

Divisional Grievance Redressal Officers -2026-2027							
Sl No	State	District	ZONE	Division	Name of Divisional GRO & Designation	Tel No. with STD code	Email ID
1	CHANDIGARH	CHANDIGARH	Northern Zone	CHANDIGARH	Sh. SUSHIL KUMAR PATIAL (DM), Manager CRM/PS/SSS/Mash	0172-2773569	crm.chandigarh@icindia.com
2	DELHI	NEW DELHI	Northern Zone	DELHI-1	MS. ARTI KHOSLA, Manager(CRM) Asstt.Divisional Manager	011-28844132	crm.delhi-do1@icindia.com
3	DELHI	NEW DELHI	Northern Zone	DELHI -3	MS. Geeta Wadhvani, Manager(CRM) Asstt Divisional Manager	011-28855115	crm.delhi-do3@icindia.com
4	DELHI	NEW DELHI	Northern Zone	DELHI-2	Sh. Rajesh Ahuja Mgr(CRM/PS)	011-28822223	crm.delhi-do2@icindia.com
5	HARYANA	KARNAL	Northern Zone	KARNAL	SH.HARINDER KUMAR DHAMIA, Manager(CRM) Asstt Divisional Manager	0184-2209724	crm.karnal@icindia.com
6	HARYANA	ROHTAK	Northern Zone	ROHTAK	SHRI DINESH KUMAR SHARMA, Manager(CRM/PS/SSS) Asstt Divisional Manager	01262-228328	crm.rohtak@icindia.com
7	HP	SHIMLA	Northern Zone	SHIMLA	SH JC NEGI, Manager(CRM) Divisional Manager	0177-2629212	crm.shimla@icindia.com
8	J&K	JAMMU	Northern Zone	SRINAGAR	Sh Sunil Mehta, Manager(CRM) Divisional Manager	0191-2475839	crm.srinagar@icindia.com
9	PUNJAB	AMRITSAR	Northern Zone	AMRITSAR	MS SUSHMA ARORA, Manager(CRM) Asstt Divisional Manager	0183-2504969	crm.amritsar@icindia.com
10	PUNJAB	JALANDHAR	Northern Zone	JALANDHAR	SH.NARINDER NATH VASUDEVA, Manager(CRM/PS) Asstt Divisional Manager	0181-2452732	crm.jalandhar@icindia.com
11	PUNJAB	LUDHIANA	Northern Zone	LUDHIANA	SH. PRAHLAD SINGH, Manager(CRM/PS) Asstt Divisional Manager	0161-2521838	crm.ludhiana@icindia.com
12	RAJASTHAN	AIJMER	Northern Zone	AIJMER	Chandra Shekhar Maurya, Manager (CRM) DM Manager	0145-2660023	crm.aijmer@icindia.com
13	RAJASTHAN	BIKANER	Northern Zone	BIKANER	SH UMESH CHAND KHATRI, Manager(CRM)Asstt Divisional Manager	0151-2225920	crm.bikaner@icindia.com
14	RAJASTHAN	JAIPUR	Northern Zone	JAIPUR-1	MR. PRADEEP MOHAN AGRAWAL, Manager(CRM)Asstt Divisional Manager	0141-2745840	crm.jaipur@icindia.com
15	RAJASTHAN	JAIPUR	Northern Zone	JAIPUR-2	SH SHRAWAN LAL MEENA, Manager(CRM) Divisional Manager	0141-2795922	crm.jaipur2@icindia.com
16	RAJASTHAN	JODHPUR	Northern Zone	JODHPUR	Ms. Savita Kaushik, Manager(CRM) Divisional Manager	0291-2657849	crm.jodhpur@icindia.com
17	RAJASTHAN	UDAIPUR	Northern Zone	UDAIPUR	SH. ANIL HARSH, Manager(CRM) Asstt Divisional Manager	0294-2487182	crm.udaipur@icindia.com
18	UP	AGRA	North Central Zone	AGRA	Smt. Rashmi Sethi, ADM	0562-2525972	crm.agra@icindia.com
19	UP	ALIGARH	North Central Zone	ALIGARH	Sh PRAVEEN KUMAR SHARMA, ADM	05710-2420066	crm.aligarh@icindia.com
20	UP	PRAYAGRAJ	North Central Zone	PRAYAGRAJ	Ranvir Singh,ADM	0532-2401854	crm.prayagraj@icindia.com
