

**Annexure I-List of Ombudsman**  
(For the updated list You may refer to IRDAI website)

**Address & Contact Details of Ombudsman Centres**

**Council for Insurance Ombudsmen (Monitoring Body for Offices of Insurance Ombudsman)**  
3<sup>rd</sup> Floor, Jeevan Seva Annexe, S V Road, Santacruz (West), Mumbai – 400054.  
Tel no: 022-26106671/6889/980. Email id: [inscoun@cioins.co.in](mailto:inscoun@cioins.co.in)  
website: [www.cioins.co.in](http://www.cioins.co.in)

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If you have a grievance, approach the grievance cell of Insurance Company first. If complaint is not resolved/ not satisfied/not responded for 30 days then You can approach The Office of the Insurance Ombudsman (Bimalokpal)

Please visit our website for details to lodge complaint with Ombudsman.

| Office of the Ombudsman                                                                                                                                                                                                   | Contact Details                                                                                                                            | Areas of Jurisdiction                                                                                                                                 |
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| <b>AHEMDABAD</b><br>Office of the Insurance Ombudsman,<br>Jeevan Prakash Building,<br>6 <sup>th</sup> Floor, Tilak Marg, Relief Road,<br><b>Ahmedabad- 380 001</b>                                                        | <a href="tel:079-25501201/02">Tel:079-25501201/02</a><br>Email: <a href="mailto:oio.ahmedabad@cioins.co.in">oio.ahmedabad@cioins.co.in</a> | Gujrat, Dadra & Nagar Haveli, Daman & Diu                                                                                                             |
| <b>Bengaluru</b><br>Office of the Insurance Ombudsman,<br>Jeewan Soudha Building,<br>PID No. 57-27-N-19,<br>Ground Floor, 19/19, 24 <sup>th</sup> Main Road, JP Nagar, 1 <sup>st</sup> Phase<br><b>Bengaluru- 560 078</b> | Tel.:080 – 26652048/ 26652049<br>Email: <a href="mailto:oio.bengaluru@cioins.co.in">oio.bengaluru@cioins.co.in</a>                         | Karnataka                                                                                                                                             |
| <b>BHOPAL</b><br>Office of the Insurance Ombudsman,<br>1 <sup>st</sup> Floor of LIC Zonal Office Building, Jeevan Shikha,<br>60-B, Hoshangabad Road, (Opp Gayatri Mandir)<br><b>Bhopal 462011</b>                         | Tel.: 0755 - 2769201 / 2769202 / 2769203<br>Email: <a href="mailto:oio.bhopal@cioins.co.in">oio.bhopal@cioins.co.in</a>                    | Madhya Pradesh, Chhattisgarh                                                                                                                          |
| <b>BHUBANESHWAR</b><br>Office of the Insurance Ombudsman,<br>62, Forest Park,<br><b>BHUBANESHWAR-751 009</b>                                                                                                              | Tel.:0674 - 2596461 /2596455 / 2596429/2596003<br>Email: <a href="mailto:oio.bhubaneswar@cioins.co.in">oio.bhubaneswar@cioins.co.in</a>    | Odisha                                                                                                                                                |
| <b>CHANDIGARH</b><br>Office of the Insurance Ombudsman,<br>Jeevan Deep Building SCO 20-27,<br>Ground Floor Sector- 17 A, Chandigarh – 160 017.                                                                            | Tel.:0172-2706468<br>Email: <a href="mailto:oio.chandigarh@cioins.co.in">oio.chandigarh@cioins.co.in</a>                                   | Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh |
| <b>CHENNAI</b><br>Office of the Insurance Ombudsman,<br>Fatima Akhtar Court, 4 <sup>th</sup> Floor, 453,                                                                                                                  | Tel.:044 - 24333668 / 24333678<br>Email: <a href="mailto:oio.chennai@cioins.co.in">oio.chennai@cioins.co.in</a>                            | Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry)                                                                               |

