

Divisional Grievance Redressal Officers - 2025-2026

Sl No	State	District	ZONE	Division	Name of Divisional GRO & Designation	Tel No. with STD code/Mobile Number	Email ID
1	CHANDIGARH	CHANDIGARH	Northern Zone	CHANDIGARH	Sr. SUSHIL KUMAR PATIAL (DM), Manager CRM/PS/SSS/Mash	0172-2773569	crm.chandigarh@icindia.com
2	DELHI	NEW DELHI	Northern Zone	DELHI-1	D K Jain, Manager (CRM) Divisional Manager	011-28844132	crm.delhi-d01@icindia.com
3	DELHI	NEW DELHI	Northern Zone	DELHI-3	MS. Geeta Wadhvani, Manager (CRM) Asstt Divisional Manager	011-28855115	crm.delhi-d03@icindia.com
4	DELHI	NEW DELHI	Northern Zone	DELHI-2	SH JAGDISH SINGH PANGTEY, DIVISIONAL MANAGER (CRM)	011-28822223	crm.delhi-d02@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	MS. PARVEEN CHANDAN, Manager (CRM) Asstt Divisional Manager	0177-2629212	crm.shimla@icindia.com
8	J&K	JAMMU	Northern Zone	SRINAGAR	SH RAMESH KUMAR, Manager (CRM) Divisional Manager	0191-2475839	crm.srinagar@icindia.com
9	PUNJAB	AMRITSAR	Northern Zone	AMRITSAR	Sh VIPIN KUMAR BHAREL, Manager (CRM) Asstt Divisional Manager	0183-2504969	crm.amritsar@icindia.com
10	PUNJAB	JALANDHAR	Northern Zone	JALANDHAR	SH RAMAN KUMAR, Manager (CRM) Asstt Divisional Manager	0181-2452732	crm.jalandhar@icindia.com
11	PUNJAB	LUDHIANA	Northern Zone	LUDHIANA	SMT HEMLATA ARORA, Manager (CRM) Asstt Divisional Manager	0161-2521838	crm.ludhiana@icindia.com
12	RAJASTHAN	AJMER	Northern Zone	AJMER	MS BHANUMATI KUNDNANI, Manager (CRM) Asstt Divisional Manager	0145-2660023	crm.ajmer@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	MS NEERA APTE, 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	UTTAR PRADESH	AGRA	North Central Zone	AGRA	MS RASHMI SETHI	0562-2525972	crm.agra@icindia.com
19	UTTAR PRADESH	ALIGARH	North Central Zone	ALIGARH	SH RAJESH SAINI, Manager (CRM)	0571-2420062	crm.aligarh@icindia.com
20	UTTAR PRADESH	ALLAHABAD	North Central Zone	ALLAHABAD	SH RANVIR SINGH, Manager (CRM)	0532-2401854	crm.allahabad@icindia.com
21	UTTAR PRADESH	BAREILLY	North Central Zone	BAREILLY	MS SHIKHA, Manager (CRM)	0581-2301712	crm.bareilly@icindia.com
22	UTTAR PRADESH	DEHRADUN	North Central Zone	DEHRADUN	SH RAJEEV BHARDWAJ, Manager (CRM)	0135-2672631	crm.dehradun@icindia.com
23	UTTAR PRADESH	FAIZABAD	North Central Zone	FAIZABAD	MS PREETI SAXENA, Manager (CRM)	05278-244261	crm.faizabad@icindia.com
24	UTTAR PRADESH	GORAKHPUR	North Central Zone	GORAKHPUR	SH D P MISHRA, Manager (CRM)	0551-2230329	crm.gorakhpur@icindia.com
25	UTTAR PRADESH	HALDWANI	North Central Zone	HALDWANI	SMT UPMA SETHI - Manager (CRM)	05946-267885	crm.haldwani@icindia.com
26	UTTAR PRADESH	KANPUR	North Central Zone	KANPUR	MS KAVITA GUPTA, Manager (CRM)	0512-2368546	crm.kanpur@icindia.com
27	UTTAR PRADESH	LUCKNOW	North Central Zone	LUCKNOW	Sri Jeeva Lal, Manager (CRM)	0522-4038327	crm.lucknow@icindia.com
28	UTTAR PRADESH	MEERUT	North Central Zone	MEERUT	SH RADHEY SHYAM SHARMA, Manager (CRM) DM	0121-2671201	crm.meerut@icindia.com
