





इंस्टीट्यूट ऑफ बैंकिंग पर्सोनेल सिलेक्शन®
(भारतीय रिजर्व बैंक, केंद्रीय वित्तीय संस्थाओं व सार्वजनिक क्षेत्र के बैंकों द्वारा स्थापित एक स्वायत्त संस्था)
INSTITUTE OF BANKING PERSONNEL SELECTION
(An autonomous body set up by Reserve Bank of India, Central Financial Institutions and Public Sector Banks)
असेसमेंट में, हम पर भरोसा रखता है भारत In assessment, India trusts us



CRP CSA-XV : PRELIMS

**CALL LETTER FOR THE ONLINE PRELIMINARY EXAMINATION (CRP CSA-XV)
FOR RECRUITMENT OF CUSTOMER SERVICE ASSOCIATES**

PLEASE NOTE : After the examination, you are required to keep this call letter safely along with copy of attached Photo ID proof (both duly authenticated / stamped by Exam officials) and bring both documents at the time of main examination (if shortlisted).

Registration No.:	2560864551	Roll No./ User ID:	3013005754
Candidate's Name:	SALNI	Password:	44676792
Exam Date :	04/10/25 Saturday	Reporting Time:	03:30 PM
PwD Type :		<p>PLEASE AFFIX YOUR RECENT PASSPORT SIZE COLOUR PHOTOGRAPH (same as uploaded in the online application form) & SIGN ACROSS (Please keep 8 copies of the same for future use) In addition to the pasted photograph, one more photograph is to be brought for this examination.</p>	 UPLOADED PHOTO  LIVE PHOTO CAPTURED
PwD Document Required (in original)			
Scribe Opted :	NO		
Exam Venue Address: ION DIGITAL ZONE IDZ 2 BHAUTI KASHA GROVEL ARAZI NO.664 665 BHAUTI PRATAPPUR OPP BHAUTI GAUSHALA KANPUR UTTAR PRADESH 209305 (Venue Code) 14687		<p align="center">Photograph affixed should match the uploaded/live captured photograph (As printed). In case of discrepancy, the uploaded/live captured photo only will be considered for identification purpose</p>	

Madam / Sir,

With reference to your Application for the above recruitment in response to the notification published in the newspapers, and Notification and Corrigendum dated 26.08.2025 hosted on the official IBPS website www.ibps.in, please appear for the Online Preliminary Examination at your own expenses on the date, time and venue mentioned above, subject to the terms and conditions set out below.

- (1) Please bring this call letter with your photograph affixed thereon, a photocopy of photo identity proof stapled with it and same (currently valid) photo ID in original along with 1 additional photograph - THIS IS ESSENTIAL.
- (2) Currently valid photo identity proof may be PAN Card/Passport/Permanent Driving License/Voter's Card with photograph/Bank Passbook with photograph/Photo Identity proof issued by a Gazetted Officer or People's Representative on official letterhead/Valid recent Identity Card issued by a recognised College or University/Aadhaar Card/E-Aadhaar Card with a photograph/ Employee ID/ Bar Council Identity card with photograph.
- (3) Please Note - Ration Card and Learner's Driving License will NOT be accepted as valid ID proof.
- (4) Please Note: Candidate reporting without one photograph pasted on the Call Letter and one additional photograph will not be allowed to appear for the examination.
- (5) Candidate availing services of Scribe/ compensatory time, should bring valid Disability Certificate/ UDID Card/ APPENDIX- I, as applicable on the day of examination.

Handwriting Sample (to be copied from screen as instructed)

I have brought and attached my _____ ID with number _____
(Aadhaar/ PAN/ DL etc.)

Candidate's Signature (To be signed in the presence of the invigilator at the time of examination)	Invigilator's Signature (Candidate's signature obtained in my presence and photograph verified by me)	VBO's Signature (I have verified the call letter and ID proof presented by the candidate as above)
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Yours faithfully,

Bae
Division Head -
Administration

You must report at the examination venue 15 minutes before the reporting time. Late comers will not be allowed to take the test.

Candidate will not be permitted to leave the examination hall till the time for the test is over and/or permission to leave the hall is given by the test administrator.

Your photograph affixed on the call letter should match the one uploaded/captured live in the online application form, failing which you will not be allowed to appear for the examination. Your signature should tally with the signature uploaded. **Signature in CAPITAL LETTERS will not be accepted.** In case of discrepancy, you will not be allowed to appear for the examination. Registration at the exam venue will be done through photo capture. Photo captured will be matched with the photo uploaded/ captured live by you in the application (As printed on the call letter). You must NOT change your appearance from the photo uploaded/captured live by you. Scribe photograph will also be captured.

The examination will be conducted online. You must enter your User ID and Password, which are printed on this call letter, to enter the online examination site. Your name and other details will appear on the screen after login. Please verify and ensure correctness of these details. Disclosure of User ID & Password to third party shall be at the risk and responsibility of the candidate. Please read the instructions given on the next page and also the information handout available on official IBPS website www.ibps.in carefully.

