

NOTIFICATION FOR THE POSTS OF CUSTOMER SERVICE ASSOCIATE (CSA), PROBATIONARY OFFICER (GENERALIST & SPECIALIST) IN GRADE/SCALE-I & SPECIALIST OFFICERS IN GRADE/SCALE- II OF THE BANK.

The Nainital Bank Limited is a century old Private Sector Scheduled Commercial Bank established in the year 1922 by Bharat Ratna Late Pt. Govind Ballabh Pant and few other prominent personalities of Nainital.

With a glorious track record since 1973, Nainital Bank Limited is the only Scheduled Commercial Bank of Uttarakhand with 98.62% of its shareholding with Bank of Baroda, operating its Head Office from Nainital. At present the Bank has 03 Regional Offices one each at Haldwani, Dehradun and Noida with a network of 176 branches across 05 states of North India namely Uttarakhand, Uttar Pradesh, Delhi, Haryana and Rajasthan.

The Nainital Bank Limited invites applications for the posts of Customer Service Associate (CSA), Probationary Officer (Generalist & Specialist) in Grade/Scale-I and Specialist Officers in Grade/Scale-II. The desirous candidates are requested to apply as per the details here under:

1. DETAILS OF POSTS, VACANCIES, AGE CRITERIA.

Post Sl No	Name of the Post	No of Vacancies	Age in years as on 30.11.2025	
			Minimum	Maximum
1	Customer Service Associate (CSA)	71	21	32
2	Probationary Officers in Grade/Scale-I	40	21	32
3	Risk Officer in Grade/Scale-I	3	21	32
4	Chartered Accountant (CA) in Grade/Scale-I	3	21	32
5	Information Technology (IT) Officer in Grade/Scale-I	15	21	32
6	Law Officer in Grade/Scale-I	2	21	32
7	Credit Officer in Grade/Scale-I	10	21	32
8	Agricultural Field Officer in Grade/Scale-I	10	21	32
9	HR Officer in Grade/Scale-I	4	21	32
10	Manager-Information Technology (IT) in Grade/Scale-II	15	25	35
11	Manager- Risk in Grade/Scale-II	02	25	35
12	Manager-Chartered Accountant (CA) in Grade/Scale-II	05	25	40
13	Manager-Law in Grade/Scale-II	02	25	40
14	Manager- Security Officer in Grade/Scale-II	03	Not more than 45 years of age	

Note:

- The number of vacancies is provisional and Bank shall full fill the vacancies in accordance with the actual requirements of the Bank. The designation / name of the posts is only indicative as per respective scale and same does not intend to confer any special advantages to the selected candidate. The bank reserves the right to change the name of post / designation at any time without notice.
- Bank reserves the right to cancel /modify the recruitment process either entirely or partially at any stage/ time for any particular post /all the post without assigning any reason thereof, whatsoever.
- In case of experience, the relevant experience certificate must contain specifically experience in Bank/ FIs related sector
- The candidates can be posted/ subsequently transferred to any of the existing / proposed Branches/Offices of the Bank as per Banking exigencies.
- A candidate can apply for the Post of Customer Service Associate (CSA) and can also apply for the Post of Officers. However, a candidate can apply for only one post in officer's cadre i.e. for Officer Scale-I (PO/SO) or Scale-II (PO/SO). Candidates have to separately apply and pay application fees / intimation charges for each post for which they apply. In case of multiple Applications for a post, only the latest valid (completed) application in each post will be retained and the application fee / intimation charges paid for the other multiple registrations will stand forfeited.**

DETAILS OF EDUCATIONAL QUALIFICATION / EXPERIENCE.

Post SI No	Name of the Post	Essential Qualification as on 30.11.2025	Post Qualification Experience as on 30.11.2025
1	Customer Service Associate (CSA)	Candidate should have passed Graduation/ Post Graduation with minimum 50% of marks in Graduation/ Post Graduation examination in any of the recognized streams from a recognized university/ Institute, to the satisfaction of the Bank. Proficiency in Computer Skills and knowledge of Hindi & English languages will be preferred.	NIL
2	Probationary Officers in Grade/Scale-I	Candidate should have passed Graduation/ Post Graduation with minimum 50% of marks in Graduation/ Post Graduation Examination in any discipline from a University recognized by the Govt. Of India or any equivalent qualification Recognized as such by the Central Government.	NIL
3	Risk Officer in Grade/Scale-I	Full time/ Regular degree of MBA (Finance)/ Master Degree in (Mathematics/ Statistics/ Econometrics) with min. 60% marks from a recognized University or AICTE approved Institute. Preference will be given to candidates having Certification in 'Risk in Financial	NIL