29	UTTAR PRADESH	VARANASI	North Central Zone	VARANASI	BHAVANA, SINHA, Manager (CRM)	0542-2454420	crm.varanasi@icindia.com
30	CHATTISGARH	BILASPUR	Central Zone	BILASPUR	SH Lal Prem Tirkey, Manager (CRM)	07752-249868	crm.bilaspur@icindia.com
31	CHATTISGARH	RAIPUR	Central Zone	RAIPUR	SH SUDHIR MULKATKAR, Manager (CRM)	0771-2583056	crm.raipur@icindia.com
32	MADHYA PRADESH	BHOPAL	Central Zone	BHOPAL	Smt. Rajni Shehgal, 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. Jaya Sam, Manager (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	KOLKATA	Central Zone	KOLKATA	Smt. Nandini Singh, Manager (CRM)	07672-250401	crm.satnadi@icindia.com
37	MADHYA PRADESH	SHAHOL	Central Zone	SHAHOL	SRI S S Kachhap, Manager (CRM)	07652-248469	crm.shahdol@icindia.com
38	ASSAM	BONGAIGAON	Eastern Zone	BONGAIGAON	Smt. Ananya Roy, Manager (CRM), ADM	03664-230383	crm.bongaigaon@icindia.com
39	ASSAM	KAMRUPT	Eastern Zone	KAMRUPT	Smt. Sutapa Paul, Manager (CRM), DM	0361-2516946	crm.guwahati@icindia.com
40	ASSAM	JORHAT	Eastern Zone	JORHAT	SHRI SAMIR KUMAR GHOSH, Manager (CRM), DM	0376-360994	crm.jorhat@icindia.com
41	ASSAM	SILCHAR	Eastern Zone	SILCHAR	SHRI NEPAL RANJAN BARMA, Manager (CRM), ADM	03842-241730	crm.silchar@icindia.com
42	WEST BENGAL	BURDWAN	Eastern Zone	ASANSOL	SHRI ASIM KUMAR CHAKRABARTI, Manager (CRM), DM	0341-2580101	crm.asansol@icindia.com
43	WEST BENGAL	BURDWAN	Eastern Zone	BARDHAMAN	SMT. SUJATA MAITY, Manager (CRM), ADM	0342-2644682	crm.bardhaman@icindia.com
44	WEST BENGAL	KOLKATA	Eastern Zone	HOWRAH	SHRI Ch.S.P. Chandra, Manager (CRM), DM	033-2243464	crm.howrah@icindia.com
45	WEST BENGAL	JALPAIGURI	Eastern Zone	JALPAIGURI	SMT. SANJU SINGH, Manager CRM, DM	03561-255443	crm.jalpaiguri@icindia.com
46	WEST BENGAL	WEST MIDNAPORE	Eastern Zone	KHARAGPUR	Sri Gautam Kumar Bhanja, Manager (CRM), ADM	03222-253078	crm.kharagpur@icindia.com
47	WEST BENGAL	KOLKATA	Eastern Zone	KMDO-1	SMT. PUTUL BASU DEY, Manager (CRM), DM	033-2212753	crm.kolkata-d01@icindia.com
48	WEST BENGAL	KOLKATA	Eastern Zone	KMDO-2	Asis Kumar Sen, Manager (CRM), DM	033-23970637	crm.kolkata-d02@icindia.com
49	WEST BENGAL	KOLKATA	Eastern Zone	KSDO	SHRI ARUN BHATTACHARYA, Manager (CRM), DM	033-23342708	crm.kolkata-sub@icindia.com
50	KARNATAKA	DHARWAD	South Central Zone	DHARWAD	B B SHOBHA, Asst Divisional Manager	0836-2212614	crm.dharwad@icindia.com
51	KARNATAKA	BELGAUM	South Central Zone	BELGAUM	B I KOPPAL, Asst Divisional Manager	0831-2438808	crm.belgaum@icindia.com
52	TELANGANA	SECUNDERABAD	South Central Zone	SECUNDERABAD	B ANUSHA, Divisional Manager	040-27665039	crm.secunderabad@icindia.com
53	ANDHRA PRADESH	MACHILIPATNAM	South Central Zone	MACHILIPATNAM	M V KOTESWARA BABU, Asst 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	C SRINIVAS, Asst Divisional Manager	0891-2566617	crm.visakhapatnam@icindia.com
56	ANDHRA PRADESH	KADAPA	South Central Zone	KADAPA	C V Lakshmi kanthamma, Divisional Manager	08562-247017	crm.cuddapah@icindia.com
