



बीमा लोकपाल परिषद
Council for Insurance Ombudsmen

Ref: CIO / Cir.No. 354

17.03.2021

All Offices of the Insurance Ombudsman

Re: Revision in Territorial Jurisdiction of the Offices of Insurance Ombudsman

Reference is invited to circular Ref: G.B.I.C. / Cir. No. 223 dated 03rd December, 2014, wherein the territorial jurisdiction of the Offices of Insurance Ombudsman was defined. As per the decision approved in the 7th meeting of the Executive Council of Insurers held on 02.02.2021, it has been decided to redefine the territorial jurisdiction of the Offices of Insurance Ombudsman, Chandigarh and Delhi.

Territorial Jurisdiction of Offices of Insurance Ombudsman will be as follows -

TERRITORIAL JURISDICTION OF INSURANCE OMBUDSMEN		
Sr. No.	Name of the Office of Insurance Ombudsman	State-wise Area of Jurisdiction
1	Ahmedabad	State of Gujarat and Union Territories of Dadra and Nagar Haveli and Daman and Diu.
2	Bengaluru	State of Karnataka
3	Bhopal	States of Madhya Pradesh and Chhattisgarh
4	Bhubaneswar	State of Orissa
5	Chandigarh	States of Punjab, Haryana (excluding 4 districts viz Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh and Chandigarh
6	Chennai	State of Tamil Nadu and Union Territories- Puducherry Town and Karaikal (which are part of Union Territory of Puducherry).
7	Delhi	Delhi, 4 Districts of Haryana viz. Gurugram, Faridabad, Sonapat and Bahadurgarh
8	Guwahati	States of Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
9	Hyderabad	State of Andhra Pradesh, Telangana and Yanam – a part of Union Territory of Puducherry
10	Jaipur	State of Rajasthan
11	Kochi	States of Kerala and Union Territory of (a) Lakshadweep (b) Mahe- a part of Union Territory of Puducherry
12	Kolkata	States of West Bengal, Sikkim and Union Territories of Andaman & Nicobar Islands



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13	Lucknow	<u>Districts of Uttar Pradesh</u> Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajganj, Santkabirnagar, Azamgarh, Kushinagar, Gorakhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharthnagar.
14	Mumbai	State of Goa and Mumbai Metropolitan Region excluding Areas of Navi Mumbai and Thane.
15	Noida	State of Uttaranchal and the districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farukkabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
16	Patna	States of Bihar and Jharkhand
17	Pune	State of Maharashtra, Areas of Navi Mumbai and Thane but excluding Mumbai Metropolitan

The above revised territorial Jurisdiction comes into effect from 01.04.2021. All the Offices of the Insurance Ombudsman are requested to take a note of the same.

Secretary General (CIO)

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