

SELECTION OF OFFICERS TO VARIOUS POSTS IN CUSTOMER SERVICE DISCIPLINE

(Advt No. HAL/HR/36(98)/2023/01)

Hindustan Aeronautics Limited (HAL), a Navratna Central Public Sector Undertaking, is a premier Aeronautical Industry of South East Asia, with 20 Production / Overhaul / Service Divisions, 10 co-located R&D Centres and 1 Facility Management Division, spread across the Country. HAL's spectrum of expertise encompasses hi-tech programmes involving a number of state-of-the-art technology, design development, manufacture, repair, overhaul and upgrade of Aircraft, Helicopters, Aero-engines, Industrial & Marine Gas Turbines, Accessories, Avionics & Systems and structural components for Satellites & Launch Vehicles.

A) DETAILS OF POSTS

HAL invites applications from Serving / Retired Personnel from **Indian Air Force, Indian Navy, Indian Army and Indian Coast Guard** for the following posts:

Sl. No.	Name of the Post	No. of Posts
a.	Head of Customer Service (Complex Office) (Grade VII)	4
b.	Fleet Single Point of Contact (SPOC) (Complex Office) (Grade VI)	6
c.	Manager (Customer Service) (Complex Office) (Grade IV)	6
d.	Engineer (Customer Service) (Complex Office) (Grade II)	14

B) Payscale AND REMUNERATION

Sl. No.	Grade	Pay Scales (2017 Scales)#	Age Limit as on 31.1.2023 (in years)
a.	VII	Rs.90000 – 240000	48
b.	VI	Rs.80000 – 220000	48
c.	IV	Rs.60000 – 180000	45
d.	II	Rs.40000 – 140000	35

#Annual Increment is presently 3% of running Basic Pay.

On selection, candidates will be appointed in the concerned Scale of Pay as indicated above. Besides Basic Pay, candidates will be eligible for Variable Dearness Allowance, Perquisites and Allowances, Company Accommodation / House Rent Allowance, Performance related Pay (PRP), Provident Fund, Gratuity etc., **as per the prevailing Company Rules**. Perquisites and Allowances are presently paid @ 35% of the running Basic Pay under the Cafeteria System.

C) AGE RELAXATION

- Relaxation in age limit in respect of Ex-servicemen & Serving Officers will be extended as per Rules of the Company.
- For candidates who had ordinarily been domiciled in the State of Jammu & Kashmir during the period of 01.01.1980 to 31.12.1989, upper age limit is relaxable by 5 years;
- Upper Age limit with all relaxations shall not exceed 55 years (56 years in case of PwBD candidates).
- Reservations, relaxations and concession will be applicable as per Government rules for persons belonging to SC/ST/OBC-NCL etc.

D) POST PROFESSIONAL QUALIFICATION EXPERIENCE (PPQE) REQUIREMENTS

Sl. No	Post Name	PPQE (as on 31.1.2023)
i)	Head of Customer Service (Complex Office) (Grade VII)	<p>Ex-Servicemen / Serving Officer from Indian Air Force / Indian Navy / Indian Army / Indian Coast Guard from the Engineering branch in the Rank of Gp. Captain (IAF) / Colonel (Indian Army) / Captain (Indian Navy) / Commandant (Indian Coast Guard)</p> <p style="text-align: center;"><u>WITH</u></p> <p>Minimum educational qualification of Degree in Engineering / Technology or its equivalent in the disciplines of Mechanical / Electrical / Electronics / Aeronautical / Production. The eligible branches of Engineering for the said disciplines are specified below.</p>
ii)	Fleet Single Point of Contact (SPOC) (Complex Office) (Grade VI)	<p>Ex-Servicemen / Serving Officer from Indian Air Force / Indian Navy / Indian Army / Indian Coast Guard from the Engineering branch with 3 years or more experience in the Rank Wg. Cdr. (IAF) / Lt. Colonel (Indian Army) / Commander (Indian Navy) / Commandant – Junior Grade (Indian Coast Guard)</p> <p style="text-align: center;"><u>WITH</u></p> <p>Minimum educational qualification of Degree in Engineering / Technology or its equivalent in the disciplines of Mechanical / Electrical / Electronics / Aeronautical / Production. The eligible branches of Engineering for the said disciplines are specified below.</p>