57	KARNATAKA	RAICHUR	South Central Zone	RAICHUR	K R BINDU Asst Divisional Manager	08532-234232	crm.raichur@icindia.com
58	TELANGANA	KARIMNAGAR	South Central Zone	KARIMNAGAR	A VENKATRAJ, Asst Divisional Manager	0872-238840	crm.karimnagar@icindia.com
59	ANDHRA PRADESH	E.G.DT	South Central Zone	RAJAHMUNDY	M NAGA SRIDEVI, Divisional Manager	0883-2423832	crm.rajahmundry@icindia.com
60	ANDHRA PRADESH	NELLORE	South Central Zone	NELLORE	B VUJAYA LAKSHMI, Asst Divisional Manager	0861-2323072	crm.nellore@icindia.com
61	KARNATAKA	SHIMOGA	South Central Zone	SHIMOGA	MALATESH KULKARNI, Divisional Manager	08182-251320	crm.shimoga@icindia.com
62	KARNATAKA	MYSORE	South Central Zone	MYSORE	B Girja, Divisional Manager	0821-2495764	crm.mysore@icindia.com
63	TELANGANA	HYDERABAD	South Central Zone	HYDERABAD	MAHESH, Divisional Manager	040-23210099	crm.hyderabad@icindia.com
64	KARNATAKA	UDUPI	South Central Zone	UDUPI	Sheela, Asst Divisional Manager	0820-2536907	crm.udupi@icindia.com
65	KARNATAKA	BANGALORE DO	South Central Zone	BANGALORE DO-1	C R ARAVIND, Divisional Manager	080-22966515	crm.bangalore-d01@icindia.com
66	KARNATAKA	BANGALORE DO	South Central Zone	BANGALORE DO-2	U PREETHI Divisional Manager	080-22966812	crm.bangalore-d02@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	MUTHUSWAMY P, Manager CRM, ADM	0481-2580121	crm.kottayam@icindia.com
69	KERALA	KOZHIKOD	Southern Zone	KOZHIKOD	S K KUMAR, Manager CRM, DM	0495-2728734	crm.kozhikod@icindia.com
70	KERALA	THRISSUR	Southern Zone	THRISSUR	HARIPRASAD C, Manager CRM - ADM	0487-2546836	crm.thrissur@icindia.com
71	KERALA	TRIVANDRUM	Southern Zone	TRIVANDRUM	LEELA VARGHESE, Manager CRM-ADM	0471-2540932	crm.trivandrum@icindia.com
72	TAMILNADU	CHENNAI	Southern Zone	CHENNAI DO I	FAZIL MOHAMED N, Manager CRM- DM	044-28604197	crm.chennai-d01@icindia.com
73	TAMILNADU	CHENNAI	Southern Zone	CHENNAI DO II	A K KRISHNAN, Manager (CRM)-DM	044 23451557	crm.chennai-d02@icindia.com
74	TAMILNADU	COIMBATORE	Southern Zone	COIMBATORE	G MUTHUSELVAN, Manager CRM, DM	0422-2303503	crm.coimbatore@icindia.com
75	TAMILNADU	MADURAI	Southern Zone	MADURAI	C G LAKSHMINARASIMHAN, Manager CRM, DM	452- 2537778	crm.madurai@icindia.com
76	TAMILNADU	SALEM	Southern Zone	SALEM	T. SASIREKHA, Manager CRM-ADM	0427- 2554411	crm.salem@icindia.com
77	TAMILNADU	THANJAVUR	Southern Zone	THANJAVUR	S MANIMOZHI, Manager CRM- ADM	04362-233678	crm.thanjavur@icindia.com
78	TAMILNADU	TIRUNELVELI	Southern Zone	TIRUNELVELI	G MATHURAVANI	0462-2560860	crm.tirunelveli@icindia.com
79	TAMILNADU	VELLORE	Southern Zone	VELLORE	T CHANDRASEKAR, Manager CRM- DM	0416-2206233	crm.vellore@icindia.com
80	GOA	NORTH GOA	Western Zone	GOA	SMT. SUPRIYA PRABHUDESAI, Manager (CRM) - DM	0832-2437436	crm.goa@icindia.com
81	GUJARAT	AHMEDABAD	Western Zone	AHMEDABAD	SHRI BHUSHAN C JANANI MANAGER (CRM) - DM	079-25503004	crm.ahmedabad@icindia.com
82	GUJARAT	BHAVNAGAR	Western Zone	BHAVNAGAR	SHRI A K RYKA, Manager (CRM) - DM	0278-2490028	crm.bhavnagar@icindia.com
