

## HOW TO APPLY

Candidates can apply online only and no other mode of application will be accepted.

**Application Fees/ Intimation Charges [Online payment from 01.08.2026 to 21.08.2026, both dates inclusive] shall be as follows:**

Rs. 175/- (inclusive of GST) for SC/ST/PwBD/ESM/ DESM candidates.

Rs. 850 /- (inclusive of GST) for all others

Bank Transaction charges for Online Payment of application fees/ intimation charges will have to be borne by the candidate.

### Pre-Requisites for Applying Online: Refer Annexure IV

#### **Procedure for applying online**

- (1) Candidates are first required to go to the official IBPS website [www.ibps.in](http://www.ibps.in) and click on the Home Page to open the link “CRP CSA” and then click on the option “CLICK HERE TO APPLY ONLINE FOR CRP- **Customer Service Associates** (CRP-CSA-XVI)” to open the Online Application Form.
- (2) Candidates will have to click on “CLICK HERE FOR NEW REGISTRATION” to register their application by entering their basic information in the online application form. After that a provisional registration number and password will be generated by the system and displayed on the screen. Candidate should note down the Provisional registration number and password. An Email & SMS indicating the Provisional Registration number and Password will also be sent. They can reopen the saved data using Provisional registration number and password and edit the particulars, if needed.
- (3) Candidates are required to upload their:
  - Photograph
  - Signature
  - Left Thumb Impression
  - A hand written declaration
  - Certificate as mentioned in Clause K (ix) - (if applicable)
  - SSC/ SSLC/ 10<sup>th</sup> Standard or Equivalent Certificate
  - Candidates will also be required to capture and upload their photograph through webcam or mobile phone during registration process.as per the specifications given in the Guidelines for Scanning and Upload of documents (Annexure IV).
- (4) **Candidates are advised to carefully fill in the online application themselves as no change in any of the data filled in the online application form will be possible/ entertained. Prior to submission of the online application form candidates are advised to use the “SAVE AND NEXT” facility to verify the details in the online application form and modify the same if required. No change is permitted after clicking on COMPLETE**

**REGISTRATION Button.** Visually Impaired candidates are responsible for carefully verifying/ getting the details filled in, in the online application form properly verified and ensuring that the same are correct prior to submission as no change is possible after submission.

- (5) The candidate should indicate in the online application form the state to which he/she opts for provisional allotment on selection. The option once exercised will be irrevocable.
- (6) Digi Locker has been integrated with the online application form. The candidate may provide access to issued credentials/documents (Aadhaar, Educational Qualification Documents etc.) and information (Name, Date of Birth, Gender etc.) through Digi Locker on voluntary basis.

### **Mode of Payment**

Candidates can make the payment of requisite fees/ intimation charges through the ONLINE mode only. Candidates must keep the necessary details/documents ready to make **Online Payment** of the requisite application fee/ intimation charges.

### **Payment of fees/ intimation charges via ONLINE MODE**

- (i) Candidates should carefully fill in the details in the Online Application form at the appropriate places very carefully and click on the “COMPLETE REGISTRATION” button at the end of the Online Application format. Before pressing the “COMPLETE REGISTRATION” button, candidates are advised to verify every field filled in the application form. The name of the candidate or his /her father/husband etc. should be spelt correctly in the application form as it appears in the certificates/mark sheets. Any change/alteration found may disqualify the candidature.  
In case the candidate is unable to fill in the application form in one go, he/ she can save the data already entered. When the data is saved, a provisional registration number and password will be generated by the system and displayed on the screen. Candidate should note down the Provisional registration number and password. An Email & SMS indicating the Provisional Registration number and Password will also be sent. They can reopen the saved data using Provisional registration number and password and edit the particulars, if needed. Once the application form is filled in completely, candidate should submit the data.
- (ii) The online application form is integrated with the payment gateway and the payment process can be completed by following the instructions.
- (iii) The payment can be made by using Debit Cards (RuPay/Visa/MasterCard/Maestro), Credit Cards, Internet Banking, IMPS, Cash Cards/ Mobile Wallets/ UPI by providing information as asked on the screen.
- (iv) After Final Submit, an additional page of the online application form is displayed wherein candidates may follow the instructions and fill in the requisite details.
- (v) If the online transaction has **not** been successfully completed then candidates are advised to login **again** with their provisional registration number and password and pay the Application Fees/ Intimation Charges online.
- (vi) On successful completion of the transaction, an e-receipt will be generated.

- (vii) Candidates are required **to take a printout of the e-receipt** and online application form. Please note that if the same cannot be generated then online transaction may not have been successful.

**Note:**

- o After submitting your payment information in the online application form, please wait for the intimation from the server, DO NOT press Back or Refresh button in order to avoid double charge.
- o For Credit Card users: All charges are listed in Indian Rupee. If you use a non-Indian credit card, your bank will convert to your local currency based on prevailing exchange rates.
- o To ensure the security of your data, please close the browser window once your transaction is completed.

