



मानव संसाधन प्रभाग, प्रधान कार्यालय,
प्लॉट सं 4, सेक्टर 10, द्वारका, नयी दिल्ली
HUMAN RESOURCES DIVISION HEAD OFFICE,
PLOT No. 4, SECTOR 10, DWARKA, NEW DELHI

TO ALL BRANCHES/OFFICES.

10.03.2025

NOTICE

**SPOC OF HERITAGE TPA FOR ADDRESSING ISSUES & GRIEVANCES UNDER
IBA GMI POLICY 2024-25 FOR SERVING AND RETIRED EMPLOYEES**

In light of the challenges faced by our serving and retired employees under the IBA Group Medical Insurance Policy 2024-25, we have taken proactive steps to ensure better support and resolution. Heritage TPA has been directed to appoint representatives at all Zonal and Circle Offices to address grievances and act as the Single Point of Contact (SPOC).

The escalation matrix for grievance redressal under this policy was last communicated via HRMD Notice dated 13.12.2024. Based on feedback from the field, we have updated the list of SPOCs and the escalation matrix. Please find the latest details attached as Annexure I and Annexure II for your reference respectively

The contents of this communication be brought to the notice of all serving and retired employees.

**(SUMESH KUMAR)
GENERAL MANAGER**

ANNEXURE-I

**LIST OF SPOC OF HERITAGE TPA FOR ADDRESSING ISSUES & GRIEVANCES
UNDER IBA GMI POLICY 2024-25 FOR SERVING AND RETIRED EMPLOYEES**

S. No.	Zone	Office Name	Office	HH Representative	Contact Number
1	Agra	ZO Agra	ZO	Ravikant Ahirwar	9534603537
2		Jhansi	CO	Deepchand Sahu	8299878926
3		Bulandshahr	CO	Ashish Tiwari	8542925399
4		Etawah	CO	Tarun Sharma	9935593426
5		Aligarh	CO	Ashish Tiwari	8542925399
6		Agra	CO	Ravikant Ahirwar	9534603537
7		Bareilly	CO	Ashish Tiwari	8542925399
8	Ahmedabad	ZO Ahmedabad	ZO	Jignesh Nadia	9601913483
9		Ahmedabad	CO	Jignesh Nadia	9601913483
10		Rajkot	CO	Amish Chauhan	9824333511
11		Surat	CO	Jay Chaudhary	9624146455
12		Vadodara	CO	Bhaskar Harijan	9265246858
13	Amritsar	ZO Amritsar	ZO	Subhash Chandra	8725917887
14		Amritsar	CO	Subhash Chandra	8725917887
15		Hoshiarpur	CO	Subhash Chandra	8725917887
16		Jalandhar	CO	Davender Singh	8264838269
17		Jammu	CO	Rimpy Kumari	8492991693
18		Kapurthala	CO	Subhash Chandra	8725917887
19		Pathankot	CO	Subhash Chandra	8725917887
20		Srinagar	CO	Rimpy Kumari	8492991693
21	Bhopal	ZO Bhopal	ZO	Ritesh Malakar	9827817277
22		Indore	CO	Manoj Shukla	9406768199
23		Bhopal	CO	Ritesh Malakar	9827817277
24		Ujjain	CO	Manoj Shukla	9406768199
25		Gwalior	CO	Bhuvnesh Sharma	7489501231
26		Jabalpur	CO	Ashish Shukla	9406744966
27	Bhubaneswar	ZO Bhubaneswar	ZO	Mukesh Kumar Mallick	7978413557
28		Bhubaneswar	CO	Jagannath Behera	7327929092
29		Berhampur (Ganjam)	CO	Mukesh Kumar Mallick	7978413557
30		Baleswar	CO	Jagannath Behera	7327929092
31		Cuttack	CO	Jagannath Behera	7327929092
32		Sambalpur	CO	Jagannath Behera	7327929092

