

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	West	Maharashtra	Central Mumbai - Lower Parel	Mumbai	Ajay Narang	anarang2@pnbmetlife.com	9811765303	Senior Director	PNB MetLife India Insurance Co. Ltd., Unit No. 202, located on the 2nd floor of the building Peninsula Tower 1, Peninsula Corporate Park, G.K. Marg, Lower Parel, Mumbai – 400 013.	Shri Somnath Ghosh Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.:69038821/23/24/25/26/27/28/28/29/30/ 31 Email: bimalokpal.mumbai@cioins.co.in
2	West	Maharashtra	Goregaon (Malad)/ Borivali	Mumbai	Priyanka Mistry	priyanka.mistry@pnbmetlife.com	9167330146	Sr. Executive	PNB MetLife India Insurance Co. Ltd.A-AHCL Tower 2nd Floor, Unit No 203 New Link Road, , Borivali West, Near, Telephone Exchange, Shimpoli, Mumbai, Maharashtra - 400092	Shri Somnath Ghosh Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 69038821/23/24/25/26/27/28/28/29/30/31 Email: bimalokpal.mumbai@cioins.co.in
3	West	Maharashtra	Pune - FC Road	Pune	Amol Vayase	avayase@pnbmetlife.com	9890722103	Deputy Manager	PNB MetLife India Insurance Co. Ltd., 2nd floor, Office no. 11A & 11 B, CTS No. 1237, Sneha Leela Apartment,Apte Road, Deccan Gymkhana, Pune , Maharastra - 411004	Shri Vinay Sah Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in
4	West	Maharashtra	Nagpur	Nagpur	Shekhar Giri	sgiri@pnbmetlife.com	9811621921	Deputy Manager	PNB MetLife India Insurance Co. Ltd., 5rd floor, Landmark Building, #72, P.N.5 & 6, Wardha Road, Ramdashpeth, Nagpur- 440012	Shri Vinay Sah Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in
5	West	Maharashtra	Kolhapur	Kolhapur	Mahesh Salokhe	mahesh.salokhe@pnbmetlife.com	8530886409	Senior Executive	PNB MetLife India Insurance Co. Ltd., Unit No 13,14,15, Jaju Arcade, City Survey No 221, A/2, E ward, gala No 13,Tarabai park, Kolhapur - 416003	Shri Vinay Sah Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in
6	West	Gujarat	Ahmedabad 1 (CG Road)	Ahmedabad	Mushir Shaikh	mm1@pnbmetlife.com	9879280983	Deputy Manager	PNB MetLife India Insurance Co. Ltd., Shop no. 201,202,203 Sun Square, 2nd Floor, Nr. Hotel Klassic Gold, Off C.G Road, Ahmedabad – 380009	Shri Collu Vikas Rao Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in
7	West	Gujarat	Vadodara - Race Course	Baroda	Mahesh Bagri	mbagri@pnbmetlife.com	9909716906	Deputy Manager	PNB MetLife India Insurance Co. Ltd., Unit 305, 3rd floor, Gold Croft, Above Indusind bank,Jetelpur road, Baroda,Gujarat, 390020	Shri Collu Vikas Rao Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in

8	West	Gujarat	Rajkot - 2	Rajkot	Jaydeep Chauhan	chauhan.j.chimanlal@pnbmetlife.com	9873346904	Senior Executive	PNB MetLife India Insurance Co. Ltd., Office No.205, 2nd Floor, Solitaire, Above JADE Blue, 150 ft Ring Road, Rajkot, Gujrat-360005	Shri Collu Vikas Rao Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in
9	West	Gujarat	Surat - 2 (Veer Bhadra Complex)	Surat	Rahul Pathak	pathak.rahul@pnbmetlife.com	8347022230	Assistant Manager	PNB MetLife India Insurance Co. Ltd., 314/315, Sovereign Shoppers, Near Sindhu Seva Samiti School, Anand Mahal Road, Adajan, Surat – 395009 Gujarat	Shri Collu Vikas Rao Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in
10	West	Gujarat	Gandhinagar	Gandhinagar	Jignesh Sharma	jsharma6@pnbmetlife.com	7838251550	Senior Executive	PNB MetLife India Insurance Co. Ltd., Nos. 216, 217, 219 & 220, 2nd floor, Pratik Mall, Near Swaminarayan Dham, Koba, Kudasana, Gandhinagar - 382007	Shri Collu Vikas Rao Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in
11	West	Goa	Panaji - Goa	Panjim	Mangesh Naik	mangesh.naik@pnbmetlife.com	8999100157	Senior Executive	PNB MetLife India Insurance Co. Ltd., No. 308, 3rd Flr, Gera Imperium Green, UN 4/245/308, Rua De Ourem Rd, Neugi Nagar, Panaji - 403001, Near Jai Ram Complex	Shri Somnath Ghosh Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 69038821/23/24/25/26/27/28/28/29/30/31 Email: bimalokpal.mumbai@cioins.co.in
12	West	Maharashtra	Ghatkopar	Mumbai	Ankush Olokar	ankush.olokar@pnbmetlife.com	8929175368	Assistant Manager	PNB MetLife India Insurance Company Ltd. Office No. 203, 2nd Floor, Neelyog Square, R B Mehta Road, Ghatkopar (E), Mumbai- 400075	Shri Somnath Ghosh Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 69038821/23/24/25/26/27/28/28/29/30/31 Email: bimalokpal.mumbai@cioins.co.in
13	West	Maharashtra	Vashi	Mumbai	Ramya Achari	ramya.achari@pnbmetlife.com	9967875635	Sr. Executive	PNB MetLife India Insurance Co. Ltd., Arenja Corner, Unit 505, 5th Floor, Plot No 71, Sector 17, Vashi, Navi Mumbai 400705, Maharashtra	Shri Vinay Sah Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in
14	West	Maharashtra	Thane	Mumbai	Ashwini Sangvekar	ashwini.sangvekar@pnbmetlife.com	7715073910	Assistant Manager	PNB MetLife India Insurance Co. Ltd., Office No 105, Plot No 463, Dev Corpora, B Wing, Eastern Express Highway, Khopat, Thane - 400601, Opposite Cadbury Junction	Shri Vinay Sah Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in

