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**INSTITUTE OF BANKING PERSONNEL SELECTION**

(An autonomous body set up by Reserve Bank of India, Central Financial Institutions and Public Sector Banks)

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## CRP CSA –XV

### COMMON RECRUITMENT PROCESS FOR RECRUITMENT OF CUSTOMER SERVICE ASSOCIATES IN PARTICIPATING BANKS (Vacancies of 2026-27)

Official Website: [www.ibps.in](http://www.ibps.in)

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### CORRIGENDUM

This Corrigendum is issued to above Notification for CRP CSA XV in view of the 'Revised Comprehensive Guidelines for conducting competitive written public examinations (linked to employment or admission to professional or technical courses) for Persons with Disabilities under the Rights of Persons with Disabilities Act, 2016 issued by Government of India, Ministry of Social Justice & Empowerment, Department of Empowerment of Persons with Disabilities (Divyangjan), vide their OM No. F.No. P-13013/75/2023-Policy-DD-III dated 01.08.2025.

Accordingly, the 'Guidelines for Persons with Benchmark Disabilities/Specified Disabilities using a Scribe' in the Notification for CRP CSA XV are revised hereunder.

### REVISED GUIDELINES

#### Guidelines for Persons with Disabilities using a Scribe:

The scribe will be allowed as per the guidelines issued vide Office Memorandum F. No. P-13013/75/2023-Policy-DD-III dated 01.08.2025 issued by Government of India, Ministry of Social Justice & Empowerment, Department of Empowerment of Persons with Disabilities (Divyangjan).

These Guidelines apply to all individuals defined as Persons with Disabilities under Section 2(s) of the Rights of Persons with Disabilities (RPwD), Act, 2016. However, the facility of assistance i.e. Scribe during written exam may be provided to all such candidates who, due to their disability, face functional limitations in writing an examination, irrespective of the nature or extent of their disability. This includes, but is not limited to, individuals with physical limitations in writing, visual impairments preventing reading or writing, intellectual disabilities affecting comprehension or expression, or any other disability that impedes their ability to participate effectively in the examination process, as certified by a competent authority, as specified in the said guidelines.

In all such cases where the facility of scribe is used, the following rules will apply:

- The candidate will have to arrange his / her own scribe at his/her own cost.
- In case of persons with disabilities in the category of blindness, locomotor disability (Both arms only) and cerebral palsy, the facility of Scribe will be given, if so desired by the person, upon production of valid disability certificate/ UDID card without requiring of production of any medical certificate as per the proforma at APPENDIX –I.

- In case of all other specified disabilities i.e. except blindness, locomotor disability (both arm affected- BA only), and cerebral palsy, the facility of scribe/ compensatory time will be allowed on production of a certificate to that 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, after due medical examination as per Para-3 of Office Memorandum F.No. P-13013/75/2023-Policy-DD-III dated 01.08.2025 issued by Government of India, Ministry of Social Justice & Empowerment, Department of Empowerment of Persons with Disabilities (Divyangjan) by the Chief Medical Officer/ Civil Surgeon/ Medical Superintendent of a Government Healthcare Institution as per the proforma at APPENDIX- I.

[Note: The medical authority for certification as mentioned in point above should be a multi-member authority comprising the following: -

