



## Joining formalities of Customer Service Associates allotted by IBPS under CRP CSA - XV

### Time and Activity Schedule

For joining the Bank, the procedure consists of two stages viz.

1. Pre-joining Document / Credential verification, Photo and Bio-metric Verification / Aadhar verification at our designated Zonal Offices (ZO) / Field General Manager's Offices (FGMO) tentatively scheduled from **06.04.2026 to 10.04.2026**.
2. Joining at allotted Branches / Zonal Offices (Tentatively in April 2026).

Therefore, candidates allotted by IBPS to Indian Bank for the post of Customer Service Associates (CSA) under CRP CSA -XV are advised to report at their own expense at the allotted venue on respective dates **at 9.30 a.m.** for Document / Credential Verification, Photo, Biometric verification / Aadhar verification and other formalities as applicable. Candidates are requested to kindly note that the offer of appointment will be issued separately, subject to satisfactory completion of Pre – Joining document verification.

Intimation letters are being sent separately on the registered email-IDs of the candidates. Please note if a candidate does not report for the Pre-Joining Document / Credential verification process on the specified date at the allotted venue, it will be construed that the candidate is not interested in joining the Bank's services and therefore his/her name will be permanently deleted from the provisionally selected list and no further correspondence will be entertained in this regard. List of candidates and the allotted venue and date for Document / Credential verification and other formalities is enclosed as **Annexure-I** and the address of the venue for reporting is enclosed as **Annexure-II**.

### **Instructions to the candidates:**

At the time of attending pre-joining verification process, candidates should invariably bring the photocopies and ORIGINALS of the following documents / Certificates for submission.

- Signed intimation letter acknowledging and unconditionally accepting the terms and conditions laid down therein.
- Photo identity proof such as PAN Card / Passport / Driving License / Voter's Card / Bank Passbook with Photograph / Aadhaar Card/ e-Aadhaar with photograph. (2 Copies)
- 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.
- Unconditional Discharge / Relieving certificate and Experience Certificate from the previous employer(s) (if any).

- Fee receipt and printout of the online application submitted to IBPS, Original e-mail communication / final scorecard given by IBPS.
- Copy of call letters for online examination (Preliminary and Main) duly signed with photograph pasted on it.
- 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 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 sheets 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 the specified date as per the advertisement issued by IBPS, candidate has to submit a certificate from the College / University for having declared the result of graduation on or before said date.
- Certificate for Computer Literacy (if the candidate has not studied computer as one of the subjects in School / College / Institute).
- 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.
- 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.
- Disability certificate / Unique Disability Identity Card (UDID) in the prescribed format issued by the concerned Medical Authority in case of Persons with Benchmark Disability category.
- Candidates belonging to the Persons with Benchmark Disability (PwBD) category are required to submit a Disability Certificate or Unique Disability Identity Card (UDID) issued in the prescribed format by the competent Medical Authority, and it is clarified that PwBD candidates holding temporary disability certificates categorized as “likely to improve” shall not be eligible for reservation / relaxation benefits under the PwBD category, whereas candidates whose disability conditions are classified as “progressive, non progressive, or not likely to improve” shall be treated as equivalent to permanent disabilities for the purpose of extending such reservation / relaxation benefits.
- Candidates belonging to the Persons with Benchmark Disability (PwBD) category are advised to ensure their physical/manual disability certificates are digitized on the UDID portal immediately, if not already done. 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 2025-26, based on the income for the financial year 2024-2025.
- Ex-servicemen Declaration (Format is available in career page of [www.indianbank.bank.in](http://www.indianbank.bank.in))
- 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 the specified date in the advertisement 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.
- An Ex-Servicemen who has once joined a Government job on civil side after availing of the benefits given to him/her as an Ex-Servicemen for his/her re-employment, his/her Ex-Servicemen status will be governed in terms of OM No. 36034/1/2014-Estt. (Res.) dated 14.08.2014 of Government of India, Ministry of Personnel, Public Grievances and Pensions, as amended from time to time.
- Ex-Servicemen candidates who are still in the Armed Forces and desirous of joining the bank under Ex-Servicemen category must have their date of completion of the Specific Period of Engagement (SPE) on or before 20.08.2026.
- 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 4 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.
- Five passport size and Three stamp size photographs (same as the one uploaded in online application).
- You are advised to open a Savings Bank Account with a Branch of Indian Bank with Cheque Book facility and submit front page of the passbook (SB Account).
- Register for NPS PRAN Online under All Citizen Model at the website of NSDL and submit NPS Inter-Sector Shifting Form (available in Bank’s website) along with PRAN copy and send the same to Government Business Service Branch (GBSB- CBS Code 1719) duly attested by the Branch Manager / Chief Manager (Administrative Office / STC).

- The provisional selection is subject to the candidate fulfilling the eligibility criteria stipulated for the post.
- 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 matching of photo and Biometrics is integral to successful completion of documents verification process. Refusal to participate in the process Biometric Data / Aadhar verification on any occasion will lead to cancellation of candidature.
- Please note that a local language proficiency test will be conducted as a part of selection process on the above mentioned date of Document Verification, photo, Bio-metric / Aadhar Verification to ascertain the proficiency (reading, writing, speaking and understanding) of the candidates in the specified / opted local language of the State / UT for which he / she has applied for. Please note that if you do not possess proficiency (reading, writing, speaking and understanding) in the specified / opted local language of the State / UT for which you have applied for, your provisional allotment made by IBPS for the post of CSA (Customer Service Associate) may be cancelled. Candidates who will fail to qualify this test will not be offered appointment. However, candidates who will produce 10<sup>th</sup> standard or above mark sheet/certificate evidencing having studied the specified / opted local language of the state/UT will not be required to undergo the language proficiency test.
- You are advised to go through this letter carefully and ensure submission of all the relevant documents during the document verification process. **Request for Change of venue, Date & Time for Document submission, Biometric verification and joining will not be entertained.**
- In addition to the above mentioned documents, please download the following forms from career page of [www.indianbank.bank.in](http://www.indianbank.bank.in) and submit the same duly filled.
  - Biodata.
  - Testimonials (to be obtained from two respectable persons who are not your relatives).
  - Attestation Form (2 copies).
  - Service Joining Sheet, Service Sheet, Declaration of Fidelity and Secrecy.
  - Fitness Certificate
  - Declaration of Assets and Liabilities.

Candidates are advised to visit authorized Indian Bank website [www.indianbank.bank.in](http://www.indianbank.bank.in) (under Career Page) periodically for updates.

Bank will not take responsibility for late receipt / non-receipt of any communication sent via e-mail/SMS to the candidate due to change in the mobile number, email address, technical fault or otherwise beyond the control of Bank. Hence candidates are advised to regularly keep watching the Bank's website for details, updates and any information which may be posted for further guidance as well as to check their registered e-mail account from time to time during the recruitment process.

Place: Chennai

Date: 30.03.2026

Deputy General Manager (HRM)