



Recruitment Section, Human Resources Management Vertical
Human Resources Wing
Head Office, Bengaluru

**COMMON RECRUITMENT PROCESS FOR RECRUITMENT OF CUSTOMER
SERVICE ASSOCIATES**

(CRP-CSA-XV-RESERVE LIST PHASE II)

DOCUMENTS SUBMISSION & BIO-METRIC VERIFICATION

We invite your attention to the Common Recruitment Process conducted by the M/s Institute of Banking Personnel Selection (M/s IBPS) for the Post of Customer Service Associates under CRP-CSA-XV-RESERVE LIST PHASE II PROCESS.

We are pleased to inform all the candidates that the Documents submission & Biometric verification process will be held at **02 Centres on 13.10.2026**.

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

DV CENTRE	CENTRE ADDRESS	DV CENTRE	CENTRE ADDRESS
BENGALURU	CANARA BANK CIRCLE OFFICE -BENGALURU #86, SPENCER TOWERS M.G. ROAD, BENGALURU 560 001	GURUGRAM	CANARA BANK CENTER OF EXCELLENCE, GURUGRAM PLOT NO- 80, SECTOR-18, NEAR IFFCO CHOWK, GURUGRAM 122015

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

At the time of attending for documents 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 Biometric 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.)
- Mark sheets & 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 21.08.2025, candidate has to submit a certificate from the College / University for having declared the result of graduation on or before 21.08.2025.
- Work Experience Certificate / Service Certificates, if any.
- Clearance / Character / Conduct Certificate from Police Authority.
- 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.
- The candidate should possess a valid OBC certificate with a non-creamy layer clause as per the Government of India guidelines, from time-to-time. OBC category candidates should submit the OBC certificate on the format prescribed by Govt. of India containing the 'non-creamy layer' clause, issued on or after 01.04.2025 till the date of document verification, as notified in the IBPS advertisement.
- 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.
- Unique Disability ID (UDID) card and Disability Certificate issued by the Medical Board duly constituted by the Central or State Government, consisting of at least three members out of which, at least one shall be a specialist in the particular field for assessing locomotor/ cerebral/ visual/ hearing disability, as the case may be, in the format prescribed by Govt. of India (applicable in case of candidates belonging to Persons with Benchmark Disabilities 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 year 2025-26, based on the income for the financial year 2024-2025.
- 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 20.08.2026 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.

Local Language Proficiency Test (LLPT): Candidates who produce 10th standard or above mark sheet/ certificate evidencing having studied the specified/ opted local language will not be required to undergo the language test.

The LLPT will be conducted, as a part of selection process, for the opted local language by the candidate in IBPS application. The LLPT will be marks based and qualifying in nature. The date and venue for LLPT will be informed in due course. Candidates who fail to qualify this test will not be offered appointment and will be disqualified from the process.

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 verification process at the specified centre will be cancelled automatically.

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

Candidates are requested to attend the document verification process on **02 Centres 13.10.2026 at 10:00 AM** at the centre mentioned against their IBPS Registration/ Roll No. for verification & submission of documents. The details are furnished in Annexure.

We wish all the candidates Good Luck.

Place: Bengaluru

Date: 01.10.2026

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.