		Services' from IIBF/'Integrated Risk Management' from NIBM/ GARP-FRM-I or II/ Chartered Financial Analyst (CFA)	
4	Chartered Accountant (CA) in Grade/Scale-I	Must be a qualified Chartered Accountant from The Institute of Chartered Accountants of India (ICAI)	NIL
5	Information Technology (IT) Officer in Grade/Scale-I	4-year Engineering/ Technology Degree in Computer Science/ Computer Applications/ Information Technology/ Electronics/ Electronics & Telecommunications/ Electronics & Communication/ Electronics & Instrumentation OR Post Graduate Degree in Electronics/ Electronics & Tele Communication/ Electronics & Communication/ Electronics & Instrumentation/ Computer Science/ Information Technology/ Computer Applications OR Graduate having passed DOEACC 'B' level A candidate must have minimum 60% of marks in Graduation & Post Graduation examination	NIL
6	Law Officer in Grade/Scale-I	A Bachelor Degree in Law (LLB) with minimum 50% of marks in Graduation/Post Graduation examination and enrolled as an advocate with Bar Council	NIL
7	Credit Officer in Grade/Scale-I	Graduate in any discipline from a University/Institution recognized by Govt. of India/approved by Govt. Regulatory bodies and Full time regular MBA/MMS/PGDM/PGDBM with specialization in Finance with minimum of 60% marks in aggregate from a University /Institution/ recognized by Govt. of India/approved by Govt. Regulatory bodies. The above-mentioned course/s i.e. MBA/MMS/PGDM/PGDBM must be of full time 2 years. In case of dual specializations, major specialization should be in Finance.	NIL
8	Agricultural Field Officer in Grade/Scale-I	4-year Degree (graduation) in Agriculture/ Horticulture/Animal Husbandry/ Veterinary Science/ Dairy Science/ Fishery Science/ Pisciculture/ Agri. Marketing & Cooperation/ Co-operation & Banking/ Agro- Forestry/Forestry/	NIL

		Agricultural Biotechnology/ Food Science/ Agriculture Business Management/ Food Technology/ Dairy Technology/ Agricultural Engineering/ Sericulture A candidate must have minimum 50% of marks in Graduation.	
9	Personnel/HR Officer in Grade/Scale-I	Graduate and Two Years Full Time Post Graduate degree or Two Years Full Time Post Graduate diploma in Personnel Management / Industrial Relations/ HR / HRD/ Social Work / Labour Law. * with minimum 50% of marks in Graduation & Post Graduation examination	NIL
10	Manager-Information Technology (IT) in Grade/Scale-II	4-year Engineering/ Technology Degree in Computer Science/ Computer Applications/ Information Technology/Electronics/Electronics & Telecommunications/ Electronics & Communication/ Electronics & Instrumentation OR Post Graduate Degree in Electronics/ Electronics & Tele Communication/ Electronics & Communication/ Electronics & Instrumentation/ Computer Science/ Information Technology/ Computer Applications OR Graduate having passed DOEACC 'B' level. Candidate must have minimum 60% of marks in Graduation & Post Graduation examination	Two years as an IT officer in a Bank or Financial Institution. Preference shall be given to Candidates with certificate CCNP Enterprise / CCNP Security, Oracle - OCA/OCP, Microsoft Certified Azure DB Administrator Associate/ MCSE (Data Management & analytics)/MCSA (SQL Server) CompTIA Server, Microsoft Certified: Azure Administrator Associate, Red Hat Certified System Administrator (RHCSA), and VMware Certified Professional – Data Center Virtualization (VCP-DCV), Certified Information Systems Security Professional (CISSP) Certified Information Security Manager (CISM)C Security Essentials

			(GSEC), CompTIA Security+ Certified Ethical Hacker (CEH), CISA /DISA/ CGEIT/ CISSP, Certified Professional in Supply Management (CPSM) - Certified Supply Chain Professional (CSCP) - Certified Purchasing Professional
11	Manager- Risk in Grade/Scale- II	Full time/ Regular degree of MBA (Finance)/ Master Degree in (Mathematics/Statistics/ Econometrics) with min. 50% marks from a recognized University or AICTE approved Institute. Preference will be given to candidates having Certification in 'Risk in Financial Services' from IIBF/ 'Integrated Risk Management' from NIBM/ GARP- FRM-I or II/ Chartered Financial Analyst (CFA). A candidate must have minimum 50% of marks in Graduation & Post Graduation examination	Minimum 2 years of post- Qualification experience of working in the units of a Bank/ FIs/ NBFCs out of which minimum, out of Which minimum 1 year of experience at Risk Management Department dealing with Operational/ Credit Risk/ Corporate Risk/Market Risk. Preference will be given to candidates having Certification in JAIIB/CAIIB with proficiency in MS-Excel/SQL will be an Added advantage
12	Manager- Chartered Accountant (CA) in Grade/Scale- II	Must be a qualified Chartered Accountant Preference will be given to candidates having Certification in JAIIB/CAIIB	Minimum 2 years of post-qualification experience of working as CA in the units of a Bank/ FIs/ NBFCs/ Reputed Audit

			Firms/ Public/Pvt Ltd Companies.
13	Manager-Law in Grade/Scale-II	A Bachelor Degree in Law (LLB) and enrolled as an advocate with Bar Council. Candidates with Master's degree will be given preference. A candidate must have minimum 50% of marks in Graduation & Post Graduation examination	Two years as an officer in a Bank or Financial Institution. OR Minimum experience of 3 Years of practicing as an Advocate independently or with the Law Firm of good repute before a district or High court out of which 1- year experience of working as Law Officer in Bank or FI's
14	Manager-Security Officer in Grade/Scale-II	Bachelor's degree in any discipline from a recognized University or its equivalent with a minimum of 50% marks in aggregate	Minimum 05 years' Experience as an Officer in Indian Army/Navy/Air force not below the rank of Captain (In Army and subsequent in other forces). OR Minimum 05 years' Experience as an Officer in Paramilitary not below the rank of Deputy Commandant

Where the University has awarded CGPA / GPA score to the candidate and where no percentage and percentage calculation criteria is specified, the percentage marks shall be calculated by dividing the total marks obtained by the candidate in all the subjects in all the semesters by aggregate maximum marks in all the subjects irrespective of honors / optional / additional optional subject.

