



Recruitment Cell, Human Resources Wing
Head Office, Bengaluru

COMMON RECRUITMENT PROCESS FOR RECRUITMENT OF CUSTOMER SERVICE ASSOCIATE (CRP-CLERK-XIII-RESERVE LIST-PHASE IV)

DOCUMENTS SUBMISSION & BIO-METRIC VERIFICATION- FINAL OPPORTUNITY

We invite your attention to the Common Recruitment Process conducted for the post of Customer Service Associate under CRP-CLERK-XIII- RESERVE LIST (PHASE-IV) process by the Institute of Banking Personnel Selection (IBPS). IBPS has provisionally allotted 5 candidates for the post of Customer Service Associate to our Bank. Subsequently, we had vide our notification dated 19.04.2025 advised all the provisionally allotted candidates to attend the documents submission & biometric verification process on 28.04.2025 at various centres. However, some of the candidates failed to attend the same.

We are pleased to inform that the Bank is providing a final opportunity on 31.05.2025 to the candidates who failed to complete the earlier document submission & Bio-metric verification process.

The details of the Centre and venue for Documents submission & Bio-metric verification process are mentioned here below:

CANARA BANK CIRCLE OFFICE- BHOPAL, PLOT NO 04, PSP AREA, NEAR AIIMS, BESIDES ICAI BHAWAN, SAKET NAGAR BHOPAL, MADHYA PRADESH – 462023	CANARA BANK LEARNING DEVELOPMENT CENTRE, GUWAHATI D & H TOWER, III FLOOR, MRD ROAD, BAMUNIMAIDAM, NEAR ANURADHA CINEMA HALL, GUWAHATI, ASSAM -781018
CANARA BANK CIRCLE OFFICE- KOLKATA HRM SECTION (3RD FLOOR), 21 CAMAC STREET, BELLS HOUSE, KOLKATA, WEST BENGAL - 700016	CANARA BANK LEARNING & DEVELOPMENT CENTRE, MADURAI PANDYAN HOUSE, THIRD FLOOR, 118, WEST PERUMAL MAISTRY STREET, MADURAI, TAMIL NADU - 625001

Instructions to the candidates called for Biometric verification & submission of documents:

At the time of attending for Documents Submission and Biometric verification process, candidates should invariably bring the photocopies of the following documents / Certificates for submission. Photocopies of the documents submitted should be self-attested and the ORIGINALS of all the documents should be invariably submitted for verification:

- Printout of Call Letter for attending Documents Submission and Bio-Metric verification process.
- Printout of the online application.
- Proof of Date of Birth (Birth Certificate issued by the Competent Authority or SSC / SSLC / Std. X / Std. XII Certificate with date of birth.)
- Marks Cards & Certificates of Class X / XII / SSC / SSLC / PUC / Diploma etc.
- Year-wise / Semester-wise mark sheets and Certificates (Provisional Degree Certificate or Final Degree Convocation) of Graduation issued by **University** in support of their eligibility.
- Mark Cards and Certificates of post-graduation, professional qualifications, additional qualifications etc., if any.
- If the final result of graduation is not mentioned in the certificate or mentioned after 21.07.2023, candidate has to submit a certificate from the College / University for having declared the result of graduation on or before 21.07.2023.
- Work Experience Certificate / Service Certificates, if any.
- The candidates belonging to SC / ST / OBC categories must produce relevant and **valid** Caste certificate issued by the competent authority in the prescribed format as notified in the IBPS advertisement. Please note that the caste name appearing in the caste certificate should match letter by letter with the caste name mentioned in the central list for the State/UT to which candidates belong to.
- Candidates belonging to OBC category but coming under creamy layer and/ or if their caste does not find place in the Central List are not entitled to OBC reservation.
- Disability certificate in the prescribed format issued by the District Medical Board in case of Persons with Benchmark Disability category.
- If the candidate has used the services of a Scribe at the time of Online Examination the duly filled in details of the scribe in the prescribed format.
- Candidates belonging to EWS category should submit Income and Asset Certificate issued by any one of the Authorities as notified by the Government of India in the prescribed format, valid for the financial year 2023-24, based on the income for the financial year 2022-2023.
- Ex-Servicemen candidates: (i) Candidates who are released/ retired from Armed Forces are required to submit a certificate as per Proforma A. 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) at the

time of joining. (ii) Candidates who are still in the Armed Forces and allotted under Ex-Servicemen category should submit Proforma B from the Competent Authority showing his/her date of completion of specific period of engagement (SPE) along with the declaration in Proforma C. Such candidates whose SPE is completed on or before 20.07.2024 are eligible to apply. Such candidates have to submit a release letter and a self-declaration that he/ she is entitled to benefits admissible to Ex-Servicemen as per Govt. of India rules (iii) Those candidates who have completed their initial period of assignment and who are on extended assignment are required to submit the certificate as per Proforma D. (iv) Dependents of Servicemen killed in action or those who have been severely disabled have to produce satisfactory documentary proof showing that they are Dependents of Servicemen killed in action or severely disabled and an affidavit stating that the relaxation is availed by one dependent of Ex-Servicemen or not availed by any Dependent of Servicemen killed in action or severely disabled.