- Chief Medical Officer/ Civil Surgeon/ Chief District Medical Officer.....  
Chairperson]
- Orthopaedic/ PMR specialist.....Member
- Any other expert, based on the condition of the candidate, as may be nominated by the  
Chairperson..... Member]
- The candidates will also be required to upload their Disability Certificate/ UDID Card/ APPENDIX- I, as applicable on the online link.
- The candidates must submit the details of their own scribe as per the proforma at APPENDIX- II.
- **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 that examination. (E.g. if the minimum qualification for appearing for the post is Graduate, the scribe’s qualification may be in the first academic year of Graduation (for a 3 year course), but not below the 12<sup>th</sup> standard running).**
- **Persons appearing as scribes in the online exam shall produce documentary evidence such as pass certificate/ mark-sheet of either the 10<sup>th</sup> standard passed during academic year 2023-24 or 12<sup>th</sup> 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.**
- The details of the scribe are to be provided through a dedicated link to provide such information within 15 days of closure of application. Changes will be allowed in case of exigency.
- In case a candidate brings a different scribe other than the one previously informed on the day of examination, including short notice changes, the same must be updated in the Online Scribe declaration link. The scribe will be allowed subject to fulfilling the qualifications as mentioned in the guidelines for the examination.
- Scribes must be impartial individuals with no conflict of interest that could compromise the impartiality of the examination.
- Candidates availing assistance of scribe will have to communicate with the scribe only in the language, as the medium of writing the examination, as opted by them in the application (own scribe proforma/ online application).
- The Scribe may be from any academic stream.
- Both the candidate as well as scribe will have to give a suitable undertaking confirming that the scribe fulfils all the stipulated eligibility criteria for a scribe mentioned above. Further, in case it later transpires that he/she did not fulfil any laid down eligibility criteria or suppressed material facts the candidature of the applicant will stand cancelled, irrespective of the result of the CRP.
- Deliberate wrong information about the candidate/ scribe in declaration form submitted at the time of online application or at the time of examination or at any stage would render the candidate and scribe being debarred either permanently or for specified periods of time for CRP examinations.

- Those candidates who are eligible to use scribe shall be eligible for compensatory time of 20 minutes or otherwise advised for every hour of the examination.
- In view of the importance of the time element, the examination being of a competitive nature, the candidate must fully satisfy the Medical Officer of the Bank that there was necessity for use of a scribe as he/ she has physical limitation to write including that of speed by the disabilities as mentioned in guidelines regarding Persons with Disabilities using the services of a scribe.
- **Candidates eligible for and who wish to use the services of a scribe in the examination should have invariably carefully indicated the same in the online application form. Any subsequent request may not be favourably entertained.**
- **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.**
- **A 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 candidates for CRP will be cancelled and scribe will be debarred from future CRP examinations.**
- **Only candidates registered for compensatory time (at the time of online application) will be allowed such concessions since compensatory time given to candidates shall be system based, it shall not be possible for the test conducting agency to allow such time if he / she is not registered for the same. Candidates not registered for compensatory time shall not be allowed such concessions.**
- **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 answer 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.**
- **Those candidates who have been debarred from appearing in CRP examinations for specified periods in terms of communication made to that effect by IBPS, may act accordingly.**
- **The candidates should ensure that the scribes engaged by them should not have been debarred as a candidate or a scribe, in any CRP examinations for any specified periods. Also, the Scribes who have already been debarred in any CRP examinations for any specified periods are not eligible to apply as a candidate for any post under this Notification.**
- **IBPS reserves the right to share the list of debarred candidates/scribes to other Recruiting agencies for their information.**
- **The candidates are advised to possess/acquire valid Aadhaar card for the CRP process. IBPS/ Participating Banks may also conduct Online Aadhaar verification of the candidate/ scribe at different stages of the selection process.**
- **Any candidate who is using scribe/ compensatory time should ensure that he is eligible to use the services of scribe/ compensatory time in the exam and the eligibility of the scribe should be as per the guidelines mentioned in the OM.**
- **Any candidate who is not eligible to use scribe/ compensatory time as per guidelines, as referred above, uses scribe/ compensatory time in the online examination shall be disqualified to participate further in the recruitment process.**

- In case it is found at any stage of the selection process that the qualification of the scribe is not as declared by the candidate and is beyond the specified qualification for the examination, candidature of such candidates shall be cancelled.
- In case it is found that any candidate used the Scribe in violation of the above guidelines then the candidate shall be disqualified and can be removed from service without notice, if already joined the Bank.

