



Central Recruitment & Promotion Department
Corporate Centre, Mumbai
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RECRUITMENT OF JUNIOR ASSOCIATES (CUSTOMER SUPPORT & SALES)
ADVERTISEMENT NO. CRPD/CR/2025-26/06 - CORRIGENDUM
REVISED GUIDELINES IN RESPECT OF PERSONS WITH DISABILITIES

With reference to above advertisement, it has been decided by the competent authority to amend the guidelines in respect of persons with disabilities in accordance with the latest 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. The details are as under.

EXISTING GUIDELINES	REVISED GUIDELINES
<p>Point no. 2, Page no. 4 of the advertisement:</p> <p>Use of Scribe & compensatory time:</p> <p>i. The facility of scribe would be allowed to a person who has disability of 40% or more if so desired by the person and is meant for only those persons with disability who have physical limitation to write including that of speed. In all such cases where a scribe is used, the following rules will apply:</p> <p>a. Candidates eligible for and who wish to use the services of scribe in the exam should carefully indicate the same in their online application form.</p> <p>b. Both the candidate and the scribe will have to give a suitable undertaking, in the prescribed format with passport size photograph of the scribe at the time of online examination.</p> <p>c. Such candidates who are eligible to use a scribe shall be eligible for compensatory time of 20 minutes for every hour of the examination whether availing the facility of scribe or not.</p> <p>d. Candidate will have to arrange their own scribe and at their own cost.</p> <p>e. Any candidate who is not eligible to use scribe as per guidelines, as referred above, uses scribe in the online examination shall be disqualified to participate further in the recruitment process.</p> <p>f. Any candidate who is using scribe should ensure that he is eligible to use scribe in the exam as per the guidelines mentioned above.</p> <p>g. Any candidate using scribe in violation of the above guidelines shall stand disqualified and can be removed from service without notice, if already joined the Bank.</p> <p>h. During the examination, at any stage, if it is found that the scribe is independently answering / solving the question himself/ herself, the examination session for such candidate 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.</p> <p>ii. Scribe will be allowed to be used as per the guidelines issued vide Office Memorandum F.No.16-110/2003-DDIII dated February 26, 2013 of Government of India, Ministry of Social Justice & Empowerment, Department of Disability Affairs, New Delhi and clarification issued by Government of India, Ministry of Financial, Deptt. of Financial Services vide letter No. F. No. 3/2/2013-Welfare dated 26.04.2013.</p> <p>iii. Further, In terms of Office Memorandum F. No .29-6/2019-DD-III dated 10/08/2022 of GOI Ministry of Social Justice & Empowerment, Department of Empowerment of persons with Disabilities (Divyangjan)), the facility of scribe and/or compensatory time shall be granted solely to the Persons with Disabilities covered under section 2(s) of the RPwD Act 2016 but not covered under the definition of section 2(r) of the said act (i.e. persons having less than 40% disability and having difficulty in writing), to those having difficulty in writing, subject to a production of a certificate to the effect that person concerned has limitation to write and that scribe is essential to write examination on his/ her behalf from the competent medical authority of a Government healthcare institution as per prescribed Proforma at Appendix-I of the said O.M. In case the candidate opts to bring his own scribe, the qualification of the scribe should be one step below the qualification of the candidate taking the examination. Candidate opting for own scribe should submit details of the own scribe as per Proforma at Appendix-II of the said O.M.</p>	<p>Point no. 2, Page no. 4 of the advertisement will be read as under.</p> <p>Use of Scribe & compensatory time:</p> <p>i. The Facility of scribe would be allowed as per the 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.</p> <p>ii. The facility of scribe is 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 impairment 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.</p> <p>a. The facility of scribe is provided in case of persons with disabilities in the category of blindness, locomotor disability (Both Arms only) and cerebral palsy, if so desired by the person, upon production of valid disability certificate / UDID card without requiring of production of any medical certificate.</p> <p>b. In the case of all the other 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.</p> <p>c. The candidate reporting disability caused by an incident shall be allowed reasonable accommodations under the revised guidelines including facility of scribe and compensatory time subject to production of certificate at Appendix-I.</p> <p>d. In cases, where candidate is allowed with scribe, such candidate should submit details of their scribe as per the proforma at Appendix-II of the mentioned OM.</p> <p>e. The education 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 examination. Minimum qualification for recruitment of Junior Associates in our Bank is "Graduation". Accordingly, the qualification of the scribe may be in the first year of graduation (for 3-year course), but not below the 12th standard running as specified in the revised guidelines. The scribe may be from any academic stream.</p> <p>f. Persons appearing as scribes in the online exam shall produce documentary evidence such as pass certificate / marksheet 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 prove their education qualification, at the time of examination.</p> <p>g. Candidates availing assistance of scribe will have to communicate with the scribe only in the language, as medium of writing the examination, as opted by them in the application.</p> <p>iii. Such candidates who are eligible to use the services of scribe shall be eligible for compensatory time of 20 minutes for every hour of the examination whether availing the facility of scribe or not.</p> <p>iv. Candidates eligible for and who wish to use the services of scribe in the exam should carefully indicate the same in their online application form.</p> <p>v. Both the candidate and the scribe will have to give a suitable undertaking, in the prescribed format with passport size photograph of the scribe at the time of online examination.</p> <p>vi. Candidate will have to arrange their own scribe and at their own cost.</p> <p>vii. A scribe can act as scribe only for one candidate for this recruitment process. The candidate must ensure that the scribe arranged by him/her is only acting as scribe for him/her and not acting as scribe for any other candidate for this recruitment process. If violation of the same is detected at any stage of the selection process, candidature of the candidates for the recruitment process will be cancelled and the scribe shall be debarred from future examinations.</p> <p>viii. The scribe arranged by the candidate should not be a candidate for the online examination under this recruitment process. The candidate must ensure that the scribe arranged by him/her is not a candidate for this recruitment process. If violation of the above is detected at any stage of the selection process, candidature for this recruitment of both the candidate and the scribe will be cancelled.</p> <p>ix. Any candidate who is not eligible to use scribe as per guidelines, as referred above, uses scribe in the online examination shall be disqualified to participate further in the recruitment process.</p> <p>x. In case it is found that the qualification of scribe is not as declared by the candidate and is beyond the specified qualification for the examination, candidature of such candidates shall be disqualified to participate further in the recruitment process.</p> <p>xi. Any candidate who is using scribe should ensure that he is eligible to use the services of scribe in the exam and the eligibility of the scribe should be as per the guidelines mentioned in the OM.</p> <p>xii. Any candidate using scribe in violation of the above guidelines shall stand disqualified and can be removed from service without notice, if already joined the Bank.</p> <p>xiii. During the examination, at any stage, if it is found that the scribe is independently answering / solving the question himself/ herself, the examination session for such candidate 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.</p>

Candidates who have opted for the facility of scribe in their application should provide the details of their scribe in the online link to be provided for the purpose. The link will be hosted on the Bank career website under advertisement no. CRPD/CR/2025-26/06 within 15 days of closure of application, Changes will be allowed in case of exigency. All other terms and conditions mentioned in the captioned advertisement shall remain unchanged.

Place: Mumbai
Date: 25.08.2025

**General Manager
(R,P & PM)**