- Please print and read the attached instructions (two pages) from the next page carefully.

INSTRUCTIONS

1. Please note that those candidates who have been debarred from appearing in CRP Examination for specified periods in terms of communication made to that effect by IBPS may act accordingly.
2. You must bring the call letter along with (currently valid) photo identity proof (such as PAN Card/Passport/Permanent Driving License/Voter's Card with photograph/Bank passbook with photograph/Photo Identity proof issued by a Gazetted Officer or People's Representative on official letterhead/ Valid recent Identity Card issued by a recognised College or University/Aadhaar Card/E-Aadhaar Card with a photograph /Bar Council ID Card with photograph/Employee ID) in original as well as a photocopy. Please note that your name as appearing on the call letter (provided by you during the process of registration) should exactly match the name as appearing on the photo identity proof. If there is any mismatch between the name indicated in the Call Letter and Photo Identity proof you will not be allowed to appear for the examination.
 - Ration Card and Learner's Driving License will NOT be accepted as valid ID proof.
 - Candidates who have changed their name will be allowed only if they produce Gazette notification/their marriage certificate/affidavit in original.
 - Signature in CAPITAL LETTERS will not be accepted.
3. The candidates are advised to possess/acquire valid Aadhaar Card for the CRP process. IBPS/Participating Banks would also conduct online Aadhaar verification of the candidates/scribes at different stages of the selection process.
4. You should ascertain exact location of the venue well in advance of the date of examination.
5. You need to paste your photograph on the call letter and bring one more photograph in addition. Candidates reporting without one photograph pasted on the call letter and one additional photograph will not be allowed to appear for the exam.
(It is advisable that candidate retains about 8 copies of the same photograph which is uploaded at the time of Application as these would be needed for further stages of this selection process).
6. Call letter and ID proof management:
CALL LETTER OF PRELIMINARY EXAM WILL NOT BE COLLECTED AT THE EXAMINATION VENUE. HOWEVER, IT WILL BE DULY AUTHENTICATED/STAMPED BY THE EXAM OFFICIALS. CANDIDATE WILL NEED TO RETAIN THIS CALL LETTER (ALONG WITH AUTHENTICATED/STAMPED COPY OF THE ID PROOF) SAFELY. CANDIDATES WHO ARE CALLED FOR MAIN EXAM WILL BE REQUIRED TO BRING THIS CALL LETTER ALONG-WITH MAIN EXAM CALL LETTER & OTHER REQUISITE DOCUMENTS AS PER INFORMATION PROVIDED IN THE "INFORMATION HANDOUT" AND CALL LETTER OF MAIN EXAMINATION.
For candidates availing the services of a Scribe – Online filled Scribe declaration form will be collected after the preliminary examination.
7. Rough sheet(s) kept at each candidate desk will be used by candidate. You have to write your Roll Number, Registration Number, Name and date of examination on each rough sheet used by you.
8. Late comers will not be allowed to take the test. Candidates will not be permitted to leave the examination hall till the time for the test is over and the test administrator has given permission to leave. The test will begin after completion of the formalities like attendance, obtaining signature on the call letter and photo capture etc. IBPS will not be responsible for any delay or disruption in transport.
9. A handout giving information about the type of tests you will be taking is available on official IBPS website. Please download the information handout and study it carefully. In addition a link for a mock test will be available on the official IBPS website.
10. You should bring a ball point pen with you to the examination hall.
11. Please note that you are allowed to appear only once for the examination for above mentioned post. **Multiple appearances will result in cancellation of candidature.** In case more than one call letter has been generated, you are advised to appear only once on the date and at the time mentioned on the respective call letter. All other call letters are to be surrendered.
12. You should strictly comply with the directions given to you by the test administrator/invigilator. If any candidate is found disregarding these directions he/she will be liable to be debarred from the examination.
13. Any candidate found resorting to any unfair means or malpractice or any misconduct while appearing at the examination including giving/receiving help to/from any candidate during the test will be disqualified and may be debarred either permanently or for specified periods from CRP examinations conducted by IBPS. The candidate should be vigilant to ensure that no other candidate is able to copy from his/her answers. **IBPS would be analysing the responses (answers) as well as logs of individual candidates with other candidates to detect patterns of similarity or other unusual patterns. If in the analytical procedure adopted by IBPS in this regard, it is inferred/concluded that the responses have been shared and scores obtained are not genuine/valid, IBPS reserves right to cancel the candidature of the concerned candidates without any notice.**
14. You are advised not to bring any of the banned items to the venue of examination as arrangement for safekeeping cannot be assured.
Following items are NOT allowed inside the examination centre:
 - (a) Any stationery item like textual material (printed or written), bits of papers, Geometry/Pencil Box, Plastic Pouch, Calculator, Scale, Writing Pad, Pen Drives, Log Table, Electronic Pen/Scanner etc.
 - (b) Any communication device like Mobile Phone, Bluetooth, Earphones, Microphone, Pager, Health Band etc.
 - (c) Other items like Goggles, Handbags, Hair-pin, Hair-band, Belt, Cap, etc.
 - (d) All ornament like Ring, Earrings, Nose-pin, Chain/Necklace, Pendants, Badge, brooch etc. should be thoroughly checked.
 - (e) Any watch/Wrist Watch, Camera, devices with screen freeze or storage facilities etc.
 - (f) Any metallic item
 - (g) Any eatable item opened or packed, water bottle etc.
 - (h) Any other item which could be used for unfair means for hiding communication devices like camera, blue tooth devices etc.

