

## **TMB - Recruitment of Senior Customer Service Executive**

Tamilnad Mercantile Bank Ltd., (TMB) one of the leading Private Sector Banks in India invites applications from Indian citizens for the post of **Senior Customer Service Executive (SCSE)** in the below mentioned categories for the respective states.

Before applying, candidates should read all the instructions carefully and ensure that they fulfil all the eligibility criteria for the post. TMB would admit candidates on the basis of the information furnished in the ON-LINE application along with applicable requisite fee and shall verify their eligibility at the stage of interview / joining. If, at any stage, it is found that any information furnished in the ON-LINE application is false/ incorrect or if according to the Bank, the candidate does not satisfy the eligibility criteria for the post, his/ her candidature will be cancelled and he/she will not be allowed to appear for the interview / joining.

Candidates are requested to apply only ON-LINE through TMB's website [www.tmbnet.in/tmb\\_careers/](http://www.tmbnet.in/tmb_careers/). No other mode of submission of application will be accepted by the Bank.

Help Facility: In case of any problem in filling up the form, payment of fee/intimation charges, or in downloading of Call Letter, complaints may be made at "Candidate Grievance Lodging and Redressal Mechanism" at <http://cgrs.ibps.in/>. Do not forget to mention "**TMB-Senior Customer Service Executive 2024-25**" in the subject of the email.

### **A. The tentative schedule of events are as follows:**

<b>Activity</b>	<b>Tentative dates</b>
Online registration including edit / Modification of application by candidate	06.11.2024 to 27.11.2024
Payment of application fees / intimation charges	06.11.2024 to 27.11.2024
Download of call letters for Online examination	7-10 days before online exam
Online Examination	December 2024
Declaration of online examination results	December 2024 / January 2025
Call letter for interview	January 2025
Provisional allotment	February / March 2025
Expected joining	Immediately after provisional allotment
Bank reserves the right to make change in the above mentioned dates	

Note: Candidates are advised to regularly keep in touch with the authorized TMB website [www.tmbnet.in/tmb\\_careers/](http://www.tmbnet.in/tmb_careers/) for details and updates

### **Number of state wise vacancies**

<b>State / UT</b>	<b>No. of vacancies in SCSE cadre</b>	<b>Regional Language</b>
Andhra Pradesh	24	Telugu
Assam	1	Assamese
Chhattisgarh	1	Hindi
Gujarat	34	Gujarati
Haryana	2	Hindi
Karnataka	32	Kannada
Kerala	5	Malayalam
Madhya Pradesh	2	Hindi
Maharashtra	38	Marathi
Rajasthan	2	Rajasthani
Telangana	20	Telugu
Uttarakhand	1	Hindi
West Bengal	2	Bengali
Andaman and Nicobar	1	Hindi
Dadra Nagar Haveli	1	Hindi / Bhilodi
Delhi	4	Hindi
<b>Total</b>	<b>170</b>	
Note: Regional language to the respective state is mandatory (Candidate applied for the respective state should be able to Read, Write and Speak the regional language)		
Address proof showing your own residence/ native related to the respective state applied is mandatory.		

<b>No. of vacancies / seats</b>							
<b>SC</b>	<b>ST</b>	<b>OBC</b>	<b>General</b>	<b>PWBD</b>	<b>EWS</b>	<b>Any other</b>	<b>Total</b>
-	-	-	170	-	-	-	170

### **B. Eligibility Criteria**

Candidates intending to apply for the post of Senior Customer Service Executive (SCSE) should ensure that they fulfill the minimum eligibility criteria specified by Tamilnad Mercantile Bank Ltd. in this notification. It is expressly clarified that the ultimate authority for recruitment is the Bank itself. The Bank may, in its sole discretion, reject the candidature of anyone.

1. Educational qualification (as on 30.09.2024):  
Post Graduate in any subject from any recognized University under regular curriculum with a minimum of 60% marks in aggregate.
2. Age (as on 30.09.2024)  
The candidate must be not more than 26 years.
3. Experience: Preferable, but not essential.

### C. Selection Procedure

Exam structure	As per IBPS Standard (Single Examination)
Medium of Examination	English only
Mode of selection	The candidates will be shortlisted based on marks obtained in the written test and will be called for personal interview

The selection will be in two phases as furnished below:

#### Phase – I Online Examination

Section	No. of questions	Maximum Marks	Duration	Medium of Examination
General Awareness	25	25	15 minutes	English only
English Language	30	30	20 minutes	
Reasoning & Computer aptitude	30	30	25 minutes	
Quantitative Ability	25	25	25 minutes	
General Banking	40	40	35 minutes	
<b>Total</b>	<b>150</b>	<b>150</b>	<b>120 minutes</b>	

Note: There will be 5 options for each answer to each question and 1/4<sup>th</sup> marks will be deducted in case of wrong answers.

#### Phase – II: Personal Interview (English)

The Interview centres will be communicated in the interview call letter.

