



AI AIRPORT SERVICES LIMITED

(Formerly known as AIR INDIA AIR TRANSPORT SERVICES LIMITED)

Regd. Office: 2nd Floor, GSD Building, Air India Complex, Terminal-2, IGI Airport, New Delhi-110037
CIN: U63090DL2003PLC120790

Ref No: AIASL/05-03/BOM/353

Date: 30.08.2023

RECRUITMENT EXERCISE AT MUMBAI INTERNATIONAL AIRPORT

Sr. No	Station	Position	No. of Vacancies
1	MUMBAI	Handyman	971
2	MUMBAI	Utility Agent (Males)	20
3	MUMBAI	Utility Agent (Females)	07

AI AIRPORT SERVICES LIMITED (formerly known as Air India Air Transport Services Limited) (AIASL) wishes to fill in existing vacancies as per the estimated requirements and maintain a wait-list for vacancies arising in future. **Indian Nationals** who meet with the requirements stipulated as mentioned herein, may apply for various posts at **CHHATRAPATI SHIVAJI MAHARAJ INTERNATIONAL AIRPORT, MUMBAI** posts on a **Fixed Term Contract basis (3 years)** which may be renewed subject to their performance and the requirements of the AI Airport Services Limited. The Number of vacancies given below are indicative and may vary as per the operational requirement.

The reservation will be as per the Presidential Directives. The actual reservation of vacancies would depend upon the prevailing strength at the time of appointment.

AI Airport Services Limited (AIASL) is under Ministry of Civil Aviation (MOCA) and formed with an aim to provide unified Ground Handling services (Ramp, Passenger, Baggage, Cargo Handling and Cabin Cleaning).

AI Airport Services Limited is a leading Ground Handling Service provider in India and offers Ground Handling Services at major airports in India. AIASL presently provides Ground Handling Services at 82+ airports. Apart from handling the flights of Air India, Air India Express & Alliance Air also provided for 51 foreign scheduled airlines, 4 domestic scheduled airlines, 8 Seasonal charter airlines, 23 foreign airlines availing Perishable Cargo handling.

From being the first and only Ground Handler in India to handle the Airbus A380 on its maiden flight to India, to handling the futuristic 787 Dreamliners at major Airports in India,

Vision:

- To be the Leader in providing World Class Ground Handling services at all Indian Airports and expand Globally.

Mission:

- Provide safe, reliable and on-time services
- Deliver the highest quality of service at all Indian Airports
- Provide State-of-the-Art Ramp Equipment
- Be the epitome of Indian Hospitality

Processes:

- Continuously improve standards of safety and efficiency
- Continuous modernization and upgrade of ramp equipment

People:

- To maintain an energetic, qualified & a highly motivated professional team
- Maintain high degree of work ethics

Sr. No	Position	Qualifications & Experience	Salary in INR Per Month	Upper Age Limit
1	Handyman	SSC /10th Standard Pass. Must be able to read and understand English Language. Knowledge of Local and Hindi Languages, i.e., ability to understand and speak is desirable.	21,330/-	GEN: 28 Years OBC: 31 Years SC/ST: 33 Years
2	Utility Agent	SSC /10th Standard Pass. Knowledge of Local and Hindi Languages, i.e., ability to understand and speak is desirable.	21,330/-	GEN: 28 Years OBC: 31 Years SC/ST: 33 Years

Nature of Job Function :**Handyman:**

At the Airport, mainly Baggage/Cargo Loading and offloading from the aircraft & trolleys, cabin cleaning functions like cleaning of the aircraft, assist Technicians in the workshop, wheel chair assistance etc. Work pattern will be in Three Shifts including night shift and weekly off on rotation basis. Career Progression based on performance and number of years. Entitled for Casual Leave, Sick Leave and eligible for EPFO & ESIC etc. as per eligibility.

Utility Agent :

Maintaining hygiene and cleanliness of the offices & premises located at Mumbai Airport like GSD Complex, EMD workshop, Cargo premises, APEDA facility and Ramp operations and Cleaning of toilets and wash rooms, cleaning of garbage piles in Cargo warehouse and cleaning of Maintenance Hangars & pits due to oil/grease spillage etc., on daily basis. Any other hygiene job allocated time to time. Work pattern will be three shifts including night shift irrespective of gender and one weekly off on rotation basis. Career Progression based on performance and number of years. Entitled for Casual Leave, Sick Leave and Privilege Leave and eligible for EPFO etc. as per eligibility.

