

Grievance Officer (GO) and Ombudsman Office details of PMLI Branches - Mar'25

Sl. No.	Region / Zone	State	Location	City	Grievance Officer Name	Grievance Officer Email ID	Grievance Officer Contact no	Grievance Officer Designation	Branches Address	Ombudsman details
1	East	West Bengal	Gariahat, Kolkata	Kolkata	Ambar Hossain	ahossain1@pnbmetlife.com	9830563853	Assistant Manager	PNB MetLife India Insurance Co. Ltd., Singhi Regency, 48 /1A , Gariahat Road, 1st Flr, Kolkotta - 700 019.	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
2	East	West Bengal	Kankurgachi, Kolkata	Kolkata	Anirban Rao	arao@pnbmetlife.com	9831528993	Deputy Manager	PNB MetLife India Insurance Co. Ltd., "Kashi Niket", 1st Floor, # 190 C, Satin Sen Sarani, Kankurgachi, Kolkata - 700 054	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
3	East	West Bengal	Kolkata - Shakespere Sarani	Kolkata	Rabi Chatterjee	rchatterjee6@pnbmetlife.com	9051378793	Assistant Manager	PNB MetLife India Insurance Co. Ltd., 1st & 2nd Floor, 20A Park Street, Kolkata 700016	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
4	East	West Bengal	Howrah	Kolkata	Anirudda Gunin	agunin@pnbmetlife.com	9830464718	Assistant Manager	PNB MetLife India Insurance Co. Ltd., Platina Mall. 9th Floor, 1, Nityadhan Mukherjee Road, Howrah - 711 101. Near Howrah Maidan Metro Station.	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
5	East	West Bengal	Kharagpur	Kharagpur	Mayukh Prakash Sardar	msardar1@pnbmetlife.com	9775411155	Assistant Manager	PNB MetLife India Insurance Co. Ltd., 3rd Floor, of MS Towers - 2, (Atwals Real Estate) OT Road, Inda, Kharagpur - 721 305, Paschim Medinipur, WB	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
6	East	West Bengal	Contai	Contai	Pijush Kanti Motilal	pmotilal@pnbmetlife.com	9547935091	Assistant Manager	PNB MetLife India Insurance Co. Ltd., 1st Floor, Vill – Dhandighi, P.O + P.S, Contai Dist, East Midnapur, W.B. – 721401 (Contai)	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in

7	East	West Bengal	Baharampur	Baharampur	Mintu Saha	mintu.saha@pnbmetlife.com	7001194619	Assistant Manager	City Tower Hotel, 2nd Floor, 24/A/1, Krishnanath Road, near Rani Bagan Road Petrol Pump, Berhampore, West Bengal-74210	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
8	East	West Bengal	Kolkata-Dunlop	Kolkata Dunlop	Bapi Ghosh	bapi.ghosh@pnbmetlife.com	9811812760	Assistant Manager	1st Floor, Kamdhenu Building At 301 Ashokgarh, Dunlop, Kolkata- 700108, West Bengal.	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
9	East	Odisha	Rourkela	Rourkela	Sanjeev Kumar Nayak	snayak1@pnbmetlife.com	9861060401	Assistant Manager	2nd Floor, Mahavir Complex, Near Ambedkar Chowk, Udit Nagar, Rourkela -769012 Odisha India	Shri Manoj Kumar Parida Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in
10	East	Odisha	Bhubaneswar	Khordha	Tapan Das	tdas5@pnbmetlife.com	9861037390	Assistant Manager	PNB MetLife India Insurance Co. Ltd, Office No 9, Block 1 & 2, 1st Floor, BMC Bhawani Mall, Saheednagar, Bhubaneswar- 751007	Shri Manoj Kumar Parida Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in
11	East	Odisha	BHUBANESWAW BAPUJI NAGAR BRANCH	BHUBANESWAW BAPUJI NAGAR BRANCH	Puspita Priyadarshinee	puspita.priyadarshinee@pnbmetlife.com	7894398123	Senior Executive	PNB MetLife India Insurance Co. Ltd, Plot No 3, First Floor, Kasturi Bhawan SCR, Bapuji Nagar Bhubaneswar Odisha 751009	Shri Manoj Kumar Parida Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in
12	East	Odisha	Sambalpur	Sambalpur	Amit Singh	amit.singh13@pnbmetlife.com	7003396019	Senior Executive - Services	PNB MetLife India Insurance Co. Ltd., 2nd floor, “Ruparel Complex”, Fatak (Opp. SBI Budharaja, PO: Budharaja, Sambalpur - 768 004. (Orissa)	Shri Manoj Kumar Parida Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in
13	East	Odisha	Cuttack	Cuttack	Rajendra Kumar Mallick	rkumarmallic@pnbmetlife.com	9654445183	Deputy Manager	PNB MetLife India Insurance Co. Ltd., 1st Floor, Gajanan Complex, Dolamundai Post, Buxibazar, Cuttack – 753001, Orissa	Shri Manoj Kumar Parida Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in

