RECRUITMENT OF CUSTOMER SERVICE ASSOCIATE - CRP CSA XV RESERVE LIST PHASE-I & TWO CANDIDATE OF CHANDIGARH STATE RELEASED NOW OF CRP CSA XV (2026-27)

The document verification process for candidates of CRP CSA XV Reserve List Phase-I and Candidates of Chandigarh State CRP CSA XV for the F.Y. 2026-27 was conducted from 15/09/2026 to 16/09/2026. A total of 317 candidates reported for document verification out of the 419 candidates called under CRP CSA XV Reserve List Phase-I. Further, 1 candidate from the State of Chandigarh was reported out of the 2 candidates called for document verification under CRP CSA XV.

Upon scrutiny of the documents submitted by the candidates, 46 candidates under CRP CSA XV Reserve List Phase-I have been shortlisted to appear for the Local Language Proficiency Test (LLPT) in their respective opted local languages (List Enclosed as Annexure I). Further, 271 candidates under CRP CSA XV Reserve List Phase-I and 1 candidate from the State of Chandigarh are not required to appear for the LLPT and have accordingly been considered for the Joining formalities with the Bank (List Enclosed as Annexure II).

Due to non-availability of slots for LLPT at CIIL, Mysuru and in order not to delay the joining process, it is decided to allow the candidates other than those required to qualify LLPT to report for joining on 25/11/2026.

The joining of candidates shortlisted for LLPT shall be undertaken separately after consultation with CIIL, Mysuru, and confirmation of the finalized dates for conducting the test. Upon completion of the LLPT, the joining formalities of the concerned candidates will be initiated in accordance with the applicable recruitment guidelines and the outcome of the test.

Accordingly, the candidates notified in Annexure II are advised to report at their respective Centres for Learning and Development (CLDs) enclosed as Annexure III for joining & documents/ biometric/Iris verification along with medical fitness certificate on 25/11/2026 at 09:30 A.M. for completion of the prescribed joining formalities, subject to fulfilment of the applicable eligibility criteria and other requirements of the Bank.

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 25/11/2026. 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 from 15/09/2026 to 16/09/2026 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.

It may please be noted that in absence of required certificates/ documents, candidates shall not be allowed to join/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.

The candidates who failed to report for documents verification scheduled on 15/09/2026 and 16/09/2026 shall not be provided any further opportunity to undergo documents verification or join the bank.

Formalities to be completed for Joining:

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 to D) 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 AND DECLARATION TO BE SUDMITTED BY THE CANDIDATES (BOTH TO BE SIGNED BY CHIEF MEDICAL OFFICER/CIVIL SURGEON).
C. Employee Undertaking cum Declaration-New Hires (TO BE SUBMITTED AT THE TIME OF REPORTING).
D. Employee Undertaking cum Declaration-New Hires (TO BE NOTARISED AND SUBMITTED AT THE TIME OF REPORTING).
E. 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 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/organization. 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.

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.

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.

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.

Instructions to Candidates Shortlisted for LLPT:

Candidates shortlisted for the Local Language Proficiency Test (LLPT) are advised not to report for joining on 25/11/2026. Their joining shall be taken up after they have appeared in LLPT and declared qualified. The schedule of LLPT shall be communicated after getting confirmation from CIIL, Mysuru.

It is reiterated that candidates shortlisted for the LLPT shall not be issued an offer of appointment until they qualify in the LLPT, in accordance with the applicable recruitment guidelines.

-SD-
CHIEF GENERAL MANAGER-HCM **DATE: - 06/11/2026**