



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

RECRUITMENT OF CUSTOMER SERVICE ASSOCIATE - CRP CSA XV (2026-27)

Subsequent to selection process for the position of Customer Service Associates in Clerical Cadre conducted by Institute of Banking Personnel Selection (IBPS), 1924 candidates are allotted for appointment as Customer Service Associate in Clerical cadre in our Bank.

As a part of next phase, it has now been decided by the Bank to complete the document verification of allotted candidates at the designated Training Colleges & Centre for Learning & Development (CLDs).

List of provisionally identified candidates along with centers allotted and date & time slot allocated against their name is attached as **Annexure I**.

Provisionally identified candidates are advised to report at training colleges/CLDs allotted to them for document verification on 11.05.2026 to 15.05.2026 as per scheduled date and time slot mentioned against their name.

Please note the following dates and time slot:

Date	Slot	Timing
11/05/2026	1 st	9.00 AM to 1.00 PM
11/05/2026	2 nd	2.00 PM to 6.00 PM
12/05/2026	1 st	9.00 AM to 1.00 PM
12/05/2026	2 nd	2.00 PM to 6.00 PM
13/05/2026	1 st	9.00 AM to 1.00 PM
13/05/2026	2 nd	2.00 PM to 6.00 PM
14/05/2026	1 st	9.00 AM to 1.00 PM
14/05/2026	2 nd	2.00 PM to 6.00 PM
15/05/2026	1 st	9.00 AM to 1.00 PM
15/05/2026	2 nd	2.00 PM to 6.00 PM

Address of the Training colleges/CLDs with name and contact number of the nodal officer at colleges/centres is attached as annexure II & III.

Notification regarding reporting/joining date along with schedule shall be uploaded separately.

List of Shortlisted candidates along with schedule of Document Verification at allotted training center as per allocated time slot is published herewith.

Document Verification (DV) Process

Candidates must present both original documents and self-attested photocopies of all required documents for the Document Verification process. Failure to produce any of the required documents may lead to disqualification from the selection process. Decision of the Bank in all matters pertaining to selection/joining process shall be final and binding.

Documents to Carry for DV Process:

The Shortlisted candidate's appointment in the Bank will be subject to producing the following original certificates / documents for verification / record on the scheduled date.

(FORMATS OF DOCUMENTS MENTIONED BELOW AT POINT NO. 1, 13 TO 16 ARE ATTACHED HEREWITH; ALL CANDIDATES ARE ADVISED TO DOWNLOAD THE SAME.)

Please note that selection of the candidates is provisional subject to compliance of eligibility criteria. Candidates shall report to the concerned designated Training Colleges & Centre for Learning & Development (CLDs) for Document Verification (DV) on 11th May 2026 to 15th May 2026 along with the following documents in originals (Two photocopies duly self-attested):

1. Duly filled Recruitment Application Form (Proforma enclosed) – 2 copies
2. Copy of IBPS Application with 5 latest passport size photographs.
3. Proof of Date of Birth (Birth Certificate issued by the competent municipal authority or SSLC/ Std. X Certificate with date of birth).
4. Photo identity proof as indicated in IBPS advertisement such as PAN card / Passport / Driving license / Voters Card / Bank pass book with Photograph / Photo identity proof issued by Gazetted Officer / Peoples representative along with the photograph / Identity card issued by recognized college / University / Aadhar Card with a Photograph (**bearing the same name as it appears on the online application**). Print out of online application submitted to IBPS has to be produced.
5. Mark sheets and certificates for graduation or equivalent qualification etc. from SSC/Matric onwards (Including Degree/Post Graduation/Technical and professional qualifications, if any) along with mark sheets for each year/semester/trimester. **Candidates should have passed degree (Graduation) in any discipline from a university recognized by the Govt. of India, or any equivalent qualification recognized as such by the Central Govt. on or before 21.08.2025.**

Ex-servicemen who do not possess the above civil examination qualifications should be matriculate Ex-servicemen who have obtained the Army Special Certificate of Education or corresponding certificate in the Navy or Air Force after having completed not less than 15 years of service in the Armed Forces of the Union as on 21.08.2025. Such certificates should be dated on or before 21.08.2025.

6. Caste / Community certificates issued by the competent authority in the prescribed format as stipulated by Government of India in case of SC/ST/OBC/EWS/PWD category candidates.

In case of candidates belonging to OBC category, certificate should specifically contain a clause that the **candidate does not belong to creamy layer section** excluded from the benefits of reservation for Other Backward Classes in Civil post & services under Government of India. The candidates should possess a valid OBC certificate containing the Non-creamy layer clause as per the Government of India guidelines from time to time.

Caste validity certificate (wherever applicable) issued by the Competent Authority in the prescribed format as prescribed by Government in support of your claim of belonging to SC/ST/OBC etc.

