- Scanned images in JPG format only Candidate's Photograph.
- Candidate's Signature in running hand.

Please read all the instruction in this notification carefully and ensure that you are eligible to apply before filling the application form online. Candidates are advised in their own interest to submit online application much before the closing date, to avoid possible inability/failure to log on to the website niaaviationservices.com on account of heavy load on the internet or website jam during last days. NIA Aviation Services Pvt. Ltd. Does not accept any responsibility for the candidates not being able to submit their application within the last date on account of aforesaid reason and any other reason.

How To Apply:

Steps to be followed for filling the ONLINE Application

- Click on the Link "APPLY NOW" ONLINE Application.

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- Information to Candidate (Please visit on NIA Website for Notification).

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- Candidate Registration - Fill the detail i.e. First Name Last Name, E-MAIL address, Mobile no. (Whatsapp Number Only), Date of Birth and Preference Language and Register. On successful registration candidate will get Password for login subsequently on given Email ID & by SMS on registered Mobile Number.

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- After fill up Application Form, pay online Fee and Upload required documents and submit finally". (Note: Upload Photograph and Signature having size 10 to 50 KB in jpg format & Save Images on completion candidate can take print of application & Fee payment slip for candidate purpose record only).

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- Candidate Dashboard containing Application Form, Upload Photo/Signature and Application Details/Print.

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- Anytime On completion candidate can take print of application & Fee payment slip for candidate

Note:-

I. Please note that candidates will not be able to deposit the fee after the prescribed last date for fee submission, nor will their application be automatically finally submitted. After the last date, no representation or claim in this regard shall be entertained by the Company.

II. Print Application Form: After successful payment and adjustment of the fee, the candidate's application will be automatically submitted. Candidates are advised to download and print their application form after making the fee payment. Candidates will be required to produce a copy of the application form, if asked by the Company, at the time of document scrutiny/examination.

III. Candidates may log in to the Applicant's Dashboard available on the home page of the Company's website using their registration number and password to check the status of their application and to print the application form.

IV. Merely registering/ filling up online application on company website does not entitle the candidate eligible for selection process.

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.

2. **STEPS TO SUBMIT ONLINE APPLICATON**

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. Company shall not be responsible for any lapse on the part of the candidate in this regard.
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 login if you are already registered with the help of your registration number and password.
6. On the registration page, a candidate is required to enter their first name, last name, E-mail id, Mobile Number (whatsapp number only), Preference language 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.

Warning: - 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.

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.

Invalid Application:- Any of the following deficiencies/discrepancies found in the application Form and documents submitted by the applicant will render the application invalid/rejected:-

I. Incomplete Application.
II. Applications without photograph, unsigned application/Signature in capital or different signature at different places during the selection process.
III. Application with scanned photo but wearing Goggles or with cap or with wig or coloured glasses or disfigured/small size or unrecognizable.
IV. Application without examination fee.
V. Multiple Applications with minor changes of information and/ or facts or varied details for same trade.
VI. Over age or under age.
VII. Not having educational qualification & ITI qualification at the time of applying.
VIII. Application which are filled in a language other than English or Hindi.
IX. Any other irregularities which are considered invalid by company.

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

Here 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.
- The examination fee, once paid, will not be refunded under any circumstances, including charges incurred while depositing the fee.
- Candidates must ensure that the examination fee is paid before the application deadline. Any delays in payment verification will be the candidate's responsibility.

4. Eligibility Criteria

- **Nationality**: the candidate should have Indian residency.
- **Age**:
    1. Application of customer services agent (CSA) must have attained the age of 18 years as on 1st July 2026 and the maximum age should be 27 years.
    2. The candidature shall be cancelled if the candidate fails to mention the date of birth in the application form, is found to be overage or underage, does not possess the mandatory educational qualifications, or furnishes incorrect or false information.

- **Character**: The candidate must a 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 recognized 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 bench mark disability (PwBD) shall not eligible for customer service associate.

