



IBPS

Institute of Banking Personnel Selection

CUSTOMER SERVICE ASSOCIATES

(CRP CSA XV)

PRELIMINARY EXAM

☐ ENGLISH LANGUAGE

☐ NUMERICAL ABILITY

☐ REASONING ABILITY

**IBPS
CLERKS**

2024

Original Question
Paper with
Explanatory
Answers

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SURA COLLEGE OF COMPETITION
CHENNAI

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IBPS - Institute of Banking Personnel Selection

NOTIFICATION

RECRUITMENT OF CUSTOMER SERVICE ASSOCIATES

AGE LIMIT: Minimum: 20 years Maximum: 28 years

EDUCATIONAL QUALIFICATIONS:

A Degree (Graduation) in any discipline from a University recognised by the Govt. Of India or any equivalent qualification recognized as such by the Central Government.

The candidate must possess valid Mark-sheet / Degree Certificate that he/ she is a graduate on the day he / she registers and indicate the percentage of marks obtained in Graduation while registering online.

Computer Literacy: Operating and working knowledge in computer systems is mandatory i.e. candidates should have Certificate/Diploma/Degree in computer operations/Language/ should have studied Computer / Information Technology as one of the subjects in the High School/College/Institute.

CRP – ONLINE EXAMINATIONS

I. The structure of the Examinations which will be conducted online are as follows:

a. Preliminary Examination

Sr. No.	Name of Tests	Medium of Exam	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

Candidates have to qualify in each of the three tests by securing cut-off marks to be decided by IBPS. Adequate number of candidates in each category as decided by IBPS depending upon requirements will be shortlisted for Online Main examination.

b. Main Examination

Sr. No.	Name of Tests (NOT BY SEQUENCE)	Medium of Exam	No. of Questions	Maximum Marks	Time allotted for each test (Separately timed)
1	General/ Financial Awareness	*	50	50	35 minutes
2	General English	English	40	40	35 minutes
3	Reasoning Ability & Computer Aptitude	*	50	60	45 minutes
4	Quantitative Aptitude	*	50	50	45 minutes
		TOTAL	190	200	160 minutes

IBPS reserves the right to modify the structure of the examination which will be intimated through its website. Other detailed information regarding the examination will be given in an Information Handout, which will be made available for the candidates to download along with the call letters from the authorised IBPS website www.ibps.in.