Sl. No	Post Name	PPQE (as on 31.1.2023)
iii)	Manager - Customer Service (Complex Office) (Grade IV)	<p>Ex-Servicemen / Serving Officer from Indian Air Force / Indian Navy / Indian Army / Indian Coast Guard from the <u>Engineering branch</u> in the Rank of Sq. Leader (IAF) / Major (Indian Army) / Lt. Commander (Indian Navy) / Dy. Commandant (Indian Coast Guard)</p> <p style="text-align: center;"><u>WITH</u></p> <p>Minimum educational qualification of Degree in Engineering / Technology or its equivalent in the disciplines of Mechanical / Electrical / Electronics / Aeronautical / Production. The eligible branches of Engineering for the said disciplines are specified below.</p>
iv)	Engineer - Customer Service (Complex Office) (Grade – II)	<p>Ex-Servicemen / Serving Officer from the <u>Engineering branch</u> in the Ranks of Junior Warrant Officer / Warrant Officer / Master Warrant Officer from IAF and similar ranks from Indian Navy, Indian Army and Indian Coast Guard</p> <p style="text-align: center;"><u>WITH</u></p> <p>Minimum educational qualification of Degree in Engineering / Technology or its equivalent in the disciplines of Mechanical / Electrical / Electronics / Aeronautical / Production <u>with 02 years</u> of Post Professional Qualification Experience in Technical Disciplines. The eligible branches of Engineering for the said disciplines are specified below. PPQE will be calculated from the date of acquiring the requisite Professional Qualification. Experience prior to acquiring the requisite Professional Qualification Degree will not be reckoned for calculation of PPQE.</p>

The Eligible branches of Engineering under the Disciplines specified above would include the following:

Discipline	Eligible Branches of Engineering
Mechanical	Mechanical / Mechanical & Industrial Engineering / Mechanical & Production Engineering.
Electrical	Electrical / Electrical & Electronics / Electric & Instrumentation.
Electronics	Electronics / Electronics & Communication / Instrumentation & Control / Instrumentation & Electronics / Applied Electronics & Instrumentation / Electronics & Instrumentation / Electronics & Tele-communication.
Aeronautical	Aeronautical / Aerospace.

Discipline	Eligible Branches of Engineering
Production	Industrial Production / Production Engineering / Industrial Engineering & Production / Mechanical Production & Industrial Engineering / Production Engineering & Management / Industrial Engineering / Manufacturing Engineering / Production & Industrial Engineering / Industrial Engineering & Management / Manufacturing Science & Engineering / Manufacturing process & Automation / Mechanical Stream - Production Engineering.

- Qualifications indicated above would mean Qualifications acquired through Regular/Full Time Courses from Indian Institutes/Universities recognised by appropriate Statutory Bodies.
- Candidates possessing Degree in Engineering through Full –Time courses will only be considered. Candidates possessing qualifications acquired through Correspondence/ Distance Education/ Part Time/ E-learning will not be equated with Regular/ Full Time Courses and are not eligible to apply. However, candidates possessing AMIE /IIE are eligible to apply for posts.

E) APPLICATION FEE:

- Rs.500/- (Rupees Five Hundred only) is to be paid as Application Fee (inclusive of GST of 18%). Candidates belonging to SC/ST/PwBD are exempted from the payment of Application Fee.
- Application Fee is to be deposited in the “Hindustan Aeronautics Limited – Recruitment Account” in State Bank of India bearing Account Number 41496209808 (IFSC Code: SBIN0009077) at any of the Core Banking Branches of State Bank of India in the prescribed Challan and a Journal Number is to be obtained. HAL will not be responsible in case a Candidate deposits the Application Fee in a wrong Account. No other form of payment is accepted;
- Candidates are required to provide details of the Application Fee paid in the Application Form;
- Application Fee can be deposited till the last date for receipt of Application;
- Application Fee once deposited into the Company’s Account will not be refunded under any circumstance, even if the candidate is unable to forward the Application or due to being ineligible at the time of applying or rejection of Application due to postal delay/loss. Therefore, before depositing the Application Fee, candidates should ensure that they meet all the eligibility criteria;
- **Candidates should forward the original Counterfoil of the Challan (HAL copy) along with the Application Form. Photo copy of the Challan will not be accepted.**
- The candidate should retain the original Counterfoil of the Challan (Candidate’s copy) for future reference.

F) HOW TO APPLY?

