

## HUMAN RESOURCES DEPARTMENT



HRD:TAT:GEN:017:2025-26  
DATE: 23.01.2026

To,

THE PLACEMENT COORDINATOR  
GAUHATI COMMERCE COLLEGE

Dear Sir/Madam,

Sub: Campus Recruitment of Probationary Customer Service Associate

Greetings from The South Indian Bank Ltd.!!!

With reference to the subject line, we The South Indian Bank Ltd. would be immensely happy to associate with your esteemed institution for our recruitment drive.

As you are aware, The South Indian Bank Ltd. is a leading Commercial Bank in Private Sector with more than ₹2,14,000 crore of business providing the privileges of anywhere banking, internet banking and mobile banking to our patrons without compromising the values of traditional banking. With a success history of over 97 years, we have a national presence through the sincere efforts of a dedicated team of more than 9300 personnel. At present we have 948 branches, 1143 ATMs & 126 CDM/ CRM spread over all States / Union Territories.

To infuse young talent into the organisation and to facilitate our business expansion, we are planning to recruit bright and outstanding students as Probationary Customer Service Associate\* for our branches/offices under Kolkata Region of the Bank#. We look forward to recruiting students who are completing their course in the **academic year 2025-26**.

Upon induction into the service of the Bank, the Probationary Customer Service Associates will be given on the job training as well as training in our Staff Training College. Their posting will be at any of our Branch / Office in the specified area. They will have to contribute towards the business development of the Bank, which will be rewarded by fast-track career advancement, based on their performance and future potential.

The Eligibility Criteria for the Recruitment Process and Salary Structure (on probation) is annexed to this letter.

In this regard, we request you to inform the students about the recruitment process and do all the needful so that the interested students complete their registration through the given link within the stipulated time. A preliminary scrutiny of the applications will be done by the Bank for shortlisting the candidates. The details of the shortlisted candidates who successfully completed the registration, along with the date and time for the recruitment process will be communicated in due course.

Looking forward to a fruitful association.

Yours faithfully,

Jimmy Mathew  
General Manager - Head HR & Company Secretary

\*Note: Probationary clerks are re-designated as Probationary Customer Service Associate as per the 12<sup>th</sup> Bipartite settlement.

#Kolkata Region of the Bank covers West Bengal, Bihar, Chhattisgarh, Odisha, Assam, Jharkhand, Tripura, Meghalaya, Nagaland, Mizoram and Sikkim

Management Post Graduates (MBA/ MMS/ PGDBM/ PGDM/ PGPM/ PGDBF etc) are not eligible to apply for this recruitment process.

✓ **ELIGIBILITY CRITERIA (31.12.2025):**

- Under Graduates
  - Age: Not more than 22 years. (Born on or after 01.01.2004)
  - Minimum Educational Qualification:
    - Graduation in Arts/Science/Commerce stream under regular course.
    - X/SSLC, XII/HSC/Diploma (if graduation is in engineering) and Graduation.
    - Graduation should be completed within the regular course period.
    - 60% marks in all the education qualifications.
- Post Graduates
  - Age: Not more than 24 years. (Born on or after 01.01.2002)
  - Minimum Educational Qualification:
    - Post-Graduation in Arts/Science/Commerce stream under regular course.
    - X/SSLC, XII/HSC/Diploma (if graduation is in engineering), Graduation and Post Graduation.
    - Post-Graduation should be completed within the regular course period.
    - 60% marks in all the education qualifications.

Note: Management Post Graduates (MBA/ MMS/ PGDBM/ PGDM/ PGPM/ PGDBF etc) are not eligible to apply for this recruitment process.

✓ **SALARY STRUCTURE (On Probation)**

At present, the Annual CTC is more than 7,60,000/- during probation including all the monthly and annual benefits as mentioned below.

