

Details for registration number : DEABD/E/2026/0026256

Name Of Complainant Yogi M. P. Singh

Date of Receipt 21/02/2026

Received By Ministry/Department
Financial Services (Banking Division)

Grievance Description

Financial Services (Banking Division) >> Misbehaviour/ Corruption/ Harassment/ Atrocities Against
>> Harrassment by Bank Staff

Bank : State Bank of India

Branch / Name of Bank and Branch : Chief Manager (Operations) State Bank of India

SUBJECT: Gross Mismanagement and Unauthorized Retention of Refund Funds by State Bank of India

GRIEVANCE DETAILS:

I am filing this grievance to report a severe deficiency in service and gross mismanagement by the State Bank of India (SBI) regarding a refund of 2,400.00 rupees.

On 27.01.2026, the merchant AIOSEO initiated a refund of 2,400.00 rupees to my account under Order number 880298 with ARN 82305096028500012763392.

It has now been 25 days since the refund was initiated, yet SBI has failed to credit the amount to my Savings Bank account despite the merchant providing a valid transaction reference.

In an email dated 21.02.2026, the Chief Manager of Operations at SBI RBO-7 Robertsganj admitted that the funds are an "inward remittance" and are currently being held pending action by their technical department. This admission proves that SBI is in possession of my 2,400.00 rupees but is failing to credit it.

It is the obligatory duty of the bank to manage refund credits in a time-bound manner, and internal technical mismanagement is not a valid excuse for a 25 day delay. This is a direct violation of the RBI Turn Around Time framework and constitutes an unauthorized retention of my funds.

I demand the immediate credit of 2,400.00 rupees to my account along with the RBI mandated compensation of 100 rupees per day for the 25 day delay caused by this mismanagement.

Account Holder: Yogi M P Singh

Mobile: 917379105911

Related Appeal Reference: DEABD/E/A/26/0002688

Current Status

Case closed

Date of Action

26/02/2026

Remarks

Customer advised suitably by Circle

Officer Concerns To

Officer Name

General Manager (General Manager)

Organisation name

State Bank of India

Contact Address

**Corporate Centre, Customer Service Deptt. State Bank Bhawan,
16th Floor, Madam Cama Road, Mumbai**

Email Address

gm.customer@sbi.co.in

Contact Number

02222740970



Mahesh Pratap Singh <yogimpsingh@gmail.com>

CPGRAM COMPLAINT : DEABD/E/2026/0026256

2 messages

Binod Prasad CM CCGRO, GUJRAT <CMCOMP7.ZOVAR@sbi.co.in>
To: Mahesh Pratap Singh <yogimpsingh@gmail.com>

25 February 2026 at 16:02

Dear Sir,

Sub : CPGRAM COMPLAINT : DEABD/E/2026/0026256

With reference to above CPGRAM complaint it is stated that, investigation of refund amount of Rs. 2400/- by technical team is still in progress. The branch is also not received any fund related to this transaction. Hence, we have lodged CRM complaint No. 914349054 on 25.02.2026 related to non-refund of Rs. 2,400/- in beneficiary account. The turnaround time for this complaint is 10 days. In the meantime, we are continuously contacting the technical team for early resolution of customer complain.

For further query you can contact to following toll free numbers.

State Bank Contact Centre Number: 18001234/18002100**Other services through dedicated Toll-free numbers**

Sr No	Toll-Free Number	Support provided for
1	1800 1111 09	For unauthorised transaction reporting)
2	1800 1111 01	SBI YONO
3	1800 11 0009	Pensioners
4	1800 11 0001	PMJDY
5	1800 11 0018	SBI FASTag
6	1800 11 2017	GST
7	1800 11 2018	Home Loan
8	1800 425 9760	Income Tax Refund Orders (ITRO)
9	1800 8900	Wealth & Platinum customers
10	1800 1111 03	SBI Doorstep Banking Services
11	1800 8888	Helpline for Senior Citizen & Differently abled Customers

Regards,

Chief Manager (Operations)
State Bank of India
Regional Business Office-7
Robertsganj -231216
M-9672148295

The information in this mail is confidential and is intended solely for addressee. Access to this mail by anyone else is unauthorized. Copying or further distribution beyond the original recipient may be unlawful. Any opinion expressed in this mail is that of sender and does not necessarily reflect that of State Bank group.

Binod Prasad CM CCGRO, GUJRAT <CMCOMP7.ZOVAR@sbi.co.in>

25 February 2026 at 17:23

To: Mahesh Pratap Singh <yogimpsingh@gmail.com>

Dear Sir,

Sub : CPGRAM COMPLAINT : DEABD/E/2026/0026256

With reference to above CPGRAM complaint it is stated that, investigation of refund amount of Rs. 2400/- by technical team is still in progress. We have sent the details to various technical teams for early resolution. The branch is also not received any fund related to this transaction. Hence, we have lodged CRM complaint No. 914349054 on 25.02.2026 related to non-refund of Rs. 2,400/- in beneficiary account.

We have already informed through reply dated 17.02.2026 of previous CPGRAM complaint No. DEABD/E/2026/0021712 that your disputed amount will be credited to your SB account within 7 days. We apologize for the delay caused in your grievance resolution. We also request you to have patience and bear with us. We are making continuous efforts for early refund of your disputed amount. In the meantime, we are continuously contacting the technical team for early resolution of customer complain.

[Quoted text hidden]

[Quoted text hidden]



Mahesh Pratap Singh <yogimpsingh@gmail.com>

SBI Customer Care - Case - 914349054 - has been created for the recent issue reported by you.

1 message

SBI - Customer Service <noreply.crm@alerts.sbi.bank.in>

25 February 2026 at 11:04

Reply-To: noreply.crm@alerts.sbi.bank.in

To: yogimpsingh@gmail.com

Dear Mr. MAHESH PRATAP SINGH

Thank you for banking with us. Customer Care Case: 914349054 has been recorded for REMITTANCES - REMITTANCE: OTHERS - DELAY IN CREDITING INWARD REMITTANCES and will be resolved within 10 D 0 H (Days). In case of any further queries please contact our Customer Care Team or visit your nearest Branch.

In case you have not raised this issue kindly contact customer care service immediately.

This is a system generated Email, Please do not Reply.

**Thank you,
SBI Bank Customer Care**