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* **IN THE HIGH COURT OF DELHI AT NEW DELHI**
+ **W.P.(C) 1899/2026**
J.P.SHARMAPetitioner

Through:

versus

STATE BANK OF INDIA AND ORS

.....Respondents

Through: Mr. Santosh Kumar Rout, SC

CORAM:
HON'BLE MR. JUSTICE JASMEET SINGH

ORDER
10.02.2026

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CM APPL. 9208/2026

Allowed, subject to all just exceptions.

The application is disposed of.

W.P.(C) 1899/2026

1. This is a petition filed under Article 226 of the Constitution of India seeking the following reliefs:

a) *“Direct the Respondents to take action on complaint of the Petitioner dated 31.12.2025. The Petitioner may also be heard by the Chief General Manager (New Delhi Region, SBI) Respondent No.2 the highest authority for SBI Delhi Offices may thereafter pass a reasoned order on the Complaint of the Petitioner...”*

2. The brief facts of the case are that the petitioner is a 74 year old retired



officer of State Bank of India (“**SBI**”). The petitioner, on 17.12.2025, sought some information about his pension account over phone from the Branch Manager, SBI, IP Estate but the Branch Manager did not answer the call.

3. The petitioner also sent a complaint dated 17.12.2025 to the Chairman/ Chief General Manager of the SBI, but received no reply as the complaint was in contravention of the instructions of SBI.
4. Again on 31.12.2025, the petitioner called the Branch Manager, SBI, IP Estate inquiring about the credit entry of Rs. 15,000/-, which was not being reflected. The Branch Manager, SBI, IP Estate answered the call and insulted and misbehaved with the petitioner. Further, he did not provide the requisite information.
5. Learned counsel for the petitioner, states that the SBI has issued instructions that customers over the age of 70 years may be provided services over phone/ video calls for their convenience. Further, he states that the petitioner is only seeking disposal of his representation/ compliant against respondent No. 3.
6. Mr. Rout, who was present in court in another matter, has been asked to accept notice for and on behalf of the SBI, which he has so done.
7. It is directed that the petitioner shall appear before the Regional Manager, namely Mr. Rubi Mishra, State Bank of India at Regional Business Office – 1, Mohandev Building Tolstoy Road, New Delhi-110001 at 11:00 on 23.02.2026.
8. Keeping the age of the petitioner in mind, the Regional Manager shall ensure that the petitioner is not kept waiting and given a personal hearing immediately.



9. The petition is disposed of in aforesaid terms.

JASMEET SINGH, J

FEBRUARY 10, 2026/sp