5. Important Dates

S.No.	Important Point of Examination	Examination Information
1	Opening date for online examination Online	06 January, 2026
2	application last date	30 June, 2026 (Extended)
3	Date of examination	02 August & 09 August
4	Mode of examination	Offline or CBT

6. 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**: This section covers verbal and non-verbal reasoning topics such as Number and Alphabetical Series, Coding and Decoding, Paper Folding and Cutting, Mirror Image, Embedded Figures, Analogy, Completing the Image, Odd One Out, Counting of Figures, Syllogism, Blood Relations, Matrix, Direction Sense, Mathematical Calculations, Ranking, and Arrangement of Words in Dictionary Order.

b) **Numeric Aptitude**: This section includes Number System, HCF and LCM, Percentage, Average, Time and Work, Profit and Loss, Ratio, Mixture and Alligation, Time, Speed and Distance, Simple Interest and Compound Interest, Geometry, Mensuration, Trigonometry, Data Interpretation, and Algebra.

c) **General English**: This section includes Spotting Errors, Fill in the Blanks, Synonyms, Antonyms, Spelling and Detection of Mis-spelt Words, Idioms and Phrases, One Word Substitution, Improvement of Sentences, and Comprehension Passage.

d) **General Awareness**: This section consists of History, Polity, Geography, Economy, Current Affairs, Static General Knowledge, Science, and Sports.

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 Normaliziation.

7. Examination Scheme: -

- The questions in the examination will be bilingual (Hindi & English) except for the Language papers which will be in the language concerned only.
- Company reserves the right to change/amend the examination scheme, if so required, any time before the examination.
- The Company 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.

8. Centre Of Examination

- A candidate must indicate name of the city(ies) in the online application form in which he/she desires to take the examination.
- Information regarding the date, time, and examination centre, along with the roll number, shall be provided through the admit card. Candidates must appear for the examination only at the allotted examination centre. No change in examination centre, date, or time shall be permitted under any circumstances. Candidates are advised not to engage in unnecessary correspondence in this regard.
- 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.
- 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.	Examination State	Examination Centre City
1	Andhra Pradesh	Visakhapatnam Vijayawada Guntur Nellore Kurnool Tirupati Kadapa Anantapur Ongole Rajahmundry

S. No.	Examination State	Examination Centre City
2	Arunachal Pradesh	Itanagar Naharlagun Tawang, Ziro Pasighat Tezu Roing Bomdila Kurung Kumey Along
3	Assam	Guwahati Jorhat Silchar Dibrugarh Tezpur Nagaon Bongaigaon Tinsukia Sivasagar Golaghat
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 Vascoda Gama Mapusa Ponda Mormugao Bicholim Siolim Valpoi Cuncolim

S. No.	Examination State	Examination Centre City
7	Gujarat	Ahmedabad Surat Vadodara Rajkot Bhavnagar Jamnagar Junagadh Gandhinagar Navsari Morbi
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.	Examination State	Examination Centre City
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
16	Meghalaya	Shillong Tura Jowai Nongstoin Mawlynnong Cherrapunji Resubelpara Sohra Mairang Williamnagar

S. No.	Examination State	Examination Centre City
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
20	Punjab	Chandigarh Amritsar Ludhiana Jalandhar Patiala Bathinda Hoshiarpur Pathankot Mohali Moga
21	Rajasthan	Jaipur Udaipur Jodhpur Kota Ajmer Bikaner Alwar Bharatpur Bhilwara Sikar

S. No.	Examination State	Examination Centre City
22	Sikkim	Gangtok Mangan Namchi Pelling Geyzing Singtam Jorethang Soreng Rangpo Rorathang
23	Tamil Nadu	Chennai Coimbatore Madurai Tiruchirappalli Salem Tirunelveli Erode Vellore Thoothukudi Dindigul
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

S. No.	Examination State	Examination Centre City
27	Uttarakhand	Dehradun Haridwar Nainital Rishikesh Almora Haldwani Rudrapur Kashipur Pithoragarh Tehri
28	West Bengal	Kolkata Howrah Siliguri Durgapur Asansol Bardhaman Kharagpur Suri Malda
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.	Examination State	Examination Centre City
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

9. 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/ Trouser.
- Slippers, and also with low heels. Shoes are not allowed.

10. Mode of Selection for Training

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

11. 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.

12. Selection Procedure Of Training

I. 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.

II. The NIA Aviation Services Pvt. Ltd. Reserves the right to bring about changes in the selection procedure/ scheme of examination.

III. There shall be no provision for re-evaluation/re-checking/scrutiny of the answer sheet/ score. No correspondence in this regard shall be entertained.

IV. A candidate must secure the minimum qualifying standard in written test.
V. Only those candidates shall be considered for selection who secure the minimum qualifying standard in this written test as well as the interview.
VI. Selection will be made on the basis of written test and interview and accordingly as elect list as well as a panel (Waiting list) shall be prepared.
VII. 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.
VIII. The Company shall grant **provisional admission** to candidates for the written examination on the basis of the information furnished by them. However, if at any stage it is found that the candidate has furnished incorrect information, did not possess the requisite qualifications as on the last date of application, did not hold the relevant supporting certificates, or that the application was not acceptable at the preliminary stage, the candidature shall be cancelled.