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| Anna Salai, Teynampet,<br><b><u>CHENNAI-600 018.</u></b>                                                                                                                                                |                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>DELHI</b><br>Office of the Insurance<br>Ombudsman,<br>2/2 A, Universal Insurance<br>Bldg., Asaf Ali Road,<br><b><u>NEW DELHI-110 002.</u></b>                                                        | Tel.: 011 -<br>46013992/23213504/23232481<br>Email: oio.delhi@cioins.co.in                              | Delhi & following Districts of Haryana -<br>Gurugram, Faridabad, Sonapat &<br>Bahadurgarh                                                                                                                                                                                                                                                                                                                                                        |
| <b>GUWAHATI</b><br>Office of the Insurance<br>Ombudsman,<br>"Jeevan Nivesh", 5th Floor,<br>Nr. Paanbazar over bridge,<br>S.S. Road<br><b><u>GUWAHATI- 781 001</u></b><br><b><u>(ASSAM)</u></b>          | Tel.: 0361 – 2632204 / 2602205/<br>2631307<br>Email: oio.guwahati@cioins.co.in                          | Assam,<br>Meghalaya, Manipur,<br>Mizoram,<br>Arunachal Pradesh, Nagaland and<br>Tripura.                                                                                                                                                                                                                                                                                                                                                         |
| <b>HYDERABAD.</b><br>Office of the Insurance<br>Ombudsman,<br>6-2-46, 1st floor, "Moin<br>Court",<br>Lane Opp. Hyundai<br>Showroom, A. C. Guards,<br>Lakdi-Ka-Pool,<br><b><u>HYDERABAD-500 004.</u></b> | Tel.: 040- 23312122 / 23376991 /<br>23376599 / 23328709 / 23325325<br>Email: oio.hyderabad@cioins.co.in | Andhra Pradesh, Telangana, Yanam and<br>part of Union Territory of Puducherry                                                                                                                                                                                                                                                                                                                                                                    |
| <b>JAIPUR</b><br>Office of the Insurance<br>Ombudsman,<br>Jeevan Nidhi- II Bldg,<br>Ground Floor,<br>Bhawani Singh Marg,<br><b><u>JAIPUR – 302 005.</u></b>                                             | Tel.: 0141 - 2740363<br>Email: oio.jaipur@cioins.co.in                                                  | Rajasthan                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>ERNAKULAM / KOCHI</b><br>Office of the Insurance<br>Ombudsman,<br>10th Floor, Jeevan Prakash,<br>LIC Building,<br>Opp to Maharaja's College<br>Ground, M.G.Road,<br>Kochi - 682 011.                 | Tel.: 0484 – 2358759<br>Email: oio.ernakulam@cioins.co.in                                               | Kerala, Lakshadweep, Mahe-a part of UT<br>of Puducherry                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>KOLKATA</b><br>Office of the Insurance<br>Ombudsman,<br>Hindustan Building,<br>Annexe, 4 <sup>th</sup> Floor, 4, CR<br>Avenue<br><b><u>KOLKATA- 700 072</u></b>                                      | Tel.: 033 - 22124339 / 22124341<br>Email: oio.kolkata@cioins.co.in                                      | West Bengal, Sikkim,<br>Andaman & Nicobar Islands                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>LUCKNOW</b><br>Office of the Insurance<br>Ombudsman,<br>6th Floor, Jeevan Bhawan,<br>Phase-II, Nawal Kishore<br>Road, Hazratganj,<br><b><u>LUCKNOW-226 001.</u></b>                                  | Tel.: 0522 - 4002082 / 3500613<br>Email: oio.lucknow@cioins.co.in                                       | Districts of Uttar Pradesh:<br>Lalitpur, Jhansi, Mahoba, Hamirpur,<br>Banda, Chitrakoot, Allahabad, Mirzapur,<br>Sonbhadra, Fatehpur, Pratapgarh,<br>Jaunpur, Varanasi, Gazipur, Jalaun,<br>Kanpur, Lucknow, Unnao, Sitapur,<br>Lakhimpur, Bahraich, Barabanki,<br>Raebareilly, Sravasti, Gonda, Faizabad,<br>Amethi, Kaushambi, Balrampur, Basti,<br>Ambedkarnagar, Sultanpur,<br>Maharajganj, Santkabimagar,<br>Azamgarh, Kushinagar, Gorkhpur |

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|                                                                                                                                                                              |                                                                                                                    | Deoria, Mau, Ghazipur Chandauli, Ballia Sidharathnagar.                                                                                                                                                                                                                                                                                                                                                  |
| <b>MUMBAI</b><br>Office of the Insurance Ombudsman,<br>3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz(W),<br><b><u>MUMBAI-400 054.</u></b>                              | Tel.: 022 - 69038800/27/29/31/32/33<br>Email: <a href="mailto:oio.mumbai@cioins.co.in">oio.mumbai@cioins.co.in</a> | Wards covered: A,B,C,D,E,F/N,F/S,G/N,G/S,H/E,H/W,K/E,K/W,L,P/N,P/S,R/C,R/N,R/S.<br>Rest of the wards in Mumbai – i.e M/E, M/W, N, S and T covered under Office of Insurance Ombudsman Thane and areas of Navi Mumbai                                                                                                                                                                                     |
| <b>NOIDA</b><br>Office of the Insurance Ombudsman, Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector-15, Distt. Gautam Buddh Nagar<br><b><u>U.P- 201301</u></b>  | Tel.: 0120- 2514252 / 2514253<br>Email: <a href="mailto:oio.noida@cioins.co.in">oio.noida@cioins.co.in</a>         | State of Uttarakhand I and the following Districts of Uttar Pradesh:<br>Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddhnagar, Ghaziabad, HarDOI, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanishramnagar, Saharanpur. |
| <b>PUNE</b><br>Office of the Insurance Ombudsman,<br>Jeevan Darshan Bldg., 3rd Floor, C. T.S No's 195 to198, N.C. Kelkar Road, Narayan Peth,<br><b><u>PUNE – 411030.</u></b> | Tel.: 020 - 24471175<br>Email: <a href="mailto:oio.pune@cioins.co.in">oio.pune@cioins.co.in</a>                    | State of Goa and State of Maharashtra excluding areas of Navi Mumbai, Thane district, Palghar District, Raigad district & Mumbai Metropolitan Region                                                                                                                                                                                                                                                     |
| <b>PATNA</b><br>Office of the Insurance Ombudsman,<br>2nd Floor, Lalit Bhawan, Bailey Road,<br><b>Patna - 800 001</b>                                                        | Tel.: 0612- 2547068<br>Email id: <a href="mailto:oio.patna@cioins.co.in">oio.patna@cioins.co.in</a> .              | Bihar, Jharkhand.                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>THANE</b><br>2nd Floor, Jeevan Chintamani Building, Vasantrao Naik Mahamarg, Thane (West)                                                                                 | Tel.: 022-20812868/69<br>Email id: <a href="mailto:oio.thane@cioins.co.in">oio.thane@cioins.co.in</a>              | Area of Navi Mumbai, Thane District, Raigad District, Palghar District and wards of Mumbai, M/East, M/West, N, S and T.                                                                                                                                                                                                                                                                                  |