ANNEXURE

SL NO	ROLL_NO	REG NO	ALLOTTED_CATEGORY	STATE APPLIED	DV CENTRE
1	1843000421	2560048805	OBC(NCL)	KARNATAKA	BENGALURU
2	1843007571	2560215304	OBC(NCL)	KARNATAKA	BENGALURU
3	1843013683	2560241666	OBC(NCL)	KARNATAKA	BENGALURU
4	1843001923	2560324338	OBC(NCL)	KARNATAKA	BENGALURU
5	1903001271	2560336534	SC	KARNATAKA	BENGALURU
6	1843002853	2560403736	OBC(NCL)	KARNATAKA	BENGALURU
7	1843001686	2560460801	OBC(NCL)	KARNATAKA	BENGALURU
8	1843007503	2560528776	OBC(NCL)	KARNATAKA	BENGALURU
9	1843001370	2560532543	OBC(NCL)	KARNATAKA	BENGALURU
10	1843015349	2560541378	OBC(NCL)	KARNATAKA	BENGALURU
11	1903000585	2560618908	OBC(NCL)	KARNATAKA	BENGALURU
12	1883001353	2560655398	SC	KARNATAKA	BENGALURU
13	1873005222	2560671581	OBC(NCL)	KARNATAKA	BENGALURU
14	1843000982	2560688306	OBC(NCL)	KARNATAKA	BENGALURU
15	1843011864	2560721743	SC	KARNATAKA	BENGALURU
16	2703005147	2560581386	SC-VI	TAMIL NADU	BENGALURU
17	2763000763	2560020372	UR-ESM	TAMIL NADU	BENGALURU
18	2763000152	2560085261	OBC(NCL)-ESM	TAMIL NADU	BENGALURU
19	2713005122	2560119086	UR-ESM	TAMIL NADU	BENGALURU
20	2823004797	2560234684	UR-ESM	TAMIL NADU	BENGALURU
21	2713004382	2560256042	OBC(NCL)-ESM	TAMIL NADU	BENGALURU
22	2753003469	2560656511	ST-ESM	TAMIL NADU	BENGALURU
23	1883001976	2560365838	SC	KARNATAKA	BENGALURU
24	1873005289	2560518909	OBC(NCL)	KARNATAKA	BENGALURU
25	1873000526	2560527131	UNRESERVED	KARNATAKA	BENGALURU
26	1843015702	2560703471	OBC(NCL)	KARNATAKA	BENGALURU
27	1873004059	2560741072	UNRESERVED	KARNATAKA	BENGALURU
28	1873000573	2560820005	SC	KARNATAKA	BENGALURU
29	1853001151	2560822204	OBC(NCL)	KARNATAKA	BENGALURU
30	2863002780	2560107690	UNRESERVED	TELANGANA	BENGALURU
31	2863018951	2560229104	SC	TELANGANA	BENGALURU
32	2863002834	2560252096	OBC(NCL)	TELANGANA	BENGALURU
33	2863020308	2560369306	UNRESERVED	TELANGANA	BENGALURU
34	2863003492	2560916028	SC	TELANGANA	BENGALURU
35	2863000118	2560934057	OBC(NCL)	TELANGANA	BENGALURU

