

**Grievance Officer (GO) and Ombudsman Office details of PMLI Branches as on Aug'23**

| Sl. No. | Region / Zones | State       | Location                     | City      | Grievance Officer Name | GO Email ID                   | Branches Address  | Ombudsman details   |
|---------|----------------|-------------|------------------------------|-----------|------------------------|-------------------------------|---|---|
| 1       | West           | Maharashtra | Central Mumbai - Lower Parel | Mumbai    | Anuradha Allam         | anuradha.allam@pnbmetlife.com | 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<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>3rd Floor, Jeevan Seva Annexe,<br>S. V. Road, Santacruz (W),<br>Mumbai - 400 054.<br>Tel.: 69038821/23/24/25/26/27/28/29/30/31<br>Email: bimalokpal.mumbai@cioins.co.in  |
| 2       | West           | Maharashtra | Goregaon (Malad)/ Borivali   | Mumbai    |                        | akshay.bhosale@pnbmetlife.com | 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<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>3rd Floor, Jeevan Seva Annexe,<br>S. V. Road, Santacruz (W),<br>Mumbai - 400 054.<br>Tel.: 69038821/23/24/25/26/27/28/29/30/31<br>Email: bimalokpal.mumbai@cioins.co.in  |
| 3       | West           | Maharashtra | Pune - FC Road               | Pune      | Amol Vayase            | avayase@pnbmetlife.com        | PNB MetLife India Insurance Co. Ltd., 2rd floor, Office no. 11A & 11 B, CTS No. 1237, Sneh Leela Apartment,Apte Road, Deccan Gymkhana, Pune , Maharashtra - 411004                  | Shri Vinay Sah<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Darshan Bldg., 3rd Floor,<br>C.T.S. No.s. 195 to 198, N.C. Kelkar Road,<br>Narayan Peth, Pune – 411 030.<br>Tel.: 020-41312555<br>Email: bimalokpal.pune@cioins.co.in |
| 4       | West           | Maharashtra | Nagpur                       | Nagpur    | Shekhar Giri           | sgiri@pnbmetlife.com          | PNB MetLife India Insurance Co. Ltd., 5rd floor, Landmark Building, #72, P.N.5 & 6, Wardha Road, Ramdashpeth, Nagpur- 440012  | Shri Vinay Sah<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Darshan Bldg., 3rd Floor,<br>C.T.S. No.s. 195 to 198, N.C. Kelkar Road,<br>Narayan Peth, Pune – 411 030.<br>Tel.: 020-41312555<br>Email: bimalokpal.pune@cioins.co.in |
| 5       | West           | Maharashtra | Kolhapur                     | Kolhapur  | Mahesh Salokhe         | mahesh.salokhe@pnbmetlife.com | 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<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Darshan Bldg., 3rd Floor,<br>C.T.S. No.s. 195 to 198, N.C. Kelkar Road,<br>Narayan Peth, Pune – 411 030.<br>Tel.: 020-41312555<br>Email: bimalokpal.pune@cioins.co.in |
| 6       | West           | Gujarat     | Ahmedabad 1 (CG Road)        | Ahmedabad | Mushir Shaikh          | mm1@pnbmetlife.com            | 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<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Prakash Building, 6th floor,<br>Tilak Marg, Relief Road,<br>AHMEDABAD – 380 001.<br>Tel.: 079 - 25501201/02/05/06<br>Email: bimalokpal.ahmedabad@cioins.co.in   |

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| 7  | West | Gujarat     | Vadodara - Race Course          | Baroda      | Mahesh Bagri            | mbagri@pnbmetlife.com              | PNB MetLife India Insurance Co. Ltd., Unit 305, 3rd floor, Gold Croft, Above Indusind bank, Jetelpur road, Baroda, Gujarat, 390020                             | Shri Collu Vikas Rao<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Prakash Building, 6th floor,<br>Tilak Marg, Relief Road,<br>AHMEDABAD – 380 001.<br>Tel.: 079 - 25501201/02/05/06<br>Email: bimalokpal.ahmedabad@cioins.co.in                  |
| 8  | West | Gujarat     | Rajkot - 2                      | Rajkot      | Jaydeep Chauhan         | chauhan.j.chimanlal@pnbmetlife.com | 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<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Prakash Building, 6th floor,<br>Tilak Marg, Relief Road,<br>AHMEDABAD – 380 001.<br>Tel.: 079 - 25501201/02/05/06<br>Email: bimalokpal.ahmedabad@cioins.co.in                  |
| 9  | West | Gujarat     | Surat - 2 (Veer Bhadra Complex) | Surat       | Jatin Bajwala           | jbajwala@pnbmetlife.com            | 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<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Prakash Building, 6th floor,<br>Tilak Marg, Relief Road,<br>AHMEDABAD – 380 001.<br>Tel.: 079 - 25501201/02/05/06<br>Email: bimalokpal.ahmedabad@cioins.co.in                  |
| 10 | West | Gujarat     | Gandhinagar                     | Gandhinagar | Jignesh Sharma          | jsharma6@pnbmetlife.com            | PNB MetLife India Insurance Co. Ltd, Nos. 216, 217, 219 & 220, 2nd floor, Pratik Mall, Near Swaminarayan Dham, Koba, Kudasani, Gandhinagar - 382007            | Shri Collu Vikas Rao<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Prakash Building, 6th floor,<br>Tilak Marg, Relief Road,<br>AHMEDABAD – 380 001.<br>Tel.: 079 - 25501201/02/05/06<br>Email: bimalokpal.ahmedabad@cioins.co.in                  |
| 11 | West | Goa         | Panaji - Goa                    | Panjim      | Aniksha Kerkar          | aniksha.kerkar@pnbmetlife.com      | 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<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>3rd Floor, Jeevan Seva Annexe,<br>S. V. Road, Santacruz (W),<br>Mumbai - 400 054.<br>Tel.: 69038821/23/24/25/26/27/28/29/30/31<br>Email: bimalokpal.mumbai@cioins.co.in                 |
| 12 | West | Chattisgarh | Raipur                          | Raipur      | Susanta Kumar Satapathy | skumarsatapa@pnbmetLife.com        | PNB MetLife India Insurance Co. Ltd., Lalganga Midas, 2nd Floor, Unit No 201, Bilaspur Road, Fafadih, Raipur, Chattisgarh-492001                               | Shri R. M. Singh<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Janak Vihar Complex, 2nd Floor,<br>6, Malviya Nagar, Opp. Airtel Office,<br>Near New Market, Bhopal – 462 003.<br>Tel.: 0755 - 2769201 / 2769202<br>Email: bimalokpal.bhopal@cioins.co.in |
| 13 | West | Maharashtra | Ghatkopar                       | Mumbai      | Vijay Sawant            | vijay.sawant@pnbmetlife.com        | PNB MetLife India Insurance Company Ltd. Office No. 203, 2nd Floor, Neelyog Square, R B Mehta Road, Ghatkopar (E), Mumbai- 400075                              | Shri Somnath Ghosh<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>3rd Floor, Jeevan Seva Annexe,<br>S. V. Road, Santacruz (W),<br>Mumbai - 400 054.<br>Tel.: 69038821/23/24/25/26/27/28/29/30/31<br>Email: bimalokpal.mumbai@cioins.co.in                 |

