

CMP OPERATIONS CENTRE, HYDERABAD : Grievances Escalation Matrix

NAME OF DIVISION/ SECTION	Stage of Escalation	DESIGNATION	Contact Number	e-mail ID
(a) Govt. Business				
INCOME TAX REFUND	1st Stage	CHIEF MANAGER	040-23466502	itro@sbi.co.in
	2nd Stage	AGM (OPS)	040-23466585	agmops.cmp@sbi.co.in
	3rd Stage	DGM (OPS)	040-23466560	dgmops.cmp@sbi.co.in
State Govt Business	1st Stage	CHIEF MANAGER	040-23466502	itro@sbi.co.in
	2nd Stage	AGM (OPS)	040-23466585	agmops.cmp@sbi.co.in
	3rd Stage	DGM (OPS)	040-23466560	dgmops.cmp@sbi.co.in
UMEA	1st Stage	CHIEF MANAGER	040-23466567	umea.cmp@sbi.co.in
	2nd Stage	AGM (OPS)	040-23466585	agmops.cmp@sbi.co.in
	3rd Stage	DGM (OPS)	040-23466560	dgmops.cmp@sbi.co.in
Ministry of Defence	1st Stage	CHIEF MANAGER	040-23466567	umea.cmp@sbi.co.in
	2nd Stage	AGM (OPS)	040-23466585	agmops.cmp@sbi.co.in
	3rd Stage	DGM (OPS)	040-23466560	dgmops.cmp@sbi.co.in
(b) Other Payment Business				
Dividend Payment	1st Stage	CHIEF MANAGER	040-23466590	dw.cmp@sbi.co.in
	2nd Stage	AGM (OPS)	040-23466585	agmops.cmp@sbi.co.in
	3rd Stage	DGM (OPS)	040-23466560	dgmops.cmp@sbi.co.in
Paper Products	1st Stage	DEPUTY MANAGER CHIEF MANAGER	040-23466566 040-23466590	payments2.cmp@sbi.co.in dw.cmp@sbi.co.in

	2nd Stage	AGM (OPS)	040-23466585	agmops.cmp@sbi.co.in
	3rd Stage	DGM (OPS)	040-23466560	dgmops.cmp@sbi.co.in
Electronic Payment	1st Stage	DEPUTY MANAGER CHIEF MANAGER	040-23466569 040-23466590	newportalsupport@sbi.co.in dw.cmp@sbi.co.in
	2nd Stage	AGM (OPS)	040-23466585	agmops.cmp@sbi.co.in
	3rd Stage	DGM (OPS)	040-23466560	dgmops.cmp@sbi.co.in
(c) Client Services – Corporate’s Collection Business	1st Stage	ASST. MANAGER/ DEPUTY MANAGER	040-23466573, 040-23466574, 040-23466575, 040-23466576 040-23466577, 040-23466578	support2.cmp@sbi.co.in support3.cmp@sbi.co.in support4.cmp@sbi.co.in support5.cmp@sbi.co.in support6.cmp@sbi.co.in support7.cmp@sbi.co.in support8.cmp@sbi.co.in support9.cmp@sbi.co.in support10.cmp@sbi.co.in
		CHIEF MANAGER	040-23466570	cmcs.cmp@sbi.co.in
	2nd Stage	AGM	040-23466569	agmcs.cmp@sbi.co.in
	3rd Stage	DGM (OPS)	040-23466560	dgmops.cmp@sbi.co.in
Debit Mandates	1st Stage	MANAGER	040-23466583	mandates.cmphyd@sbi.co.in
	2nd Stage	AGM	040-23466569	agmcs.cmp@sbi.co.in
	3rd Stage	DGM (OPS)	040-23466560	dgmops.cmp@sbi.co.in