

## ANNEXURE-I

<i>Name of the office</i>	SANJEEVANI –SBI HR Helpline
<i>Purpose</i>	Any HR Related issues
<i>Who can contact</i>	All SBI employees
<i>How to contact:</i>  <i>Employees can reach to <b>SANJEEVANI- HR HELPLINE</b> through any of the modes written alongside.</i>	<p>(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></p> <p>(ii) e-mail (Using employee’s personal e-mail-ID with <b>sbi.co.in</b> domain)to: <b>sanjeevani.hr@sbi.co.in</b> <i>Employee should mention her/his PF ID, contact number and nature of query/ grievance in the mail.</i></p> <p>(iii) SMS “HELPHR followed by space and PF ID of employee concerned) <b>(HELPHR XXXXXXX) to 567676</b> <i>The SMS will be responded on the next working day by a call from SANJEEVANI on the mobile from which SMS is sent.</i></p> <p>(iv)By using link HELPHR in HRMS App. <b>(Releasing shortly)</b></p>
<i>Who will be available for staff at Contact Centre, Mumbai</i>	Officials in Senior Management Grade handling various issues in HR viz. CDS, Job Families, PMD, Service Conditions, Welfare activities etc.
<i>How will the staff 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 employee 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 employee.
<i>Resolution of the Complaint/Query/ Grievance raised through the ticket number.</i>	SMS and e-mail will be received by the employee 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>	