SL NO	ROLL_NO	REG NO	ALLOTTED_CATEGORY	STATE APPLIED	DV CENTRE
36	1843010951	2560170271	OBC(NCL)	KARNATAKA	BENGALURU
37	1843002196	2560358529	OBC(NCL)	KARNATAKA	BENGALURU
38	1843011313	2560491025	OBC(NCL)	KARNATAKA	BENGALURU
39	1893000888	2560686699	OBC(NCL)	KARNATAKA	BENGALURU
40	1893000939	2560769130	OBC(NCL)	KARNATAKA	BENGALURU
41	1893000381	2560783332	OBC(NCL)	KARNATAKA	BENGALURU
42	1893001716	2560919635	OBC(NCL)	KARNATAKA	BENGALURU
43	3303000312	2560730829	UNRESERVED	GOA	BENGALURU
44	1913002535	2560172190	UNRESERVED	KARNATAKA	BENGALURU
45	2243007627	2560232110	OBC(NCL)	MAHARASHTRA	BENGALURU
46	2243002829	2560290870	UNRESERVED	MAHARASHTRA	BENGALURU
47	2293002338	2560597990	UNRESERVED	MAHARASHTRA	BENGALURU
48	2273001764	2560604119	OBC(NCL)	MAHARASHTRA	BENGALURU
49	2223002491	2560721719	UNRESERVED	MAHARASHTRA	BENGALURU
50	1983000604	2560156899	UR-ESM	KERALA	BENGALURU
51	1963000513	2560252531	OBC(NCL)-ESM	KERALA	BENGALURU
52	1233005428	2560320390	OBC(NCL)-ESM	ANDHRA PRADESH	BENGALURU
53	1143005739	2560581304	EWS	ANDHRA PRADESH	BENGALURU
54	3003002171	2560337053	OBC(NCL)	UTTAR PRADESH	GURUGRAM
55	3073002983	2560338897	SC	UTTAR PRADESH	GURUGRAM
56	3033000226	2560594136	UNRESERVED	UTTAR PRADESH	GURUGRAM
57	2943002799	2560632150	UNRESERVED	UTTAR PRADESH	GURUGRAM
58	2973001267	2560691209	SC	UTTAR PRADESH	GURUGRAM
59	2993001794	2560696913	OBC(NCL)	UTTAR PRADESH	GURUGRAM
60	1513013174	2560122209	UR-ESM	GUJARAT	GURUGRAM
61	1513004798	2560420446	OBC(NCL)	GUJARAT	GURUGRAM
62	1513003659	2560506219	EWS	GUJARAT	GURUGRAM
63	1573001572	2560608618	OBC(NCL)	GUJARAT	GURUGRAM
64	1583001943	2560800061	UR-ESM	GUJARAT	GURUGRAM
65	1443004680	2560129553	ST	CHHATTISGARH	GURUGRAM
66	1443002954	2560335634	UNRESERVED	CHHATTISGARH	GURUGRAM
67	2073006299	2560073036	ST	MADHYA PRADESH	GURUGRAM
68	2093004368	2560154336	ST	MADHYA PRADESH	GURUGRAM
69	2073003315	2560274966	ST	MADHYA PRADESH	GURUGRAM
70	2083001413	2561225890	OBC(NCL)	MADHYA PRADESH	GURUGRAM
71	2483000753	2560292224	ST	ODISHA	GURUGRAM

SL NO	ROLL_NO	REG NO	ALLOTED_CATEGORY	STATE APPLIED	DV CENTRE
72	2493002300	2560517033	ST	ODISHA	GURUGRAM
73	2483000607	2560867530	ST	ODISHA	GURUGRAM
74	2453002707	2560875672	OBC(NCL)	ODISHA	GURUGRAM
75	2453004636	2561220786	ST	ODISHA	GURUGRAM
76	1743004101	2560326707	OBC(NCL)	JAMMU & KASHMIR	GURUGRAM
77	3213008221	2560258932	SC	WEST BENGAL	GURUGRAM
78	3203018715	2560477921	UNRESERVED	WEST BENGAL	GURUGRAM
79	3203005965	2560795619	SC	WEST BENGAL	GURUGRAM
80	3133000913	2560904471	UNRESERVED	WEST BENGAL	GURUGRAM
81	3013009820	2560031830	UNRESERVED	UTTAR PRADESH	GURUGRAM
82	3013007768	2560065709	SC	UTTAR PRADESH	GURUGRAM
83	3013004581	2560179786	EWS	UTTAR PRADESH	GURUGRAM
84	2953000775	2560216842	UNRESERVED	UTTAR PRADESH	GURUGRAM
85	3093014742	2560265792	UNRESERVED	UTTAR PRADESH	GURUGRAM
86	3093013819	2560307404	EWS	UTTAR PRADESH	GURUGRAM
87	3023007948	2560379107	UNRESERVED	UTTAR PRADESH	GURUGRAM
88	3023012106	2560453114	UNRESERVED	UTTAR PRADESH	GURUGRAM
89	3093002674	2560544938	UNRESERVED	UTTAR PRADESH	GURUGRAM
90	3013009082	2560899168	UNRESERVED	UTTAR PRADESH	GURUGRAM
91	1373000350	2560398245	SC	BIHAR	GURUGRAM
92	1823007153	2560326295	OBC(NCL)	JHARKHAND	GURUGRAM
93	1823003578	2560380296	ST	JHARKHAND	GURUGRAM