

Divisional Grievance Redressal Officers

State	District	ZONE	Division	Name of Divisional GRO & Designation	Tel No. with STD code
Chattisgarh	BILASPUR	Central Zone	BILASPUR	Sri. S.R. Nema	07752-249858
Chattisgarh	RAIPUR	Central Zone	RAIPUR	SH.D.P.BidwalkarR	0771-2583056
Madhya Pradesh	BHOPAL	Central Zone	BHOPAL	Smt Manisha Bhatnagar, Manager (CRM)	0755-2572330
Madhya Pradesh	GWALIOR	Central Zone	GWALIOR	Shri Pankaj Vohra, Manager (CRM)	0751-2448606
Madhya Pradesh	GWALIOR	Central Zone	GWALIOR	Shri.R.P.Agarwal Manager	0751-2448606
Madhya Pradesh	INDORE	Central Zone	INDORE	Smt Savita Godbole	0731-2529724
Madhya Pradesh	JABALPUR	Central Zone	JABALPUR	Sri.Suresh Iyer	0761-2671079
Madhya Pradesh	SATNA	Central Zone	SATNA	SRI O P Shakya	07672-250400
Madhya Pradesh	SHAHNOL	Central Zone	SHAHNOL	Sri Sanjay Kumar Jain, Manager[CRM]	07652-248469
BIHAR	BEGUSARAI	East Central Zone	BEGUSARAI	SRI. R.K.Verma, Manager (CRM)	06243-245703
BIHAR	BHAGALPUR	East Central Zone	BHAGALPUR	SRI. A.K. SINHA, Manager (CRM)	0641-2322016
BIHAR	MUZAFFARPUR	East Central Zone	MUZAFFARPUR	SRI. N.K.Sah , Manager (EDMS/CRM)	0621-2243867
BIHAR	PATNA	East Central Zone	PATNA-DO-II	Smt. U.K.Sinha, Manager (CRM)	0612-2232506
BIHAR	PATNA	East Central Zone	PATNA-I	Smt. Ashima Biswas, Manager (CRM)	0612-2204067
JHARKHAND	EAST SINGHBHUM	East Central Zone	JAMSHEDPUR	Sri Himanshu Bhushan Sahu,Manager(CRM)	0657-2320564
JHARKHAND	HAZARIBAGH	East Central Zone	HAZARIBAGH	Sri Alak Kumar Das,Manager(CRM)	06546-272629
ODISHA	CUTTACK	East Central Zone	CUTTACK	Ms K. Naga Nalini, Manager (CRM)	0671-2307858
ODISHA	GANJAM	East Central Zone	BERHAMPUR	SRI. S. K. JENA, Manager (CRM)	0680-2296390
ODISHA	KHURDA	East Central Zone	BHUBANESWAR	Sri. D. NAYAK, Manager (CRM)	0674-2397653
ODISHA	SAMBALPUR	East Central Zone	SAMBALPUR	SRI RAMESH CH. SAHU, Manager (CRM)	0663-2541388
Assam	Bongaigaon	Eastern Zone	Bongaigaon	Sri D Basu , Manager (CRM)	03664-230383
Assam	Cachar	Eastern Zone	Silchar	Sri S Dutta , Manager (CRM)	03842-241730
Assam	Jorhat	Eastern Zone	Jorhat	Sri B Ahmed, Manager(CRM)	0376-2360994
Assam	Kamrup	Eastern Zone	Guwahati	Sri J Bhattacharjee, Manager(CRM)	0361-2638404
West Bengal	Burdwan	Eastern Zone	Asansol	Smt S Barman Pyne, Manager(CRM)	0341-2256012
West Bengal	Burdwan	Eastern Zone	Bardhaman	Smt Sipra Ghosh, Manager(CRM)	0342-2644682
West Bengal	Jalpaiguri	Eastern Zone	Jalpaiguri	Sri G Das , Manager (CRM)	03561-255443
