

| S.NO. | Ombudsman Office | Contact Details   | Area of Jurisdiction   |
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| 1     | AHMEDABAD        | Office of the Insurance Ombudsman,<br>Jeevan<br>Prakash Building, 6th floor, Tilak<br>Marg, Relief Road, Ahmedabad – 380 001. Tel.:<br>079 - 25501201/02 Email:<br>bimalokpal.ahmedabad@cioins.co.in  | Gujarat, UT of Dadra &<br>Nagar Haveli,<br>Daman and Diu   |
| 2     | BENGALURU        | Office of the Insurance Ombudsman,<br>Jeevan Soudha Building, PID No. 57-<br>27- N-19 Ground Floor, 19/19, 24th Main<br>Road, JP Nagar, Ist Phase, Bengaluru –<br>560 078.<br>Tel.: 080 - 26652048 / 26652049 Email:<br>bimalokpal.bengaluru@cioins.co.in | Karnataka  |
| 3     | BHOPAL           | Office of the Insurance Ombudsman,<br>1st floor, “Jeevan Shikha”, 60-<br>B, Hoshangabad Road, Opp. Gayatri Mandir,<br>Arera Hills, Bhopal – 462 011.<br>Tel.: 0755 - 2769201 / 2769202 / 2769203<br>Email: bimalokpal.bhopal@cioins.co.in                 | Madhya Pradesh &<br>Chhattisgarh   |
| 4     | BHUBANESHWAR     | Office of the Insurance Ombudsman,<br>62, Forest<br>Park, Bhubaneswar - 751009 Tel:<br>0674 – 2596003/259 6455/61/29,<br>Email:<br>bimalokpal.bhubaneswar@cioins.co.in  | Odisha   |
| 5     | CHANDIGARH       | Office of the Insurance Ombudsman, Jeevan<br>Deep Building SCO 20-27,<br>Ground Floor Sector- 17 A, Chandigarh- 160017<br>Tel: 0172-2706468; E-Mail:<br>bimalokpal.chandigarh@cioins.co.in  | Punjab, Haryana (excluding<br>Gurugram, Faridabad,<br>Sonapat and Bahadurgarh),<br>Himachal Pradesh, Union<br>Territories of<br>Jammu & Kashmir, Ladakh<br>& Chandigarh. |

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| 6 | CHENNAI | Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453 Anna Salai, Teynampet, Chennai - 600018<br>Tel: 044 - 24333668 / 24333678, E-Mail: bimalokpal.chennai@cioins.co.in | Tamil Naidu, UT-Puducherry town and Karaikal (which are part of UT of Puducherry) |
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| 7  | NEW DELHI | Office of the Insurance Ombudsman, 2/2 A, 1st Floor, Universal Insurance Bldg., Asaf Ali Road, New Delhi- 110002<br>Tel: 011 - 46013992/23213504/23232481<br>E-Mail: bimalokpal.delhi@cioins.co.in  | Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh. |
| 8  | KOCHI     | Office of the Insurance Ombudsman, 10th Floor, Jeevan Prakash, LIC Building, Opp to Maharaja's College, M.G. Road, Kochi - 682 011. Tel.: 0484 – 2358759 E-Mail: bimalokpal.ernakulam@cioins.co.in  | Kerala, UT of (a) Lakshadweep, (b) Mahe - a part of UT of Pondicherry                |
| 9  | GUWAHATI  | Office of the Insurance Ombudsman, “Jeevan Nivesh”, 5th Floor, Near, Panbazar Overbridge, S.S. Road, Guwahati - 781001<br>Tel: 0361 - 2632204 / 2602205 / 2631307 Email: bimalokpal.guwahati@cioins.co.in   | Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland & Tripura            |
| 10 | HYDERABAD | Office of the Insurance Ombudsman, 6-2-46, 'Moin Court', 1st Floor, Lane Opp. Hyundai Showroom, A.C. Guards, Lakdi Ka Pool, Hyderabad- 500004<br>Tel: 040-23312122 / 23376991 / 23376599 / 23328709 / 23325325<br>E-Mail: bimalokpal.hyderabad@cioins.co.in | Andhra Pradesh, Telangana, and UT of Yanam – a part of the UT of Puducherry          |