13. Salary

- The salary of the candidate will be in between Rs.14,000 to Rs.28,000(Approx).
- Salary will be decided on the basis of candidate's interview.

14. General Instruction

I. The NIA Aviation Services Pvt. Ltd. Reserves the right to alter the number of seat 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.
IV. Candidates not complying with the instruction shall be summarily disqualified.
V. 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, email id, category, 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.
VI. The online application form cannot be withdrawn once it is submitted successfully.
VII. Application forms of candidates who do not fulfil the eligibility criteria shall be rejected.
VIII. In case multiple application forms are submitted by a candidate, only the last application form, correct in all respects, shall be accepted. The fee deposited shall not be refunded under any circumstances.
IX. 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 the possibility of link failure or any other technical issues whatsoever. NIA Aviation Services Pvt. Ltd. shall not be responsible if any candidate fails to finally submit the application form before the last date of submission due to the aforesaid reasons or for any other reason beyond its control.
X. Canvassing in any form, misbehavior or misconduct will lead to summary rejection and cancellation of candidature and no correspondence will be entertained in this matter.

XI. The date of birth as recorded in the High School or equivalent examination certificate shall be considered valid. No document other than the said certificate shall be accepted as proof of date of birth.

XII. For verification of age and educational qualifications, self-attested copies of mark sheets, certificates, and degrees must be produced when demanded.

XIII. The Company does not enter into any personal correspondence with candidates. All information is uploaded on the Company's website. Therefore, all candidates are advised to regularly visit the Company's website for updates related to the advertisement.

XIV. The Company does not provide any advice regarding candidates' eligibility. Candidates should carefully study the advertisement and apply only after satisfying themselves that they meet all the conditions of eligibility as prescribed.

XV. Company does not undertake any responsibility for sending reply to the candidates not selected or not called for. No correspondence in respect of the application submitted shall be entertained or replied by this company to any individual or any organization.

XVI. 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.

XVII. Any applicants found using unfair means of any kind in the Document Verification, sending someone else in his/her place to appear in the Documents Verification and attempt to impersonate will be disqualified. Applicant found submitting forged/fake certificates/documents of any kind for securing eligibility and/or obtaining privileges shall lead to rejection of their candidature. Applicants shall not bring in or attempt to bring in any political or other influence to further his/her interest in respect of the engagement. Candidature of such Applicant is liable to be rejected.

XVIII. 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.

XIX. 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 short coming is detected even after appointment, his/her service will be liable terminated and he/she will be liable to his/her disqualification.

XX. The NIA Aviation Services Pvt. Ltd. Will determine the dress code for the candidate at the time of interview.

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

XXII. The candidature will be cancelled in case any candidate is caught cheating in the examination hall, causing indiscipline, misbehavior or found doing any unworthy.

XXIII. NIA reserves the right to change/amend the examination scheme, if so required, any time before the examination.

XXIV. 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.

XXV. 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).

XXVI. 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.

XXVII. The company reserves the right to fix any date, as deemed suitable, change place or postpone (at its own convenience), or even cancel the process due to unforeseen circumstances against which no claim will be accepted. No request for change of date & venue will be entertained at any stage.

XXVIII. 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.

XXIX. The applicants must ensure that while filling their Online Registration Forms, they must provide their valid and active email ID s as the NIA may use electronic mode of communication while contacting with candidates at different stages of examination process.

XXX. If it is noticed by the company that applicant has furnished wrong information/fake certificates, the company reserve the right to discharge the candidate/selected candidate at any stage without notice even after his selection to undergo training.

XXXI. The examination fee pertains exclusively to the training process and shall not be construed as being related to any employment or interview.

15. Miscellaneous

- Company will not be responsible for any inadvertent error in the advertisement (company website www.niaaviationservices.com would be primary and main source of contact with the candidates for various information during the selection.)
- The decision of the Company in all matters relating to eligibility., acceptance or rejection of applications etc. will be final and binding on the candidates and no enquiry or correspondence will be entertained in this connection.
- This Notice is also available in company Website. English version shall be applicable in case of any ambiguity/dispute in two versions.
- For any legal dispute, the jurisdiction will be New Delhi only.
- In case any applicant has difficulty in registering their applications ONLINE, they are free to contact the help line numbers as available on company website www.niaaviationservices.com on all working days 10:00 Hrs to 18:00 Hrs.