



इंस्टीट्यूट ऑफ बैंकिंग पर्सोनेल सिलेक्शन®

(भारतीय रिज़र्व 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

INFORMATION HANDOUT

**ONLINE PRELIMINARY EXAMINATION FOR
CUSTOMER SERVICE ASSOCIATES**

INTRODUCTION

This booklet contains details pertaining to various aspects of the Online Preliminary Examination you are going to take and important instructions about related matters. **The answers will be indicated online, hence you should carefully read instructions regarding the method of indicating answers.** You are advised to study this booklet carefully as it will help you in preparing for the examination.

- Before appearing for the examination you should strictly ensure yourself that you fulfill the eligibility criteria stipulated in the notification in all respects.
- Please note that since this is a competitive examination, mere passing is not adequate. You have to obtain a high rank in the order of merit to get eligibility for future selection process. You should, therefore, put in best efforts in the examination.

Online Preliminary Examination:

Online Preliminary Examination consisting of Objective Tests for 100 marks. This test would be of 1-hour duration consisting of 3 Sections as follows:

Sr. No.	Name of Tests	Medium of Examination	No. of Questions	Maximum Marks	Time allotted for each test (Separately timed)
1	English Language	English	30	30	20 minutes
2	Numerical Ability	*	35	35	20 minutes
3	Reasoning Ability	*	35	35	20 minutes
	Total		100	100	60 minutes

*** List of Version of tests (Medium of examination) for CRP CSA - XV according to State/ UT Applied for**

Sr. No.	Name of State/ UT	Version of tests (Medium of examination)	Sr. No.	Name of State/ UT	Version of tests (Medium of examination)
1	Andaman & Nicobar	English and Hindi	19	Lakshadweep	English, Hindi and Malayalam
2	Andhra Pradesh	English, Hindi and Telugu	20	Madhya Pradesh	English and Hindi
3	Arunachal Pradesh	English and Hindi	21	Maharashtra	English, Hindi, Marathi and Konkani
4	Assam	English, Hindi and Assamese	22	Manipur	English, Hindi and Manipuri
5	Bihar	English and Hindi	23	Meghalaya	English and Hindi
6	Chandigarh	English & Hindi	24	Mizoram	English and Hindi
7	Chhattisgarh	English and Hindi	25	Nagaland	English and Hindi
8	Dadra & Nagar Haveli and Daman & Diu	English, Hindi, Gujarati, Marathi and Konkani	26	Odisha	English, Hindi and Odia
9	Delhi (NCT)	English and Hindi	27	Puducherry	English, Hindi, Tamil, Telugu and Malayalam
10	Goa	English, Hindi and Konkani	28	Punjab	English, Hindi and Punjabi
11	Gujarat	English, Hindi and Gujarati	29	Rajasthan	English and Hindi
12	Haryana	English and Hindi	30	Sikkim	English and Hindi
13	Himachal Pradesh	English and Hindi	31	Tamil Nadu	English, Hindi and Tamil
14	Jammu & Kashmir	English, Hindi and Urdu	32	Telangana	English, Hindi, Telugu and Urdu
15	Jharkhand	English and Hindi	33	Tripura	English, Hindi and Bengali
16	Karnataka	English, Hindi, Kannada and Konkani	34	Uttar Pradesh	English, Hindi and Urdu
17	Kerala	English, Hindi and Malayalam	35	Uttarakhand	English and Hindi
18	Ladakh	English and Hindi	36	West Bengal	English, Hindi and Bengali

The version of tests will be English and language as applicable to the State (under which application is registered). The questions will appear in English and the selected language as applicable to the State. In case of any discrepancy between the English and translated version/language, the translated version/language shall be deemed as reference and English version shall prevail.

The candidates shall be required to qualify in each test as per cut-off marks determined in each test. **Each candidate will have to secure a minimum score on each of the tests as well as on the Total to be considered to be shortlisted for Main Examination. Depending on the number of vacancies available, cutoffs will be decided and candidates will be shortlisted for Main Examination. However, decision of IBPS in this regard shall be final and binding upon the candidates.**

The time for the test is 60 minutes however you may have to be at the venue for approximately 150 minutes including the time required for entry, logging in, going through the instructions, exiting the lab etc. All the questions will have multiple choices. Out of the five answers to a question only one will be the correct answer. **You have to select the most appropriate answer and 'mouse click' that alternative which you feel is appropriate/correct. The alternative/ option that you have clicked on will be treated as your answer to that question. There will be penalty for wrong answers marked by you. For every wrong answer marked by you, 1/4 of the marks assigned to that question will be deducted as penalty.**

Please note that the types of questions in this handout are only illustrative and not exhaustive. In the actual examination you will find questions of a higher difficulty level on some or all of these types and also questions on the types not mentioned here.