2. REMUNERATION

Post SI No	Name of the Post	Pay Scale
1	Customer Service Associate (CSA)	24050-1340/3-28070-1650/3-33020-2000/4-41020-2340/7-57400-4400/1-61800-2680/1-64480
2-9	Officers in Grade/Scale-I	48480-2000/7-62480-2340/2-67160-2680/7-85920
10-14	Managers in Grade/Scale-II	64820-2340/1-67160-2680-10/93960

3. INDEMNITY BOND

On selection, the candidates shall execute the Indemnity Bond before joining in Bank's service as Officer/Clerk as below. Candidates are advised to carefully note that they will be required to execute an Indemnity Bond for prescribed amount with two sureties for serving the Bank for a specified period as mentioned herein below. In case the candidate resigns or leaves or abandons the service before completion of the specified period, he/she will indemnify the Bank for the amount of Bond costs, charges and expenses incurred by the Bank.

CADRE	AMOUNT OF BOND	BOND PERIOD
Customer Service Associate (CSA)	Rs. 1.5 Lakhs	02 years
Grade/Scale I & II	Rs.3.00 Lakhs	02 years

4. IDENTITY VERIFICATION

In the examination hall as well as at the time of interview, the call letter along with original and a photocopy of the candidate's currently valid photo identity (bearing exactly the same name as it appears on the call letter) such as PAN Card/ Passport/ Permanent Driving License/ Voter's Card/ Bank Passbook with photograph/ Photo identity proof issued by a Gazette Officer on official letterhead along with photograph/ Photo identity proof issued by a People's Representative on official letterhead along with photograph / valid recent Identity Card issued by a recognized College/ University/ Aadhar card/ E-Aadhar Card with a photograph/ Employee ID/ Bar Council Identity Card with photograph should be submitted to the invigilator for verification. The candidate's identity will be verified with respect to his/her details on the call letter, in the Attendance List and requisite documents submitted. If identity of the candidate is in doubt the candidate may not be allowed to appear for the Examination.

Ration Card and Learner's Driving License are not valid id proof.

Note: Candidates have to produce in original the photo identity proof and submit photocopy of the photoidentity proof along with Examination call letter as well as the Interview Call Letter while attending the examination/ interview respectively, without which they will not be allowed to take up the examination/ interview. Candidates must note that the name as appearing on the call letter (provided during the process of registration) should exactly match the name as appearing on the photo identity proof. Female candidates who have changed first/last/middle name post marriage must take special note of this. If there is any mismatch between the name indicated in the Call Letter and Photo Identity Proof the candidate will not be allowed to appear for the examination. In case of candidates who have changed their name, will be allowed only if they produce original Gazette notification / their original marriage certificate / affidavit in original.

5. HOW TO APPLY

Detailed Guidelines/ Procedures for

- A) Application Registration
- B) Payment of Fees
- C) Document Scan and Upload

Candidates can apply online only from **12.12.2025 to 01.1.2026** and no other mode of application will be accepted

IMPORTANT POINTS TO BE NOTED BEFORE REGISTRATION

i) Scan

- Photograph (4.5cm × 3.5cm)
- Signature (with black ink)
- Left thumb impression (on white paper with black or blue ink)
- A hand written declaration (on a white paper with black ink) (text given below)

Ensuring that the all these scanned documents adhere to the required specifications as given in Annexure III to this Advertisement.

ii) Signature in CAPITAL LETTERS will NOT be accepted

iii) The left thumb impression should be properly scanned and not smudged. (if a candidate is not having left thumb, he/she may use his/her right thumb for applying).

iv) The text for the hand written declaration is as follows-

“I, _____(Name of the candidate), hereby declare that all the information submitted by me in the application form is correct, true and valid. I will present the supporting documents as and when required.”

v) The above mentioned hand written declaration has to be in the candidate's hand writing and in English only. If it is written and uploaded by anybody else or in any other language, the application will be considered as invalid. (In the case of Visually Impaired candidates who cannot write may get the text of declaration typed and put their left hand thumb impression below the typed declaration and upload the document as per specifications.)

vi) Keep the necessary details/documents ready to make Online Payment of the requisite application fee/ intimation charges

vii) Have a valid personal email ID and mobile no., which should be kept active till the completion of this Recruitment Process. Bank may send intimation to download call letters for the Examination etc. through the registered e-mail ID. In case a candidate do not have a valid personal e-mail ID, he/she should create his/her new e-mail ID and arrange a mobile no. before applying on-line and must maintain that email account and mobile number

