

Query 1. How to lodge a complaint?

Answer 1: If you have any complaint against any official in this office, you can complain to the Head of this Authority, or the Chief Vigilance Officer/The Superintendent of Police, Central Bureau of Investigation and The Secretary, Central Vigilance Commission.

The contact details of concerned officials at IRDAI/CVC are as under

Name and Designation	Address	Contact Details
Dr. Subhash Chandra Khuntia, Chairman	Insurance Regulatory and Development Authority of India, Sy No. 115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500 032	(040) 20204000
Mr. A V Rao, Chief Vigilance Officer	As Above	(040) 20204000 Email: vigilance [at] irda [dot] gov [dot] in
The Secretary, Central Vigilance Commission	Satarkata Bhavan, A-Block, GPO Complex, INA, New Delhi 110 023	Tel No (011) 24600200, Fax: 011- 24651010/24651186 Email : cenvigil [at] nic [dot] in

Preferably, the complaint should be addressed to CVO directly in sealed envelope marked as 'Confidential'.

Query 2. Against whom complaints can be lodged?

Answer 2. Complaints can be lodged against the officials of Insurance Regulatory and Development Authority of India (IRDAI). For complaint/grievance against intermediaries/TPA/Insurance Company etc., separate Portal is available on IRDAI website.

Query 3. Does IRDAI entertain anonymous/pseudonymous complaints?

Answer 3. The Authority does not entertain anonymous/pseudonymous complaints. Hence, the proper name, address and contact details of the complainant are required on complaints made so as to enable the authority to establish genuineness of the complaint.

Query 4. What information to be provided for lodging a complaint?

Answer 4. The Complaint must be brief and contain factual details, verifiable facts and related matters. It should not be vague or contain absurd allegations and sweeping statements since these are liable to be filed.