



**CENTRAL OFFICE**  
**मानव संपदा प्रबंधन/ HUMAN CAPITAL MANAGEMENT**  
**(भर्ती एवं पदोन्नति प्रभाग RECRUITMENT AND PROMOTION DIVISION-CLERK)**

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**RECRUITMENT OF CUSTOMER SERVICE ASSOCIATE - CRP XIV (2025-26)**

Subsequent to selection process for the position of Customer Service Associate in Clerical cadre conducted by Institute of Banking Personnel Selection (IBPS). 1954 candidates are shortlisted for appointment as Customer Service Associate in Clerical cadre in our Bank.

As a part of next phase, it has now been decided by the Bank to complete the document verification of shortlisted candidates at the designated Training Colleges & Centre for Learning & Development (CLDs).

Provisionally shortlisted candidates are advised to report at training colleges/CLDs allotted to them for document verification on 19.05.2025 to 23.05.2025 as per scheduled date and time slot mentioned against their name.

Please note the following dates and time slot:

| Date       | Slot            | Timing             |
|------------|-----------------|--------------------|
| 19/05/2025 | 1 <sup>st</sup> | 9.00 AM to 1.00 PM |
| 19/05/2025 | 2 <sup>nd</sup> | 2.00 PM to 6.00 PM |
| 20/05/2025 | 1 <sup>st</sup> | 9.00 AM to 1.00 PM |
| 20/05/2025 | 2 <sup>nd</sup> | 2.00 PM to 6.00 PM |
| 21/05/2025 | 1 <sup>st</sup> | 9.00 AM to 1.00 PM |
| 21/05/2025 | 2 <sup>nd</sup> | 2.00 PM to 6.00 PM |
| 22/05/2025 | 1 <sup>st</sup> | 9.00 AM to 1.00 PM |
| 22/05/2025 | 2 <sup>nd</sup> | 2.00 PM to 6.00 PM |
| 23/05/2025 | 1 <sup>st</sup> | 9.00 AM to 1.00 PM |
| 23/05/2025 | 2 <sup>nd</sup> | 2.00 PM to 6.00 PM |

List of provisionally shortlisted candidates along with centres allotted alongwith date & time slot allocated against their name is attached as **Annexure I**.

The appointment of the candidates is subject to successful verification of documents and subsequent clearance of bio-metric/Iris verification & medical Fitness certificate on a later date.

**Address of the Training colleges/CLDs with name and contact number of the nodal officer at colleges/centres is attached as annexure II & III.**

The tentative date of reporting & bio-metric/Iris verification along with Medical Fitness certificate and subsequent training shall be 01<sup>st</sup> July of 2025. Notification regarding reporting/joining date along with schedule shall be uploaded separately.

List of Shortlisted candidates along with schedule of Document Verification at allotted training centre as per allocated time slot is published herewith.

## Customer Service Associate in Clerical cadre Document Verification (DV) Process

Candidates must present both original documents and self-attested photocopies of all required documents for the Document Verification process. Failure to produce any of the required documents may lead to disqualification from the selection process. Decision of the Bank in all matters pertaining to selection/joining process shall be final and binding.

### Documents to Carry for DV Process:

The Shortlisted candidate's appointment in the Bank will be subject to producing the following original certificates / documents for verification / record on the scheduled date.

(FORMATS OF DOCUMENTS MENTIONED BELOW AT POINT NO. 1, 13 & 15 ARE AVAILABLE ON BANKS WEB-SITE UNDER CAREER FOLDER; ALL CANDIDATES ARE ADVISED TO DOWNLOAD THE SAME.)

