



CENTRAL OFFICE

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

Notification of Recruitment Customer Service Associate,
IBPS CRP CSA-XIV RESERVE LIST-II (2025-26)
Date of reporting: 30th March 2026 at 09.30 A.M.

Attention is drawn to our notification dated 16th December 2025 wherein 261 provisionally shortlisted candidates for appointment as Customer Service Associates (CSA) in clerical cadre in our Bank were advised to complete their document verification on 12.01.2026 at allotted Centre for Learning & Development (CLDs).

Further, the Local Language Proficiency Test (LLPT) was conducted by the Central Institute of Indian Languages (CIIL), Mysuru. The examination, consisting of Written, Reading and Speaking components, was conducted in different regional languages by CIIL at centres located at Nagpur, Patiala and Mysuru on 25.01.2026, 31.01.2026 and 21.02.2026.

The final results of the LLPT have been received from CIIL, Mysuru after completion of the comprehensive evaluation of the candidates. The list of candidates along with their result is attached as Annexure I.

The candidates who remain absent or failed in the LLPT test will not be provided another opportunity. Accordingly, their candidature stands cancelled, and they shall not be permitted to join the bank.

It has now decided by the Bank to onboard provisionally selected candidates. The candidates are advised to report at the Centre for Learning & Development (CLDs) for joining & documents/ bio-metric/Iris verification along with medical fitness certificate. The list of Centre for Learning & Development (CLDs) is attached herewith. The date of reporting will be 30.03.2026 at 9.30 AM.

- List of all provisionally selected candidates to be reported to allotted Centre for Learning & Development (CLDs) is attached as Annexure II.
- Address of the Centre for Learning & Development (CLDs) with name and contact number of the nodal officers is attached as Annexure III.

List of provisionally selected candidates along with schedule of joining at allotted Centre for Learning & Development (CLDs) is published herewith.

Individual appointment letters of the provisionally selected candidates are being dispatched through Speed Post/mail at their registered addresses as furnished by IBPS. The time of reporting at respective Centre for Learning & Development (CLDs) is 9:30 AM on the scheduled date i.e. on 30.03.2026. 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 of reporting i.e. respective Centre for Learning & Development (CLDs).

The candidates are advised to come fully prepared as their place of posting/on job training will be allotted from Centre for Learning & Development (CLDs) with an advice to report directly to the place of posting/on job training.

The Candidates who have completed their document verification on 12.01.2026 have to carry all their Original Documents along with Caste Certificate if applicable at the time of reporting along with below mentioned documents/certificates. They have to strictly comply with the undertaking if any given at the time of Document Verification.

The Candidates who were not able to complete their document verification on 12.01.2026 as per our notification dated 16.12.2025, can also complete their document verification on 30.03.2026 itself at CLD mentioned against their name as per earlier notification. The list of candidates is attached herewith as Annexure IV.

Further they have to follow the instructions of the notification dated 16.12.2025 along with this notification. Such candidates have to bring required documents as per the notification dated 16.12.2025 and also the documents/certificates mentioned in this notification. Failure to complete their document verification or non-reporting on 30.03.2026 will be considered as the candidate is not interested in joining the Bank and accordingly Bank will initiate annulment of such candidate. Please note that no further extension will be given in this regard.

It may please be noted that in absence of required certificates/ documents, candidates may not be allowed to report. Decision of the Bank in all matters pertaining to selection process shall be final and binding.

The appointment of the candidates is subject to clearance of bio-metric/Iris, Medical fitness certificate.

Formalities to be completed: Candidate's appointment in the Bank will be subject to producing the following original certificates / documents for verification / record at the time of joining the Bank.

(FORMATS OF DOCUMENTS MENTIONED BELOW (A & B) ARE ENCLOSED HEREWITH, ALL CANDIDATES ARE ADVISED TO DOWNLOAD THE SAME. PLEASE NOTE THAT THESE DOCUMENTS WILL NOT BE ATTACHED WITH APPOINTMENT LETTER)

- A. Duly filled Subscriber Registration form (Annexure- S1) for generating Permanent Retirement Account Number (PRAN), under Defined Contributory Pension Scheme (DCPS).
- B. MEDICAL FITNESS CERTIFICATE (TO BE SIGNED BY CHIEF MEDICAL OFFICER/CIVIL SURGEON)
- C. Police Verification report – Verified from Local Police Station and district police headquarter

(Note- Enclosed forms must be completed in all respects, wherever required Passport size photograph may be affixed, so that the verification process is completed expeditiously and without any hitch).

Please do not send the acknowledged copy of the appointment letter through post. It should be personally handed over to Bank Officials at the time of reporting at the advised place. Candidates who have not completed document verification on 12.01.2026 have to bring two sets of self-attested xerox copies of the documents as enumerated in notification dated 16.12.2025 along with documents mentioned in this notification which please note.

Candidates are required to report at centres along with 4 passport size colour photographs, and original documents. In addition, original Aadhar card, PAN Card and 10th Pass Certificate are also to be produced with self-attested xerox copies at the time of reporting for KYC purpose.

The biometric matching report and Aadhaar Matching will be done. Any case(s) of mismatch or Candidate not opting for Aadhaar-based verification need to be set aside and thorough verification of all other documents shall be done. The onboarding process be initiated, only when the identity of the candidate is fully established, and it is also established that the candidate who has reported for joining/DV had appeared in each stage(s) of the process.

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

Candidates are advised to disclose the Disciplinary Action if any, was initiated/punishment inflicted against him/her by his/her current/previous employer/organisation. It has to be undertaken by the candidates that no disciplinary action is contemplated/or pending/or punishment awarded against him/her in his/her current/previous organization. Further any criminal proceedings are pending or have become final also have to be disclosed.

The appointments of candidates, whose name are not appearing in the list, are put on hold for further scrutiny/clarification.

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 date of reporting informed in this notification. Please note that no further extension will be given in this regard

Candidates are advised once again to check if they are fulfilling eligibility criteria as per notification in all respects. Bank reserves the right to disqualify any candidate who does not fulfil the eligibility criteria at any point of time.

Since Customer Service Associates (CSA) in clerical cadre 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. –

**-SD-
GENERAL MANAGER-HCM**

DATE: - 17.03.2026