21	UP	BAREILLY	North Central Zone	BAREILLY	SMT SHIKHA,ADM	0581-2301712	crm.bareilly@icindia.com
22	UT	DEHRADUN	North Central Zone	DEHRADUN	RAJEEV BHARDWAJ,DM	0135-2668231	crm.dehradun@icindia.com
23	UP	AYODHYA	North Central Zone	AYODHYA	Smt Preeti Saxena,DM	05278-244261	crm.ayodhya@icindia.com
24	UP	GORAKHPUR	North Central Zone	GORAKHPUR	SH D P MISHRA,ADM	0551-2230329	crm.gorakhpur@icindia.com
25	UT	HALDWANI	North Central Zone	HALDWANI	Upma Sethi,ADM	05946-267880	crm.haldwani@icindia.com
26	UP	KANPUR	North Central Zone	KANPUR	Ms Kavita Gupta,ADM	0512-2368546	crm.kanpur@icindia.com
27	UP	LUCKNOW	North Central Zone	LUCKNOW	Sarita Kumari	0522-4038327	crm.lucknow@icindia.com
28	UP	MEERUT	North Central Zone	MEERUT	Shri Radhey Shyam Sharma ,DM	0121-2671201	crm.meerut@icindia.com
29	UP	VARANASI	North Central Zone	VARANASI	Ms Bhawana Sinha,ADM	0542-2450879	crm.varanasi@icindia.com
30	CHATTISGARH	BILASPUR	Central Zone	BILASPUR	SH.Y N S KHARSAN, Manager (CRM)	07752-249858	crm.bilaspur@icindia.com
31	CHATTISGARH	RAIPUR	Central Zone	RAIPUR	SH. RAJESH KUMAR VERMA, Manager (CRM)	0771-2583056	crm.raipur@icindia.com
32	MADHYA PRADESH	BHOPAL	Central Zone	BHOPAL	Smt. ANUJ NIRANJAN VERMA, Manager (CRM)	0755-2572320	crm.bhopal@icindia.com
33	MADHYA PRADESH	GWALIOR	Central Zone	GWALIOR	Sh Sourabh Jawariya, Manager (CRM)	0751-2448606	crm.gwalior@icindia.com
34	MADHYA PRADESH	INDORE	Central Zone	INDORE	Smt. SUNITA MISHRA (CRM)	0731-2529724	crm.indore@icindia.com
35	MADHYA PRADESH	JABALPUR	Central Zone	JABALPUR	SHRI Sudheer Ranjan Nema, Manager (CRM)	0761-2671079	crm.jabalpur@icindia.com
36	MADHYA PRADESH	SATNA	Central Zone	SATNA	SRI AJAY KUMAR SONI, Manager (CRM)	07672-250400	crm.satna@icindia.com
37	MADHYA PRADESH	SHAHDOL	Central Zone	SHAHDOL	SRI K P SAHU, Manager (CRM)	07652-248469	crm.shahdol@icindia.com
38	ASSAM	BONGAIGAON	Eastern Zone	BONGAIGAON	ANANYA ROY, MANAGER(CRM-PS)	03664 - 230383	crm.bongaigaon@icindia.com
39	ASSAM	KAMRUP	Eastern Zone	GUWAHATI	DHIRAJ MISRA, MANAGER(CRM/PS), ADM	0361-2516946	crm.guwahati@icindia.com
40	ASSAM	JORHAT	Eastern Zone	JORHAT	PRASANTA SARMA, MANAGER(CRM/PS)/ADM	0376-2360994	crm.jorhat@icindia.com
41	ASSAM	CACHAR	Eastern Zone	SILCHAR	SANTANU DAS, MANAGER (CRM/PS/SSS/EDMS), ADM	03842-241730	crm.silchar@icindia.com
42	WEST BENGAL	BURDWAN	Eastern Zone	ASANSOL	SHIBASIS CHAKRABORTY, MANAGER (CRM)	341-2256012	crm.asansol@icindia.com
43	WEST BENGAL	BURDWAN	Eastern Zone	BARDHAMAN	KAJAL NASKAR, Manager (CRM/PS), ADM	0342-2644682	crm.bardhaman@icindia.com
44	WEST BENGAL	KOLKATA	Eastern Zone	HOWRAH	SANDIP MANDAL, MANAGER(CRM,DM)	033- 2243 4614	crm.howrah@icindia.com
45	WEST BENGAL	JALPAIGURI	Eastern Zone	JALPAIGURI	SUBODH KUMAR, MANAGER CRM/PS	03561-255443	crm.jalpaigur@icindia.com