Please note that selection of the candidates is provisional subject to compliance of eligibility criteria. Candidates shall report to the concerned designated Training Colleges & Centre for Learning & Development (CLDs) for Document Verification (DV) on 19<sup>th</sup> May 2025 to 23<sup>rd</sup> May 2025 along with the following documents in originals (Two photocopies duly self-attested):

1. Duly filled Recruitment Application Form (Proforma enclosed) – 2 copies
2. Copy of IBPS Application with 5 latest passport size photographs.
3. Proof of Date of Birth (Birth Certificate issued by the competent municipal authority or SSLC/ Std. X Certificate with date of birth).
4. Photo identity proof as indicated in IBPS advertisement such as PAN card / Passport / Driving license / Voters Card / Bank pass book with Photograph / Photo identity proof issued by Gazetted Officer / Peoples representative along with the photograph / Identity card issued by recognized college / University / Aadhar Card with a Photograph (**bearing the same name as it appears on the online application**). Print out of online application submitted to IBPS has to be produced.
5. Mark sheets and certificates for graduation or equivalent qualification etc. from SSC/Matric onwards (Including Degree/Post Graduation/Technical and professional qualifications, if any) along with mark sheets for each year/semester/trimester. **Candidates should have passed degree (Graduation) in any discipline from a university recognized by the Govt. of India, or any equivalent qualification recognized as such by the Central Govt. on or before 21.07.2024.**

Ex-servicemen who do not possess the above civil examination qualifications should be matriculate Ex-servicemen who have obtained the Army Special Certificate of Education or corresponding certificate in the Navy or Air Force after having completed not less than 15 years of service in the Armed Forces of the Union as on 21.07.2024. Such certificates should be dated on or before 21.07.2024.

6. Caste / Community certificates issued by the competent authority in the prescribed format as stipulated by Government of India in case of SC/ST/OBC/EWS/PWD category candidates.

In case of candidates belonging to OBC category, certificate should specifically contain a clause that the **candidate does not belong to creamy layer section** excluded from the benefits of reservation for Other Backward Classes in Civil post & services under Government of India. The candidates should possess a valid OBC certificate containing the Non-creamy layer clause as per the Government of India guidelines from time to time.

**Caste validity certificate (wherever applicable) issued by the Competent Authority in the prescribed format as prescribed by Government in support of your claim of belonging to SC/ST/OBC etc.**

7. Disability certificate in prescribed format issued by the District Medical Board in case of Persons with Disability category. (Percentage of disability should not be less than the prescribed percentage i.e. 40%)
8. Ex-Servicemen candidates should submit the following documents in addition to the above –
  - a) Candidates who are released/ retired from Armed Forces are required to submit a certificate as per Proforma A as per IBPS advertisement. Such Ex-servicemen candidates have to produce a copy of the discharge Certificate / pension payment order and documentary proof of rank last / presently held (substantive as well as acting).
  - b) Candidates who were in the Armed Forces and applied under Ex-Servicemen category should submit Proforma B as per IBPS advertisement from the Competent Authority showing his/her date of completion of specific period of engagement (SPE) along with the declaration in Proforma C as per IBPS advertisement. Candidates having completed SPE on or before 20.07.2025 shall be eligible for appointment.
  - c) Dependents of Servicemen martyred in action or those who have been severely disabled have to produce satisfactory documentary proof showing that they are Dependents of Servicemen martyred in action or severely disabled and an affidavit stating that the relaxation has not been availed by any other dependents as on date.
9. Certificate having studied Computer/Information Technology as one of the subjects in the High School/College/Institute or Degree/Diploma/Certificate of proficiency in operating and working knowledge in computer systems / computer operations/Language.
10. Candidates serving in Government /quasi govt. offices/Public sector undertakings (including Nationalised Banks and Financial Institutions) are required to produce a “No Objection Certificate” from their employer at time of joining.
11. Experience certificates, any other relevant document in support of eligibility, if any.
12. Three character certificates, out of which one must be from the Principal/Head of the Department of the College/University last attended by him / her and the remaining two from Gazetted Officers or Branch Manager of any Nationalised Bank. Certificates given by relatives shall not be acceptable.
13. Duly filled Bio data/ resume.
14. Duly filled Antecedent/Character attestation form.
15. Duly filled proforma of report from referees (2).
16. Please note that in the event of failure of any candidate to produce documentary evidence in support of their DOB, Educational Qualifications, Category etc. prescribed by IBPS and Bank, appointment orders will not be issued to such candidates and their candidature will be cancelled.

(Note- Enclosed forms must be completed in all respects, wherever required Passport size photograph may be affixed. Names and addresses of the Police Head Quarters and Local Police Station may be furnished correctly and should be completed, so that the verification process is completed expeditiously and without any hitch).

