



## Insurance Ombudsman Centers - India

The term **ombudsman** usually refers to an official, appointed by the government or by parliament but with a significant degree of independence, who is charged with representing the interests of the public by investigating and addressing complaints of maladministration or violation of rights by a public official body. In some countries an Inspector General, Citizen Advocate or other official may have duties similar to those of a national ombudsman, and may also be appointed by the legislature. Below the national level an ombudsman may be appointed by a state, local or municipal government, and unofficial ombudsmen may be appointed by, or even work for, a corporation such as a utility supplier or a newspaper, for an NGO, or for a professional regulatory body.

The Government of India has designated several ombudsmen (sometimes called Chief Vigilance Officer or CVO) for the redress of grievances and complaints from individuals in the banking, insurance and other sectors being serviced by both private and public bodies and corporations. The CVC (Central Vigilance Commission) was set up on the recommendation of the Santhanam Committee (1962–64).

The Governing Body of Insurance Council (GBIC) has been established under Redressal of Public Grievances Rules 1998, to set-up and facilitate the Institution of Insurance Ombudsman in India. Below is a list of Insurance Ombudsman in India.

### CONTACT DETAILS

#### AHMEDABAD

Office of the Insurance Ombudsman,  
2nd floor, Ambica House,  
Near C.U. Shah College,  
5, Navyug Colony, Ashram Road,  
Ahmedabad – 380 014  
Tel.:- 079-27546150/139  
Fax:- 079-27546142  
Email:-[ins.omb@rediffmail.com](mailto:ins.omb@rediffmail.com)

#### BHOPAL

Office of the Insurance Ombudsman,

### JURISDICTION

State of Gujarat and Union Territories of  
Dadra & Nagar Haveli and Daman and  
Diu.

States of Madhya Pradesh and  
Chattisgarh.



Janak Vihar Complex,  
2nd Floor, 6, Malviya Nagar, Opp. Airtel,  
Bhopal – 462 011.

Tel.:- 0755-2769200/201/202

Fax:- 0755-2769203

Email:-[bimalokpalbhopal@airtelmail.in](mailto:bimalokpalbhopal@airtelmail.in)

### **BHUBANESHWAR**

Office of the Insurance Ombudsman,  
62, Forest park,

Bhubneshwar – 751 009.

Tel.:- 0674-2596461/2596455

Fax:- 0674-2596429

Email:-[ioobbsr@dataone.in](mailto:ioobbsr@dataone.in)

### **CHANDIGARH**

Office of the Insurance Ombudsman,  
S.C.O. No. 101, 102 & 103, 2nd Floor,  
Batra Building, Sector 17 – D,  
Chandigarh – 160 017.

Tel.:- 0172-2706196/5861/6468

Fax:- 0172-2708274

Email:-[ombchd@yahoo.co.in](mailto:ombchd@yahoo.co.in)

### **CHENNAI**

Office of the Insurance Ombudsman,  
Fatima Akhtar Court,  
4th Floor, 453 (old 312), Anna Salai, Teynampet,  
CHENNAI – 600 018.

Tel.:- 044-24333678/664/668

Fax:- 044-24333664

Email:-[chennaiinsuranceombudsman@gmail.com](mailto:chennaiinsuranceombudsman@gmail.com)

### **DELHI**

Office of the Insurance Ombudsman,  
2/2 A, Universal Insurance Building,  
Asaf Ali Road,  
New Delhi – 110 002.

Tel.:- 011-23239611/7539/7532

Fax:- 011-23230858

Email:-[jobdelraj@rediffmail.com](mailto:jobdelraj@rediffmail.com)

### **GUWAHATI**

Office of the Insurance Ombudsman,  
'Jeevan Nivesh', 5th Floor,  
Nr. Panbazar over bridge, S.S. Road,  
Guwahati – 781001(ASSAM).

Tel.:- 0361-2132204/2131307/2132205

Fax:- 0361-2732937

Email:- [ombudsmanghy@rediffmail.com](mailto:ombudsmanghy@rediffmail.com)

State of Orissa.

States of Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir and Union territory of Chandigarh.

State of Tamil Nadu and Union Territories - Pondicherry Town and Karaikal (which are part of Union Territory of Pondicherry).

States of Delhi and Rajasthan.

States of Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.



## HYDERABAD

Office of the Insurance Ombudsman,  
6-2-46, 1st floor, "Moin Court"  
Lane Opp. Saleem Function Palace,  
A. C. Guards, Lakdi-Ka-Pool,  
Hyderabad - 500 004.

Tel.:- 040-23325325/23312122

Fax:- 040-23376599

Email:-[insombudhyd@gmail.com](mailto:insombudhyd@gmail.com)

## KOCHI

Office of the Insurance Ombudsman,  
2nd Floor, CC 27 / 2603, Pulinat Bldg.,  
Opp. Cochin Shipyard, M. G. Road,  
Ernakulam - 682 015.

Tel.:- 0484-2358734/759/9338

Fax:- 0484-2359336

Email:- [iokochi@asianetindia.com](mailto:iokochi@asianetindia.com)

## KOLKATA

Office of the Insurance Ombudsman, Hindustan Bldg.  
Annexe, 4, C.R. Avenue, 4th Floor, KOLKATA - 700  
072.

TEL : 033-22124346/22124339

Fax : 033-22124341

Email:-[insombudsmankolkata@gmail.com](mailto:insombudsmankolkata@gmail.com)

## LUCKNOW

Office of the Insurance Ombudsman,  
6th Floor, Jeevan Bhawan,  
Phase-II, Nawal Kishore Road, Hazratganj,  
Lucknow-226 001.

Tel.:- 0522-2201188/31330/1

Fax:- 0522-2231310

Email:-[insombudsman@rediffmail.com](mailto:insombudsman@rediffmail.com)

## MUMBAI

Office of the Insurance Ombudsman,  
3rd Floor, Jeevan Seva Annexe,  
S. V. Road, Santacruz (W),  
Mumbai - 400 054.

Tel.:- 022-26106928/360/6552/6960

Fax:- 022-26106052

Email:- [ombudsmanmumbai@gmail.com](mailto:ombudsmanmumbai@gmail.com)

More details visit GBIC website : [gbic.co.in](http://gbic.co.in)

States of Andhra Pradesh, Karnataka  
and Union Territory of Yanam - a part of  
the Union Territory of Pondicherry.

State of Kerala and Union Territory of  
(a) Lakshadweep (b) Mahe-a part of  
Union Territory of Pondicherry.

States of West Bengal, Bihar, Sikkim,  
Jharkhand and Union Territories of  
Andaman and Nicobar Islands.

States of Uttar Pradesh and  
Uttaranchal.

States of Maharashtra and Goa.