46	WEST BENGAL	WEST MIDNAPORE	Eastern Zone	KHARAGPUR	Sri KAUSHIK DAS, MANAGER(CRM), ADM	03222-253078	crm.kharagpur@icindia.com
47	WEST BENGAL	KOLKATA	Eastern Zone	KMDO-1	SUJATA MAITY, MANAGER (CRM/PS), ADM	033-2212-7535	crm.kolkata-do1@icindia.com
48	WEST BENGAL	KOLKATA	Eastern Zone	KMDO-2	SUTAPA PAUL , MANAGER(CRM),DM	033-2397-0637	crm.kolkata-do2@icindia.com
49	WEST BENGAL	KOLKATA	Eastern Zone	KSDO	ARUN BHATTACHARYA MANAGER(CRM), DM	033-23342708	crm.kolkata-sub@icindia.com
50	KARNATAKA	DHARWAD	South Central Zone	DHARWAD	Kalyani.Madhivanan,Asstt divisional Manager	0836-2212614	crm.dharwad@icindia.com
51	KARNATAKA	BELGAUM	South Central Zone	BELGAUM	B L KOPPAL, Asst Divisional Manager/P Srikant	0831-2438808	crm.belagavi@icindia.com
52	TELANGANA	HYDERABAD	South Central Zone	SECUNDERABAD	B.ANURADHA, DIVISIONAL MANAGER	040-27665039	crm.secunderabad@icindia.com
53	ANDHRA PRADESH	MACHILIPATNAM	South Central Zone	MACHILIPATNAM	A.Uma Devi, Divisional Manager	08672-223372	crm.machilipatnam@icindia.com
54	TELANGANA	WARANGAL	South Central Zone	WARANGAL	M AJITHA , Asst Divisional Manager	0870-2578815	crm.warangal@icindia.com
55	ANDHRA PRADESH	VISAKHAPATNAM	South Central Zone	VISAKHAPATNAM	A. Rajani, Divisional Manager	0891-2505117	crm.visakhapatnam@icindia.com
56	ANDHRA PRADESH	KADAPA	South Central Zone	KADAPA	P.Altaf Ahmed,Asst Divisional Manager	08562-247017	crm.cuddapah@icindia.com
57	KARNATAKA	RAICHUR	South Central Zone	RAICHUR	K.R.BINDU,Asstt Divisional Manager	08532-232432	crm.raichur@icindia.com
58	TELANGANA	KARIMNAGAR	South Central Zone	KARIMNAGAR	A. VENUGOPAL,Asstt Divisional Manager	08782-240597	crm.karimnagar@icindia.com
59	ANDHRA PRADESH	E.G.DT.	South Central Zone	RAJAHMUNDARY	YVV MADHAV,Divisional Manager	0883-2423832	crm.rmv@icindia.com
60	ANDHRA PRADESH	NELLORE	South Central Zone	NELLORE	D Venkata Subbaraj, Divisional Manager	0861-2323072	crm.nellore@icindia.com
61	KARNATAKA	SHIMOGA	South Central Zone	SHIMOGA	MALATESH V KULKARNI, Divisional Manager	08182-2513220	crm.shivamogga@icindia.com
62	KARNATAKA	MYSORE	South Central Zone	MYSORE	B.Girija, Divisional Manager	0821-2495764	crm.mysuru@icindia.com
63	TELANGANA	HYDERABAD	South Central Zone	HYDERABAD	S.MAHESH , Divisional Manager	040-23210099	crm.hyderabad@icindia.com
64	KARNATAKA	UDUPI	South Central Zone	UDUPI	Sheeba, Asst Divisional Manager	0820-2536907	crm.udupi@icindia.com
65	KARNATAKA	BANGALORE DO	South Central Zone	BANGALORE DO-1	N Chandrasekhar, Divisional Manager	080-22966515	crm.bengaluru-do1@icindia.com
66	KARNATAKA	BANGALORE DO	South Central Zone	BANGALORE DO-2	E K Geetha, Divisional Manager	080-22966812	crm.bengaluru-do2@icindia.com