West Bengal	Kolkata	Eastern Zone	Howrah	Sri S C Bhattacharjee, Manager (CRM)	033-22434614
West Bengal	Kolkata	Eastern Zone	Kolkata (M)-I	Sri A K Hati, Manager (CRM)	033-22127535
West Bengal	Kolkata	Eastern Zone	Kolkata (M)-I	Smt M Bhattacharya, Manager(CRM)	033-22127535
West Bengal	Kolkata	Eastern Zone	Kolkata (M)-II	Smt D Sarkar, Manager (CRM)	033-23970637
West Bengal	Kolkata	Eastern Zone	Kolkata (Sub)	Sri A K Basumatari, Manager(CRM)	033-23342708
West Bengal	West Midnapore	Eastern Zone	Kharagpur	Ms S Sengupta, Manager (CRM)	03222-2229809

Uttar Pradesh	AGRA	North Central Zone	AGRA	Sri BRIJ MOHAN MANAGER(CRM)	
Uttar Pradesh	ALIGARH	North Central Zone	ALIGARH	ShriA K Ghildiyal, Manager (CRM)	0571-2420066
Uttar Pradesh	Allahabad	North Central Zone	Allahabad	Sri G.C. Upadhyay, Manager (CRM)	0532-2401854
Uttar Pradesh	BAREILLY	North Central Zone	BAREILLY	Sri Ajay Jain, Manager (CRM)	0581-2301712
Uttar Pradesh	FAIZABAD	North Central Zone	FAIZABAD	Sri M.K.Gupta, Manager (CRM/PAYM/PS/SSS)	05278-244261
Uttar Pradesh	GORAKHPUR	North Central Zone	GORAKHPUR	Sri B.K. Prasad, Manager (CRM)	0551-2230329
Uttar Pradesh	Kanpur	North Central Zone	Kanpur	Ms Ramakanti, Manager (CRM/Pay/PS/SSS))	0512-2368546
Uttar Pradesh	LUCKNOW	North Central Zone	LUCKNOW	Sri Suresh Dhami, Manager (CRM)	0522-2616422
Uttar Pradesh	Meerut	North Central Zone	MEERUT	Sri R.P.Singh , Manager (Claims)	0121-2671201
Uttar Pradesh	Varanasi	North Central Zone	Varanasi	Sri R.K. Upadhyay, Manager (CRM)	0542-2454420
Uttarakhand	Dehradun	North Central Zone	Dehradun	Sh.Dinesh Dass , Manager (CRM)	0135-2668231
Uttarakhand	Nainital	North Central Zone	HALDWANI	Sri C.S. Martolia, Manager (CRM)	0546-267886
Chandigarh	Chandigarh	Northern Zone	Chandigarh	Ms. Purnima Mishra	0172-2784620
Delhi	New Delhi	Northern Zone	Delhi-1	Ms. Kala Shivramakrishnan	011-28844132
Delhi	New Delhi	Northern Zone	Delhi -3	Sh. S.B.Chugh (DM)	011-28855115
Delhi	North East,Delhi	Northern Zone	Delhi-2	Ms. Anjana Garg	011-28822223
Haryana	KARNAL	Northern Zone	KARNAL	Ms. Manju Chawla	0184-2266580
Haryana	Rohtak	Northern Zone	Rohtak	Ms. Vijay Nanda	01262-228328
Himachal Pradesh	Shimla	Northern Zone	Shimla	Ms. Neelam Rana	0177-2629212
J&K	Jammu	Northern Zone	Srinagar	Sh. Rajesh Chopra	0191-2475839
Punjab	AMRITSAR	Northern Zone	AMRITSAR	Sh. S.K.Batra	0183-2504969
Punjab	JALANDHAR	Northern Zone	JALANDHAR	Sh. Ramesh Kumar	0181-2459826
Punjab	Ludhiana	Northern Zone	LUDHIANA	Sh. L.K.Dhawan	0161-2521838