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| 14 | West | Maharashtra | Vashi                 | Mumbai | Sameer Kokate     | sameer.nandkumar-kokate@pnbmetlife.com | 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<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Darshan Bldg., 3rd Floor,<br>C.T.S. No.s. 195 to 198, N.C. Kelkar Road,<br>Narayan Peth, Pune – 411 030.<br>Tel.: 020-41312555<br>Email: bimalokpal.pune@cioins.co.in |
| 15 | West | Maharashtra | Thane                 | Mumbai | Ashwini Sangvekar | ashwini.sangvekar@pnbmetlife.com       | 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<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Darshan Bldg., 3rd Floor,<br>C.T.S. No.s. 195 to 198, N.C. Kelkar Road,<br>Narayan Peth, Pune – 411 030.<br>Tel.: 020-41312555<br>Email: bimalokpal.pune@cioins.co.in |
| 16 | West | Maharashtra | Andheri               | Mumbai | Palak Pathak      | palak.u.pathak@pnbmetlife.com          | PNB MetLife India Insurance Co. Ltd., 324, 3rd Floor, B – Wing, Chintamani Plaza, Andheri - Kurla Rd, Andheri East, Mumbai, Maharashtra 400099   | Shri Somnath Ghosh<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>3rd Floor, Jeevan Seva Annexe,<br>S. V. Road, Santacruz (W),<br>Mumbai - 400 054.<br>Tel.: 69038821/23/24/25/26/27/28/29/30/31<br>Email: bimalokpal.mumbai@cioins.co.in  |
| 17 | West | MAHARASHTRA | Pune pimpri Chinchwad | Pune   | Satish Joshi      | sjoshi12@pnbmetlife.com                | 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<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Darshan Bldg., 3rd Floor,<br>C.T.S. No.s. 195 to 198, N.C. Kelkar Road,<br>Narayan Peth, Pune – 411 030.<br>Tel.: 020-41312555<br>Email: bimalokpal.pune@cioins.co.in |
| 18 | West | Maharashtra | Pune-Viman Nagar      | Pune   | Atul padwal       | atul.padwal@pnbmetlife.com             | 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<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Darshan Bldg., 3rd Floor,<br>C.T.S. No.s. 195 to 198, N.C. Kelkar Road,<br>Narayan Peth, Pune – 411 030.<br>Tel.: 020-41312555<br>Email: bimalokpal.pune@cioins.co.in |
| 19 | West | Maharashtra | Mumbai Kalyan         | Mumbai | Amit Bhosale      | amit.bhosale@pnbmetlife.com            | 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<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>3rd Floor, Jeevan Seva Annexe,<br>S. V. Road, Santacruz (W),<br>Mumbai - 400 054.<br>Tel.: 69038821/23/24/25/26/27/28/29/30/31<br>Email: bimalokpal.mumbai@cioins.co.in  |
| 20 | West | Maharashtra | Goregaon              | Mumbai | Vishal Kamath     | vkamath@pnbmetlife.com                 | 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<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>3rd Floor, Jeevan Seva Annexe,<br>S. V. Road, Santacruz (W),<br>Mumbai - 400 054.<br>Tel.: 69038821/23/24/25/26/27/28/29/30/31<br>Email: bimalokpal.mumbai@cioins.co.in  |

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| 21 | West | Maharashtra | Pune-Baner | Pune | Sandip Waghmare | sandip.waghmare@pnbmetlife.com | Unit No. C 804, Amar Business Zone, Ganraj Chowk,<br>Baner, Pune- 411021 | Shri Sunil Jain<br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Darshan Bldg., 3rd Floor,<br>C.T.S. No.s. 195 to 198, N.C. Kelkar Road,<br>Narayan Peth, Pune – 411 030.<br>Tel.: 020-41312555<br>Email: bimalokpal.pune@cioins.co.in |
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