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| 11 | JAIPUR  | Office of the Insurance Ombudsman,<br>Jeevan Nidhi – II Bldg., Gr. Floor,<br>Bhawani Singh Marg, Jaipur - 302<br>005. Tel.: 0141 -2740363<br>Email: bimalokpal.jaipur@cioins.co.in   | Rajasthan   |
| 12 | KOLKATA | Office of the Insurance Ombudsman,<br>7th Floor, Hindustan Bldg. Annexe, 4,<br>C.R. Avenue, Kolkata - 700 072<br>Tel: 033 - 22124339 / 22124341,<br><br>E-Mail:<br>bimalokpal.kolkata@cioins.co.in                         | West Bengal, UT of<br>Andaman and Nicobar Islands,<br>Sikkim  |
| 13 | LUCKNOW | Office of the Insurance Ombudsman,<br>6th Floor, Jeevan Bhawan, Phase-II,<br>Nawal Kishore Road, Hazratganj,<br>Lucknow - 226 001.<br><br>Tel.: 0522 - 4002082 / 3500613<br><br>Email:<br>bimalokpal.lucknow@cioins.co.in  | Districts of Uttar Pradesh:<br>Lalitpur, Jhansi, Mahoba,<br>Hamirpur, Banda, Chitrakoot,<br>Allahabad, Mirzapur,<br>Sonbhadra, Fatehpur,<br>Pratapgarh, Jaunpur, Varanasi,<br>Gazipur, Jalaun, Kanpur,<br>Lucknow, Unnao, Sitapur,<br>Lakhimpur, Bahraich, Barabanki,<br>Raebareli, Sravasti, Gonda,<br>Faizabad, Amethi, Kaushambi,<br>Balrampur, Basti,<br>Ambedkarnagar, Sultanpur,<br>Maharajgang, Santkabirnagar,<br>Azamgarh, Kushinagar, Gorkhpur,<br>Deoria, Mau, Ghazipur, Chandauli,<br>Ballia, Sidharathnagar. |
| 14 | MUMBAI  | Office of the Insurance Ombudsman,<br>3rd Floor, Jeevan Seva Annexe (Above<br>MTNL),<br>S.V. Road, Santa Cruz (W), Mumbai -<br>400054<br>Tel: 022-69038800/27/29/31/32/33<br><br>E-Mail:<br>bimalokpal.mumbai@cioins.co.in | Goa,<br>Mumbai Metropolitan Region<br>excluding Navi Mumbai &<br>Thane.   |

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| 15 | NOIDA | Office of the Insurance Ombudsman,<br>4th Floor, Bhagwan Sahai Palace,<br>Main Road, Naya Bans, Sector-15,<br>Distt: Gautam Buddh Nagar,<br>U.P-201301 Tel No: 0120-2514252/53<br>Email: bimalokpal.noida@cioins.co.in      | State of Uttarakhand and the<br>following Districts of Uttar<br>Pradesh: Agra, Aligarh, Bagpat,<br>Bareilly, Bijnor, Budaun,<br>Bulandshihar, Etah, Kannauj,<br>Mainpuri, Mathura, Meerut,<br>Moradabad, Muzaffarnagar,<br>Oraiyya, Pilibhit, Etawah,<br>Farrukhabad, Firozbad,<br>Gautambodhanagar, Ghaziabad,<br>Hardoi, Shahjahanpur, Hapur,<br>Shamli, Rampur, Kashganj,<br>Sambhal, Amroha, Hathras,<br>Kanshiramnagar, Saharanpur |
| 16 | PATNA | Office of the Insurance<br>Ombudsman,<br>2nd Floor, Lalit Bhawan, Bailey Road,<br>Patna 800 001.<br>Tel.: 0612-2547068<br>Email: bimalokpal.patna@cioins.co.in  | Bihar, Jharkhand.   |
| 17 | PUNE  | Office of the Insurance Ombudsman,<br>Jeevan<br>Darshan Bldg., 3rd Floor, C.T.S. No's.<br>195 to<br>198, N.C. Kelkar Road, Narayan<br>Peth, Pune – 411 030.<br>Tel.: 020-24471175<br>Email:<br>bimalokpal.pune@cioins.co.in | State of Goa and State of<br>Maharashtra excluding areas of<br>Navi Mumbai, Thane district,<br>Palghar District, Raigad district &<br>Mumbai Metropolitan Region  |
| 18 | Thane | Office of the Insurance Ombudsman,<br>2nd Floor, Jeevan Chintamani Building,<br>Vasantrao Naik Mahamarg,<br>Thane (West)<br>Thane - 400604<br>Email: bimalokpal.thane@cioins.co.in  | Area of Navi Mumbai, Thane<br>District, Raigad District, Palghar<br>District and wards of Mumbai,<br>M/East, M/West, N, S and T."   |