Further, appointment of the candidates belonging to Jat Community will be dealt in accordance with the judgement of Supreme Court dated 17.03.2015.

It is reiterated that selection of the candidates is PROVISIONAL and subject to their being declared medically fit & document / biometric verification/KYC details being found satisfactory as per the requirements of the Bank. Candidates have to report strictly as per the time slot and date informed in this notification.

Individual appointment letters shall be issued to only those provisionally shortlisted candidates who will complete the document verification successfully on the scheduled date. Appointment letter shall be dispatched on successful verification of documents through Speed Post/email at their registered addresses as furnished by IBPS. Candidates are advised to download the formats attached herewith without waiting for the receipt of appointment letter and ensure to fill up the same in all respects, which are required to be submitted by them at the advised place i.e. respective Training Centre/CLDs.

Since Customer Service Associates have to undergo uniform training schedule as per the policy of the Bank guided by regulators, no extension in date of reporting shall be allowed.

**Candidates are advised to regularly visit the Bank's website for updates/ notices/ instructions.**

**Decision of the Bank in respect of all matters pertaining to this recruitment would be final and binding on all candidates**

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**(POPPY SHARMA)**  
**GENERAL MANAGER-HCM**

**DATE: - 08.05.2025**

**CLD wise addresses are as follows: -**

| <b>Sr. No.</b> | <b>Name of CLDs</b> | <b>Zone</b> | <b>Address of CLDs</b>                                                                                                         |
|----------------|---------------------|-------------|--------------------------------------------------------------------------------------------------------------------------------|
| 1              | Ahmedabad           | Ahmedabad   | 10th Floor, Central Bank Building, Lal Darwaja, Ahmedabd-380001                                                                |
| 2              | Bhopal              | Bhopal      | CBOTC Building, Plot No-51, Arera Hills, Hoshangabad Road, Bhopal-462011                                                       |
| 3              | Chandigarh          | Chandigarh  | SCO-8, Sector-52-52A, Sunny Enclave, Shopping Complex, Sector-125, Greater Mohali-143001                                       |
| 4              | Chennai             | Chennai     | Above Central Bank T Nagar Branch, Road 7, Srinivasa Road, near Pondi Bazar, Parthasarhtipura, T Nagar, Chennai- 600017        |
| 5              | Delhi               | Delhi       | 1st Floor, Patparganj Road Branch, Pandit Park, Opp Geeta Colony Police Station, Near Nirman Vihar Metro Station, Delhi-110051 |
| 6              | Guwahati            | Guwahati    | 4th Floor, Central Bank Building, Shakti Ghar Path, Bhangagarh, G S Road, Guwahati-781005                                      |
| 7              | Hyderabad           | Hyderabad   | 1st Floor, Regional Office Building, Mahapatram Road, Bank Street, Koti, Hyderabad-500095                                      |
| 8              | Kolkata             | Kolkata     | Block DD, Plot No-13-18, sector-1, Bidhan Nagar, Near Bikas Bhawan, Kolkata-700064                                             |
| 9              | Lucknow             | Lucknow     | 1/71, Viramkhand, Gomati Nagar, lucknow-226010                                                                                 |
| 10             | MMZO                | MMZO        | Mumbai Main Office Building, 4th Floor, M G road, Fort Fountain, Mumbai-400001                                                 |
| 11             | Muzaffarpur         | Patna       | Saraiyaganj, Near Town, Muzaffarpur-842001                                                                                     |
| 12             | Nagpur              | Pune        | Oriental Building, Ground Floor, LIC Chowk, Station Road, Nagpur-440001                                                        |
| 13             | Patna               | Patna       | Central Bank of India, Maurya Lok Complex, B- Block, 2nd Floor, Patna-800001                                                   |
| 14             | Pune                | Pune        | 1st Floor, 529/2a, Nargis Dutt Road, Shivaji Nagar, Pune411016                                                                 |
| 15             | Raipur              | Raipur      | 1st Floor, Block-C, Bombay Market, G.E. Road, Raipur (C.G.) India 411001                                                       |

