

## GLOBAL HEALTH CARE

| Office Details   | Jurisdiction of Office<br>Union Territory, District)   |
|--|--|
| <b>BENGALURU -</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Soudha Building, PID No. 57-27-N-19<br>Ground Floor, 19/19, 24th Main Road,<br>JP Nagar, 1st Phase, Bengaluru – 560 078.<br>Tel.: 080 - 26652048 / 26652049<br>Email: <a href="mailto:bimalokpal.bengaluru@cioins.co.in">bimalokpal.bengaluru@cioins.co.in</a> | Karnataka.   |
| <b>BHOPAL -</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Janak Vihar Complex, 2nd Floor,<br>6, Malviya Nagar, Opp. Airtel Office,<br>Near New Market, Bhopal – 462 003.<br>Tel.: 0755 - 2769201 / 2769202<br>Email: <a href="mailto:bimalokpal.bhopal@cioins.co.in">bimalokpal.bhopal@cioins.co.in</a>                            | Madhya Pradesh<br>Chattisgarh.   |
| <b>BHUBANESHWAR –</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>62, Forest park,<br>Bhubaneswar – 751 009.<br>Tel.: 0674 - 2596461 / 2596455<br>Email: <a href="mailto:bimalokpal.bhubaneswar@cioins.co.in">bimalokpal.bhubaneswar@cioins.co.in</a>  | Orissa.  |
| <b>CHANDIGARH -</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>S.C.O. No. 101, 102 & 103, 2nd Floor,<br>Batra Building, Sector 17 – D,<br>Chandigarh – 160 017.<br>Tel.: 0172 - 2706196 / 2706468<br>Email: <a href="mailto:bimalokpal.chandigarh@cioins.co.in">bimalokpal.chandigarh@cioins.co.in</a>                              | Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh. |
| <b>CHENNAI -</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Fatima Akhtar Court, 4th Floor, 453,<br>Anna Salai, Teynampet,<br>CHENNAI – 600 018.<br>Tel.: 044 - 24333668 / 24335284<br>Email: <a href="mailto:bimalokpal.chennai@cioins.co.in">bimalokpal.chennai@cioins.co.in</a>  | Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry)  |
| <b>DELHI –</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>2/2 A, Universal Insurance Building,<br>Asaf Ali Road,<br>New Delhi – 110 002.<br>Tel.: 011 - 23232481/23213504<br>Email: <a href="mailto:bimalokpal.delhi@cioins.co.in">bimalokpal.delhi@cioins.co.in</a>  | Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh.   |
| <b>GUWAHATI -</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Nivesh, 5th Floor,<br>Nr. Panbazar over bridge, S.S. Road,<br>Guwahati – 781001 (ASSAM).  | Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.   |

## GLOBAL HEALTH CARE

| Office Details   | Jurisdiction of Office<br>Union Territory, District)  |
|--|---|
| Tel.: 0361 - 2632204 / 2602205<br>Email: <a href="mailto:bimalokpal.guwahati@cioins.co.in">bimalokpal.guwahati@cioins.co.in</a>  |   |
| <b>HYDERABAD -</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>6-2-46, 1st floor, "Moin Court",<br>Lane Opp. Saleem Function Palace,<br>A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004.<br>Tel.: 040 - 23312122<br>Email: <a href="mailto:bimalokpal.hyderabad@cioins.co.in">bimalokpal.hyderabad@cioins.co.in</a> | Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.   |
| <b>JAIPUR -</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Nidhi – II Bldg., Gr. Floor,<br>Bhawani Singh Marg,<br>Jaipur - 302 005.<br>Tel.: 0141 - 2740363<br>Email: <a href="mailto:bimalokpal.jaipur@cioins.co.in">bimalokpal.jaipur@cioins.co.in</a>   | Rajasthan.  |
| <b>ERNAKULAM -</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>2nd Floor, Pulinat Bldg.,<br>Opp. Cochin Shipyard, M. G. Road,<br>Ernakulam - 682 015.<br>Tel.: 0484 - 2358759 / 2359338<br>Email: <a href="mailto:bimalokpal.ernakulam@cioins.co.in">bimalokpal.ernakulam@cioins.co.in</a>                           | Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.  |
| <b>KOLKATA -</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Hindustan Bldg. Annexe, 4th Floor,<br>4, C.R. Avenue,<br>KOLKATA - 700 072.<br>Tel.: 033 - 22124339 / 22124340<br>Email: <a href="mailto:bimalokpal.kolkata@cioins.co.in">bimalokpal.kolkata@cioins.co.in</a>   | West Bengal, Sikkim, Andaman & Nicobar Islands.   |
| <b>LUCKNOW -</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>6th Floor, Jeevan Bhawan, Phase-II,<br>Nawal Kishore Road, Hazratganj,<br>Lucknow - 226 001.<br>Tel.: 0522 - 2231330 / 2231331<br>Email: <a href="mailto:bimalokpal.lucknow@cioins.co.in">bimalokpal.lucknow@cioins.co.in</a>                           | Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.. |
| <b>MUMBAI -</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>3rd Floor, Jeevan Seva Annexe,<br>S. V. Road, Santacruz (W),<br>Mumbai - 400 054.<br>Tel.: 69038821/23/24/25/26/27/28/28/29/30/31<br>Email: <a href="mailto:bimalokpal.mumbai@cioins.co.in">bimalokpal.mumbai@cioins.co.in</a>                           | Goa, Mumbai Metropolitan Region (excluding Navi Mumbai & Thane).  |
| <b>NOIDA -</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Bhagwan Sahai Palace  | State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh nagar, Ghaziabad, Hardoi,  |