APPLICATION FEES/ INTIMATION CHARGES (NON REFUNDABLE) PAYMENT OF FEE ONLINE: 12.12.2025 to 01.1.2026

FOR CSA	Rs. 1000.00 (Rupees one thousand only) including GST
FOR SCALE I & II	Rs. 1500.00 (Rupees one thousand Five only) including GST

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

A. APPLICATION REGISTRATION

- a. Candidates to go to the **career** section of **Bank's website at www.nainitalbank.bank.in** click on the option **Current Openings** under Recruitment tab and click on "**APPLY ONLINE**" which will open a new screen.
- b. To register application, choose the tab "**Click here for New Registration**" and enter Name, Contact details and Email-id. 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.
- c. In case the candidate is unable to complete the application form in one go, he / she can save the data already entered by choosing "SAVE AND NEXT" tab. Prior to submission of the online application 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. Visually Impaired candidates should fill the application form carefully and verify/ get the details verified to ensure that the same are correct prior to final submission.
- d. Candidates are advised to carefully fill and verify the details filled in the online application themselves as no change will be possible/ entertained after clicking the COMPLETE REGISTRATION BUTTON.
- e. The Name of the candidate or his /her Father/ Husband etc. should be spelt correctly in the application as it appears in the Certificates/ Mark sheets/Identity proof. Any change/alteration found may disqualify the candidature.
- f. Validate your details and Save your application by clicking the 'Validate your details' and 'Save & Next' button.
- g. Candidates can proceed to upload Photo & Signature as per the specifications given in the Guidelines for Scanning and Upload of Photograph and Signature detailed under point "C".
- h. Candidates can proceed to fill other details of the Application Form.
- i. Click on the Preview Tab to preview and verify the entire application form before COMPLETE REGISTRATION.
- j. Modify details, if required, and click on 'COMPLETE REGISTRATION' ONLY after verifying and ensuring that the photograph, signature uploaded and other details filled by you are correct.
- k. Click on 'Payment' Tab and proceed for payment.
- l. Click on 'Submit' button.

B. PAYMENT OF FEES**ONLINE MODE**

1. The application form is integrated with the payment gateway and the payment process can be completed by following the instructions.
2. The payment can be made by using Debit Cards (RuPay/Visa/MasterCard/Maestro), Credit Cards, Internet Banking, IMPS, Cash Cards/ Mobile Wallets.

3. 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
4. On successful completion of the transaction, an e-Receipt will be generated.
5. Non-generation of 'E-Receipt' indicates PAYMENT FAILURE. On failure of payment, Candidates are advised to login again using their Provisional Registration Number and Password and repeat the process of payment.
6. Candidates are required to take a **printout of the e-Receipt** and online Application Form containing fee details. **Please note that if the same cannot be generated, online transaction may not have been successful.**
7. 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.
8. To ensure the security of your data, please close the browser window once your transaction is completed.
9. **There is facility to print application form containing fee details after payment of fees.**

C. GUIDELINES FOR SCANNING AND UPLOAD OF DOCUMENTS

Before applying online, a candidate will be required to have a scanned (digital) image of his/her photograph, signature, left thumb impression and the hand written declaration as per the specifications given below.

Photograph Image: (4.5cm × 3.5cm)

- Photograph must be a recent passport style colour picture.
- Make sure that the picture is in colour, taken against a light-colored, preferably white, background.
- Look straight at the camera with a relaxed face
- If the picture is taken on a sunny day, have the sun behind you, or place yourself in the shade, so that you are not squinting and there are no harsh shadows
- If you have to use flash, ensure there's no "red-eye"
- If you wear glasses make sure that there are no reflections and your eyes can be clearly seen.
- Caps, hats and dark glasses are not acceptable. Religious headwear is allowed but it must not cover your face
- Dimensions 200 x 230 pixels (preferred)
- Size of file should be between 20kb–50 kb
- Ensure that the size of the scanned image is not more than 50kb. If the size of the file is more than 50 kb, then adjust the settings of the scanner such as the DPI resolution, no. of colors etc., during the process of scanning

Photograph Capture

- In addition to the above photograph, candidates will also be required to capture and upload their live photograph either by using webcam or mobile phone.

- On selecting “Capture Photo” option, candidates’ webcam will be activated allowing them to click their picture, which will get auto uploaded in the application form.
- On selecting “Click here to Scan” option, candidates can use their mobile phone to scan the QR code, which will redirect to a website, allowing to click photograph on their mobile phone. On selecting the taken picture, photograph will get auto uploaded in the application form.

Do’s and Don’ts of Photo Capture

Dos:

- Ensure the photo is captured against a light coloured, preferably white background and there is adequate light.
- Look straight at the webcam/ camera.
- Photograph should be of passport size.

Don’ts

- Small size photograph not to be clicked/ uploaded.
- Coloured glasses or sunglasses/ Cap should not be worn.
- Shadow on face/ not facing the camera/ distorted face/ face covered with mask / blurred image.
- Photo not taken in dark/ improper background.

Signature, left thumb impression and hand-written declaration Image:

- The applicant has to sign on white paper with Black Ink pen.
 - Dimensions 140 x 60 pixels (preferred)
 - Size of file should be between 10kb – 20kb for signature and 20kb - 50kb for left thumb impression.
 - Ensure that the size of the scanned image is not more than 20kb

The applicant has to put his left thumb impression on a white paper with black or blue ink.