7. Disability certificate in prescribed format issued by the District Medical Board in case of Persons with Disability category. (Percentage of disability should not be less than the prescribed percentage i.e. 40%)
8. Ex-Servicemen candidates should submit the following documents in addition to the above –
 - a) Candidates who are released/ retired from Armed Forces are required to submit a certificate as per Proforma A as per IBPS advertisement. 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).
 - b) Candidates who were in the Armed Forces and applied under Ex-Servicemen category should submit Proforma B as per IBPS advertisement from the Competent Authority showing his/her date of completion of specific period of engagement (SPE) along with the declaration in Proforma C as per IBPS advertisement. Candidates having completed SPE on or before 20.08.2026 shall be eligible for appointment.
 - c) Dependents of Servicemen martyred in action or those who have been severely disabled have to produce satisfactory documentary proof showing that they are Dependents of Servicemen martyred in action or severely disabled and an affidavit stating that the relaxation has not been availed by any other dependents as on date.
9. Certificate having studied Computer/Information Technology as one of the subjects in the High School/College/Institute or Degree/Diploma/Certificate of proficiency in operating and working knowledge in computer systems / computer operations/Language.
10. Candidates serving in Government /quasi govt. offices/Public sector undertakings (including Nationalised Banks and Financial Institutions) are required to produce a “No Objection Certificate” from their employer at time of joining.
11. Experience certificates, any other relevant document in support of eligibility, if any.
12. Relieving Order/Discharge Certificates and Character certificates should be obtained from the candidate’s present employer (if employed).
13. Three character certificates, out of which one must be from the Principal/Head of the Department of the College/University last attended by him / her and the remaining two from Gazetted Officers or Branch Manager of any Nationalised Bank. Certificates given by relatives shall not be acceptable.
14. Duly filled Bio data/ resume.
15. Duly filled Antecedent/Character attestation form.
16. Duly filled proforma of report from referees (2).
17. Please note that in the event of failure of any candidate to produce documentary evidence in support of their DOB, Educational Qualifications, Category etc. prescribed by IBPS and Bank, appointment orders will not be issued to such candidates and their candidature will be cancelled.

(Note- Enclosed forms must be completed in all respects, wherever required Passport size photograph may be affixed. Names and addresses of the Police Head Quarters and Local Police Station may be furnished correctly and should be completed, so that the verification process is completed expeditiously and without any hitch).

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

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 time slot and date informed in this notification.

Individual appointment letters shall be issued to only those provisionally shortlisted candidates who will complete the document verification successfully on the scheduled date. Appointment letter shall be dispatched on successful verification of documents through Speed Post/email at their registered addresses as furnished by IBPS. 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 i.e. respective Training Centre/CLDs.

The appointment of the candidates is subject to successful verification of documents, qualification in LLPT wherever applicable and subsequent clearance of bio-metric/Iris verification & medical Fitness certificate on a later date.

Since Customer Service Associates 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-

CHIEF GENERAL MANAGER-HCM

DATE: - 22.04.2026

CLD wise addresses are as follows: -

Sr. No.	Name of CLDs	Zone	Address of CLDs
1	Ahmedabad	Ahmedabad	Central bank building, 10th Floor, Lal darwaja, Ahmedabad, Gujarat. PIN Code - 380001
2	Bhopal	Bhopal	CBOTC Building, Plot No 51, Arera Hills, Narmadapuram Road, Bhopal (462011), MP
3	Chandigarh	Chandigarh	Central Bank of India Training Centre, SCO:52-52A,Backside of Gopal sweets, Above katani dhaba, Sunny enclave shopping complex, Kharar,Sector 125, Mohali,140301-Punjab
4	Chennai	Chennai	Central Bank of India Training Centre, NO 7, First floor, Srenivasa road, Pondy bazaar,T.Nagar, Chennai 600017
5	Delhi	Delhi	Central Bank of India Training Centre, 1st floor , Patparganj branch central bank of India (Opposite to Geeta Colony police station), Pandit park, Geeta Colony, Delhi 110051
6	Guwahati	Guwahati	Central Bank of India Training Centre, Guwahati 4th floor ,Shakti Garh path , Near Sencogold, Showroom, Bhangagarh, Guwahati ,Assam 785001
7	Hyderabad	Hyderabad	Central Bank of India Training Centre, BANK STREET, KOTI, HYDERABAD -500095
8	Kolkata	Kolkata	Central Bank of India Training Centre, DD 13-18, Sector 1, Near Central Park Metro Station, Salt Lake, Bidhan Nagar Kolkata (WB) -700064
9	Lucknow	Lucknow	Central Bank of India Training Centre, 1/71 , Viram Khand 1 Gomti Nagar , Patrakarpuram, Near Royal Cafe , Lucknow, Uttar Pradesh Pin -226010
10	MMZO	MMZO	Mumbai Metropolitan Zonal Office, 346 Standard Building, Dr. D.N. Road, Fort Mumbai- 400 023
11	Muzaffarpur	Patna	Central Bank of India Training Centre, Near Sariyaganj, Tower Chowk, Muzaffarpur (Bihar), PIN: 842001
12	Nagpur	Pune	Centre for Learning & Development, Ground Floor, Oriental Building, LIC Chowk, Kamptee Road, Nagpur, Pin No :440001
13	Patna	Patna	Centre for Learning and Development ,Patna, Mourya Lok Complex ,Block B , 2nd floor New Dak Bunglow road, Patna , Bihar- 800001
14	Pune	Pune	Centre for Learning & Development, Pune, 2nd Floor, 811/12, Kalyan Chambers Satranjiwalla Chowk, Second Floor, Laxmi Road, Pune , Maharashtra-411002
15	Raipur	Raipur	Centre for Learning & Development, Raipur, Central Bank of India , Block No. 01, Telephone Bhawan, BSNL Office Compound, Fafadih Chowk, Raipur-492001