S. No.	Zone	Office Name	Office	HH Representative	Contact Number
33	Chandigarh	ZO Chandigarh	ZO	Davender Singh	8264838269
34		Chandigarh	CO	Davender Singh	8264838269
35		Hisar	CO	Sukesh Chandra	9646337853
36		Jind	CO	Sukesh Chandra	9646337853
37		Karnal	CO	Sukesh Chandra	9646337853
38		Kurukshetra	CO	Subhash Chandra	8725917887
39		Panipat	CO	Sukesh Chandra	9646337853
40		Rewari	CO	Ravikant Ahirwar	9534603537
41		Rohtak	CO	Vijay Singh	9534603537
42		Sirsa	CO	Sukesh Chandra	9646337853
43		Chennai	ZO Chennai	ZO	Kamesh
44	Thiruvananthapuram		CO	Akshaya Vijayan	7592902795
45	Kozhikode		CO	Arun Jagadishan	9147180709
46	Ernakulam		CO	Shyam Joseph	9539834652
47	Chennai		CO	Kamesh	8072992511
48	Trichy		CO	Joseph Ambrose	9894964497
49	Coimbatore		CO	Chandrasekhar	9944557335
50	Dehradun	ZO Dehradun	ZO	Bhola Singh	7985148270
51		Haldwani	CO	Bhola Singh	7985148270
52		Tehri	CO	Bhola Singh	7985148270
53		Haridwar	CO	Bhola Singh	7985148270
54		Dehradun	CO	Bhola Singh	7985148270
55	Delhi	ZO Delhi	ZO	Vikas Kumar	8527410585
56		East Delhi	CO	Vijay Singh	9534603537
57		West Delhi	CO	Vijay Singh	9534603537
58		South Delhi	CO	Vijay Singh	9534603537
59		North Delhi	CO	Vijay Singh	9534603537
60		Ghaziabad	CO	Gautam Singh	8700454520
61		Noida	CO	Gautam Singh	8700454520
62		Gurugram	CO	Vijay Singh	9534603537
63	Durgapur	ZO Durgapur	ZO	Sanjoy Chatterjee	7318821969
64		Bardhaman	CO	Ajoy Kumar	9749090184
65		Durgapur	CO	Sanjoy Chatterjee	7318821969
66		Malda	CO	Amit Mondal	8759410508
67		Murshidabad	CO	Dibyendu Dey Chowdhury	9073567117
68		Nadia	CO	Dibyendu Dey Chowdhury	9073567117
69		New Jalpaiguri (Siliguri)	CO	Ayan Sinha	8972860739
70		Purulia	CO	Abhishek singh	7318821969

S. No.	Zone	Office Name	Office	HH Representative	Contact Number
71	Guwahati	ZO Guwahati	ZO	Tumpa Chanda	8486469363
72		Agartala	CO	Dipankar Chakraborty	9612383058
73		Dibrugarh	CO	Subrata Chandra	9707836982
74		Guwahati	CO	Rajib Paul	6292250072
75		Imphal	CO	Tumpa Chanda	8486469363
76		Jorhat	CO	Bishal Burman	8638006904
77		Nagaon	CO	Bishal Burman	8638006904
78		Silchar	CO	Debasish Dutta	6000899064
79	Hyderabad	ZO Hyderabad	ZO	Uday Vijender	9701527616
80		Secunderabad	CO	Shaik Jani	9100517616
81		Hubli	CO	Hanumanthappa	9972442392
82		Vijaywada	CO	Raju	9849537559
83		Vizag	CO	Sudha Rani	9849537559
84		Bangalore	CO	Changappa	9972623919
85		Hyderabad	CO	Shaik Jani	9347544539
86	Jaipur	ZO Jaipur	ZO	Abhishek	9602918000
87		Alwar	CO	Abhishek	9602918000
88		Bikaner	CO	Harsh Singh	6350033228
89		Jodhpur	CO	Govind Bhati	8955604309
90		Bharatpur	CO	Abhishek	9602918000
91		Hanumangarh	CO	Abhishek	9602918000
92		Ajmer	CO	Abhishek	9602918000
93		Kota	CO	Abhishek	9602918000
94		Udaipur	CO	Harsh Singh	6350033228
95		Sikar	CO	Harsh Singh	6350033228
96	Sriganganagar	CO	Harsh Singh	6350033228	
97	Kolkata	ZO Kolkata	ZO	Saheb Halder	6292289390
98		Kolkata South	CO	Saheb Halder	6292289390
99		Kolkata West	CO	Saheb Halder	6292289390
100		Kolkata North	CO	Saheb Halder	7603099953
101		North 24 Parganas	CO	Saheb Halder	7603099953
102		South 24 Parganas	CO	Saheb Halder	7603099953
103		Hooghly	CO	Saheb Halder	7603099953
104		Kharagpur	CO	Nripendra Narayan	8420028659
105		Purba Medinipur	CO	Nripendra Narayan	8420028659
106		Paschim Midnapur	CO	Nripendra Narayan	8420028659

S. No.	Zone	Office Name	Office	HH Representative	Contact Number
107	Lucknow	ZO Lucknow	ZO	Rajan Pandey	9670091012
108		Ayodhya	CO	Rajan Pandey	9670091012
109		Basti	CO	Rajan Pandey	9670091012
110		Gorakhpur	CO	Bharat Yadav	6394607978
111		Lucknow	CO	Rajan Pandey	9670091012
112		Sitapur	CO	Rajan Pandey	9670091012
113	Ludhiana	ZO Ludhiana	ZO	Davender Singh	8264838269
114		Bhatinda	CO	Davender Singh	8264838269
115		Fazilka	CO	Subhash Chandra	8725917887
116		Moga	CO	Subhash Chandra	8725917887
117		Ludhiana	CO	Davender Singh	8264838269
118		Patiala	CO	Sukesh Chandra	9646337853
119		SAS Nagar (Mohali)	CO	Davender Singh	8264838269
120	Meerut	ZO Meerut	ZO	Gautam Singh	8700454520
121		Bijnore	CO	Ashish Tiwari	8542925399
122		Moradabad	CO	Ashish Tiwari	8542925399
123		Muzaffarnagar	CO	Gautam Singh	8700454520
124		Meerut	CO	Harsh Kumar	8700454520
125		Saharanpur	CO	Bhola Singh	7985148270
126	Mumbai	ZO Mumbai	ZO	Anil Yadav	9820547808
127		Mumbai City	CO	Prathamesh	9137268440
128		Mumbai Western	CO	Prathamesh	9137268440
129		Thane	CO	Prathamesh	9137268440
130		Pune	CO	Sachin Patil	9881180053
131		Nagpur	CO	Ravikant	9637408106
132		Nashik	CO	Ish waghmare	8390790481
133		Kolhapur	CO	Anil Yadav	9820547808
134	Patna	ZO Patna	ZO	Chandan Kumar	9199863707
135		Arrah	CO	Vivek Pandey	9835832121
136		Aurangabad	CO	Vivek Pandey	9835832121
137		Bhagalpur	CO	Dhirendra Mishra	9234222897
138		Bihar Sharif	CO	Vivek Pandey	9835832121
139		Champanan	CO	Manoj Chaudhary	9122872747
140		Darbhanga	CO	Manoj Chaudhary	9122872747
141		Gaya	CO	Vivek Pandey	9835832121