SAMPLE QUESTIONS

Below are given some sample questions for each of these tests. The type of questions are only illustrative and not exhaustive. In actual test you may find questions on some or all these types and also questions on the type not mentioned here.

ENGLISH LANGUAGE

This is a test to see how well you know English. Your English language ability would be tested through questions on grammar, vocabulary, sentence completion, synonyms, antonyms, comprehension of a passage, etc. Study and answer the sample questions given below :

Directions : Pick out the most appropriate word from amongst the words given below each sentence to complete it meaningfully.

Q.1. He quickly glanced _____ the book to find what it said about the Indian economy.
(1) at (2) through (3) in (4) to (5) over

The correct answer is "through" which is answer No. 2.

Q.2. The counsel urged the court to _____ down the obnoxious law.
(1) enact (2) enforce (3) cancel (4) strike (5) declare

Q.3. The local official _____ the Minister of the situation.
(1) explained (2) warned (3) apprised (4) told (5) intimated

Directions : Read each sentence to find out whether there is any grammatical error in it. The error, if any, will be in one part of the sentence. The number of that part of the sentence is your answer. If there is no error, the answer is (5).

Q.4. I am twenty / two years old / when I first / joined the bank.
(1) (2) (3) (4) No error (5)

The error is in (1). Therefore the answer is '1'.

Q.5. To the Hindus / the Ganga is / holier than / any other river.
(1) (2) (3) (4) No error (5)

In this question, there is no error; therefore the right answer to this question is '5'.

Q.6. Of all the teachers / in our school / our class teacher / were very strict.
(1) (2) (3) (4) No error (5)

Directions: In each of the following questions, select from amongst the five alternatives, the word nearest in meaning to the word given in capitals.

- Q.7. LETHAL**
 (1) light (2) dangerous (3) deadly (4) cruel (5) thoughtless
- Q.8. CENTENARY**
 (1) a guard (2) a hundred years (3) a very old man
 (4) hundred runs (5) hundredth anniversary
- Q.9. TRIUMPH**
 (1) conquer (2) smash (3) earn (4) brave (5) capture

Directions: In each of the following questions, select from amongst the five alternatives, the word most opposite in meaning of the word given in capitals.

- Q.10. LIVELY**
 (1) simple (2) weak (3) dull (4) angry (5) moron
- Q.11. INADVERTENT**
 (1) adequate (2) available (3) sluggish (4) negligent (5) intentional
- Q.12. INEPT**
 (1) accurate (2) skilful (3) sensible (4) artistic (5) apt

In addition, there will be questions based on passage, to test your comprehension.

QUANTITATIVE APTITUDE

This test is designed to measure how fast and accurate you are in dealing with numbers, viz. computation, quantitative reasoning, interpretation of tables and graphs etc.

Q.1.-3. Study the following table carefully and answer the questions given below —

Distribution of 1000 candidates as regards their marks in written examination out of 300 and interview out of 100 in a selection examination

Written Examination Marks	INTERVIEW MARKS					
	Below 30	30-39	40-49	50-59	60-69	70 & above
260 & above	8	18	26	18	26	4
210 to 259	5	4	30	22	10	9
160 to 209	16	10	45	56	18	9
110 to 159	28	42	100	190	15	5
60 to 109	35	115	20	8	7	5
Below 60	32	32	20	4	6	2

- Q.1.** How many candidates did obtain more than 69 percent marks and above in both written examination and interview ?
 (1) 22 (2) 49 (3) 13 (4) 9 (5) Other than those given as options
- Q.2.** If approximately 325 candidates were to be qualified in the written examination, what should be the percentage of the qualifying marks ?
 (1) above 20 (2) above 70 (3) above 36 (4) above 63 (5) Other than those given as options
- Q.3.** About 42 percent of the candidates fall in which of the following ranges of the interview marks ?
 (1) 110-159 (2) 110 & below (3) 50 to 70
 (4) 50 & above (5) Other than those given as options

Some of the questions may require arithmetical reasoning. For example :

- Q.4.** At 10 paise each, how many paise will 6 lemons cost ?
 (1) 6 (2) 10 (3) 60 (4) 610 (5) Other than those given as options
- Q.5.** Which of the following can be exact multiple of 4 ?
 (1) 27114 (2) 58204 (3) 48402 (4) 32286 (5) Other than those given as options

- Q.6.** If the profit made by selling a pen for Rs.10 is as much as its cost, what is the cost price of the pen ?
 (1) Rs.3/- (2) Rs.5/- (3) Rs.10/- (4) Rs.20/- (5) Other than those given as options

Also, there may be some questions based on graphs and tables.