14	East	Odisha	Bhadrak	Bhadrak	Prasanna,Sarada	sprasanna@pnbmetlife.com	9861496969	Senior Manager	2nd Floor, Master Babu Complex, Above Vishal Mega Mart, Chhapulia bypass, Main road, Bhadrak-756100, Odisha	Shri Manoj Kumar Parida Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in
15	East	Odisha	Balasore	Balasore	Samal,Madhusmita	madhusmita.samal@pnbmetlife.com	9811703874	Executive	4Th Floor, Asis Plaza, Ot Road, Police Line Square, Balasore - 756001	Shri Manoj Kumar Parida Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in
16	East	Assam	Guwahati	Guwahati	Sukanta choudhury	sukanta.choudhury@pnbmetlife.com	8638562665	Senior Executive	PNB MetLife India Insurance Co. Ltd, 5th Floor, Office no. 502 & 503, Sri Kamakhya Tower, Christian Basti, G S Road, Guwahati - 781006	Shri Somnath Ghosh Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@cioins.co.in
17	East	West Bengal	Siliguri	Siliguri	Susmita Bose	susmita.bose@pnbmetlife.com	9083008157	Senior Executive	PNB MetLife India Insurance Co. Ltd., SHRI RADHA APARTMENT, BLOCK B, 3RD FLOOR, ISCKON MANDIR ROAD, SILIGURI, DARJEELING- 734001	Ms Kiran Sahdev Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in
18	East	Assam	Silchar	Silchar	Th Binod Singha	tsingha@pnbmetlife.com	9508056273	Assistant Manager	PNB MetLife India Insurance Co. Ltd., Peroma Apartment, 1st Flor, Shyam Prasad Road, Shillong Patty, Silchar - 788001	Shri Somnath Ghosh Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@cioins.co.in
19	East	Assam	Jorhat	Jorhat	Pranjit Borah	pborah@pnbmetlife.com	9954548280	Assistant Manager	PNB MetLife India Insurance Co. Ltd., 1st Floor, R. K. Mahabir Prasad, A.T. Road, Jorhat - 785001.	Shri Somnath Ghosh Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@cioins.co.in
20	East	Madhya Pradesh	Bhopal	Bhopal	Nand Kishor Rao	nand.k.rao@pnbmetlife.com	9811897743	Assistant Manager	PNB MetLife India Insurance Co. Ltd., 2nd Floor, Kay Kay Business Centre,133, Zone 1 MP Nagar, Bhopal, Pin- 462011	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in

21	East	Madhya Pradesh	Indore	Indore	Sumit Dhande	sumit.dhande@pnbmetlife.com	9893223003	Deputy Manager	PNB MetLife India Insurance Co. Ltd., Unit No. 113, 1st Floor, Bansi Trade Centre, Plot no. 581/5, M.G Road, Indore ,Madya Pradesh-452001.	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in
22	East	Madhya Pradesh	Indore-A.B. Road	Indore	Rahul Kaushal	rahul.kaushal@pnbmetlife.com	9811846957	Senior Executive	Unit No. 405, 4Th Floor, Princes' Business Skypark Bearing Block No. 22, 23, & 24, Pu-3 Commercial Scheme 54, A.B Road, Indore - 452010	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in
23	East	Madhya Pradesh	Gwalior	Gwalior	Varsha Verma	vverma2@pnbmetlife.com	9999172126	Assistant Manager	PNB MetLife India Insurance Co. Ltd., Unit No 3,1st Floor,Block - C, No -8, Alakananda Tower -2,City Center, Gwalior - 474001	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in
24	East	Madhya Pradesh	Jabalpur	Jabalpur	Pramod Hudekar	phudekar@pnbmetlife.com	9970055270	Deputy Manager	PNB MetLife India Insurance Co. Ltd., Office no 5,2nd Floor,46,Ahuja Tower,Napier Town, New Swami Dayanand Ward,jabalpur -482001	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in
25	East	Madhya Pradesh	Sehore	Sehore	Avinash Sharma	asharma16@pnbmetlife.com	9826039067	Senior Cluster Manager	First Floor, Unit-A, Aditi Apartments, Plot No. 3, Near Jaiswal Hospital, New Bus Stand, Sehore – 466001	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in
26	East	Chattisgarh	Raipur	Raipur	Susanta Kumar Satapathy	skumarsatapa@pnbmetLife.com	9811877459	Deputy Manager	PNB MetLife India Insurance Co. Ltd., Lalganga Midas, 2nd Floor, Unit No 201, Bilaspur Road, Fafadih, Raipur, Chattisgarh-492001	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in
27	East	Chattisgarh	Ujjain	Ujjain	Saloni Chourasiya	Saloni.chourasiya@pnbmetlife.com	9811049354	Senior Executive	PNB MetLife India Insurance Company Limited , Unit No-S1, 2nd Floor, SHRIMMAYA SQUARE, Hotel Shrimmaya , Freeganj , Ujjain-456006. Madhya Pradesh	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in