67	KERALA	ERNAKULAM	Southern Zone	ERNAKULAM	SHAILA IBRAHIM Manager CRM, ADM	0484- 2362491	crm.ernakulam@icindia.com
68	KERALA	KOTTAYAM	Southern Zone	KOTTAYAM	AJOY MATHEW, Manager CRM, ADM	0481-2580121	crm.kottayam@icindia.com
69	KERALA	KOZHIKODE	Southern Zone	KOZHIKODE	S.KUMAR , Manager CRM, DM	0495-2728734	crm.kozhikode@icindia.com
70	KERALA	THRISSUR	Southern Zone	THRISSUR	HARIPRASAD C , Manager CRM - ADM	0487-2436836	crm.thrissur@icindia.com
71	KERALA	TRIVANDRUM	Southern Zone	TRIVANDRUM	LEELA VARGHESE , Manager CRM-DM	0471-2540932	crm.trivandrum@icindia.com
72	TAMILNADU	CHENNAI	Southern Zone	CHENNAI DO I	FAZIL MOHAMED N , Manager CRM- DM	0474-28604197	crm.chennai-do1@icindia.com
73	TAMILNADU	CHENNAI	Southern Zone	CHENNAI DO II	R.Ramesh Manager (CRM)-DM	044 23451557	crm.chennai-do2@icindia.com
74	TAMILNADU	COIMBATORE	Southern Zone	COIMBATORE	G SUBRAMANIAN, Manager CRM-PS	0422-2303503	crm.coimbatore@icindia.com
75	TAMILNADU	MADURAI	Southern Zone	MADURAI	P.Chockalingam, Manager CRM, ADM	0452- 2537778	crm.madurai@icindia.com
76	TAMILNADU	SALEM	Southern Zone	SALEM	S. RAJAN, MANAGER CRM-ADM	0427-2554411	crm.salem@icindia.com
77	TAMILNADU	THANJAVUR	Southern Zone	THANJAVUR	S. SOLASUNDARA PANDIAN, MANAGER CRM- ADM	04362-233678	crm.thanjavur@icindia.com
78	TAMILNADU	TIRUNELVELI	Southern Zone	TIRUNELVELI	G.MATHURAVANI, MANAGER CRM-ADM	0462-2560860	crm.tirunelveli@icindia.com
79	TAMILNADU	VELLORE	Southern Zone	VELLORE	BHANUMATHI.V	0416-2206233	crm.vellore@icindia.com
80	GOA	NORTH GOA	Western Zone	GOA	SHRI ANNASHEB B NAIK, MANAGER (CRM) - DM	0832-2437436	crm.goa@icindia.com
81	GUJARAT	AHMEDABAD	Western Zone	AHMEDABAD	SHRI MUKESH SONARA MANAGER (CRM) - DM	079-25503004	crm.ahmedabad@icindia.com
82	GUJARAT	BHAVNAGAR	Western Zone	BHAVNAGAR	SHRI A K RYAKA, MANAGER (CRM) - DM	0278-2490028	crm.bhavnagar@icindia.com
83	GUJARAT	GANDHINAGAR	Western Zone	GANDHINAGAR	Ms SONI SRIVASTAVA, MANAGER (CRM)	079-23238250	crm.gandhinagar@icindia.com
84	GUJARAT	NADIAD	Western Zone	NADIAD	SHRI VASUDEV SHUKLA, MANAGER (CRM) - DM	2,68,25,33,245	crm.nadiad@icindia.com
85	GUJARAT	RAJKOT	Western Zone	RAJKOT	Ms SUDHA PANDYA, MANAGER (CRM) -ADM	0281-2483210	crm.rajkot@icindia.com
86	GUJARAT	SURAT	Western Zone	SURAT	SHRI JAYANT V MUKANE, MANAGER(CRM) - DM	0261-2411940	crm.surat@icindia.com
87	GUJARAT	VADODARA	Western Zone	VADODARA	Ms. RENUKA RAO, MANAGER (CRM) - DM	0265-2306781	crm.vadodara@icindia.com
88	MAHARASHTRA	MUMBAI	Western Zone	MUMBAI-IV	Ms. JYOTI PARAB, MANAGER (CRM) - DM	022-66599233	crm.mumbai-do4@icindia.com
89	MAHARASHTRA	AMRAVATI	Western Zone	AMRAVATI	SHRI PRANJAY R ROKADE, MANAGER (CRM)	0721-2665449	crm.amravati@icindia.com
90	MAHARASHTRA	AURANGABAD	Western Zone	Chhatrapati Sambhajii Nagar	Ms SHUBHANGI KHARE, MANAGER (CRM) - ADM	0240-2329299	crm.csm@icindia.com