### D. Examination Centre

1. The examination will be conducted online at the venues given in the respective call letters. Kindly check your centre for the examination as the same may have been changed due to official convenience.
2. No request for change of centre/venue/date/session for Examination shall be entertained.
3. TMB, 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 and etc.
4. TMB also reserves the right to allot the candidate to any centre other than the one he/she has opted for.
5. Candidate should appear for the examination at the Examination Centre at his/her own risk and expenses and TMB will not be responsible for any injury or losses etc., of any nature.
6. Choice of centre once exercised by the candidate will be final.

Centre of Examination			
Vijayawada	Surat	Ernakulam	Ratnagiri
Visakhapatnam	Rajkot	Kollam	Jaipur
Hyderabad	Gurgaon	Thiruvananthapuram	Khammam
Guwahati	Bengaluru	Indore	Roorkee
Raipur	Mangaluru	Mumbai / Thane / MMR / Navi Mumbai	Kolkata / Greater Kolkata
Ahmedabad	Gulbarga	Pune	Chennai
Port Blair	Silvassa	New Delhi / Delhi NCR	

If sufficient number of candidates does not opt for a particular centre for "Online" examination, TMB 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, TMB reserves the right to allot any other centre to the candidate.

#### **E. Application Fee / Intimation Charges (Non-Refundable)**

Application for the post of	Application fee + Intimation Charges
Senior Customer Service Executive (SCSE)	₹1000 plus applicable taxes

Applicable Fee is Non Refundable and has to be paid Online. Bank Transaction charges for Online Payment of application fees/intimation charges will have to be borne by the candidate.

#### **F. Salary and other emoluments**

Component	Per Year	Per Month
Salary	3,84,000.00	32,000.00
Other Allowance (50% of salary)	1,92,000.00	16,000.00
<b>Gross Salary</b>	<b>5,76,000.00</b>	<b>48,000.00</b>
NPS Bank Contribution (14% of salary)	53,760.00	4,480.00
Gratuity	16,000.00	1,333.33
Yearly medical aid	2,830	235.83
Medical Insurance	21,021.00	1,751.75
Life Cover Insurance + Accident Life Cover Insurance	3,129.00	260.75
<b>Fixed CTC</b>	<b>6,72,740.00</b>	<b>56,061.67</b>
Variable Pay (Based on performance appraisal (payable annually) – at present 50% of salary)	1,92,000.00	16,000.00
<b>Total CTC</b>	<b>8,64,740.00</b>	<b>72,061.67</b>

All candidates selected for appointment by the Bank are liable to be posted and transferred anywhere in India.

## **G. How to Apply**

Detailed guidelines/procedures for

- I. Application registration
- II. Payment of fees
- III. Document scan and upload

Candidates can apply online only from 06.11.2024 to 27.11.2024 and no other mode of application will be accepted.

### **Important Points to be Noted Before Registration**

Before applying online, candidates should-scan their:

- photograph (4.5cm × 3.5cm) (size: 20-50 KB)
- signature (with black ink) (size: 10-20 KB)
- left thumb impression (on white paper with black or blue ink) (size: 20-50 KB)
- a hand written declaration (on a white paper with black ink) (size: 50-100 KB) (text given below)
  - o **“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.”**
- Signature in CAPITAL LETTERS will NOT be accepted.
- Keep the necessary details/documents ready to make Online Payment of the requisite application fee/ intimation charges
- 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 does not have a valid personal e-mail ID, he/she should create his/her new e-mail ID and mobile no. before applying on-line and must maintain that email account and mobile number.
  - ensuring that the all these scanned documents adhere to the required specifications

### **I. Application Registration**

1. Candidates should go to the Bank’s website “[www.tmbnet.in/tmb\\_careers/](http://www.tmbnet.in/tmb_careers/)” click on the option "APPLY ONLINE" available under Recruitment of “**Senior Customer Service Executive (SCSE)**” which will open a new screen.
2. 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.

3. 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.
4. 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.
5. 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.
6. Validate your details and Save your application by clicking the 'Validate your details' and 'Save & Next' button.
7. 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.
8. Candidates can proceed to fill other details of the Application Form.
9. Click on the Preview Tab to preview and verify the entire application form before 'COMPLETE REGISTRATION'.
10. 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.
11. Click on 'Payment' Tab and proceed for payment.
12. Click on 'Submit' button.

## II. **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 / UPI.
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.

### III. 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-coloured, 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 colours etc., during the process of scanning.

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 the scanner resolution to a minimum of 200 dpi (dots per inch)
- 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.

#### 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 face should 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
- (7) After registering online candidates are advised to take a printout of their system generated online application forms.

### **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 –

- (i) using unfair means or
- (ii) impersonating or procuring impersonation by any person or
- (iii) 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
- (iv) resorting to any irregular or improper means in connection with his/ her candidature or
- (v) obtaining support for his/ her candidature by unfair means, or
- (vi) carrying mobile phones or similar electronic devices of communication in the examination/ interview hall, 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.

#### 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 TMB in all matters relating to recruitment will be final and binding on the candidate. No correspondence or personal enquiries shall be entertained by the TMB 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. TMB 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 TMB in this regard, it is inferred/ concluded that the responses have been shared and scores obtained are not genuine/ valid, TMB 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 TMB 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. 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) Testwise scores and scores on total is reported with decimal point upto two digits.

Note: Cutoffs are applied in two stages:

- i. on scores in individual tests
- ii. on Total Score