S. No.	Zone	Office Name	Office	HH Representative	Contact Number
142		Muzaffarpur	CO	Manoj Chaudhary	9122872747
143		Patna	CO	Vivek Pandey	9835832121
144		Purnea	CO	Dhirendra Mishra	9234222897
145	Raipur	ZO Raipur	ZO	Rahil Khan	8839178095
146		Bilaspur	CO	Rahil Khan	8839178095
147		Bokaro	CO	Pintu Kumar	8877570830
148		Raipur	CO	Rahil Khan	8839178095
149		Ranchi	CO	Asis Chaudhury	8051060367
150	Shimla	ZO Shimla	ZO	Amandeep	7087694191
151		Dharamshala	CO	Sukesh Chandra	9646337853
152		Hamirpur	CO	Amandeep	7087694191
153		Mandi	CO	Amandeep	7087694191
154		Shimla	CO	Amandeep	7087694191
155		Solan	CO	Amandeep	7087694191
156	Varanasi	ZO Varanasi	ZO	Bharat Yadav	6394607978
157		Kanpur City	CO	Tarun Sharma	9935593426
158		MAU	CO	Bharat Yadav	6394607978
159		Prayagraj	CO	Tarun Sharma	9935593426
160		Raebareli	CO	Tarun Sharma	9670337282
161		Varanasi	CO	Bharat Yadav	6394607978

Communication and Escalation Matrix for Servicing PNB Employee & Retiree GMC Policies

HERITAGE HEALTH INSURANCE TPA PVT. LTD. (IRDAI Licence No. 008)

Regd. Office : Mcleod House, 3 N.S. Road, Kolkata 700 001
Corporate Office : NICCO HOUSE 5th Floor, 2 Hare Street, Kolkata 700 001
Website: www.heritagehealthtpa.com

(24 x 7) Helpline : 033-40145200 / 033-40557600

(24 x 7) Toll Free No. : 18001024547

Email : **For Any Information** - pnb.heritage@bajoria.in

For Any Complaint - heritage.complaint@bajoria.in

From 10 A.M. To 6 P.M. (Monday to Saturday)

Help Desk :		
Concerned Person	Contact No.	Email
Aman Prince	8527005564	ibacclaims.heritage@bajoria.in
Abhishek	8178630136	ibacclaims.heritage@bajoria.in

Others :				
Department	Escalation Level	Concerned Person	Contact No.	Email
ID Card	I	Alok Sahoo	9831265100	asahoo@bajoria.in
	II	Saikat Bag	8101054462	heritageenrollment@bajoria.in
	II	Sandip Srivastava	9831056476	ssrivastva@bajoria.in
Cashless Facility	I	Arnab Kumar Das	6293759874	cashlesskolkata@heritagehealthtpa.co.in
	II	Kuntal Roy	9007001828	cashlesskolkata@heritagehealthtpa.co.in
Reimbursement	I	Rashmita Sahoo	6292321734	ibacclaims3.heritage@bajoria.in
	II	Preety Shaw	6292264913	ibacclaims.heritage@bajoria.in

Nodal Officer :			
Concerned Person	Contact No.	Email	Location
Sonali Das	6293759873	ibacclaims3.heritage@bajoria.in	Kolkata
Mr.Kamesh	8072992511	heritagechennai.iba@bajoria.in	Chennai
Vivek Kumar	9821517200	ibacclaims3.heritage@bajoria.in	New Delhi
Anil Yadav	9820547808	ayadav@bajoria.in	Mumbai
Manoj Shukla	9406768199	mshukla@bajoria.in	MP & Chattisgarh

Grievance Redressal (Cashless) :			
Escalation Level	Concerned Person	Contact No.	Email
I	Soubhagya Ranjan Das	8777033755	srdas@bajoria.in
II	Dr.Suman podder	9831650852	cashlesskolkata@heritagehealthtpa.co.in

Grievance Redressal (Reimbursement) :			
Escalation Level	Concerned Person	Contact No.	Email
I	Vikash Kumar Singh	8527410585	vkumar@bajoria.in
II	Sangita Halder	9830105274	pnb.heritage@bajoria.in