- Eligible and interested candidates are required to download the Application Form and the Challan Format hosted on the HAL Website (Careers Section): www.hal-india.co.in along with this detailed Advertisement;
- Candidates meeting the prescribed specifications may submit their Applications in **A-4 size paper**, strictly in the prescribed Format, along with a self-attested recent Passport Size colour Photograph. Applications have to be sent only through Ordinary Post / Speed Post /Registered Post / Courier. Applications received through other modes viz. Fax/ E-mail etc. will not be accepted and will be summarily rejected;
- No Application will be received in person. Applications received after the due date will not be considered. **The last date for receipt of Applications is 31.01.2023.**
- Eligible candidates may forward their duly filled in Application in the prescribed Format to the following address:

**Chief Manager (HR)
Recruitment Section
Hindustan Aeronautics Limited
Corporate Office
15/1 Cubbon Road,
Bangalore – 560 001**

- Candidates are requested to superscribe the Envelope with the name of the post they are applying to;
- No documents / Certificates/ testimonials are required to be attached along with Application Form;
- Candidates are allowed to apply only once for the selected post and application submitted once cannot be altered under any circumstances.
- Candidates are required to possess a valid Mobile number and Email Id, which is to be entered in the application, so that intimation regarding further stages of selection like Selection Interview, etc will be sent on the same Email Id. HAL will not be responsible for bouncing of Email messages sent to the Candidates;
- Request for change in Date of Birth, Mailing Address, Category, Qualifications etc., once declared in the application form will not be entertained;
- If the information furnished by the Candidate/s at any stage of Recruitment is found to be false or incomplete or is not found to be in conformity with the eligibility criteria mentioned in the Advertisement, the candidature will be considered as revoked / terminated without any reference given to the Candidate.

G) GENERAL CONDITIONS:

- Only Indian Nationals are eligible to apply;
- Mere Submission of Application will not entail right for claiming appointment / getting shortlisted for further stages of recruitment process;

- HAL reserves the right to cancel/ restrict/ enlarge/ modify/ alter the requirements advertised, if need so arise, without issuing any further notice or assigning any reason thereto. The number of vacancies can be modified as per requirements and discretion of the Management;
- **Selection Procedure:** Eligible candidates short-listed based on the initial screening only will be called for personal interview. Date, Time and Venue of the Interview will be intimated to the short-listed/eligible candidates via E-mail / HAL Website. Candidates will be shortlisted and called for Interview in the ratio of 1:10 (Maximum) and selected as per the Recruitment Rules of the Company.
- Merely meeting the qualification and PPQE requirements as indicated in the advertisement will not entail a right for shortlisting of the application for the interview.
- Age and Experience will be reckoned as on **31.1.2023**.
- Candidates employed in Central / State Government Departments / Public Sector Enterprises/ Quasi-Government / Autonomous bodies etc. (including candidates engaged on Contract basis in Central / State Govt. Departments / PSUs / Quasi-Government / Autonomous bodies etc.) should produce NOC (No Objection Certificate) at the time of the Interview / Document Verification from their Employer, failing which they will not be permitted to appear for the Interview / Document Verification and will not be eligible for payment of Travelling Allowance;
- **Serving Officers from Indian Airforce / Indian Navy / Indian Army / Indian Coast Guard are required to forward the application through Proper Channel.** The Photocopy of the application should be sent through Post to the address mentioned above as an **advance copy**, to reach on or before the last date of receipt of the applications.
- Serving Officers from Indian Airforce / Indian Navy / Indian Army / Indian Coast Guard on selection, will be considered for appointment in HAL permanently, on pre-mature release from services.
- Candidates belonging to SC/ST/OBC-NCL etc. categories are required to submit copies of relevant Certificates in the prescribed formats at the time of Interview/Document Verification;
- For getting reservation benefits under the OBC-NCL category, the following are required to be adhered to:
 - The candidate must belong to Non – Creamy layer;
 - The name of caste and community of the candidate must appear in the 'Central list of Other Backward Classes';
 - The candidate must furnish an OBC-NCL certificate as per the format prescribed by the Govt. of India (not older than six months as on **31.1.2023** from the Competent Authority, at the time of Interview.