- File type: jpg / jpeg
- Dimensions: 240 x 240 pixels in 200 DPI (Preferred for required quality)
i.e. 3 cm * 3 cm (Width * Height)
- File Size: 20 KB – 50 KB

The applicant has to write the declaration in English clearly on a white paper with black ink.

- File type: jpg / jpeg
- Dimensions: 800 x 400 pixels in 200 DPI (Preferred for required quality)
i.e. 10 cm * 5 cm (Width * Height)
- File Size: 50 KB – 100 KB

The signature, left thumb impression and the hand written declaration should be of the applicant and not by any other person.

If the Applicant’s signature on the attendance sheet or Call letter, signed at the time of the examination, does not match the signature uploaded, the applicant will be disqualified.

Signature / Hand written declaration in CAPITAL LETTERS shall NOT be accepted.

Scanning the documents

- Set Colour to True Colour
- File Size as specified above
- Crop the image in the scanner to the edge of the photograph/signature/ left thumb impression / hand written declaration, then use the upload editor to crop the image to the final size (as specified above).
- The image file should be JPG or JPEG format. An example file name is: image01.jpg or image01.jpeg. Image dimensions can be checked by listing the folder files or moving the mouse over the file image icon.
- Candidates using MS Windows/MsOffice can easily obtain documents in .jpeg format by using MS Paint or MSOffice Picture Manager. Scanned documents in any format can be saved in .jpg / .jpeg format by using 'Save As' option in the File menu. Size can be adjusted by using crop and then resize option.
- Set the scanner resolution to a minimum of 200 dpi (dots per inch)

Procedure for Uploading the Documents

- While filling in the Online Application Form the candidate will be provided with separate links for uploading Photograph, signature, left thumb impression and hand written declaration
- Click on the respective link "Upload Photograph / signature / Upload left thumb impression / hand written declaration"
- Browse and Select the location where the Scanned Photograph / signature / left thumb impression / hand written declaration file has been saved.
- Select the file by clicking on it
- Click the 'Open/Upload'
- If the file size and format are not as prescribed, an error message will be displayed.

Preview of the uploaded image will help to see the quality of the image. In case of unclear / smudged, the same may be re-uploaded to the expected clarity /quality.

Your Online Application will not be registered unless you upload your Photograph, signature, left thumb impression and hand written declaration as specified.

Note:

- (1) In case the face in the photograph or signature or left thumb impression or the hand written declaration is unclear / smudged the candidate's application may be rejected.
- (2) After uploading the Photograph / signature / left thumb impression / hand written declaration in the online application form candidates should check that the images are clear and have been uploaded correctly. In case the photograph or signature or left thumb impression or the hand written declaration is not prominently visible, the candidate may edit his/her application and re-upload his/her photograph or signature or left thumb impression or the hand written declaration, prior to submitting the form.
- (3) Candidate should also ensure that photo is uploaded at the place of photo and signature at the place of signature. If photo in place of photo and

signature in place of signature is not uploaded properly, candidate will not be allowed to appear for the exam.

- (4) Candidate must ensure that Photo to be uploaded is of required size and the faceshould be clearly visible.
- (5) If the photo is not uploaded at the place of Photo Admission for Examination will be rejected/ denied. Candidate him/herself will be responsible for the same.
- (6) Candidates should ensure that the signature uploaded is clearly visible.

After registering online candidates are advised to take a printout of their system generated online application forms:

Procedure for uploading the documents

- While filling in the Online Application Form the candidate will be provided with separate links for uploading left thumb impression and hand written declaration
- Click on the respective link "Upload left thumb impression / hand written declaration"
- Browse and Select the location where the Scanned left thumb impression / hand written declaration file has been saved.
- Select the file by clicking on it
- Click the 'Open/Upload' button Your Online Application will not be registered unless you upload your Left thumb impression and hand written declaration as specified.
- If the file size and format are not as prescribed, an error message will be displayed
- Preview of the uploaded image will help to see the quality of the image. In case of unclear / smudged, the same may be re-uploaded to the expected clarity /quality

Note:

- (1) In case the left thumb impression or the hand written declaration is unclear / smudged the candidate's application may be rejected.
- (2) After uploading the left thumb impression / hand written declaration in the online application form candidates should check that the images are clear and have been uploaded correctly. In case the left thumb impression or the hand written declaration is not prominently visible, the candidate may edit his/ her application and re-upload his/ her thumb impression / hand written declaration, prior to submitting the form.
- (3) After registering online candidates are advised to take a printout of their system generated online application forms

Important:

Please note that all the particulars mentioned in the online application including Name of the Candidate, Category, Date of Birth, Address, Mobile Number, Email ID, Centre of Examination, etc. will be considered as final and no change/ modifications will be allowed after submission of the online application form. Candidates are therefore advised to fill in the online application form with utmost care as no correspondence regarding change of details will be entertained. The Bank will not be responsible for any consequences arising out of furnishing of incorrect and incomplete details in the application or omission to provide the required details in the application form. An online application which is incomplete in any respect such as without proper size photograph and signature uploaded in the online application form/ unsuccessful fee payment will not be

considered as valid. **Candidates are advised in their own interest to apply on-line 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 website on account of heavy load on internet/website jam. The Bank does not assume any responsibility for the candidates not being able to submit their applications within the last date on account of the aforesaid reasons or for any other reason, whatsoever.** 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 application 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.