Rajasthan	Ajmer	Northern Zone	Ajmer	Sh. D.C.Jain	0145-2661878
Rajasthan	BIKANER	Northern Zone	BIKANER	Sh. S.K.Sareen	0151-2225920
Rajasthan	Jaipur	Northern Zone	Jaipur-1	Ms. Sonali Sareen	0141-2745894
Rajasthan	Jaipur	Northern Zone	Jaipur-2	Sh. V.K.Gupta	0141-2713735
Rajasthan	Jodhpur	Northern Zone	JODHPUR	Sh. J.P.Hariyal	0291-2657849
Rajasthan	Udaipur	Northern Zone	Udaipur	Sh. Rajesh Khandelwal	0294-2487182
Andhra Pradesh	E.G.DT.	South Central Zone	RAJAHMUNDRY	Y RAMA MOHAN, DM CRM	0883-2423832
Telangana	HYDERABAD	South Central Zone	HYDERABAD	DARA RAJRISHI Manager CRM	040-23210099
Telangana	Hyderabad	South Central Zone	SECUNDERABAD	K Ganesh Babu, Manager (CRM)/DM	040-27665039
Andhra Pradesh	KADAPA	South Central Zone	KADAPA	G VIJAYA LAKSHMI,MANAGER(CRM/PS)	08562-247017
TELANGANA	KARIMNAGAR	South Central Zone	Karimnagar	M RAJENDRA PRASAD	0878-2236840
Andhra Pradesh	Machilipatnam	South Central Zone	Machilipatnam	PV SRINIVASA RAO, MANAGER , CRM (DM)	08672-223372

Andhra Pradesh	Nellore	South Central Zone	NELLORE	P.S.RAJASEKHAR	0861-2323072
Andhra Pradesh	VISAKHAPATNAM	South Central Zone	VISAKHAPATNAM	S.V.SATYANARAYANA,MANAGER(CRM)(DM)	0891-2566117
Telangana	Warangal	South Central Zone	WARANGAL	J JYOTISHREE, MANAGER (CRM/PS/SSS/ULIP)	0870-2578815
Karnataka	Bangalore	South Central Zone	Bangalore-1	Smt VINAYA S SHENOY, MANAGER (CRM)	080-22966515
Karnataka	Bangalore	South Central Zone	Bangalore-2	R.SHAMALATHA (CRM/PAYMENT/SSS)	080-22966812
Karnataka	Belgaum	South Central Zone	Belgaum	H A CHUKANATTI	0831-2438808
Karnataka	MYSORE	South Central Zone	MYSORE	Smt.Raj Lakshmi R, Manager (CRM)	0821-2495764
Karnataka	RAICHUR	South Central Zone	RAICHUR	D.SATYASAI BABU	08532-232432
Karnataka	Shimoga	South Central Zone	SHIMOGA	Sri N NARAYANA,Manager (CRM)	08182-251320
Karnataka	UDUPI	South Central Zone	UDUPI	P.BABU NAIK, MANAGER(CRM)DM	0820-2536907
Karnataka	Dharwad	South Central Zone	DHARWAD	Shri .S B TURAMARI Manager (CRM)	0836-2212614
Tamilnadu	CHENNAI	Southern Zone	Chennai I	Jilani Baasha (CRM)	044-28610353
Tamilnadu	Chennai	Southern Zone	Chennai II	P.Valarmathy Manager(CRM)	044-23451557
Tamilnadu	Coimbatore	Southern Zone	Coimbatore	S. VASUDEVAN, MANAGER(CRM), DM	0422-2303503
Tamilnadu	Madurai	Southern Zone	MADURAI	A.Kamala Bharathi, Manager (CRM)	0452 2537778
Tamilnadu	SALEM	Southern Zone	SALEM	R.SRINIVASAN ,Manager (CRM)	0427 2411487
Tamilnadu	THANJAVUR	Southern Zone	Thanjavur	M. MAHENDRAVARMAN, Manager (CRM)	0436-2233678