**Monthly Salary (as per IBA)**

Basic Pay	:	₹ 26,730/-
Special Allowance (26.50% of Basic Pay)	:	₹ 7,083/-
Dearness Allowance (Quarterly Varying) (23.93% of (B.P. + Special Pay + Special Allowance + Transport Allowance))	:	₹ 8,766/-
Transport Allowance	:	₹ 850/-
Special Pay	:	₹ 1,970/-
House Rent Allowance (10.25% of (B.P + Special Pay))	:	₹ 2,941/-
DCPS (Employer Contribution) (Varying based on Basic Pay and DA)	:	₹ 4,979/-

**Monthly Allowances**

Monthly allowances	:	₹ 2,450/-
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**Half Yearly Allowance**

Closing Allowance	:	₹ 550/-
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**Yearly Allowance**

Medical Aid	:	₹ 2,830/-
Annual Eye checkup	:	₹ 500/-

5-day Annual Privilege Leave encashment	:	₹ 8,056/-
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**Variable pay (Yearly)**

Variable pay (Based on performance) <i>Varies each year as per the yearly change in norms.</i>	:	₹ 1,00,000/-
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In addition to the above benefits, the candidates are eligible for Annual Leave, Leave encashment, LFC, Gratuity etc. as per the prevailing norms of the Bank.

### Other Benefits

- a) On confirmation, will be eligible for all allowances and benefits applicable to Clerical cadre which are in existence or may be introduced in the Bank from time to time.
- b) Will be eligible for Performance Linked Incentive Scheme (PLIS) mentioned as Variable pay (Yearly) above and as per the terms and conditions existing in the Bank.
- c) Will be eligible for Free Personal Accident Insurance benefits up to ₹35,00,000/- and Medical Insurance upto ₹4,00,000/- per annum.
- d) Will be governed by the “Defined Contributory Pension Scheme” in terms of the Bipartite settlement and amendments thereon from time to time. The said Pension Scheme will be as per the provisions of the New Pension System under Pension Fund Regulatory and Development Authority. 10% of (B.P. + D.A. thereon) will be deducted monthly from the salary towards the Pension Fund. 14% of (B.P. + D.A. thereon) will be contributed by the Bank
- e) Will be eligible for Gratuity as per the provisions of The Payments of Gratuity Act after rendering five years of continuous service in the Bank

### Other Terms and Conditions

- a) On joining the service of the Bank, they have to execute an agreement to the effect that they will serve the Bank for a continuous period of 3 (three) years active service from the date of joining the bank. Further, the originals of Marklists & Certificates of X, XII, Graduation & Post Graduation (as applicable) will have to be submitted for verification and the same will be returned only after the stipulated active service from the date of joining. In case they leave the service of the Bank before the expiry of the said period, a sum of ₹75,000/- (Rupees Seventy Five Thousand only) will have to be paid towards expenses incurred by the bank for recruitment, imparting training (both in house and external training including on the job training), compensation/ liquidated damages on account of loss of opportunity for the Bank from deriving anticipated benefits out of the recruitment process, etc
- b) They shall not leave or discontinue their service in the Bank without first giving a Notice in writing of his/her intention to leave or discontinue the service or resign. The period of notice required shall be 1 month of continuous service without leave and the same shall be submitted to the Competent Authority.
- c) With respect to the candidates who are provisionally selected, after the selection process, the institute shall keep informed the Bank, the results of remaining semester exams and furnish mark lists as and when the results are published. Similarly, they shall inform the Bank the completion of course and final results, when published. The candidates provisionally selected should give their acceptance in writing and they shall join the Bank as and when the provisional appointment order is given. The candidates will have to be specifically informed that the selection is only provisional and they are entitled to get offer for appointment only if they meet all the eligibility criteria stipulated by the bank, medical fitness, police clearance and satisfactory Background Verification. In case the candidate fails to meet the eligibility criteria, the provisional selection will stand nullified.
- d) Candidates who are selected by the Bank must refrain from participating in any other recruitment processes. If they have received multiple offers, they must decline them before accepting Bank's offer.
- e) Candidates selected will be initially posted within the State/Region specified above. On completion of 10 years of service or on promotion to next cadre, they can be transferred to any location as per the requirements of the Bank.