- Reservation to Economically Weaker Sections (EWS) is governed by Office Memorandum No. 36039/1/2019-Estt(Res) dated 31.1.19 of Department of Personnel & Training, Ministry of Personnel, Public Grievance & Pensions, Government of India.
- Internal candidates meeting the requirements indicated in the advertisement would be eligible to apply against Posts in Grade-VII only and eligible Candidates will be considered for Selection, along with external Candidates.
- Candidates provisionally selected by HAL will have to undergo pre-employment Medical Exam before joining HAL. Applicants should have sound health and should meet the medical standards prescribed by the Company. Appointment of selected candidates is subject to receipt of satisfactory medical report from the Company's Doctor as per the Medical standards of the Company. No relaxation in health standards will be allowed. The Pre-Employment Medical Standards prescribed by HAL are uploaded with this advertisement. In respect of Persons with Disability, the suitability for appointment, in relation to the Disability, will be decided as per the provisions contained in the extant rules of the Company.
- Appointment of selected candidates is subject to verification of Certificates (wherever applicable), Character & Antecedents from the concerned Authorities, as per the rules of the Company;
- Applicants having work experience in Private Sector Organizations are required to submit an experience certificate in the letter head of the Company at the Time of Interview. The letter head of the Company should have details of the Company;
- If the information furnished by the candidate is found to be false or incomplete or is not found to be in conformity with the eligibility criteria mentioned in the advertisement, the candidature / appointment will be considered as revoked / terminated at any stage of the recruitment process or after recruitment or joining, without any reference given to the candidate;
- Not providing Pen Picture details as indicated in the Application Form will lead to disqualification of the candidate.
- Any correspondences to the candidate will be made to the mobile number / on the e-mail id provided by the candidate in the Application. No other mode of communication will be adopted;
- Any sort of canvassing or influencing the Officials related to recruitment / selection process would result in immediate disqualification of the candidate;
- While the place of posting will generally be those indicated in the Job Description the selected candidates can be posted to any Division / R&D Center / Office of the Company. The candidates will not be allowed to seek / apply for transfer to any other Division / Location of the Company for initial three years of Service;
- Court of jurisdiction for any dispute / cause will be at Bangalore;
- Any corrigendum/Addendum, if any, will be hosted/ published on HAL Website. Candidates are requested to visit the website regularly for updates;

- HAL reserves the right to cancel the Recruitment process entirely at any stage;
- Candidates are required to keep their Mobile Number and Email Id as declared in the Application active for receiving Communication/Intimation like Call letters for Interview etc;
- In case any particular query is not covered above, the candidates can write to HAL at: recruitment@hal-india.co.in. No other mode of communication will be entertained.
- All further announcements/details pertaining to this selection will only be published/ provided on HAL authorized website www.hal-india.co.in.

IMPORTANT : Candidates should cross check all the details filled in the Application, before finally submitting the same, as no changes/corrections will be possible on submission.

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JOB DESCRIPTIONS

Position: Head of Customer Service (Complex Office) - Grade-VII

Eligibility:

- Ex-Servicemen / Serving Officer from Indian Airforce, Indian Navy, Indian Army and Indian Coast Guard from the Engineering branch in the Rank of Gp. Captain (IAF) / Colonel (Indian Army) / Captain (Indian Navy) / Commandant (Indian Coast Guard).
- Should have engineering related experience in Bases / Squadrons / BRDs / Commands etc. in any of the HAL Supported fleets.
- Should possess Degree in Engineering / Technology or its equivalent in the disciplines of Mechanical / Electrical / Electronics / Aeronautical / Production with eligible branches of Engineering (as indicated above) as minimum educational qualification.

The Responsibility:

- The candidate should be well versed with the current fleet of Indian military aircraft with sound knowledge of Aircraft systems, Engines etc.
- To coordinate for all issues related to Provision of Budgetary Quotes, Receipt & Liquidation of RMSOs, Timely liquidation of repair tasks, and other Customer escalated operational issues.
- To coordinate fleet sustenance initiatives like obsolescence study, review of indigenisation, ROH Facility set-up.
- To explore new business Opportunities like establishing PBL with Defence Customers.
- To review and resolve issues pertaining to Tasks regularization, AOG, RRT, RMSO, Pending payments, CFE (Customer Furnished Equipments), etc.
- To coordinate and attend various scheduled meetings with customers.
- To monitor critical issues and flag at appropriate level for resolution.