91	MAHARASHTRA	KOLHAPUR	Western Zone	KOLHAPUR	SHRI RAVINDRA BHALERAO MANAGER(CRM) - DM	0231-2661135	crm.kolhapur@icindia.com
92	MAHARASHTRA	MUMBAI-I	Western Zone	MUMBAI-I	Ms. BLOSSOM GONSALES, MANAGER (CRM) - DM	022-66599066	crm.mumbai-do1@icindia.com
93	MAHARASHTRA	MUMBAI	Western Zone	MUMBAI-II	Ms. SUJATHA RAO, MANAGER (CRM) - DM	022-69375104	crm.mumbai-do2@icindia.com
94	MAHARASHTRA	MUMBAI	Western Zone	MUMBAI-III	SMT NAYANA PATEL, MANAGER (CRM) - DM	022-67819270	crm.mumbai-do3@icindia.com
95	MAHARASHTRA	MUMBAI	Western Zone	MUMBAI-SSS	SHRI D.C.PATKAR, MANAGER (CRM)	022-68867045	crm.mumbai-sss@icindia.com
96	MAHARASHTRA	NAGPUR	Western Zone	NAGPUR	SHRI RAHUL KISTEY, MANAGER (CRM) - DM	0712-2546436	crm.nagpur@icindia.com
97	MAHARASHTRA	NANDED	Western Zone	NANDED	SHRI BALAJI KOSBATHAR, MANAGER (CRM) - DM	02462-221777	crm.nanded@icindia.com
98	MAHARASHTRA	NASHIK	Western Zone	NASHIK	SMT. VINITA R CHAUDHARI, MANAGER (CRM) - DM	0253-2317349	crm.nashik@icindia.com
99	MAHARASHTRA	PUNE	Western Zone	PUNE-I	SMT.BHARATHI P JADHAV, MANAGER (CRM)-DM	020-2512969	crm.pune1@icindia.com
100	MAHARASHTRA	PUNE	Western Zone	PUNE-II	MR. V R MADHUSUDANAN, MANAGER(CRM) - DM	020-24509016	crm.pune2@icindia.com
101	MAHARASHTRA	SATARA	Western Zone	SATARA	SMT. SUNITA DESAI, MANAGER(PS)	02162-224745	crm.satara@icindia.com
102	MAHARASHTRA	THANE	Western Zone	THANE	Ms.VAISHALI MALODE, MANAGER (CRM) - DM	022-25829702	crm.thane@icindia.com
103	BIHAR	BEGUSARAI	East Central Zone	BEGUSARAI	Sri Pawan Kumar Singh, ADM	06243-245703	crm.begusarai@icindia.com
104	BIHAR	BHAGALPUR	East Central Zone	BHAGALPUR	Ranjeet Pandey DM	0641-2322016	crm.bhagalpur@icindia.com
105	BIHAR	MUZAFFARPUR	East Central Zone	MUZAFFARPUR	Sri Raj Kumar, DM	0621-2243867	crm.muzaffarpur@icindia.com
106	BIHAR	PATNA	East Central Zone	PATNA-DO-II	Smt Reena Kapoor, Manager(CRM/PS)	0612-2232506	crm.patna2@icindia.com
107	BIHAR	PATNA	East Central Zone	PATNA-I	SRI V.VEERBHADRA RAO, Manager CRM/PS	0612-2204067	crm.patna@icindia.com
108	JHARKHAND	EAST SINGHBHUM	East Central Zone	JAMSHEDPUR	Sri Birendra Bhagat, DM	0657-2320564	crm.jamshedpur@icindia.com
109	JHARKHAND	HAZARIBAGH	East Central Zone	HAZARIBAGH	Sri Chandragupta Mishra, DM	06546-272629	crm.hazaribagh@icindia.com
110	ODISHA	CUTTACK	East Central Zone	CUTTACK	Sri Vincent Beharamanjhi, DM	0671-2303112	crm.cuttack@icindia.com
111	ODISHA	GANJAM	East Central Zone	BERHAMPUR	Sri G. KRISHNA MOHAN, Manager CRM/PS	0680-2296390	crm.berhampur@icindia.com
112	ODISHA	KHURDA	East Central Zone	BHUBANESWAR	SRI B.N.SANIEEV , Manager (CRM/PS)	0674-2352394	crm.bhubaneswar@icindia.com
113	ODISHA	SAMBALPUR	East Central Zone	SAMBALPUR	Ram Pd Behera, ADM	0663-2540354	crm.sambalpur@icindia.com