7. Downloading of call Letters:

Candidates will have to visit the Bank's website www.nainitalbank.bank.in for downloading call letters for online test. Intimation for downloading call letter will also be sent through e-mail/SMS. Once the candidate clicks the relevant link, he/she can access the window for call letter download. The candidate is required to use (i) Registration Number/ Roll Number, (ii) Password/ Date of Birth for downloading the call letter. Candidate needs to affix recent recognizable photograph on the call letter preferably the same as provided during registration and appear at the examination centre with (i) Call Letter (ii) Photo Identity Proof as stipulated in this advertisement and also specified in the call letter and (iii) Photocopy of the same Photo Identity Proof as brought in original.

At the Examination Centre:

Candidates are required to bring the following to the examination centre:

- a.** Print out of Call Letter (which has to be downloaded by the candidate using the registration number and password obtained at the time of registration of online application). A recent passport size photograph of the candidate has to be affixed on the Call Letter.
- b.** Candidates are required to carry with them their currently valid photo identity proof (in original) and photocopy thereof, failing which they will not be allowed to appear for the test.
- c.** Without the above mentioned documents the candidate will not be admitted for the examination.

CANDIDATES REPORTING LATE i.e. after the reporting time specified on the call letter for Examination will not be permitted to take the examination. The reporting time mentioned on the call letter is prior to the Start time of the test. Though the duration of the examination is 145 minutes' candidates may be required to be at the venue for about 4 hours including the time required for completion of various formalities such as verification and collection of various requisite documents, logging in, giving of instructions.

8. Choice of Center for examination:

Online Exam for all posts will be conducted in centers at following location:

SI No	Name of the Centre
1	Haldwani, Distt. Nainital (Uttarakhand)
2	Dehradun (Uttarakhand)
3	Roorkee (Uttarakhand)
4	Bareilly (Uttar Pradesh)
5	Meerut (Uttar Pradesh)
6	Moradabad (Uttar Pradesh)

7	Lucknow (Uttar Pradesh)
8	Jaipur (Rajasthan)
9	Delhi / NCR
10	Ambala (Haryana)
11	Kanpur (Uttar Pradesh)

Candidates will have to choose any three centers of their preference and convenience.

9. CENTRE CLAUSES:

1. The examination will be conducted online in venues given in the respective call letters.
2. No request for change of centre/venue/date/session for Examination shall be entertained.
3. The Bank however, reserves the right to cancel any of the Examination Centres and/or add some other Centres, at its discretion, depending upon the response, administrative feasibility, etc.
4. The Bank also reserves the right to allot the candidate to any centre other than the one he/she has opted for.
5. Candidate will appear for the examination at an Examination Centre at his/her own risks and expenses and the Bank will not be responsible for any injury or losses etc. of any nature.
6. Choice of center once exercised by the candidate will be final.

If sufficient number of candidates do not opt for a particular centre for "Online" examination, the Bank reserves the right to allot any other adjunct centre to those candidates OR if the number of candidates is more than the capacity available for online exam for a centre, the Bank reserves the right to allot any other centre to the candidate.

Candidates will have to appear for personal interview to be conducted by the Bank.

The successful candidates in the Online written test will be called for an interview. On selection of the candidates based on the online written test and interview, appointment letters will be issued for joining as CSA/PO/Specialist Cadre as the case may be subject to their being medically fit for assignment. The Bank reserves the right to reject any application without assigning any reason and no correspondence in this regard will be entertained.

The data /information once submitted by the candidate in the online application form will be considered as final and cannot be changed at a later stage. The application fee once paid will **NOT BE REFUNDED** for any reason nor would be held in reserve for any future examination or selection. The application fee shall also **NOT BE REFUNDED** in case the application is rejected / not considered by the Bank.

The Bank takes no responsibility for any delay in submission of online applications or communication. Candidates in their own interest are advised to ensure that online payment through Debit Cards (RuPay/Visa/MasterCard/Maestro), Credit Cards, Internet Banking, UPI ID/ VPA has been successfully remitted as per above instructions and submit the online applications well before the last date accordingly.

Candidates are advised to ensure that they fulfill the parameters of qualifications and age as prescribed above. Candidates, who do not fulfill the prescribed eligibility criteria, may be disqualified at any stage during the recruitment process.