15	West	Maharashtra	Andheri	Mumbai	Vijay Sawant	vijay.sawant@pnbmetlife.com	9711983353	Assistant Manager	PNB MetLife India Insurance Co. Ltd., 324, 3rd Floor, B – Wing, Chintamani Plaza, Andheri - Kurla Rd, Andheri East, Mumbai, Maharashtra 400099	Shri Somnath Ghosh Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 69038821/23/24/25/26/27/28/28/29/30/31 Email: bimalokpal.mumbai@cioins.co.in
16	West	MAHARASHTRA	Pune pimpri Chinchwad	Pune	Satish Joshi	sjoshi12@pnbmetlife.com	8929875469	Assistant Manager	PNB MetLife India Insurance Company Ltd., Unit No 106, 1st Floor, Kohinoor Zone, CTS No 4697, 4698 & 4696/2, Morwadi, Pune - 411018, Old Pune Mumbai Highway Road	Shri Vinay Sah Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in
17	West	Maharashtra	Pune-Viman Nagar	Pune	Atul padwal	atul.padwal@pnbmetlife.com	8929717897	Senior Executive	PNB Metlife India Insurance Co Ltd., Office No. 602, Platinum Square, S. No 30/3A, 30/3B,31/1, 32/1A & 32/1 B, Next to Hyatt Hotel, Nagar Road, Viman Nagar, Pune – 411014 Maharashtra	Shri Vinay Sah Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in
18	West	Maharashtra	Mumbai Kalyan	Mumbai	Sumit Rathod	sumit.rathod@pnbmetlife.com	7400258463	Sr. Executive	PNB MetLife India Insurance Company Ltd., E- 6, 1st Floor, Charms Star, Above HDFC Bank, Bail Bazar Chowk, Kalyan West – 421301 Maharashtra	Shri Somnath Ghosh Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 69038821/23/24/25/26/27/28/28/29/30/31 Email: bimalokpal.mumbai@cioins.co.in
19	West	Maharashtra	Goregaon	Mumbai	Vishal Kamath	vkamath@pnbmetlife.com	NA	Associate Director	PNB MetLife India Insurance Company Ltd. , Office Unit No. 101, 1st Floor, Techniplex-1, Techniplex complex veer Savarkar Flypver,Off S V Road Goregaon (West)-400062	Shri Somnath Ghosh Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 69038821/23/24/25/26/27/28/28/29/30/31 Email: bimalokpal.mumbai@cioins.co.in
20	West	Maharashtra	Pune-Baner	Pune	Sandip Waghmare	sandip.waghmare@pnbmetlife.com	9811619276	Assistant Manager	Unit No. C 804, Amar Business Zone, Ganraj Chowk, Baner, Pune- 411021	Shri Sunil Jain Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in
21	West	Maharashtra	Jalgaon	Jalgaon	Kapil Bhavsar	kapil.bhavsar@pnbmetlife.com	9811047205	Senior Executive	PNB MetLife India Insurance Co. Ltd. 'Z' Square, Plot No.201, Gandhi Nagar, New Bus Stand, Near Bank of Maharashtra, Jalgaon. 425001	Shri Vinay Sah Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in

22	West	Maharashtra	Mumbai Malad - Jagdamba Arcade	Mumbai	Sameer Kokate	sameer.nandkumar-kokate@pnbmetlife.com	8929175356	Assistant Manager	PNB MetLife India Insurance Company Limited, A, Jagdamba Arcade Wing, No 703/704, 7th Floor, 2, New Link Rd, Malad West, Mumbai, Maharashtra 400064.	Shri Somnath Ghosh Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 69038821/23/24/25/26/27/28/28/29/30/31 Email: bimalokpal.mumbai@cioins.co.in
23	West	Gujarat	Surendranagar	Surendranagar	Hardik Kanzariya	kanzariya.dayarambhai@pnbmetlife.com	9227013738	Senior Executive	PNB MetLife India Insurance Co. 1st Floor, Jayprit Avenue, City Survey Ward JP Main Road Surendranagar - 363001 Above Bajaj Finserv	Shri Collu Vikas Rao Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in