

<i>Name of the office</i>	Sanjeevani- SBI HR Helpline
<i>Purpose</i>	Pension related queries/grievances
<i>Who can contact</i>	All SBI Pensioners
<i>How to contact:</i> <i>Pensioners can reach to</i> <b>SANJEEVANI- HR HELPLINE</b> through any of the modes written alongside.	(i) Voice Call (at <b>022-22858130</b> ) on any working day between 10:30 hrs. 18:00 hrs.  <i>For voice calls – please follow the Interactive Voice Response System (IVRS)</i>
(ii) e-mail (Using Pensioner's <b>registered e-mail-ID</b> with HRMS domain) to: <b>sanjeevani.pensioner@sbi.co.in</b>  <b><i>(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.)</i></b>  <b><i>Pensioners should mention her/his PF ID in the subject line.</i></b> 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) <b>(HELPHR XXXXXXX) to 567676</b> <i>The SMS will be responded on the next working day by a call from SANJEEVANI Team on the registered mobile.</i>	
<i>Nature of Grievances</i>	All kind of SBI Pension related grievances which are unresolved at pension paying branch/LHO PPG Deptt.
<i>Who will be available for staff at Sanjeevani-SBI Helpline</i>	Officials in Senior Management Grade.
<i>How will the pensioner know that the query is recorded/ registered</i>	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.
<i>Resolution of the Complaint/Query/ Grievance raised through the ticket number.</i>	SMS and e-mail will be received by the pensioner concerned informing him that the grievance has been resolved.
<b>In order to clearly understand the query and for further analysis, it has been decided to record all the conversations with SANJEEVANI-HR HELPLINE</b>	