Selection Procedure

Handyman/ Utility Agent :

(a) Physical Endurance Test (like Weight lifting, running). Those qualifying the Physical Endurance Test alone will be sent for Interview.

(b) Personal/Virtual Screening :

The selection procedure would be conducted on the same day or on the subsequent day(s).

Outstation candidates are advised to make their own arrangement of lodging and boarding at their own cost, if required.

HOW TO APPLY:

Applicants meeting with the eligibility criteria mentioned in this advertisement, as on 1st September, 2023, are required to forward their applications, as per attached application format along with copies of the testimonials/certificates through Post or through Drop-Box in person latest by 18th September, 2023, at the address mentioned below. The envelope should be superscribed mentioning the post applied post in capital letters "POST APPLIED FOR _____". No Demand Draft to be attached at this stage.

Address :-

**To,
HRD Department,
AI Airport Services Limited,
GSD Complex, Near Sahar Police Station,
CSMI Airport, Terminal-2, Gate No. 5,
Sahar, Andheri-East, Mumbai-400099.**

Eligible candidate will be called for Selection process at a later date and would be notified Date, Time and Venue and candidates are required to reach the said venue on the given date and time along with the Application Form duly filled in & copies of the testimonials/certificates (as per attached application format with this advertisement) and non-refundable Application Fee of Rs.500/- (Rupees Five Hundred Only) by means of a Demand Draft in favour of "AI AIRPORT SERVICES LIMITED.", payable at Mumbai. No fees are to be paid by Ex-servicemen / candidates belonging to SC/ST communities. Candidate has to ensure to mention Full Name & Mobile number at the reverse side of the Demand Draft.

Following documents are required, while appearing for Selection process :

- a. A recent (not more than 3 months old) colored passport size photograph of the fullface (front view) should be pasted neatly in the space provided in the application form.
- b. Self-attested copies of the supporting documents as mentioned in the Tabulation **'List of Documents (copies) to be attached with the Application' of these Advertisement** to be submitted along with the application. **Original Certificates should not be submitted along with the application but should be brought for verification.** The Company is not responsible for returning any original copy/ies of Certificates /Testimonials submitted with the application.
- c. Bring your valid Passport along with one set photo copy (if available).
- d. Candidates belonging to OBC category must submit a duly attested photocopy of the Caste Certificate in the format as prescribed by Government of India, issued by the Competent Authority. The certificate, inter-alia, must specifically state that the candidate does not belong to socially advanced sections excluded from the benefits of reservation for OBC in civil posts and services under the Government of India. The Certificate should also contain the **'Creamy Layer' Exclusion clause.** The OBC Certificate produced by the candidates should be as per the Central List of OBCs published by the **Govt. of India and not by the State Government.**
- e. Applicants working in Government / Semi-Government / Public Sector Undertakings or autonomous bodies, must appear with the completed Application Form routed through proper channel or along with "No Objection Certificate" from their current employer.
- f. The advertisement for this recruitment is being published on our company website, hence please visit our company website www.aiasl.in.

Management reserves the right to change in above schedule/conditions, based on requirements.

GENERAL CONDITIONS:

- a. The short listed suitable candidates will be considered for engagement on a Fixed Term Contract basis subject to their turn in merit order, availability of vacancies in consideration with reservation for SC/ST/OBC. The prospective candidate should be fit to carry out the duties of the post.
- b. Period of Contract: Fixed Term Contract basis, if offered. Presently the contract is for Three year and same is renewable subject to assessment on the performance. This Contract could also be terminated earlier at the discretion of the Management during the tenure of contract, and/or in the event of unsatisfactory performance. The job is transferable to any station in India.
- c. Consideration of SC/ST/OBC/Ex-Servicemen/Economically Weaker Section candidates will be as per the Government Directives on reservation of posts.
- d. SC/ST candidates who are eligible for the post & residing beyond 80kms. from the venue and not employed in any Government / Semi-Government / Public Sector Undertaking or Autonomous Bodies, will be reimbursed second class to & fro rail / bus fare by the shortest route as per rules, subject to submission of a request in the prescribed format and on production of evidence to that effect.
- e. Applications which are unsigned / incomplete / mutilated / received by post / courier services will not be considered.
- f. The applicants must ensure that they fulfill all the eligibility criteria, as on **01st September, 2023**, and that the particulars furnished by them in the application are correct in all respects. At any stage of the Selection Process, if the particulars provided by the applicants in the application or testimonials attached/provided are found incorrect / false or not meeting with the eligibility criteria prescribed for the post, the candidature is liable to be rejected and, if appointed, services will be terminated, without giving any notice or reasons therefore.
- g. Candidates those who were engaged in AIASL on a Contractual Basis in any category and got terminated on any grounds should not apply, as they will not be considered. In case if their termination is found out at any stage their candidature/engagement will be cancelled without giving any notice or assigning reasons therefore.
- h. Any canvassing by or on behalf of the candidate or bringing political or other outside influence, with regard to their engagement / selection shall be considered as **DISQUALIFICATION**.
- i. Prescribed format of Application is given below:



AI AIRPORT SERVICES LIMITED
(formerly known as AIR INDIA AIR TRANSPORT SERVICES LIMITED)

ADVT : Sept-2023

For Office Use Only

Advertisement	Employment Exchange	SC/ST/ OBC/EWS /GEN/ Ex-SM	Token No.	Eligible/ Not-Eligible (E/NE)	Remarks
Token / slip issued at the time of Registration to be attached with Application			Signature of the registering Officer		

FORMAT OF APPLICATION

To,
The Incharge, HR Department
AI AIRPORT SERVICES LIMITED
(Formerly known as AIR INDIA AIR TRANSPORT SERVICES LTD.)
CSMI Airport, Sahar, Mumbai 400099.

Paste
Recent colour
Photograph &
sign across

POSITION APPLIED FOR : _____

Selected Station : MUMBAI

WHETHER THRU EMPLOYMENT EXCHANGE (IF YES) : **YES / NO**

EMPLOYMENT REGISTRATION NO. _____

(ALSO ATTACH COPY OF REGISTRATION CARD)

1. Full Name: (In BLOCK letters)

First *Middle* *Surname*

2 Father's Name: _____

3. Date of Birth : (DD / MM / YYYY) _____

4. Place and State of Birth : _____

5. Address for correspondence:

Pin Code _____ **State :** _____

a) Telephone No. : Residence (with STD Code)

b) Mobile No.: _____ c) Email ID _____

(Mandatory)

(Mandatory)

6. Gender : Male / Female

7. Marital Status : Mark 'X' in appropriate box.

Unmarried	Married	Divorcee	Widow (er)	Separated

8. Nationality : _____

9. Religion : _____

10. Mother Tongue : _____

11. PAN No : _____

12. Aadhar Card No. _____

13. a) Whether SC / ST / OBC / EWS / GENERAL :(ALSO MENTION SUB-CASTE)

Sub-Caste	SC	ST	OBC	EWS	General

(Indicate Category to which you belong by marking 'X' in the appropriate box.)

If SC/ST – attach copy of the Caste Certificate.

If OBC, furnish latest Certificate including the “Non-Creamy layerclause”.
OBC community should be as per the Central List of OBCs published by the Government of India

If EWS, furnish copy of income and asset certificate in the prescribed format.

b) Whether Ex-Serviceman : Yes / No

If 'Yes', furnish details of service, position held, date of release, details of experience after release (attach copies of relevant documents)

c) Whether from Police Services : Yes/No
(Furnish details)

d) whether working in any Govt. : Yes / No
Semi-Govt. / Public Sector Undertaking or autonomous body
If "Yes", enclose "No Objection Certificate".

14. Educational Qualifications : (Matriculation / SSC onwards)

Examination(s) Passed (Specify Degree e.g.BA/BSc/BCom, etc. / Diploma / Course)	Name of the University / Institution	Date, Month & Year of Passing	Duration	Percentage of marks (Class / Division)
10 th Grade				
Any other course (Specify)				

15. Fluency in languages: Mark 'X' in appropriate column.

Languages	Read	Speak	Write	Remarks*
a) English				
b) Hindi				
c) Local (Specify)				
d) Mother Tongue				
e) Others (Specify)				

* Indicate whether any Certificate / Language Course done and the duration of the course, along with a copy of such Certificate.