- Candidates serving in Government / quasi govt offices/ Public Sector Undertakings (including Nationalised Banks and Financial Institutions) are required to produce a “No Objection Certificate” in original from their employer at the time of joining/ document verification, in the absence of which their candidature will not be considered and travelling expenses, if any, otherwise admissible, will not be paid.
- Candidates availing age relaxation under “Widow, divorced women and women legally separated from their husbands who have not remarried”, must produce the Death certificate of husband/ documents in support of Divorce or judicial separation and an affidavit/ declaration that they are not remarried.
- Candidates availing age relaxation under “Persons affected by 1984 riots”, must produce a certificate from the District Magistrate to the effect that they are eligible for relief in terms of the Rehabilitation Package for 1984 Riot Affected Persons sanctioned by the Government and communicated vide Ministry of Finance, Dept. of Financial Services Communication No.F.No.9/21/2006-IR dated 27.07.2007.
- Photo identity proof such as PAN Card / Passport / Driving License / Voter’s Card / Bank Passbook with Photograph / Aadhaar Card/ e-aadhar with photograph.
- In case of candidates who have changed their name will be allowed only if they produce original Gazette notification or original marriage certificate. **All the candidates are requested to verify their testimonials and any difference (spelling error) in candidate’s name in Online application to that of their documents / certificates should be supported by notarized affidavit in original.**
- Three passport size photographs (same as the one uploaded in online application)
- Any other relevant documents in support of eligibility.

The Photograph and Biometrics of the candidate will be verified with the photo and Biometrics captured at the time of online tests. Decision of the Biometrics data verification authority with regard to its status (matched or mismatched) shall be final and binding upon the candidates. Please note that the provisional selection of the candidate is subject to matching of photo and Biometrics.

The provisional selection is subject to the candidate fulfilling the eligibility criteria stipulated for the post.

Please note that a proficiency test will be conducted during the above documents verification process to ascertain the proficiency (reading, writing and speaking) of the candidates in the Official/local language of the State / UT for which he / she has applied for. Please note that if any candidate does not possess proficiency (reading, writing and speaking) in the Official/local language of the State / UT for which he/she has applied for, his/her provisional allotment made by IBPS for the post of Clerk (Customer Service Associate) may be cancelled. Decision of the Bank shall be final and binding upon the candidates.

In case it is detected at any stage of the recruitment process that the candidate does not satisfy the eligibility criteria, his/her candidature shall stand forfeited.

Call Letter will be sent to the registered e-mail id of the candidates. Candidates are advised to go through the mail carefully and ensure submission of all the relevant documents during the document verification process. **No hard copy of the Call Letter will be sent.**

Request for Change of Centre, Date & Time for submission & verification of documents will not be entertained. The Candidature of Candidates who do not attend the document submission & verification process at the specified centre will be cancelled automatically.

Please note that you have been called on the above mentioned Date & Time at the specified venue for submission & verification of documents only.

Candidates are requested to attend the document submission & verification process on **31.05.2025** (Saturday) at 10:00 AM at the Centre mentioned against their Roll Number/ Registration Number for verification & submission of documents.

Sl No	ROLL NO	REG NO	ALLOTTED CATEGORY	STATE/UT APPLIED FOR	CENTRE
1	2711005496	2270063551	EWS	TAMIL NADU	MADURAI
2	3031012562	2270272797	EWS	WEST BENGAL	KOLKATA
3	1391001929	2270274598	OBC(NCL)	BIHAR	KOLKATA
4	2151004946	2270541876	UNRESERVED	MADHYA PRADESH	BHOPAL
5	1291007994	2270547604	UNRESERVED	ASSAM	GUWAHATI

We wish all the candidates Good Luck.

Place: Bengaluru

Date: 20.05.2025

DEPUTY GENERAL MANAGER

Note: Bank has taken adequate care in compiling the list. In case of any inadvertent errors, Bank reserves right to rectify the same.