- Q.7-9. Directions :** Given below is a table showing percentages out of a total of 700 employees ranking six attributes that help promotion. Rank I is the highest. Study the table carefully and answer the questions that follow :

Attribute	Percent of Employees Giving Different Ranks					
	I	II	III	IV	V	VI
Seniority	32	17	22	19	5	5
Perseverance	14	19	17	9	27	14
Efficiency	15	19	21	14	14	17
Intelligence	10	14	10	14	17	35
Honesty	24	17	7	9	27	16
Sociability	5	14	23	35	10	13

- Q.7.** Which attribute for promotion has received the highest rank ?
 (1) Perseverance (2) Seniority (3) Honesty (4) Sociability (5) Efficiency

Notice the percentage for rank I given in the table. You observe that seniority is the attribute with the highest percentage. So your answer is "Seniority", which is answer No. (2)

- Q.8.** How many employees gave rank III to intelligence ?
 (1) 119 (2) 98 (3) 77 (4) 70 (5) 10

Look at the intersection of the column giving percentage for rank III and the row giving percentage for intelligence. You find that 10 percent of the 700 employees have given rank III to this attribute. 10% of 700 is 70. So your answer should be (4).

- Q.9.** Which attribute is considered the least important for promotion ?
 (1) Honesty (2) Intelligence (3) Perseverance (4) Efficiency (5) Sociability

Referring to the percentage for VI rank, you find that intelligence is the attribute which receives the highest percentage. In other words, a majority of people consider it as the least important and give it the last rank. Therefore your answer is (2).

REASONING ABILITY

This is a test to see how well you can think and also to judge your aptitude/ knowledge for working with computer. It contains questions of various kinds. Here are some sample questions.

Directions : In each of the following questions, there are five letter groups or words in each question. Four of these letter groups or words are alike in some way, while one is different. Find the one which is different.

- Q.1.** (1) black (2) red (3) green (4) paint (5) yellow

Of the five, 'black', 'red', 'green' and 'yellow' form a group as they are names of colours. 'paint' is not the name of a colour. Therefore, (4) is the answer.

Now try to solve the following questions.

- Q.2.** (1) BC (2) MN (3) PQ (4) XZ (5) ST

- Q.3.** (1) Mango (2) Apple (3) Orange (4) Guava (5) Rose

Directions : In each of the following questions, there is a question mark in which only one of the five alternatives given under the question satisfies the same relationship as is found between the two terms to the left of the sign :: given in the question. Find the correct answer.

- Q.4.** Foot : man :: hoof : ?
 (1) leg (2) dog (3) horse (4) boy (5) shoe

In the above example, 'hoof' has the same relationship with 'horse' as 'foot' has to 'man'. Hence the answer is (3).

Now study to solve the following questions.

- Q.5.** Day : Night :: Kind : ?
 (1) Dark (2) Bright (3) Cruel (4) Generous (5) Gratitude
- Q.6.** Hut : Mansion :: Rabbit : ?
 (1) Hole (2) Carrot (3) Elephant (4) Small (5) Rat

Now try the following questions.

- Q.7.** If the letters in the word TOPS can be rearranged to form a meaningful word beginning with O, the last letter of that word is your answer. If more than one such word can be formed, M is the answer and if no such word can be formed, X is the answer.
 (1) T (2) P (3) M (4) S (5) X
- Q.8.** 'Some leaders are dishonest. Satyapriya is a leader.' Which of the following inferences definitely follows from these statements ?
 (1) Satyapriya is honest (2) Satyapriya is dishonest
 (3) Some leaders are honest (4) Leaders are generally dishonest
 (5) Satyapriya is sometimes dishonest
- Q.9.** If 'A " B' means 'add B to A', 'A ' B' means 'subtract B from A', 'A # B' means 'divide A by B' and 'A V B' means 'multiply A by B'; which of the following gives the average sales of two days where S_1 and S_2 are the sales of the first and the second day respectively ?
 (1) $(S_1 ' S_2) \# 2$ (2) $2 \# (S_1 " S_2)$ (3) $(S_1 " S_2 \# 2)$
 (4) $(S_1 V S_2) \# (S_1 " S_2)$ (5) Other than those given as options
- Q.10.** Every person above eighteen years of age who is registered as a voter, can vote. To find out whether Madhu, who was born twenty years ago, can vote, which of the following further information is needed ?
 (I) Madhu's date of birth (II) Whether Madhu is registered as a voter
 (1) Only I (2) Only II (3) Either I or II (4) Neither I nor II (5) Both I and II
- Q.11.** In each question below are given two statements followed by two conclusions numbered I and II. You have to take the two given statements to be true even if they seem to be at variance from commonly known facts, consider the two conclusions; together and then decide which of the given conclusions logically follows from the two given statements, disregarding commonly known facts.
- Statements : All machines are windows. All windows are clouds.
 Conclusions : I. All machines are clouds.
 II. All clouds are machines.
- (1) None follows (2) Only I follows (3) Both I & II follow
 (4) Only II follows (5) Either I or II follows