16. Work Experience :

Name of the Organization	Post Held	Period of Service		Number of years of Experience	Nature of Job
		From	To		

17. Particulars of Driving Licence held (if any):

Type of Licence, eg., LMV /HMV	Licence No.	Date of issue	Valid upto

18. Particulars of Demand Draft issued *(To be submitted when called for Selection process)* (in favour of **AI AIRPORT SERVICES LIMITED**) payable at **MUMBAI**.

Name & Address of the Issuing Bank & Branch	Date of Issue	Demand Draft No.	Amount
			Rs.500/-

19. Relatives working in AI Airport Services Limited or its sister companies.

Name	Designation	Company	Relationship

20. **Declaration** : I hereby certify that the foregoing information is correct to the best of my knowledge and belief. I have not suppressed any material fact or factual information in the above statement. I am aware that in case I have given wrong information or suppressed any material fact or factual information, or I do not fulfill the eligibility criteria according to the advertisement, my candidature will be rejected / services terminated without giving any notice or assigning reasons therefore.

Place : _____

(Signature of applicant)

Date : _____

List of Documents (copies) to be attached with the Application : (Please also bring all ORIGINAL DOCUMENTS/CERTIFICATES for verification)

1.	Application Fee, wherever applicable	
2.	School Leaving Certificate	
3.	10th Std / Matriculation Mark-sheet & Passing Certificate	
4.	12th Std / Pre-Degree Mark-sheet and Passing Certificate	
5.	Diploma Course	
6.	<u>Degree Certificate</u> or Provisional Degree Certificate	
7.	Any other educational qualification :	
8.	Caste Certificate in case of SC/ST/OBC candidates	
9.	Any other course, please specify	
10.	Discharge Certificate in case of Ex-Servicemen	
11.	Experience Certificates (till date)	
12.	Nationality / Domicile Certificate	
13.	PAN Card Copy	
14.	Aadhar Card Copy	
15.	Income and Asset Certificate in case of EWS candidates	
16.	Xerox copy of Driving License (Both front & back)	
17.	Copy of the Passport validity 2019 onwards, if any.	

“OBC Certificate Format”

**FORM OF CERTIFICATE TO BE PRODUCED BY OTHER BACKWARD CLASSES
APPLYING FOR APPOINTMENT TO POSTS / ADMISSION TO CENTRAL
EDUCATIONAL INSTITUTIONS (CEIs), UNDER THE GOVERNMENT OF INDIA**

This is to certify that Shri/Smt./Kum. _____ Son/Daughter of Shri/Smt.

_____ of Village/Town _____

District/Division _____ in the _____

State belongs to the _____ Community which is recognized as a

backwardclass under:

- (i) Resolution No. 12011/68/93-BCC(C) dated 10/09/93 published in the Gazette of India Extraordinary Part I Section I No. 186 dated 13/09/93.
- (ii) Resolution No. 12011/9/94-BCC dated 19/10/94 published in the Gazette of India Extraordinary Part I Section I No. 163 dated 20/10/94.
- (iii) Resolution No. 12011/7/95-BCC dated 24/05/95 published in the Gazette of India Extraordinary Part I Section I No. 88 dated 25/05/95.
- (iv) Resolution No. 12011/96/94-BCC dated 9/03/96.
- (v) Resolution No. 12011/44/96-BCC dated 6/12/96 published in the Gazette of India Extraordinary Part I Section I No. 210 dated 11/12/96.
- (vi) Resolution No. 12011/13/97-BCC dated 03/12/97.
- (vii) Resolution No. 12011/99/94-BCC dated 11/12/97.
- (viii) Resolution No. 12011/68/98-BCC dated 27/10/99.
- (ix) Resolution No. 12011/88/98-BCC dated 6/12/99 published in the Gazette of India Extraordinary Part I Section I No. 270 dated 06/12/99.
- (x) Resolution No. 12011/36/99-BCC dated 04/04/2000 published in the Gazette of India Extraordinary Part I Section I No. 71 dated 04/04/2000.
- (xi) Resolution No. 12011/44/99-BCC dated 21/09/2000 published in the Gazette of India Extraordinary Part I Section I No. 210 dated 21/09/2000.
- (xii) Resolution No. 12015/9/2000-BCC dated 06/09/2001.
- (xiii) Resolution No. 12011/1/2001-BCC dated 19/06/2003.
- (xiv) Resolution No. 12011/4/2002-BCC dated 13/01/2004.
- (xv) Resolution No. 12011/9/2004-BCC dated 16/01/2006 published in the Gazette of India Extraordinary Part I Section I No. 210 dated 16/01/2006.
- (xvi) Shri/Smt./Kum. _____ and/or his family ordinarily reside(s) in the _____