**Zone/Region wise officer name, contact details and addresses are follows: -**

| Sr. No. | Zone/Region | Nodal Officer           | Mobile     | Designation   | Address                                                                                              | Email Id                       |
|---------|-------------|-------------------------|------------|---------------|------------------------------------------------------------------------------------------------------|--------------------------------|
| 1       | AHMEDABAD   | MR. TILAK RAJ SHARMA    | 8226012558 | Chief Manager | 5th Floor, Central Bank Building, Lal Darwaja, Ahmedabad - 380001                                    | persahmezo@centralbank.co.in   |
| 2       | BHOPAL      | MR J K SINHA            | 8102155987 | Chief Manager | 9, ARERA HILLS, BHOPAL-462011                                                                        | persbhopzo@centralbank.co.in   |
| 3       | CHANDIGARH  | MR. ASIT KISHORE        | 8392828585 | Chief Manager | S.C.O. 58-59, Sector - 17 B, Bank Square, Chandigarh - 160017                                        | perschanzo@centralbank.co.in   |
| 4       | CHENNAI     | MR SOUBHAGYA R SIAL     | 9867835775 | Chief Manager | 48/49 Monieth Road, Egmore, Chennai-600008                                                           | perschenzo@centralbank.com     |
| 5       | DELHI       | MR NITESH MOHAN         | 9706009638 | Chief Manager | Sir Sorabji Bhawan, Plot No. 4, Block No. 54, Desh Bandhu Gupta Road, Karol Bagh , New Delhi -110005 | persdelhzo@centralbank.co.in   |
| 6       | GUWAHATI    | MR. SUMESH M B          | 8943305198 | Chief Manager | 2nd Floor Central Bank Building, G.S. Road, Bhanagarg, Guwahati -781005                              | persguwazo@centralbank.co.in   |
| 7       | HYDERABAD   | MR. UPPARA YATHEENDRA   | 8309031820 | Chief Manager | Central Bank Buildings, 1st Floor, Bank Street, Koti, Hyderabad, Telangana Pin-500095                | cmhydezo@centralbank.co.in     |
| 8       | KOLKATA     | Mrs NABANITA CHATTERJEE | 9382588206 | Chief Manager | 7th Floor, Zonal Office, Central Bank of India, 75, NS Road, Bara Bazar, B.B. D Bag. Kolkata -700001 | perskolkzo@centralbank.co.in   |
| 9       | LUCKNOW     | MR. PRABHAT KUMAR YADAV | 6393357423 | Chief Manager | 1st Floor, Central Bank of India Building, 73- Hazratgunj, Lucknow- 226001                           | cmluckzo@centralbank.co.in     |
| 10      | MMZO        | MS. ASHA ROY            | 8128548219 | Chief Manager | Mumbai Metropolitan Zonal Office, 346 Standard Building, Dr. D.N. Road, Fort Mumbai- 400 023         | cmhrdmmzo@centralbank.co.in    |
| 11      | MUZAFFARPUR | MR ARVIND JHA           | 9264291744 | Chief Manager | Pawapuri Vihar, N.H – 28, Bhagwanpur, Muzaffarpur – 842 001.                                         | cmmuzaro@centralbank.co.in     |
| 12      | NAGPUR      | MR UPENDRA K THAKUR     | 9608338840 | Chief Manager | Ground Floor, Oriental Building, Kamptee Rd, Tent Line, Mohan Nagar, Nagpur – 440 001.               | persnagpro@centralbank.co.in   |
| 13      | PATNA       | MR. KUMUD RANJAN        | 9930570383 | Chief Manager | Zonal Office, 2nd Floor, Block B, Maurya Complex, Dak Bungalow Road, Patna – 800001.                 | cmhrdpatnzo@centralbank.co.in  |
| 14      | PUNE        | MR. MANOJ SINHA         | 9607038889 | Chief Manager | 1st Floor, Pune Zonal Office, Central Bank of India, 317 M.G. Road, Pune Camp, Pune 411001           | cmperspunezo@centralbank.co.in |
| 15      | RAIPUR      | MR. PANKAJ VERMA        | 8953202061 | Chief Manager | 1st Floor, Block-C, Bombay Market, G.E. Road, Raipur (C.G.) India 411001                             | cmhcmraipzo@centralbank.co.in  |