15. Anyone found to be disclosing, publishing, reproducing, transmitting, storing or facilitating transmission and storage of test contents in any form or any information therein in whole or part thereof or by any means verbal or written, electronic or mechanical or taking away the papers supplied in the examination hall or found to be in unauthorised possession of test content is likely to be prosecuted.
16. IBPS reserves the right to introduce additional steps in the examination process to safeguard and maintain the integrity of the examination.
17. Persons with Disabilities should contact the Test Centre Administrator of the test venue at least 30 minutes before the time of examination for assistance in seating, if needed.
18. The corrigendum dated 26.08.2025 for revised Guidelines for Person with Disabilities, using the services of a Scribe can be downloaded from official IBPS website.
19. **Candidates who are eligible and have applied for availing the services of a scribe have to fill in the online scribe declaration form. The link for filling online scribe declaration form has been provided in the intimation email sent to eligible candidates on their registered email ID. The link is also available on official IBPS website www.ibps.in. After filling the online declaration form, candidates have to download it and bring a print out of it on the day of examination.** The candidates will also be required to upload their valid Disability Certificate/ UDID Card/ APPENDIX- I, as applicable in the online link.
20. For candidates availing the services of scribe in accordance with revised guidelines issued by Department of Empowerment of Persons with Disabilities (Divyangjan), Ministry of Social Justice & Empowerment, Government of India, vide their OM No. F.No. P-13013/75/2023-Policy-DD-III dated 01.08.2025, to Persons with Disabilities under Section 2(s) of the Rights of Persons with Disabilities (RPwD) Act, 2016, in case of persons with disabilities in the category of blindness, locomotor disability (Both arms only) and cerebral palsy, the facility of scribe/compensatory time will be allowed on production of valid disability certificate/ UDID card without requiring of production of any medical certificate as per the proforma at APPENDIX -I.
21. In case of all the other specified disabilities i.e. except blindness, locomotor disability (both arm effected - BA only) and cerebral palsy, the facility of scribe/compensatory time is allowed on production of a certificate to the effect that the person concerned has a functional limitation to write, caused by the specified disability and, therefore, a scribe is essential to write the examination on his/her behalf. The certificate is to be issued by the Chief Medical Officer/Civil Surgeon/Medical Superintendent of a Government healthcare institution as per the proforma at Appendix-I of the mentioned OM.
22. The qualification of the scribe must be a minimum of "two academic years below" and a maximum of "three academic years below" the minimum qualification for appearing in the examination. (The scribe's qualification may be in the first academic year of Graduation (for a 3 year course), but not below the 12th standard running). Persons appearing as scribes in the online exam shall produce documentary evidence such as pass certificate/ mark-sheet of either the 10th standard passed during academic year 2023-24 or 12th Standard passed during the academic year 2024-25 along-with the Photo ID card issued by the present college/ university to provide their qualification, at the time of examination.
23. **During the exam, at any stage, if it is found that scribe is independently answering the questions, or prompting answers in any direct/indirect manner, the exam session will be terminated and candidate's candidature will be cancelled. The candidature of such candidates using the services of a scribe will also be cancelled if it is reported after the examination by the test administrator personnel that the scribe independently answered the questions or prompted the answers in any direct/indirect manner. In such cases, the candidate and the scribe may also be debarred either permanently or for specified periods from all CRP examinations. IBPS reserves the right to share the list of debarred candidates/scribes to other Recruiting agencies for their information.**
24. The scribe arranged by the candidate should not be a candidate for the online examination under CRP CSA-XV. If violation of the above is detected at any stage of the selection process, candidature for CRP of both the candidate and the scribe will be cancelled.
25. The scribe can act as scribe only for one candidate for CRP CSA-XV process. If violation of the same is detected at any stage of the selection process, candidature of the candidate for CRP will be cancelled and scribe will be debarred from future CRP examination.
26. Candidates are advised to take note of "The Public Examinations (Prevention of Unfair Means) Act, 2024" and the rules framed therein.
27. Any request for change of centre / venue / date / session will not be entertained.
28. **You may please note that this call letter does not constitute an offer of employment by any/all Participating Bank(s).**
29. Your admission to the examination is strictly provisional. Before coming for the examination, please ensure that you are eligible according to the eligibility criteria stipulated in the Notification. If you are not eligible, your candidature will be cancelled at any stage.
30. Any canvassing for selection including change of date, time and venue shall be considered as disqualification.

WISH YOU GOOD LUCK!