_____ District/Division of _____ State. This is also to certify that he/she does not belong to the persons/sections (Creamy Layer) mentioned in Column 3 of the Schedule to the Government of India, Department of Personnel & Training O.M. No. 36012/22/93-Estt.(SCT) dated 08/09/93 which is modified vide OM No. 36033/3/2004 Estt.(Res.) dated 09/03/2004.

District Magistrate/Deputy Commissioner etc

Dated

Seal

NOTE:

(a) The term 'Ordinarily' used here will have the same meaning as in Section 20 of the Representation of the People Act, 1950.

(b) The authorities competent to issue Caste Certificates are indicated below:

(i) District Magistrate / Additional Magistrate / Collector / Deputy Commissioner / Additional Deputy Commissioner / Deputy Collector / Ist Class Stipendiary Magistrate / Sub-Divisional magistrate / TalukaMagistrate / Executive Magistrate / Extra Assistant Commissioner (not below the rank of Ist ClassStipendiary Magistrate).

(ii) Chief Presidency Magistrate / Additional Chief Presidency Magistrate / Presidency Magistrate.

(iii) Revenue Officer not below the rank of Tehsildar and

(iv) Sub-Divisional Officer of the area where the candidate and / or his family resides.

Caste Certificate issued from Maharashtra State must be validated by social welfare Department ofMaharashtra Government

FORM OF CASTE CERTIFICATE FOR SC/ST

This is to certify that Shri*/Smt/Kumari _____ Son/Daughter of _____
Village/Town _____./District/Division* _____ of
the _____ State/Union Territory belongs to the _____ Caste*/Tribe which is
recognised as a Scheduled Caste/Tribe under :

*The Constitution Scheduled Castes Order, 1950.

*The Constitution Scheduled Tribes Order, 1950.

*The Constitution (Scheduled Castes) (Union Territories) (Part C States) Order, 1951;

*The Constitution (Scheduled Tribes) (Union Territories) (Part C States) Order, 1951;

[As amended by the Scheduled Castes and Scheduled Tribes List (Modification Order, 1956, the Bombay Reorganisation Act, 1960, the Punjab Reorganisation Act, 1966, the State of Himachal Pradesh Act, 1970, the North Eastern Areas (Reorganisation) Act, 1971 and the Scheduled Castes and Scheduled Tribes Orders

(Amendment) Act, 1976.]

The Constitution (Jammu and Kashmir) Scheduled Castes Orders, 1956.

The Constitution (Andaman and Nicobar Islands) Scheduled Tribes Order, 1959, as amended by the Scheduled Castes and Scheduled Tribes Orders (Amendment) Act,

1976 *The Constitution (Dadra and Nagar Haveli)* Scheduled Castes Order, 1962.

The Constitution (Dadra and Nagar Haveli) Scheduled Tribes Order, 1962.

*The Constitution (Pondicherry) Scheduled Castes Order, 1964.

*The Constitution (Uttar Pradesh) Scheduled Tribes Order, 1967.

*The Constitution (Goa, Daman and Diu) Scheduled Castes Order, 1968.

*The Constitution (Goa, Daman and Diu) Scheduled Tribes Order,

1968. *The Constitution (Nagaland) Scheduled Tribes Order, 1970.

*The Constitution (Sikkim) Scheduled Castes Order, 1978

*The Constitution (Sikkim) Scheduled Tribes Order, 1978

*The Constitution (Jammu & Kashmir) Scheduled Tribes Order, 1989.

*The Constitution (SC) Orders (Amendment) Act, 1990.

*The Constitution (ST) Orders (Amendment) Ordinance Act, 1991.

*The Constitution (ST) Orders (Amendment) Ordinance Act, 1996.

*The Constitution (Scheduled Castes) Orders (Amendment) Act, 2002.

*The Constitution (Scheduled Castes) Orders (Second Amendment) Act, 2002.

*The Scheduled Castes and Scheduled Tribes Orders (Amendment) Act, 2002.