DETAILS OF THE ONLINE EXAMINATION PATTERN

- Total duration of examination is 60 minutes. [20 minutes compensatory time for every 60 minutes (1 hour) of the examination time for candidates with disability eligible for compensatory time.]
- The clock will be set at the server. The countdown timer in the top right corner of screen will display the remaining time available for you to complete the examination. When the timer reaches zero, the examination will end by itself. You will not be required to end or submit your examination.
- The Question Palette displayed on the right side of screen will show the status of each question using one of the following symbols:



You have not visited the question yet.



You have not answered the question.



You have answered the question.





You have NOT answered the question, but have marked the question for review.



The question(s) "Answered and Marked for Review" will be considered for evaluation.

The Marked for Review status for a question simply indicates that you would like to look at that question again. *If a question is answered and Marked for Review, your answer for that question will be considered in the evaluation.*

4. You can click on the “>” arrow which appears to the left of question palette to collapse the question palette thereby maximizing the question window. To view the question palette again, you can click on “<” which appears on the right side of question window.
5. You can click on your “Profile” image on top right corner of your screen to change the language during the exam for entire question paper. On clicking of Profile image you will get a drop-down to change the question content to the desired language.
6. You can click on  to navigate to the bottom and  to navigate to the top of the question area, without scrolling.

Navigating to a Question:

7. To answer a question, do the following:
 - a. Click on the question number in the Question Palette at the right of your screen to go to that numbered question directly. Note that using this option does NOT save your answer to the current question.
 - b. Click on **Save & Next** to save your answer for the current question and then go to the next question.
 - c. Click on **Mark for Review & Next** to save your answer for the current question, mark it for review, and then go to the next question.

Answering a Question :

8. Procedure for answering a multiple choice type question:
 - a. To select your answer, click on the button of one of the options
 - b. To deselect your chosen answer, click on the button of the chosen option again or click on the **Clear Response** button
 - c. To change your chosen answer, click on the button of another option
 - d. To save your answer, you MUST click on the **Save & Next** button
 - e. To mark the question for review, click on the **Mark for Review & Next** button. *If an answer is selected for a question that is Marked for Review, that answer will be considered in the evaluation.*
9. To change your answer to a question that has already been answered, first select that question for answering and then follow the procedure for answering that type of question.
10. Note that ONLY Questions for which answers are saved or marked for review after answering will be considered for evaluation.

Navigating through sections:

11. Sections in this question paper are displayed on the top bar of the screen. The section you are currently viewing is highlighted.
12. You can shuffle between questions of a particular test during the examination as per your convenience only during the time stipulated for each test.
13. Candidate can view the corresponding section summary as part of the legend that appears in every section above the question palette.

Submitting the exam:

14. After the expiry of time the candidates will not be able to attempt any question or check their answers. On completion of test time, answers of the candidates would be saved automatically by the computer system even if they have not clicked the “Submit” button.
15. Please note:
 - a) Candidates will not be allowed to “finally submit” unless they have exhausted the actual test time of the examination.
 - b) Under no circumstances should a candidate click on any of the ‘keyboard keys’ during the test once the exam starts as this will lock the exam.

