



NATIONAL CONFEDERATION OF BANK EMPLOYEES

(Registered Under the Trade Unions Act 1926 - Registration No. B-2334)

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All letters to be addressed to the General Secretary

NCBE/GS/2025/40

Date: 07.08.2025

To,
Sri. Rajneesh Karnatak,
Managing Director & CEO,
Bank of India Head Office,
5th Floor, Star House,
Bandra Kurla Complex,
Bandra (East),
MUMBAI – 400 051.

Respected Sir,

RECRUITMENT OF CUSTOMER SERVICE ASSOCIATES (CSA) **IN BANK OF INDIA – 2025-26 BATCH**

We refer to the notification issued by the Institute of Banking Personnel Selection (IBPS) for the Common Recruitment Process (CRP) for the recruitment of Customer Service Associates (CSA) in participating banks for vacancies in 2025-26, dated 01.07.2024. Initially, Bank of India had placed an indent for a total of 331 vacancies, which was subsequently increased to 1,617 vacancies, as per the RTI response. The category-wise details of the vacancies are as follows:

Category	Vacancies in IBPS Notification	Subsequent increase
General	178	728
EWS	23	131
SC	37	223
ST	27	167
OBC	66	368
TOTAL	331	1617

2. However, it is disheartening to note that, to date, not a single candidate has been issued a call letter, nor has any formal communication been provided regarding the timeline for appointments. This is despite results being declared and provisional allotment processes having commenced in other participating public sector banks.

3. Adding to the concern, the Bank has placed a fresh indent of 432 vacancies through the Common Recruitment Process for CSA, as per the IBPS notification dated 01.08.2025, without having completed the earlier recruitment cycle. This undue delay stands in sharp contrast to other public sector banks, where appointments from the same IBPS allotment have been completed and candidates have joined their

respective banks. Issuing an indent without follow-through on call letters is perceived as mere formality, lacking sincerity and contravening the true spirit of the recruitment process.

4. The National Confederation of Bank of India Staff Unions (NCBISU) has repeatedly raised this issue with the Bank of India management, but no satisfactory response has been received so far. Accordingly, NCBISU, as our affiliate union, has requested us to escalate the matter with Bank of India's management.

5. We would like to highlight that other banks have completed their recruitment processes and have even appointed additional CSAs from the reserve lists. The 4-month delay in recruitment has forced many deserving and eligible candidates to seek employment elsewhere, joining other public sector banks or alternative sectors. Consequently, this will reduce the pool of available candidates and hinder inter-zone transfer requests. Many staff members who have been awaiting transfers for a long time now feel let down.

6. In view of the foregoing, we earnestly urge Bank of India management to initiate the recruitment process immediately, strictly in accordance with the indent placed. This will not only fulfil the Bank's staffing needs but also ease inter-zone transfer requests, ultimately benefiting the larger interests of Bank of India employees.

Yours sincerely,



(L CHANDRASEKHAR)
GENERAL SECRETARY

