

Sr No	Department	SOPs
1	CMPOC	SOP FOR CASH AND CHEQUE PICK UP SERVICES
2	CMPOC	SOP FOR MANDATE OPERATIONS
3	CMPOC	SOP FOR UMEA TRANSACTIONS
4	CMPOC	SOP FOR MINISTRY OF DEFENCE
5	CMPOC	SOP FOR STATE GOVT TRANSACTIONS
6	CMPOC	SOP FOR DIVIDEND WARRANT
7	CMPOC	SOP FOR CC PAP & DD PRINTING
8	UPI	SOP ON UPI IN YONO APP
9	UPI	SOP E-₹UPI (UPI PREPAID VOUCHER)
10	UPI	SOP ON UPI TRANSACTION PROCESSING ACCOUNTING RECONCILIATION AND SETTLEMENT ,DISPUTE RESOLUTION
11	CARDS	SOP ON NCMC RUPAY DEBIT CARD COMPLAINT MANAGEMENT
12	CARDS	SOP HARMONISATION OF TAT AND COMPENSATION FOR FAILED TRANSACTIONS
13	CARDS	SOP ON OFF-US TRANSACTIONS
14	CARDS	21 SOP ON FRAUDULANT TRANSACTION ON POS ECOM ATM DOM ATM INTL
15	CARDS	RETURN TO ORIGIN FOR DEBIT CARDS
16	CARDS	SOP SINGLE CURRENCY VISA SBFTC
17	CARDS	SOP ON COMPLAINT RESOLUTION INR PREPAID CARD AND FOREIGN TRAVEL CARD (FTC)
18	CARDS	SOP FOR PERC PRODUCT
19	CARDS	SOP FOR PASSING EXCEPTION ENTRIES IN BGL ACCOUNTS FOR INR PREPAID CARDS DISPUTE - DEBIT ORIGINATING AC
20	CARDS	GITC 14 -SOP-POS USING CARD
21	CARDS	SOP ON EWLP
22	CARDS	SOP FOR ISSUANCE OF DEBIT CARDS AT NON HOME BRANCH
23	MABC	STANDARD OPERATING PROCEDURE (SOP) DIGITAL BANKING UNITS
24	MABC	PASSING OF GST -INPUT TAX CREDIT ON INTERCHANGE INVOICES RECEIVED FROM CARD ISSUER BANKS ON ACQUIRING TRANSACTIONS TO SBI PAYMENTS SERVICES PRIVATE LTD
25	MABC	PRE-ISSUANCE VETTING OF AND SOP ON MERCHANT ACQUIRING BUSINESS (MAB) :REVIEW OF DELEGATION OF DISCRETIONARY POWERS FOR SANCTION OF CONCESSIONS
26	MABC	SOP ON BHIM AADHAR PAY
27	MABC	CRM FOR LODGING MERCHANT RELATED COMPLAINTS WHO ARE AVAILING POS/BQR FACILITY FROM SBIPSPL
28	PA	ASVA SOP VER III 2026
29	PA	SOP VER II (2025) - PAYMENT OF COMPENSATION FOR FAILED PG CNP TXN AS PER RBI GUIDELINES ON HARMONIZATION OF TAT FROM AN ACQUIRER PERSPECTIVE
30	PA	SBIEPAY LITE SOP VER III 2025
31	PA	IBMB SOP VER I 2025
32	PA	AMEX SOP VER I 2025
33	PA	SB COLLECT SOP VER IV 2025
34	PA	SBIEPAY SOP
35	PA	SOP ON PAYMENT GATEWAY TRANSACTIONS: ANNEXURE- A – SETTLEMENT PROCESS OF PG TRANSACTIONS
36	PA	SOP ON PAYMENT GATEWAY TRANSACTIONS: ANNEXURE- B - ACCOUNTING PROCESS FOR PG (CNP) ACQUIRING TRANSACTIONS
37	PA	SOP - SBI UNIPAY RECONCILIATION AND SETTLEMENT
38	PA	UNIPAY-CRM CRCF APPROVED SOP
39	PROJECT	SOP ON SBI FASTAG
40	GBSSU	AGENDA 8 EFILING INCOME TAX - EVC THROUGH PAN SEEDED ACCOUNT
41	GBSSU	APPROVED SOP AB DT 29 05 2025
42	GBSSU	CLAIM OF AGENCY COMMISSION ON CENTRAL GOVT TRANSACTIONS
43	GBSSU	GEM SOP
44	GBSSU	NBG-GAD-DBT-32-2016-17 DT 02.02.2017
45	GBSSU	RBI BONDS SOP
46	GBSSU	SOP FOR AGENCY COMMISSION ON STATE GOVERNMENT TRANSACTIONS
47	GBSSU	SOP ON CENTRAL GOVT ACCOUNTS
48	GBSSU	SOP ON CGT SETTLEMENT
49	GBSSU	SOP ON DPI
50	GBSSU	SOP ON EKUBER VERSION 1.0 06.11.2025- SG SETTLEMENT
51	GBSSU	SOP ON EKUBER VERSION 2.0 06.11.2025- SG SETTLEMENT
52	GBSSU	SOP ON NOMINATION