#### **Compensatory time:**

Availability of compensatory time is as follows:

- Candidates who opt for Compensatory time at the time of application will be allowed 'Compensatory time' of 20 minutes per hour of examination for candidates with disabilities, having functional limitations in writing as specified in above mentioned guidelines and assessed by the prescribed medical authority, whether they are using the services of a scribe or not.
- In case the duration of the examination is less than one hour, then the duration of compensatory time will be allowed on pro-rata basis in a fraction of an hour.

#### **Accommodations:**

- In case any candidate reporting disability caused by an incident that happened after filing out the application form, they may be allowed for reasonable accommodations as specified under the guidelines after production of a valid certificate of disability and medical certificate as per APPENDIX- I.

#### **NOTE:**

- These Guidelines are subject to change in terms of GOI guidelines/ clarifications, if any, from time to time.
- PwBD reservation is not applicable on the basis of temporary certificate of disability. The reservation is only for persons with Benchmark Disabilities with irreversible permanent disability in terms of O.M. No. 36035/8/2023-Estt. (Res-II) dated 19.05.2023 issued by Government of India, Ministry of Personnel, Public Grievances and Pensions, Department of Personnel and Training (DoPT).
- IBPS reserves the right to conduct re-exam if there is doubt about the genuineness/validity of candidate's score/ performance.

Note:(i) Proforma of Appendix I and Appendix II as per the Revised Guidelines dated 01.08.2025, is provided below and shall be considered as part and parcel of Notification dated 01.08.2025 for CRP CSA XV.

(ii) All other terms & conditions as mentioned in the Detailed Notification dated 01.08.2025 for CRP CSA XV remains unchanged.

Mumbai

Date: 26.08.2025

DIRECTOR

## APPENDIX- I

### Certificate for recommendation of scribe and/ or Compensatory Time for persons with disabilities as defined under Section 2(s) of the RPwD Act 2016 and have limitation in writing as specified in the Guidelines

This is to certify that, we have examined Mr/Ms/Mrs ..... (name of the candidate), S/o / D/o ....., a resident of ..... (Vill/PO/PS/District/State), aged ..... yrs, a person with ..... (nature of disability/condition), and to state that he/she has limitation which hampers his/her writing capability owing to his/her above disability/ condition. He / She requires support of scribe/ and or Compensatory Time as Specified in the Guidelines, for writing the examination.

2. The above candidate uses aids and assistive device such as prosthetics & orthotics, hearing aid (name to be specified) / other (to be specified), which is / are essential for the candidate to appear at the examination with the assistance of scribe.

3. This certificate is issued only for the purpose of appearing in written examinations conducted by Examining Bodies and is valid up to \_\_\_\_\_ (it is valid for maximum period of one year or less as may be certified by the medical authority).

Signature of Medical Authority

Name of Government Hospital / Health Care Centre with Seal

Place :

Date :

NOTE : The Prescribed proforma shall be subject to amendment from time to time as per Government of India Guidelines.

## APPENDIX II

Letter of Undertaking by the persons with disabilities as defined under section 2(s) of RPwD Act 2016 using the services of scribe/reader/lab assistant during written examinations conducted by various authorities as specified in the Guidelines.

I, \_\_\_\_\_, a candidate with \_\_\_\_\_ (nature of disability/condition) appearing for the \_\_\_\_\_ (name of the examination) bearing Roll No. \_\_\_\_\_ at \_\_\_\_\_ (name of the centre) in the District \_\_\_\_\_, \_\_\_\_\_ (name of the State). My educational qualification is \_\_\_\_\_.

2. I do hereby state that \_\_\_\_\_ (name of the scribe) will provide the service of scribe for the undersigned for taking the aforementioned examination. I further declare that there is no conflict of interest of any kind that may affect the impartiality of the examination.

3. I do hereby undertake that his qualification is \_\_\_\_\_. In case, subsequently it is found that his qualification is not as declared by the undersigned and is beyond the specified qualification for the examination as mentioned in the extant Guidelines. I shall forfeit my right to the post I am competing for and claims relating thereto.

(Signature of the candidate)

Place:

Date:

Note: The prescribed proforma shall be subject to amendment from time to time as per Government of India Guidelines.