

**CMP CENTRE, Mumbai : Grievances Escalation Matrix**

NAME OF DIVISION/ SECTION	Stage of Escalation	DESIGNATION	Contact Number	e-mail ID
<b>(a). Govt. Business</b>				
INCOME TAX REFUND	1 <sup>st</sup> Stage	Deputy Mgr/ Chief Mgr	022-26814823 022-26814824	<a href="mailto:itro@sbi.co.in">itro@sbi.co.in</a>
	2 <sup>nd</sup> Stage	AGM	022-26814813	<a href="mailto:agmgb.cmp@sbi.co.in">agmgb.cmp@sbi.co.in</a>
	3 <sup>rd</sup> Stage	DGM	022-26824801	<a href="mailto:dgm.cmp@sbi.co.in">dgm.cmp@sbi.co.in</a>
State Govt Business	1 <sup>st</sup> Stage	Deputy Mgr/ Chief Mgr	022-26814822	<a href="mailto:cmsg.cmp@sbi.co.in">cmsg.cmp@sbi.co.in</a>
	2 <sup>nd</sup> Stage	AGM	022-26814813	<a href="mailto:agmgb.cmp@sbi.co.in">agmgb.cmp@sbi.co.in</a>
	3 <sup>rd</sup> Stage	DGM	022-26824801	<a href="mailto:dgm.cmp@sbi.co.in">dgm.cmp@sbi.co.in</a>
UMEA	1 <sup>st</sup> Stage	Deputy Mgr/ Chief Mgr	022-26814874 022-26814875	<a href="mailto:umea.cmp@sbi.co.in">umea.cmp@sbi.co.in</a>
	2 <sup>nd</sup> Stage	AGM	022-26814865	<a href="mailto:agmgb.cmp@sbi.co.in">agmgb.cmp@sbi.co.in</a>
	3 <sup>rd</sup> Stage	DGM	022-26824801	<a href="mailto:dgm.cmp@sbi.co.in">dgm.cmp@sbi.co.in</a>
Ministry of Defence	1 <sup>st</sup> Stage	Deputy Mgr/ Chief Mgr	022-26814830	<a href="mailto:itro@sbi.co.in">itro@sbi.co.in</a>
	2 <sup>nd</sup> Stage	AGM	022-26814826	<a href="mailto:agmgb.cmp@sbi.co.in">agmgb.cmp@sbi.co.in</a>
	3 <sup>rd</sup> Stage	DGM	022-26824801	<a href="mailto:dgm.cmp@sbi.co.in">dgm.cmp@sbi.co.in</a>
<b>(b). Other Payment Business</b>				
Debit Mandates	1 <sup>st</sup> Stage	Deputy Mgr/ Chief Mgr	022-26814851	<a href="mailto:mandates.cmp@sbi.co.in">mandates.cmp@sbi.co.in</a>
	2 <sup>nd</sup> Stage	AGM	022-26814808	<a href="mailto:agmops.cmp@sbi.co.in">agmops.cmp@sbi.co.in</a>
	3 <sup>rd</sup> Stage	DGM	022-26824801	<a href="mailto:dgm.cmp@sbi.co.in">dgm.cmp@sbi.co.in</a>
Dividend Payment	1 <sup>st</sup> Stage	Deputy Mgr/ Chief Mgr	022-26814891	<a href="mailto:dwm.cmp@sbi.co.in">dwm.cmp@sbi.co.in</a>
	2 <sup>nd</sup> Stage	AGM	022-26814808	<a href="mailto:agmops.cmp@sbi.co.in">agmops.cmp@sbi.co.in</a>
	3 <sup>rd</sup> Stage	DGM	022-26824801	<a href="mailto:dgm.cmp@sbi.co.in">dgm.cmp@sbi.co.in</a>
Paper Products	1 <sup>st</sup> Stage	Deputy Mgr/ Chief Mgr	022-26814875	<a href="mailto:pp.cmp@sbi.co.in">pp.cmp@sbi.co.in</a>
	2 <sup>nd</sup> Stage	AGM	022-26814808	<a href="mailto:agmops.cmp@sbi.co.in">agmops.cmp@sbi.co.in</a>

	3 <sup>rd</sup> Stage	DGM	022-26824801	<a href="mailto:dgm.cmp@sbi.co.in">dgm.cmp@sbi.co.in</a>
Electronic Payment	1 <sup>st</sup> Stage	Deputy Mgr/ Chief Mgr	022-26814811	<a href="mailto:cmops.cmp@sbi.co.in">cmops.cmp@sbi.co.in</a>
	2 <sup>nd</sup> Stage	AGM	022-26814808	<a href="mailto:agmops.cmp@sbi.co.in">agmops.cmp@sbi.co.in</a>
	3 <sup>rd</sup> Stage	DGM	022-26824801	<a href="mailto:dgm.cmp@sbi.co.in">dgm.cmp@sbi.co.in</a>
<b>(c). Client Services – Corporate’s Collection Business</b>	1 <sup>st</sup> Stage	Asstt Manager/Deputy Manager	040-23466573, 040-23466574, 040-23466575, 040-23466576 040-23466577, 040-23466578	<a href="mailto:support2.cmp@sbi.co.in">support2.cmp@sbi.co.in</a> <a href="mailto:support3.cmp@sbi.co.in">support3.cmp@sbi.co.in</a> <a href="mailto:support4.cmp@sbi.co.in">support4.cmp@sbi.co.in</a> <a href="mailto:support5.cmp@sbi.co.in">support5.cmp@sbi.co.in</a> <a href="mailto:support6.cmp@sbi.co.in">support6.cmp@sbi.co.in</a> <a href="mailto:support7.cmp@sbi.co.in">support7.cmp@sbi.co.in</a> <a href="mailto:support8.cmp@sbi.co.in">support8.cmp@sbi.co.in</a> <a href="mailto:support9.cmp@sbi.co.in">support9.cmp@sbi.co.in</a> <a href="mailto:support10.cmp@sbi.co.in">support10.cmp@sbi.co.in</a>
	2 <sup>nd</sup> Stage	AGM	040-23466569	<a href="mailto:agmcs.cmp@sbi.co.in">agmcs.cmp@sbi.co.in</a>
	3 <sup>rd</sup> Stage	DGM	022-26824801	<a href="mailto:dgm.cmp@sbi.co.in">dgm.cmp@sbi.co.in</a>