

Grievance Officer (GO) and Ombudsman Office details of PMLI Branches - Mar'26

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.	Ms Sarojini S Dikhale Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: oio.mumbai@cioins.co.in
2	West	Maharashtra	Goregaon (Malad)/ Borivali	Mumbai	Priyanka Mistry	priyanka.mistry@pnbmetlife.com	9167330146	Senior 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	Ms Sarojini S Dikhale Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: oio.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. Unit No. 104,105 & 106 1st floor, One Place Main FC Rd.Pune -411 005.	Ms. Rachna Khare 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.: 020-24471175 Email: oio.pune@cioins.co.in
4	West	Maharashtra	Nagpur	Nagpur	Shekhar Giri	sgiri@pnbmetlife.com	9850466339	Deputy Manager	PNB MetLife India Insurance Co. Ltd., 5rd floor, Landmark Building, #72, P.N.5 & 6, Wardha Road, Ramdashpeth, Nagpur- 440012	Ms. Rachna Khare 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.: 020-24471175 Email: oio.pune@cioins.co.in
5	West	Maharashtra	Kolhapur	Kolhapur	Mahesh Salokhe	mahesh.salokhe@pnbmetlife.com	8793635970	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	Ms. Rachna Khare 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.: 020-24471175 Email: oio.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 K.Vinayak Rao Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001. Tel.: 079 - 25501201/02 Email: oio.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 No. 109, First Floor, G J Central, R C Dutt Road, Alkapuri, Vadodara-390007	Shri K.Vinayak Rao Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001. Tel.: 079 - 25501201/02 Email: oio.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 K.Vinayak Rao Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001. Tel.: 079 - 25501201/02 Email: oio.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 K.Vinayak Rao Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001. Tel.: 079 - 25501201/02 Email: oio.ahmedabad@cioins.co.in Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road,
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 K.Vinayak Rao Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001. Tel.: 079 - 25501201/02 Email: oio.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	Ms. Rachna Khare 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.: 020-24471175 Email: oio.pune@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	Ms Sarojini S Dikhale Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: oio.mumbai@cioins.co.in
13	West	Maharashtra	Vashi	Mumbai	Ramya Achari	ramya.achari@pnbmetlife.com	9967875635	Senior Executive	PNB MetLife India Insurance Co. Ltd., Arenja Corner ,Unit 505, 5Th Floor, Plot No 71, Sector 17, Vashi, Navi Mumbai 400705, Maharashtra	Ms Sarojini S Dikhale Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: oio.mumbai@cioins.co.in
14	West	Maharashtra	Thane	Mumbai	Ashwini Dhaku Sangvekar	ashwini.sangvekar@pnbmetlife.com	7715073910	Deputy 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	Ms Sarojini S Dikhale Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: oio.mumbai@cioins.co.in
15	West	Maharashtra	Andheri	Mumbai	Vijay Sawant	vijay.sawant@pnbmetlife.com	8929175368	Assistant Manager	PNB MetLife India Insurance Company Limited , Unit No.-G-4, Ground Floor, Baba House, 86, M.V Road (Andheri Kurla Road) Andheri (EAST) Mumbai, Maharashtra - 400093	Ms Sarojini S Dikhale Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: oio.mumbai@cioins.co.in

16	West	MAHARASHTRA	Pune pimpri Chinchwad	Pune	Satish Joshi	sjoshi12@pnbmetlife.com	8087738740	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	Ms. Rachna Khare 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.: 020-24471175 Email: oio.pune@cioins.co.in
17	West	Maharashtra	Pune-Viman Nagar	Pune	Abhijit jawahire	ajawahire@pnbmetlife.com	9923609490	Deputy Manager	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	Ms. Rachna Khare 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.: 020-24471175 Email: oio.pune@cioins.co.in
18	West	Maharashtra	Mumbai Kalyan	Mumbai	Satish Kawale	satish.kawle@pnbmetlife.com	8655476853	Executive-Services	PNB MetLife India Insurance Company Ltd., E-6, 1st Floor, Charms Star, Above HDFC Bank, Bail Bazar Chowk, Kalyan West – 421301 Maharashtra	Ms Sarojini S Dikhale Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: oio.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	Ms Sarojini S Dikhale Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: oio.mumbai@cioins.co.in
20	West	Maharashtra	Pune-Baner	Pune	Sandip Waghmare	sandip.waghmare@pnbmetlife.com	9552555079	Assistant Manager	Unit No. C 804, Amar Business Zone, Ganraj Chowk, Baner, Pune- 411021	Ms. Rachna Khare 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.: 020-24471175 Email: oio.pune@cioins.co.in
21	West	Maharashtra	Jalgaon	Jalgaon	Kapil Bhavsar	kapil.bhavsar@pnbmetlife.com	9730710421	Senior Executive	PNB MetLife India Insurance Co. Ltd. 'Z' Square, Plot No.201, Gandhi Nagar, New Bus Stand, Near Bank of Maharashtra, Jalgaon. 425001	Ms. Rachna Khare 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.: 020-24471175 Email: oio.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.	Ms Sarojini S Dikhale Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: oio.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 K.Vinayak Rao Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001. Tel.: 079 - 25501201/02 Email: oio.ahmedabad@cioins.co.in

24	West	Maharashtra	Satara	Satara	Vaibhav Wanjari	vaibhav.wanjari@pnbmetlife.com	9970417746	Assistant Manager	2nd Floor, Shankar Kamal Heights, Powai Naka, Satara - 415001	Ms. Rachna Khare 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.: 020-24471175 Email: oio.pune@cioins.co.in
25	West	Maharashtra	Solapur	Solapur	Avadhut Linge	avadhut.linge@pnbmetlife.com	7558667102	Assistant Manager	Plot No 96, 3rd Floor, Rajgir Complex, CS No 8430/2/A, Station Road, Solapur - 413001.	Ms. Rachna Khare 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.: 020-24471175 Email: oio.pune@cioins.co.in
26	West	Maharashtra	Nahsik	Nashik	Atul padwal	atul.padwal@pnbmetlife.com	9767980156	Senior Executive	5th Floor, Padma Biswa Landmark, Sharanpur Road, Nashik - 422005	Ms. Rachna Khare 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.: 020-24471175 Email: oio.pune@cioins.co.in