Zone wise officer name, contact details and addresses are follows:-

Sr. No.	Zone	Nodal Officer	Mobile	Address	Email Id
1	AHMEDABAD	Harish Tekchandani	7021185376	Central bank building, 10th Floor, Lal darwaja, Ahmedabad, Gujarat. PIN Code - 380001	persahmezo@centralbank.bank.in
2	BHOPAL	Sameer Jagnade	9762465600	CBOTC Building, Plot No 51, Arera Hills, Narmadapuram Road, Bhopal (462011), MP	persbhopzo@centralbank.bank.in
3	CHANDIGARH	Sapna Kapoor	7497020613	Central Bank of India Training Centre, SCO:52-52A, Backside of Gopal sweets, Above katani dhaba, Sunny enclave shopping complex, Kharar, Sector 125, Mohali, 140301-Punjab	perschanzo@centralbank.bank.in
4	CHENNAI	Abinaya M	9489721321	Central Bank of India Training Centre, NO 7, First floor, Srenivasa road, Pondy bazaar, T.Nagar, Chennai 600017	perschenzo@centralbank.bank.in
5	DELHI	Praveen Singh Rawat	9821736365	Central Bank of India Training Centre, 1st floor, Patparganj branch central bank of India (Opposite to Geeta Colony police station), Pandit park, Geeta Colony, Delhi 110051	persdelhzo@centralbank.bank.in
6	GUWAHATI	Kumari Anuradha	8876545494	Central Bank of India Training Centre, Guwahati 4th floor, Shakti Garh path, Near Sencogold, Showroom, Bhangagarh, Guwahati, Assam 785001	persguwazo@centralbank.bank.in
7	HYDERABAD	Vishal Gupta	8839866047	Central Bank of India Training Centre, BANK STREET, KOTI, HYDERABAD -500095	cmhydezo@centralbank.bank.in
8	KOLKATA	Pankaj Rawat	9889004338	Central Bank of India Training Centre, DD 13-18, Sector 1, Near Central Park Metro Station, Salt Lake, Bidhan Nagar Kolkata (WB) -700064	perskolkzo@centralbank.bank.in
9	LUCKNOW	Vishal Sharma	9977144299	Central Bank of India Training Centre, 1/71, Viram Khanda, 1 Gomti Nagar, Patrakarpuram, Near Royal Cafe, Lucknow, Uttar Pradesh Pin -226010	cm Luckzo@centralbank.bank.in
10	MMZO	Asha Roy	8128548219	Mumbai Metropolitan Zonal Office, 346 Standard Building, Dr. D.N. Road, Fort Mumbai- 400 023	cmhrdmmzo@centralbank.bank.in
11	MUZAFFAPUR	Shashank Shekhar	9264292002	Central Bank of India Training Centre, Near Sariyaganj, Tower Chowk, Muzaffarpur (Bihar), PIN: 842001	cm muzaro@centralbank.bank.in
12	NAGPUR	Lakshmi Kanta Mohanty	7974470283	Centre for Learning & Development, Ground Floor, Oriental Building, LIC Chowk, Kamptee Road, Nagpur, Pin No :440001	persnagpro@centralbank.bank.in
13	PATNA	Gaurav Pandey	7571876564	Centre for Learning and Development, Patna Mourya Lok Complex, Block B, 2nd floor New Dak bungalow road, Patna, Bihar- 800001	cmhrdpatnzo@centralbank.bank.in
14	PUNE	Manish kumar	6379608325	Centre for Learning & Development, Pune, 2nd Floor, 811/12, Kalyan Chambers Satranjiwalla Chowk, Second Floor, Laxmi Road, Pune, Maharashtra-411002	cmperspunezo@centralbank.bank.in
15	RAIPUR	Rajeet Suryawanshi	9407074060	Centre for Learning & Development, Raipur, Central Bank of India, Block No. 01, Telephone Bhawan, BSNL Office Compound, Fafadih Chowk, Raipur-492001	cmhcmraipzo@centralbank.bank.in