Tamilnadu	Tirunelveli	Southern Zone	Tirunelveli	P.I.Vajreswari, Manager (CRM) DM	0462-2560860
Tamilnadu	VELLORE	Southern Zone	VELLORE	ROSHITH M.A.(CRM)	0416-2206218
Kerala	ERNAKULAM	Southern Zone	ERNAKULAM	Devarajan P, Manager (CRM)	0484 2361938
Kerala	KOTTAYAM	Southern Zone	KOTTAYAM	R.SUBHADRA	0481-2567606
Kerala	KOZHIKODE	Southern Zone	KOZHIKODE	V.MEENA KUMARI	0495-2728746
Kerala	THRISSUR	Southern Zone	THRISSUR	TOM VARGHESE, MANAGER DM(CRM)	0487-2436815
Kerala	Trivandrum	Southern Zone	TRIVANDRUM	Preetha.G.Nair ,Manager (CRM)	0471-2540932
Gujarat	Ahmedabad	Western Zone	Ahmedabad	Shri Anilkumar C Shah, DM(CRM)	079-25503004
Maharashtra	Amravati	Western Zone	Amravati	Shri Abhay Gangadhar Narale, DM(CRM)	0721-2551145
Maharashtra	Aurangabad	Western Zone	Aurangabad	Shri B.K.Gange, DM(CRM)	0240-2329299
Gujarat	Bhavnagar	Western Zone	Bhavnagar	Shri B.C.Janani, M (CRM)	0278-2421963
Gujarat	Gandhinagar	Western Zone	Gandhinagar	Shri D .L.Ghodke,DM(CRM)	079-23238250
Goa	North Goa	Western Zone	Goa	Smt. Seema Rege	0832-2438418
Maharashtra	Kolhapur	Western Zone	Kolhapur	Shri Hemant Deshmukh, Manager(CRM)	0231-2661135
Maharashtra	Mumbai	Western Zone	Mumbai-I	Ms. Asha Malkani	022-66599066
Maharashtra	Mumbai	Western Zone	Mumbai-II	Ms F D Lewis DM(CRM/PS/SSS)	022-30492036
Maharashtra	Mumbai	Western Zone	Mumbai-III	Smt Milan J. Narkar [DM/CRM]	022-67819270
Maharashtra	Mumbai	Western Zone	Mumbai-IV	Ms.N U Thakur ,ADM(CRM)	022-66599233
Maharashtra	Mumbai	Western Zone	Mumbai-SSS	Mrs Shakuntala B Shetty, ADM (PS/CRM/SSS)	022-26267050

Gujrat	Nadiad	Western Zone	Nadiad	Shri R. M. Patelia ADM(CRM)	0268-2533245
Maharashtra	Nagpur	Western Zone	Nagpur	Shri D. B.Maturkar, Manager (CRM)/ADM	0712-2546436
Maharashtra	Nanded	Western Zone	Nanded	Shri Raghu Gaddam ADM (CRM/PS/SSS)	02462 221277
Maharashtra	Nashik	Western Zone	Nashik	Shri P.R.Topale, DM(CRM)	0253-2317607
Maharashtra	Pune	Western Zone	Pune-I	Smt Nilima Gothe, DM (CRM)	020-25512969
Maharashtra	Pune	Western Zone	Pune-II	Mrs.V A Joshi, DM,Manager(CRM)	020-24217638
Gujrat	Rajkot	Western Zone	Rajkot	Shri R B Mehta ADM (CRM/EDMS)	0281-2483210
Maharashtra	Satara	Western Zone	Satara	Shir U G Kulkarni DM (CRM)	02162-227823
Gujrat	Surat	Western Zone	Surat	Shri P. K. Prasad,Manager(CRM)/DM	0261-2801221
Maharashtra	Thane	Western Zone	Thane	Mrs. Swati Eknath Jadhav	2225829702
Gujarat	Vadodara	Western Zone	Vadodara	Shri Ajay V. Deshpande, ADM (CRM/HI)	0265-2306781