Test details for the post of Customer Service Associate/ Generalist Officer will be as given below:

Sr. No.	Name of the Test	No. of Questions	Maximum Marks	Version	Duration
1	Reasoning	40	40	Only English	35 Minutes
2	English Language	40	40		35 Minutes
3	General Awareness (with special reference to Banking)	40	40		20 Minutes
4	Computer Knowledge	40	40		20 Minutes
5	Quantitative Aptitude	40	40		35 Minutes
Total		200	200		145 Minutes

Test details for the post of Specialist Officers will be as given below:

Sr. No.	Name of the Test	No. of Questions	Maximum Marks	Version	Duration
1	Reasoning	40	40	Only English	35 Minutes
2	English Language	40	40		35 Minutes
3	General Awareness (with special reference to Banking)	40	40		20 Minutes
4	Professional Knowledge	40	40		20 Minutes
5	Quantitative Aptitude	40	40		35 Minutes
Total		200	200		145 Minutes

Penalty for wrong answer for Customer Service Associate/ Generalist & Specialist Officers	Yes, 0.25 marks for each wrong answer
Number of Answer choices per question for Customer Service Associate/ Generalist & Specialist Officers.	5 Options

ACTION AGAINST CANDIDATES FOUND GUILTY OF MISCONDUCT/ USE OF UNFAIR MEANS

Candidates are advised in their own interest that they should not furnish any particulars that are false, tampered with or fabricated and should not suppress any material information while submitting online application. At the time of examination, interview or in a subsequent selection procedure, if a candidate is (or has been) found guilty of –

- using unfair means or
- impersonating or procuring impersonation by any person or
- misbehaving in the examination/ interview hall or disclosing, publishing, reproducing, transmitting, storing or facilitating transmission and storage of contents of the test(s) or any information therein in whole or part thereof in any form or by any means, verbal or written, electronically or mechanically for any purpose or
- resorting to any irregular or improper means in connection with his/ her candidature or
- obtaining support for his/ her candidature by unfair means, or
- carrying mobile phones or similar electronic devices of communication in the examination/

interviewhall, such a candidate may, in addition to rendering himself/ herself liable to criminal prosecution, be liable:

- a. to be disqualified from the examination for which he/ she is a candidate
- b. to be debarred either permanently or for a specified period from any examination conducted by bank
- c. for termination of service, if he/ she has already joined the Bank.

10. OTHER CLAUSES

1. The possibility of occurrence of some problem in the administration of the examination cannot be ruled out completely which may impact test delivery and/or result from being generated. In that event, every effort will be made to rectify such problem, which may include movement of candidates, delay in test. Conduct of a re-exam is at the absolute discretion of test conducting body. Candidates will not have any claim for a re-test. Candidates not willing to move or not willing to participate in the delayed process of test delivery shall be summarily rejected from the process.
2. Decision of the Bank in all matters relating to recruitment will be final and binding on the candidate. No correspondence or personal enquiries shall be entertained by the Bank in this behalf.
3. If the examination is held in more than one session, the scores across various sessions will be equated to adjust for slight differences in difficulty level of different test batteries used across sessions. More than one session is required if the nodes capacity is less or some technical disruption takes place at any center or for any candidate.
4. The Bank would be analyzing the responses (answers) of individual candidates with those of other candidates to detect patterns of similarity of right and wrong answers. If in the analytical procedure adopted by Bank in this regard, it is inferred/ concluded that the responses have been shared and scores obtained are not genuine/ valid, the Bank reserves right to cancel the candidature of the concerned candidates and the result of such candidates (disqualified) will be withheld.
5. Instances for providing incorrect information and/or process violation by a candidate detected at any stage of the selection process will lead of disqualification of the candidate from the selection process and he/she will not be allowed to appear in any Nainital Bank's recruitment process in the future. If such instances go undetected during the current selection process but are detected subsequently, such disqualification will take place with retrospective affect.
6. A candidate can apply for the Post of Customer Service Associate (CSA) and can also apply for the Post of Officers. However, a candidate can apply for only one post in officer's cadre i.e. for Officer Scale-I (PO/SO) or Scale-II (PO/SO). Candidates have to separately apply and pay application fees / intimation charges for each post for which they apply. In case of multiple Applications for a post, only the latest valid (completed) application in each post will be retained and the application fee / intimation charges paid for the other multiple registrations will stand forfeited.

11. CERTAIN IMPORTANT CLAUSES:

a. DOWNLOAD OF CALL LETTER:

Candidates will have to visit the **Nainital Bank** website for downloading call letters for online test. Intimation for downloading call letter will also be sent through email/SMS. Once the candidate clicks the relevant link, he/she can access the window for call letter download. The candidate is required to use (i) Registration Number/Roll Number, (ii) Password/Date of Birth for downloading the call letter. Candidate needs to affix recent recognizable photograph on the call letter preferably the same as provided during registration and appear at the examination centre with (i) Call Letter (ii) Photo Identity Proof as stipulated and also specified in the call letter and photocopy of the same Photo Identity Proof as brought in original.

b. GUIDELINES FOR PERSONS WITH DISABILITIES USING A SCRIBE

The visually impaired candidates and candidates whose writing speed is adversely affected permanently for any reason can use their own scribe at their cost during the online examination, subject to limits as in and below. In all such cases where a scribe is used, the following rules will apply:

- The candidate will have to arrange his/her own scribe at his/her own cost.
- The scribe arranged by the candidate should not be a candidate for the same examination. If violation of the above is detected at any stage of the process, candidature of both the candidate and the scribe will be cancelled. Candidates eligible for and who wish to use the services of a scribe in the examination should invariably carefully indicate the same in the online application form. Any subsequent request may not be favorably entertained.
- A person acting as a scribe for one candidate cannot be a scribe for another candidate.
- The scribe may be from any academic stream.
- Both the candidate as well as scribe will have to give a suitable undertaking confirming that the scribe fulfills all the stipulated eligibility criteria for a scribe mentioned above. Further in case it later transpires that he/she did not fulfill any laid down eligibility criteria or suppressed material facts the candidature of the applicant will stand cancelled, irrespective of the result of the online examination.
- Those candidates who use a scribe shall be eligible for compensatory time of 20 minutes for every hour of the examination or as otherwise advised.