2. Applicable in the case of Scheduled Castes/Scheduled Tribes persons who have migrated from one State/Union Territory Administration.

This certificate is issued on the basis of the Scheduled Castes/Scheduled Tribes Certificate issued to Shri/Shrimati* _____ father/mother* _____ of Shri/Shrimati/Kumari _____ of Village/Town* _____

_____ in /District/Division* _____ of the State/Union Territory* _____ who belongs to the _____ Caste*/Tribe

which is recognised as a Scheduled Caste/Scheduled Tribe in the Station/Union Territory* issued by the _____ dated _____.

3. Shri/Shrimati/Kumari* and /or*his/her* family ordinarily reside(s) in Village/Town* _____

_____ District/Division* of the State/Union Territory * of _____ Place _____

_____ Signature _____

Date _____ Designation _____ (with seal of Office)

State/Union Territory* Please delete the words, which are not applicable. @ Please quote specific Presidential Order % Delete the Paragraph, which is not applicable

Note : (a) The term 'ordinarily reside'(s) used here will have the same meaning as in Section 20 of the Representation of the People Act, 1950.

The following Officers are authorised to issue caste certificates :

1. District Magistrate / Additional District Magistrate / Collector / Deputy Commissioner / Additional Deputy Commissioner / Deputy Collector / 1st Class Stipendary Magistrate / Sub Divisional Magistrate / Taluka Magistrate / Executive Magistrate / Extra Assistant Commissioner.
1. Chief Presidency Magistrate / Additional Chief Presidency Magistrate / Presidency Magistrate.
2. Revenue Officer not below the rank of Tehsildar.
3. Sub-Divisional Officer of the area where the candidate and/or his family normally resides.
4. Certificates issued by Gazetted Officers of the Central or of a State Government countersigned by the District Magistrate concerned.
5. Administrator / Secretary to Administrator (Laccadive, Minicoy and Amindivi Islands).

Annexure-I

Government of
(Name & Address of the authority issuing the certificate)

INCOME & ASSEST CERTIFICATE TO BE PRODUCED BY ECONOMICALLY WEAKER SECTIONS

Certificate No. _____

Date: _____

VALID FOR THE YEAR _____

This is to certify that Shri/Smt./Kumari _____ son/daughter/wife of _____ permanent resident of _____ Village/Street _____ Post Office _____ District _____ in the State/Union Territory _____ Pin Code _____ whose photograph is attested below belongs to Economically Weaker Sections, since the gross annual income* of his/her family*** is below Rs. 8 lakh (Rupees Eight Lakh only) for the financial year _____. His/her family does not own or possess any of the following assets*** :

- I. 5 acres of agricultural land and above;
 - II. Residential flat of 1000 sq. ft. and above;
 - III. Residential plot of 100 sq. yards and above in notified municipalities;
 - IV. Residential plot of 200 sq. yards and above in areas other than the notified municipalities.
2. Shri/Smt./Kumari _____ belongs to the _____ caste which is not recognized as a Scheduled Caste, Scheduled Tribe and Other Backward Classes (Central List)

Signature with seal of Office _____
Name _____
Designation _____

Recent Passport size attested photograph of the applicant



*Note 1: Income covered all sources i.e. salary, agriculture, business, profession, etc.

**Note 2: The term "family" for this purpose include the person, who seeks benefit of reservation, his/her parents and siblings below the age of 18 years as also his/her spouse and children below the age of 18 years.

***Note 3: The property held by a "Family" in different locations or different places/cities have been clubbed while applying the land or property holding test to determine EWS status.

The Income and Asset Certificate issued 'by any one of the following authorities in the prescribed format as given in Annexure-I shall only be accepted as proof of candidate's claim as 'belonging to EWS: -

- (i) District Magistrate/Additional District Magistrate/ Collector/ Deputy Commissioner/Additional Deputy Commissioner/ 1st Class Stipendary 3 Magistrate/Sub-Divisional Magistrate/ Taluka Magistrate/ Executive Magistrate/ Extra Assistant Commissioner
- (ii) Chief Presidency Magistrate/Additional Chief Presidency Magistrate/ Presidency Magistrate
- (iii) Revenue Officer not below the rank of Tehsildar and
- (iv) Sub-Divisional Officer or the area where the candidate and/or his family normally resides.