Location :

Bangalore / Nasik / Lucknow

Position: Fleet Single Point of Contact (SPOC) (Complex Office)- Grade VI

Eligibility:

- Ex-Servicemen / Serving Officer from Indian Airforce, Indian Navy, Indian Army and Indian Coast Guard from the Engineering branch with 3 years or more experience in the Rank of Wg. Cdr. (IAF) / Lt. Colonel (Indian Army) / Commander (Indian Navy) / Commandant – Junior Grade (Indian Coast Guard).
- Should have engineering related experience in Bases / Squadrons / BRDs / Commands etc. in any of the HAL Supported fleets.
- Should possess Degree in Engineering / Technology or its equivalent in the disciplines of Mechanical / Electrical / Electronics / Aeronautical / Production with eligible branches of Engineering (as indicated above) as minimum educational qualification.

The Responsibility:

- The candidate should be well versed with the current fleet of Indian military aircraft with sound knowledge of Aircraft systems, Engines etc.
- To act as the SPOC (Single Point of Contact) for all issues related to Provision of Budgetary Quotes, Receipt & Liquidation of RMSOs, Timely liquidation of repair tasks, and other Customer escalated operational issues.
- To coordinate fleet sustenance initiatives like obsolescence study, review of indigenization, ROH Facility set-up.
- To explore new business Opportunities like establishing PBL with Defence Customers.
- To Review and resolve issues pertaining to Tasks regularization, AOG, RRT, RMSO, Pending payments, CFE (Customer Furnished Equipments), etc.
- To monitor critical issues and flag at appropriate level for resolution.
- To liaise with Divisions for expeditious resolution of customer issues and preparation of MIS reports for top management consumption.

Location :

Bangalore / Lucknow

Position: Manager (Customer Service) (Complex Office) (Grade-IV)

Eligibility:

- Ex-Servicemen / Serving Officer from Indian Airforce, Indian Navy, Indian Army and Indian Coast Guard from the Engineering branch in the Rank of Sq. Leader (IAF) / Major (Indian Army) / Lt. Commander (Indian Navy) / Dy. Commandant (Indian Coast Guard) ;
- Should have engineering related experience in Bases / Squadrons / BRDs / Commands etc. in any of the HAL Supported fleets.
- Should possess Degree in Engineering / Technology or its equivalent in the disciplines of Mechanical / Electrical / Electronics / Aeronautical / Production with eligible branches of Engineering (as indicated above) as minimum educational qualification.

The Responsibility:

- The candidate should be well versed with the current fleet of Indian military aircraft with sound knowledge of Aircraft systems, Engines etc.
- To assist the SPOC (Single Point of Contact) for all issues related to Provision of Budgetary Quotes, Receipt & Liquidation of RMSOs, Timely liquidation of repair tasks, and other Customer escalated operational issues.
- To liaise with Divisions and resolve issues pertaining to Tasks regularization, AOG, RRT, RMSO, Pending payments, CFE (Customer Furnished Equipments), etc.
- To Monitor critical issues and follow up for updates with respective Divisions.
- To prepare regular MIS reports on customer issues and status for consumption of Top Management.

Location :

Bangalore / Nasik / Lucknow

Position: Engineer (Customer Service) (Complex Office) (Grade-II)

Eligibility:

- Degree in Engineering / Technology or its equivalent in the disciplines of Mechanical / Electrical / Electronics / Aeronautical / Production with eligible branches of Engineering (as indicated above) as minimum educational qualification. Only Ex-Servicemen / Serving Officer in the Ranks of Junior Warrant Officer / Warrant Officer / Master Warrant Officer from IAF and similar ranks from Indian Navy, Indian Army and Indian Coast Guard with 02 years of Post Professional Qualification Experience in Technical Disciplines.
- Should have engineering related experience in Bases / Squadrons / BRDs / Commands etc. in any of the HAL Supported fleets.
- Should possess Degree in Engineering / Technology or its equivalent in the disciplines of Mechanical / Electrical / Electronics / Aeronautical / Production with eligible branches of Engineering (as indicated above) as minimum educational qualification

The Responsibility:

- The candidate should be well versed with the current fleet of Indian military aircraft with sound knowledge of Aircraft systems, Engines etc.
- To assist the SPOC (Single Point of Contact) for all issues related to Provision of Budgetary Quotes, Receipt & Liquidation of RMSOs, Timely liquidation of repair tasks, and other Customer escalated operational issues.
- To liaise with Divisions and resolve issues pertaining to Tasks regularization, AOG, RRT, RMSO, Pending payments, CFE (Customer Furnished Equipments), etc.
- To Monitor critical issues and follow up for updates with respective Divisions.
- To prepare regular MIS reports on customer issues and status for consumption of Top Management.

Location :

Bangalore / Nasik / Lucknow

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