Scribe should not answer on his/her own. Any such behaviour observed will result in cancellation of candidature

• Only candidates registered for compensatory time will be allowed such concessions since compensatory time given to candidates shall be system based, it shall not be possible for the test conducting agency to allow such time if he / she is not registered for the same. Candidates not registered for compensatory time shall not be allowed such concessions.

• During the exam, at any stage, if it is found that scribe is independently answering the questions, the exam session 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.

c. Guidelines for Candidates with locomotor disability and cerebral palsy

A compensatory time of twenty minutes per hour or otherwise advised shall be permitted for the candidates with locomotor disability and cerebral palsy where dominant (writing) extremity is affected to the extent of slowing the performance of function (minimum of 40% impairment).

d. Guidelines for Visually Impaired candidates

- Visually Impaired candidates (who suffer from not less than 40% of disability) may opt to view the contents of the test in magnified font and all such candidates will be eligible for compensatory time of 20 minutes for every hour or otherwise advised of examination.
- The facility of viewing the contents of the test in magnifying font will be available to Visually Impaired candidates.
- These guidelines are subject to change in terms of GOI guidelines/ clarifications, if any, from time to time.
- In addition to instructions applicable to PWBD candidates (who have disability of 40% or more), following rule will apply for persons with specified disabilities covered under the definition of 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. Page 6.
- The facility of scribe and/or compensatory time shall be granted solely to those having difficulty in writing subject to 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 proforma at Appendix-I.
- The qualification of a scribe should be one step below the qualification of the candidate taking examination. The person opting for own scribe should submit details of the own scribe as per proforma at Appendix-II.

12. Process for Arriving at Scores

The Scores of Online Examination are obtained by adopting the following procedure:

- (i) Number of questions answered correctly by a candidate in each objective test is considered for arriving at the Corrected Score after applying penalty for wrong answers.
- (ii) The Corrected Scores so obtained by a candidate are made equivalent to take care of the minor difference in difficulty level, if any, in each of the objective tests held in different sessions to arrive at the Equated Scores*

* Scores obtained by candidates on any test are equated to the base form by considering the distribution of scores of all the forms.

- (iii) Test wise scores and scores on total is reported with decimal point up to two digits.

Note: Cutoffs are applied in two stages:

- on scores in individual tests
- on Total Score

iv. As per policy, the tests/question papers are not disclosed to anybody other than the candidates only during the examination. The test papers are also not shared with anybody even after the examination.

13. Important dates

Commencement of on-line registration of Application	12.12.2025
Closure of registration of application	01.01.2026
Tentative date Of Examination	18.01.2026

For any query, please email us on recruitment@nainitalbank.co.in. The Bank is not liable for printing errors, if any.

Associate Vice President & Head HR
The Nainital Bank Limited
Seven Oaks, Mallital,
Head Office, Nainital -263001, UK

Place- Nainital

Date- 11.12.2025

Appendix I

Certificate for person with specified disability covered under the definition of 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.

This is to certify that, we have examined Mr/Ms/Mrs _____ (name of the candidate), S/o, D/o _____, a resident of _____ (Vill/PO/PS/District/State), aged _____ years, a person with _____ (nature of disability/condition) and to state that he/she has limitation which hampers his/her writing capability owing to his/her above condition. He/She requires support of scribe for writing the examination.

2. The above candidate uses aids and assistive device such as prosthetics & orthotics, hearing aid (name to be specified) which is /are essential for the candidate to appear at the examination with the assistance of scribe.

3. This certificate is issued only for the purpose of appearing in written examinations conducted by recruitment agencies as well as academic institutions and is valid up to _____ (it is valid for maximum period of six months or less as may be certified by the medical authority).

Signature of medical authority

(Signature & Name)	(Signature & Name)	(Signature & Name)	(Signature & Name)	(Signature & Name)
Orthopedic/ PMR Specialist	Clinical Psychologist/Rehabilitation Psychologist/Psychiatrist/ Special Educator	Neurologist (if available)	Occupational therapist (if available)	Other expert, as nominated by the Chairperson (if any)
(Signature & Name)				
Chief Medical Officer / Civil Surgeon / Chief District Medical OfficerChairperson				

Name of Govt. Hospital/Health Care Centre with Seal

Place:

Date:

Appendix II

Letter of Undertaking by the person with specified disability covered under the definition of 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.

I _____, a candidate with _____ (nature of disability/condition) appearing for the _____ (name of examination) bearing Roll No. _____ at _____ (name of the centre) in the District _____, _____ (name of the State). My educational qualification is _____.

2. I do hereby state that _____ (name of the scribe) will provide the service of scribe for the undersigned for taking the aforementioned examination.

3. I do hereby undertake that his qualification is _____. In case, subsequently, it is found that his qualification is not as declared by the undersigned and is beyond my qualification, I shall forfeit my right to the post and claims relating thereto.

(Signature of the candidate)

Place :

Date :