28	East	Chattisgarh	Betul	Betul	Sumeet Arya	Sumeet.arya@pnbmetlife.com	9811042270	Assistant Manager	PNB MetLife India Insurance Company Limited, Unit No-1, First Floor , Mahavir complex, Near Jain Mandir, Station Road, Betulganj , Betul , Madhya Pradesh-460001	Shri R. M. Singh Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor,"Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in
29	East	Jharkhand	Ranchi	Ranchi	Tapas Ghosh	tapas.k.ghosh@pnbmetlife.com	9031727408	Assistant Manager	PNB MetLife India Insurance Co. Ltd., Sunrise Forum, 2nd Floor, Unit No. 205, Burdwan Compound, Lalpur, Ranchi - 834001	Ms Susmita Mukherjee Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in
30	East	Jharkhand	Jamshedpur	Jamshedpur	Sujit Ghosh	sujit.ghosh@pnbmetlife.com	9572767915	Assistant Manager	PNB MetLife India Insurance Co. Ltd., Bhadani Trade Centre, 2nd Floor, Line no 3, Sakchi Boulevard Area, Bistupur, Jamshedpur, Jharkhand-831001	Ms Susmita Mukherjee Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in
31	East	Jharkhand	Deoghar	Deoghar	Komal Bajpayee	komal.bajpayee@pnbmetlife.com	9643801763	Senior Executive	PNB MetLife India Insurance Co. Ltd., 2nd Floor, Kamalalaya Centre, SSM Jalan Road, Po: B. Deoghar, Castairs Town, Jharkhand-814112	Ms Susmita Mukherjee Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in
32	East	Bihar	Patna	Patna	Gautam Mukherjee	gmukherjee@pnbmetlife.com	8929103374	Deputy Manager	PNB MetLife India Insurance Co. Ltd., Unit No 503 & 504, Patna One Mall, 5th Floor, Frazer Road, Near Dakbangla Chowk Patna – 800001	Ms Susmita Mukherjee Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in
33	East	Bihar	Gaya	Gaya	Chitresh Ghoshal	cghoshal@pnbmetlife.com	9973507548	Senior Manager	PNB MetLife India Insurance Co. Ltd., 4th Floor, OM Niwas, Lal Kothi Compound, Rai Kashinath More, Gaya 823001".	Ms Susmita Mukherjee Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in
34	East	Bihar	Chhapra	Chhapra	Abhishek Kumar Singh	abhishek.k.singh2@pnbmetlife.com	7004122084	Assistant Manager	PNB MetLife India Insurance Company Limited.,1st Floor, Ganga Gopal Complex, Municipal Ckawk, Chapra - 841301.	Ms Susmita Mukherjee Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in

35	East	Bihar	LAKHISARAI	LAKHISARAI	Heena Perween	heena.perween2@pnbmetlife.com	8447711129	Senior Executive	PNB MetLife India Insurance Company Limited, Saryu Palace, 1st Floor, Bazar Samiti, Mauza-Jainagar, Thana No. 124, Khata no. 411 & 390, Khesra no. 244 & 245, Lakhisarai, Bihar 811311	Ms Susmita Mukherjee Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in
36	East	Odisha	JAGATSINGHPUR	JAGATSINGHPUR	Sagarika Panda	sagarika.panda@pnbmetlife.com	8447711139	Executive	PNB MetLife India Insurance Company Limited , Plot No-1353/1685,1st Floor, Sana Bazar, Ward No.-7, Above Axis Bank, Near Punjab National Bank, Jagatsinghpur, Odisha-754103	Shri Manoj Kumar Parida Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in