

Name of the office	Sanjeevani - SBI HR Helpline
Purpose	Pension related queries / grievances
Who can contact	All SBI Pensioners
How to contact : Pensioners can reach to SANJEEVANI - HR HELPLINE through any of the modes written alongside	(i) Voice Call (at 022-22858130) on any working day between 10:30 hrs. and 18:00 hrs. For voice calls – please follow the Interactive Voice Response System (IVRS)
	(ii) e-mail (Using Pensioner’s registered e-mail-ID with HRMS domain) to : sanjeevani.pensioner@sbi.co.in (Please register your mobile and e-mail ID in HRMS, if not done so far. Calls / Mails received from registered numbers will only be entertained.) Pensioners should mention her / his PF ID in the subject line. The other details viz. contact number, nature of query / grievance etc. can be given in the body of the mail.
	(iii) SMS HELPHR followed by space and PF ID of pensioner concerned) (HELPHR XXXXXXX) to 567676. The SMS will be responded on the next working day by a call from SANJEEVANI Team on the registered mobile.
Nature of Grievances	All kind of SBI Pension related grievances which are unresolved at pension paying branch / LHO, PPG Deptt.
Who will be available for staff at Sanjeevani - SBI Helpline	Officials in Senior Management Grade.
How will the pensioner know that the query is recorded / registered	If the query is not resolved immediately on call, a ticket number will be generated by the system and that ticket number will be sent to the concerned pensioner via SBI e-mail. In addition, an SMS giving details of its ticket will also be sent to the registered mobile number of the concerned pensioner.
Resolution of the Complaint / Query / Grievance raised through the ticket number.	SMS and e-mail will be received by the pensioner concerned informing him that the grievance has been resolved.
CARE : In order to clearly understand the query & for further analysis, it has been decided <i>to record all the conversations</i> with SANJEEVANI-HR HELPLINE.	

Pensioners can approach the PPG Deptt. at respective LHO by e-mail	Mumbai (Metro) LHO – agmppg.lhomum@sbi.co.in Maharashtra LHO – agmppg.lhomah@sbi.co.in
HRMS Log in	https://hrms.onlinesbi.com - User ID - PF Index No. (HRMS No. for e-ABs, First time PW hrms@123). If you forget / don’t know PW, click “ Forgot PW ” and a new Password will be sent on your registered e-mail.
New Pension-Seva web link	https://sbi.co.in/portal/web/services/pension-seva
TDS related issues (IT Form 16 vis-à-vis Form 26AS)	Contact – DGM (Taxation), SBI, Financial Reporting & Taxation Dept., Corporate Centre, 3 rd Floor, State Bank Bhavan, Madame Cama Road, Mumbai – 400021, e-mail – dgm.tax@sbi.co.in / tds.fr@sbi.co.in / Contact : 022-22740152
SBI Customer Care – 24 x 7 Toll free Numbers.	18004253800 / 1800112211 / 1800110009 or 080-26599990
GRIEVANCE REDRESSAL -	SMS – “UNHAPPY” can be sent on 8008202020
Complaint can also be lodged at -	Bank’s website www.sbi.co.in or bank.sbi under the link ‘Customer Care’ and e-mails can be sent to – agmcustomer.lhomum@sbi.co.in / dgm.customer@sbi.co.in / gm.customer@sbi.co.in

Compiled by – Balkrishna Tanaji Tulsankar, Regional Secretary (Raigad), Mumbai Zonal Sub-Centre, SBI Pensioners’ Association (Mumbai Circle), Pune