GENERAL 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) Please note date, time and venue address of the examination given in the call letter.
- (3) You may visit the venue one day before the Examination to confirm the location so that you are able to report **on time** (as printed on the call letter) on the day of the examination. Late comers will not be allowed.
- (4) The call letter should be brought with you to the examination venue along with your recent passport size photograph duly pasted on it. (Same photograph as was uploaded in the application form).
Please Note: 1 photograph has to be pasted on the call letter and 1 extra photograph has to be brought for examination.
- (5) You must scrupulously follow the instructions of the Test Administrator and Bank Representative at the examination venue. If you violate the instructions, you will be disqualified and will be asked to leave the examination venue.
- (6) No use of calculators (separate or with watch), books, note books or written notes, cell phones (with or without camera facility), or any other electronic device or devices with screen freeze or storage facilities etc. will be allowed during the examination.
- (7) Please bring the 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**. 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 alongwith 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 – Scribe declaration form will be collected on the day of preliminary examination.
- (8) Please bring 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 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 Identity card with photograph /Employee ID (**in original as well as photocopy**). **Please Note - Ration Card and Learner's Driving License will NOT be accepted as valid ID proof. Signature in CAPITAL LETTERS will not be accepted.** 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 names indicated in the Call Letter and Photo Identity Proof you will not be allowed to appear for the examination. In case of candidates who have changed their name will be allowed only if they produce Gazette notification/their marriage certificate/affidavit in original. Photo ID should be valid as on the day of the examination.
- (9) The candidates are advised to possess/acquire valid Aadhaar Card for the CRP Process. IBPS/Participating Bank would also conduct online Aadhaar verification of the candidates/scribes at different stages of the selection process.
- (10) Do not leave your seat unless you are allowed.
- (11) Travelling Allowance is not admissible. No travelling allowance or other expenses in connection with the examination will be paid.
- (12) 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 of right and wrong answers 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.
- (13) You should bring with you a ball-point pen. Sheets of paper will be provided which can be used for rough work or taking down the question number you would like to review at the end of the test before submitting your answers. After the exam is over you **MUST** handover these sheets of paper to the invigilator before leaving the venue. You must write your Registration Number, Roll No., Name & date of exam on the rough sheets.
- (14) The possibility of occurrence of some problem in the administration of the examination cannot be ruled out completely which may impact test delivery and/or result from being generated. In that event, every effort will be made to rectify such problem, which may include movement of candidates, delay in test. Conduct of a re-examination is at the absolute discretion of IBPS. Candidates not willing to move or not willing to participate in the delayed process of test delivery shall be summarily rejected from the process.

- (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) Instances for providing incorrect information and/or process violation by a candidate detected at any stage of the selection process will lead to disqualification of the candidate from the selection process and he/she will not be allowed to appear in any of the common recruitment process in the future. If such instances go undetected during the current selection process but are detected subsequently, such disqualification will take place with retrospective effect. Clarifications / decisions given / to be given by the Director, IBPS, regarding Common Recruitment process for Recruitment of Customer Service Associates in Participating Banks (CRP CSA-XV) shall be final and binding.

In case a candidate has a twin brother/sister, such information was required to be mandatorily provided in the application form under Twin Status. Non-disclosure of this information in the application form will be treated as suppressing of material information in terms of clause P (I) (1) (ix) of the notification. Instances of providing incorrect information and/or process violation by a candidate detected at any stage of the selection process will lead to disqualification of the candidate from the selection process and he/she will not be allowed to appear in any of the Common Recruitment Process in the future.

- (17) IBPS reserves the right to introduce additional steps in the examination process to safeguard and maintain the integrity of the examination.
- (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) 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.
- (24) 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 candidates for CRP will be cancelled and scribe shall be debarred from future CRP examination.
- (25) **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.**

- (26) Candidates are advised to take note of "The Public Examinations (Prevention of Unfair Means) Act, 2024" and Rules framed therein.
- (27) 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.
- (28) At the time of examination (Preliminary/ Main), interview or in a subsequent selection procedure, if a candidate is (or has been) found engaged in:
- (i) using unfair means or
 - (ii) impersonating or procuring impersonation by any person or
 - (iii) misbehaving in the examination/ interview hall or disclosing, publishing, reproducing, transmitting, storing or facilitating transmission and storage of contents of the test(s) or any information therein in whole or part thereof in any form or by any means, verbal or written, electronically or mechanically for any purpose or
 - (iv) resorting to any irregular or improper means in connection with his/ her candidature or
 - (v) obtaining support for his/ her candidature by unfair means, or
 - (vi) carrying mobile phones or similar electronic devices of communication in the examination/ interview hall or devices with screen freeze or storage facility etc. or
 - (vii) Obstructing the conduct of examination / instigating other candidates not to take the examination.
 - (viii) Taking snapshots making video of examination / question paper related material, etc.
 - (ix) furnishing any particulars that are false, tampered with or fabricated and suppress any material information while submitting online application form, shall be liable:
 - (a) to be subjected to criminal prosecution
 - (b) to be disqualified from the examination for which he/ she is a candidate
 - (c) to be debarred either permanently or for specified periods from any examination conducted by IBPS
 - (d) for termination of service, if he/ she has already joined the Participating Bank.

IBPS reserves the right to share the list of debarred candidates/scribe to other Recruiting agencies for their information.

WISH YOU GOOD LUCK!