After completing the procedure of applying online including payment of fees / intimation charges, the candidate should take a printout of the system generated online application form, ensure the particulars filled in are accurate and retain it along with Registration Number and Password for future reference. They should not send this printout to the IBPS/ Banks.

**Please note that the particulars mentioned in the online application for ‘Name’, ‘Email ID’, ‘Mobile Number’, ‘State/UT’ Field in vacancy, ‘State/UT’ field in correspondence address and Permanent Address, ‘Post’, and ‘Nationality’ fields cannot be edited and will be considered as final and no change/modification/correction will be allowed after submission of the online application form.**

**Candidates are hence advised to fill in the online application form with the utmost care as no correspondence regarding change/modification/correction of any details will be entertained. IBPS will not be responsible for any consequences arising out of furnishing of incorrect and incomplete details in the online application form or omission to provide the required details in the online application form.**

**Candidates are advised to refer ‘Edit Window for Candidates to Modify/ Correct Application Form’ for more details.**

**Note: The mobile number and email ID, registered in the application form should be active and maintained by the candidate till the conclusion of the CRP.**

An email/ SMS intimation with the Registration Number and Password generated on successful registration of the application will be sent to the candidate’s email ID/ Mobile Number specified in the online application form as a system generated acknowledgement. If candidates do not receive the email and SMS intimations at the email ID/ Mobile number specified by them, they may consider that their online application has not been successfully registered.

**An online application which is incomplete in any respect such as without proper passport size photograph, signature, left thumb impression, hand written declaration, SSC/SSLC/10<sup>th</sup> Standard or Equivalent certificate and certificate as mentioned in Clause K (ix) - if applicable, uploaded in the online application form/ unsuccessful fee/intimation charges payment will not be considered as valid.**

**Candidates are advised in their own interest to apply online much before the closing date and not to wait till the last date for depositing the fee / intimation charges to avoid the possibility of disconnection/ inability/ failure to log on to the official IBPS website [www.ibps.in](http://www.ibps.in) on account of heavy load on internet/website jam.**

**IBPS does not assume any responsibility for the candidates not being able to submit their online application forms within the last date on account of the aforesaid reasons or for any other reason beyond the control of the IBPS.**

**Please note that the above procedure is the only valid procedure for applying. No other mode of application or incomplete steps would be accepted and such applications would be rejected.**

Any information submitted by an applicant in his/ her online application form shall be binding on the candidate personally and he/she shall be liable for prosecution/ civil consequences in case the information/ details furnished by him/ her are found to be false at a later stage.

#### **‘Edit Window’ for Candidates to Modify/ Correct Application Form**

After the closing date for receipt of online applications, candidates will be provided for a period of 2 edit window to enable candidates to correct/ modify online application form, wherein candidates will be allowed to re-submit applications after making requisite corrections/changes in online application data as per their requirement. Dates for edit window will be notified on official IBPS website.

#### **Important points regarding the ‘Edit Window’ for candidates to modify/correct application form :-**

1. Only those candidates will be allowed to make corrections in the application form, who have successfully submitted their completed online application form along with payment of requisite fees/intimation charges within the specified period of application registration.
2. A candidate will be allowed to correct and re-submit the modified/ corrected application only once during the ‘Edit Window to Modify/ Correct Application Form’ i.e. no updation will be allowed in case a candidate makes a mistake in updated application. Before submission of the corrected application, candidates must check that they have filled correct details in each field of the form.
3. **Data submitted by the candidates in original application for ‘Name’, ‘Email ID’, ‘Mobile Number’, ‘State/UT’ field in vacancy, ‘State/UT’ field in Correspondence address and ‘Permanent address’, ‘Post’ and ‘Nationality’ fields cannot be edited.**

4. Modification/Correction in “Category” can be made as per the following combinations:

| Earlier Category    | Can be changed to               |
|---------------------|---------------------------------|
| SC/ST/PwBD          | SC/ST/PwBD                      |
| GEN/ EWS/ OBC (NCL) | GEN/EWS/OBC (NCL)/ SC/ ST/ PwBD |

5. In case of category change from GEN/EWS/OBC to SC/ST/PwBD, fees already paid will not be refunded.

6. Fee applicable for Modifying/ Correcting the Application form through ‘Edit Window’ is Rs. 200/- (inclusive of GST). The correction fee will be uniformly applicable to all candidates irrespective of the category. The correction fee once paid shall not be refunded under any circumstances nor will it be adjusted against any other examination.

7. Subject to the receipt of applicable correction fees, only the latest modified application will be treated as valid.

8. In case of multiple applications, candidates are advised to EDIT the latest application ONLY.

9. Subject to the receipt of applicable correction fees, only the latest modified application will be treated as valid.

10. **After the expiry of ‘Edit Window for candidates to Modify/ Correct Application Form’, no change/modification/correction will be allowed under any circumstances. No requests in this regard will be entertained.**