53	GBSSU	SOP ON OVERPAYMENT
54	GBSSU	SOP ON ROLES AND RESPONSIBILITIES- PENSION
55	GBSSU	SOP ON SETTLEMENT OF STATE GOVERNMENT TRANSACTIONS WITH RBI
56	GBSSU	TIN SOP
57	GBSSU	DPI & PENAL INTEREST CLAIMS
58	GBSSU	SOP ON NEWLY OPENED BGL FOR PAYMENT OF PENSION
59	GBSSU	SOP OF SCSS 31.01.2026
60	GBSSU	SOP ON CENTRAL GOVERNMENT VDMS RECONCILIATION
61	GBSSU	SOP ON PENSION PAYMENT OF AUTONOMOUS BODIES
62	GBSSU	SOP ON PUBLIC PROVIDENT FUND (PPF).
63	GBSSU	SOP ON SUKANYA SAMRIDDHI ACCOUNTS 2019
64	TBM	PROCESS FLOW - BRANCH MAKER CHECKER
65	TBM	PROCESS FLOW - CUSTOMER JOURNEY
66	TBM	PROCESS FLOW - VKYC JOURNEY
67	TBM	PROCESS FLOW- BRANCH INITIATED JOURNEY
68	TBM	SOP_CURRENT ACCOUNT_ETB NTB_YONO 2.0 APPROVED
69	TBM	TAB BANKING- STEP BY STEP PROCESS
70	CMP & CB	SOP FOR VAN BRANCH USERS_MODEL 2 AND 3
71	CMP & CB	SOP FOR VAN CORPORATE USERS_MODEL 2 AND 3
72	CMP & CB	SOP FOR BRANCH TELLER FOR VAN CASH
73	CMP & CB	SOP FOR BRANCH TELLER FOR VAN CLEARING
74	CMP & CB	SOP FOR BRANCH TELLER FOR VAN SBI CHEQUE
75	CMP & CB	SOP FOR VAN COLLECTION LOAN CASA
76	CMP & CB	SOP FOR SBI_CMP_MCC_BRANCH_USERS
77	CMP & CB	SOP FOR SBI_CMP_MCC_CORPORATE_USERS
78	CMP & CB	SOP FOR SBI_CMP_CORPORATE MANDATE
79	CMP & CB	SOP ON E-PAYMENT
80	CMP & CB	SOP ON DIGI DEALER
81	CMP & CB	SOP ON LIQUIDITY MANAGEMENT
82	CMP & CB	SBI_BBE_Payment_User_Manual_V4(To be Created)
83	CMP & CB	SOP ON SBI_CFE_Setup & Payments_V4(To be Created)
84	CMP & CB	SOP ON SBI_BBE_VAN COBO_User Manual_V2(To be Created)
85	CMP & CB	SOP ON SBI_BBE_VAN POBO_User Manual_V2(To be Created)
86	CMP & CB	SOP ON SBI_CFE_VAN COBO_User Manual_V2(To be Created)
87	CMP & CB	SOP ON SBI_CFE_VAN POBO_User Manual_V2(To be Created)
88	CMP & CB	SOP ON SBI_Collections_BBE_User Manual_V3(To be Created)
89	CMP & CB	SOP ON SBI_BBE_Receivable_User_ManualV3(To be Created)
90	CMP & CB	SOP ON SBI_CFE_Receivable User Manual-V3(To be Created)
91	CMP & CB	SOP ON SBI_CFE_Collections_V3(To be Created)
92	CMP & CB	SOP ON SBI_BBE_Mandate_User_ManualV3(To be Created)
93	CMP & CB	SOP ON SBI_CFE_Mandate_User_ManualV3(To be Created)
94	CMP & CB	SOP ON SBI_CFE_LMS MVP1.5.(To be Created)
95	CMP & CB	SOP ON SBI_LMS_User_Manual_BANKMV1.5NJ(To be Created)
96	CMP & CB	SOP ON RAIL SHAKTI CASH PICKUP (To be Created)
97	TBM	SOP ON USER MANUAL ON EASY COLLECT(To be Created)
98	MABC	SOP ON REVISED SETTLEMENT PROCESS FOR SBI PAYMENTS (To be Created)
99	PA	SOP ON FX RETAIL(To be Created)
100	PA	SOP ON ETENDER (To be Created)
101	CMPOC	SOP ON CLIENT GRIEVANCE MECHANISM (CMP HELPDESK)(To be Created)
102	CMPOC	SOP ON CLIENT ONBOARDING (To be Created)
103	CMPOC	SOP ON RAILWAYS TRANSACTION PROCESSING (To be Created)
104	CMPOC	SOP ON E-COLLECTIONS (To be Created)
105	CMPOC	SOP ON E-PAYMENTS (To be Created)
106	CMPOC	SOP ON LIQUIDITY MANAGEMENT (To be Created)

107	CMPOC	SOP ON ITRO PROCESSING (To be Created)
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