83	GUJARAT	GANDHINAGAR	Western Zone	GANDHINAGAR	SHRI PRAKASHI I RATHOD, Manager (CRM)	079-23238250	crm.gandhinagar@icindia.com
84	GUJARAT	NADIAD	Western Zone	NADIAD	SHRI MUKESH K SONARA, Manager (CRM) - DM	0268-2533245	crm.nadiad@icindia.com
85	GUJARAT	RAJKOT	Western Zone	RAJKOT	SHRI Y A SHERASHIYA, 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. BLOSSOM GONSALVES, Manager (CRM) - DM	022-66599233	crm.mumbai-d04@icindia.com
89	MAHARASHTRA	AMRAVATI	Western Zone	AMRAVATI	SHRI PRANAV R ROKADE, Manager (CRM)	0721-2665449	crm.amravati@icindia.com
90	MAHARASHTRA	AURANGABAD	Western Zone	AURANGABAD	SMT. DARSHANA SURKAR, Manager (CRM) - ADM	0240-2329299	crm.aurangabad@icindia.com
91	MAHARASHTRA	KOLHAPUR	Western Zone	KOLHAPUR	SHRI RAVINDRA BHALERAO MANAGER (CRM) - DM	0231-2561135	crm.kolhapur@icindia.com
92	MAHARASHTRA	MUMBAI	Western Zone	MUMBAI-I	Ms. RASHMI SHIKHARE, Manager (CRM) - DM	022-66599066	crm.mumbai-d01@icindia.com
93	MAHARASHTRA	MUMBAI	Western Zone	MUMBAI-II	Ms. MANISHA PEDNEKAR, Manager (CRM) - DM	022-69375104	crm.mumbai-d02@icindia.com
94	MAHARASHTRA	MUMBAI	Western Zone	MUMBAI-III	SMT MEDHA TENDOLKAR, Manager (CRM) - DM	022-67819270	crm.mumbai-d03@icindia.com
95	MAHARASHTRA	MUMBAI	Western Zone	MUMBAI-SSS	Ms. PRACHI SALADE, Manager (CRM)	022-68867045	crm.mumbai-sss@icindia.com
96	MAHARASHTRA	NAGPUR	Western Zone	NAGPUR	Ms. ATCHUTA VALLE PANTULA, Manager (CRM) - DM	0712-2546436	crm.nagpur@icindia.com
97	MAHARASHTRA	NANDED	Western Zone	NANDED	SHRI D S PAWAR, 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	020-25512969	crm.pune1@icindia.com
100	MAHARASHTRA	PUNE	Western Zone	PUNE-II	MR. MILIND S DESHPANDE, Manager (CRM) - DM	020-24509016	crm.pune2@icindia.com
101	MAHARASHTRA	SATARA	Western Zone	SATARA	SMT. SUNITA DESHPANDE, Manager (CRM/PS)	02162-224745	crm.satara@icindia.com
102	MAHARASHTRA	THANE	Western Zone	THANE	Ms. VASHALI MALODE, Manager (CRM) - DM	022-25829702	crm.thane@icindia.com
103	BIHAR	BEGUSARAI	East Central Zone	BEGUSARAI	SRJ JATA SHANKAR CHOUDHARY Manager (CRM/PS)	06243-245703	crm.begusarai@icindia.com
104	BIHAR	BHAGALPUR	East Central Zone	BHAGALPUR	SRI RAJNISH KUMAR, Manager CRM/PS	0641-232016	crm.bhagalpur@icindia.com
105	BIHAR	MUZAFFARPUR	East Central Zone	MUZAFFARPUR	SRI S K MISHRA, Manager CRM/PS	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-DO-I	SRI V VEERABHADRA RAO, Manager CRM/PS	0612-2204067	crm.patna1@icindia.com
108	JHARKHAND	EAST SINGHBHUM	East Central Zone	JAMSHEDPUR	SRI SULTI BHATTACHARYA, Manager CRM/PS	0657-2320564	crm.jamshedpur@icindia.com
109	JHARKHAND	HAZARIBAGH	East Central Zone	HAZARIBAGH	MS RAJNI KESS, Manager CRM/PS	06546-272627	crm.hazaribagh@icindia.com
110	ODISHA	CUTTACK	East Central Zone	CUTTACK	SMT P KANAKDURGA, Manager CRM/PS	0671-2307858	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.SANJEEV, Manager (CRM/PS)	0674-2397653	crm.bhubaneswar@icindia.com
113	ODISHA	SAMBALPUR	East Central Zone	SAMBALPUR	SRI LALIT MOHAN BEHERA, Manager CRM/PS	0663-2541388	crm.sambalpur@icindia.com