Other details and terms of appointment will be shared in Offer Letter for selected candidates.

- Application will be live from 23.01.2026 to 30.01.2026
- Online registration link: [Click Here](#)

<https://recruit.southindianbank.bank.in/RDC/index.jsp?campusBatchId=116012026&campusid=KOGCCO>

### FAQ

Ensure to go through the Job invitation sent to your placement cell and this FAQ before applying.

#### 1. How do I register in the Online Portal?

- Select the Institution & Course Name.
- Enter your Name, E-Mail ID and Mobile Number.  
*All the communications will be made only through registered mail ID. Please ensure continued access, as college mail ID may become inaccessible after course completion.*

Once the above procedure is completed, a registration number will be generated and displayed in the Top Right Corner. Please note the Registration number and Password for future login.

- Enter your Personal Details, Communication Details, Educational Qualification, Languages Known, Work Experience etc. in the respective tabs.
- Upload Photograph and Signature as per the stipulated specifications. (If the attachments are as per the specification, the preview will be available for your reference)
- Upload CV in PDF format.

Once all the details are filled, the “Profile Completeness” indicator on top of the page will be displayed as “100%” and further you may Click “Preview the Application” to ensure that the details entered are correct in all aspects. After verifying the same, you may Click the “Home” link and in turn click “Submit Application” to complete the registration process. Once the process is completed, an email with the registration number and other details will be sent to your email.

On completion of the registration process, you are advised to take a printout of the application.

#### 1. I haven't completed my course yet. What date should I mention in the date of passing?

You can mention the expected date of completion of the course.

#### 2. How do I calculate my Percentage?

The aggregate percentage obtained by the candidate would be ascertained based on the practice followed by the Board/University/Institution.

In case no specific guidelines are there, percentage marks should be calculated by taking the sum of marks secured in all the subjects for which marks are awarded, irrespective of optional, elective, additional papers etc. and dividing by the maximum marks.

In case only CGPA is available, and no marks are given in the mark list, the CGPA conversion formula published by the University/ Institution should be used to calculate the marks and the supporting document should be submitted when asked for. In case no formula is stipulated by the institution, the following formula should be used to convert CGPA to percentage (on a scale of 10):

$$\text{Percentage marks} = \text{CGPA} \times 7.1 + 11$$

#### 5. Why do I get an alert “Fill all mandatory fields as per Notification”?

- Ensure that Address Line 1,2 and 3 in “Communication Details” tab is filled.
- Ensure that you have entered all the Educational Qualification details from X/SSLC till UG/ PG (as per your highest qualification) in the “Educational Qualification” tab.
- Ensure that you are able to view the Photograph and Signature uploaded in the “Upload Documents” tab.

### IMPORTANT TO NOTE:

1. Before applying, please ensure that you meet the requisite eligibility as per the Criteria shared to the Placement Coordinator.

## HUMAN RESOURCES DEPARTMENT

1. Application status will be marked as “SUBMITTED” only when the candidate clicks “SUBMIT APPLICATION”.
2. Applications which are in “SUBMITTED” Status will only be considered for further selection process.
3. Status of application will be displayed on the top right side of your profile.
4. Duplicate application, incorrect/insufficient details furnished will lead to disqualification. Therefore, take due care while applying.
5. List of candidates who have registered through the Online Portal will be sent to the Institution for confirmation and further process shall be initiated only on obtaining confirmation from the Institution regarding the genuineness of the candidates.
6. In case of any queries, please route the same only through your Placement Coordinator.
7. The selection process will be including Online Assessment, Group Discussion, Personal Interview and Psychometric Assessment. Please note that selection process

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