## GLOBAL HEALTH CARE

| Office Details   | Jurisdiction of Office<br>Union Territory, District)  |
|--|---|
| 4th Floor, Main Road, Naya Bans, Sector 15,<br>Distt: Gautam Buddh Nagar, U.P-201301.<br>Tel.: 0120-2514252 / 2514253<br>Email: <a href="mailto:bimalokpal.noida@cioins.co.in">bimalokpal.noida@cioins.co.in</a>   | Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha,<br>Hathras, Kanshiramnagar, Saharanpur. |
| <b>PATNA –</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>2nd Floor, Lalit Bhawan,<br>Bailey Road,<br>Patna 800 001.<br>Tel.: 0612-2547068<br>Email: <a href="mailto:bimalokpal.patna@cioins.co.in">bimalokpal.patna@cioins.co.in</a>   | Bihar,<br>Jharkhand.  |
| <b>PUNE -</b><br>Insurance Ombudsman<br>Office of the Insurance Ombudsman,<br>Jeevan Darshan Bldg., 3rd Floor,<br>C.T.S. No.s. 195 to 198, N.C. Kelkar Road,<br>Narayan Peth, Pune – 411 030.<br>Tel.: 020-41312555<br>Email: <a href="mailto:bimalokpal.pune@cioins.co.in">bimalokpal.pune@cioins.co.in</a> | Maharashtra, Areas of Navi Mumbai and Thane (excluding Mumbai<br>Metropolitan Region).                  |

**Note:** Address and contact number of Governing Body of Insurance Council

Executive Council Of Insurers, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.

Tel.: 022 - 69038801/03/04/05/06/07/08/09

Email: [inscoun@cioins.co.in](mailto:inscoun@cioins.co.in)

**Annexure I- List of Day Care Procedures**

| ENT  | General Surgery                             |
|--|---|
| 1 Stapedotomy                                      | 204 Infected Keloid Excision                |
| 2 Myringoplasty(Type I Tympanoplasty)              | 205 Incision of a pilonidal sinus / abscess |
| 3 Revision stapedectomy                            | 206 Axillary lymphadenectomy                |
| 4 Labyrinthectomy for severe Vertigo               | 207 Wound debridement and Cover             |
| 5 Stapedectomy under GA                            | 208 Abscess-Decompression                   |
| 6 Ossiculoplasty                                   | 209 Cervical lymphadenectomy                |
| 7 Myringotomy with Grommet Insertion               | 210 infected sebaceous cyst                 |
| 8 Tympanoplasty (Type III)                         | 211 Inguinal lymphadenectomy                |
| 9 Stapedectomy under LA                            | 212 Incision and drainage of Abscess        |
| 10 Revision of the fenestration of the inner ear.  | 213 Suturing of lacerations                 |
| 11 Tympanoplasty (Type IV)                         | 214 Scalp Suturing                          |
| 12 Endolymphatic Sac Surgery for Meniere's Disease | 215 Infected lipoma excision                |
| 13 Turbinectomy                                    | 216 Maximal anal dilatation                 |
| 14 Removal of Tympanic Drain under LA              | 217 Piles                                   |
| 15 Endoscopic Stapedectomy                         | A)Injection Sclerotherapy                   |
| 16 Fenestration of the inner ear                   | B)Piles banding                             |
| 17 Incision and drainage of perichondritis         | 218 Liver Abscess- catheter drainage        |
| 18 Septoplasty                                     | 219 Fissure in Ano- fissurectomy            |
| 19 Vestibular Nerve section                        | 220 Fibroadenoma breast excision            |
| 20 Thyroplasty Type I                              | 221 OesophagealvaricesSclerotherapy         |

## GLOBAL HEALTH CARE

|  |  |
|--|--|
| 21 Pseudocyst of the Pinna - Excision                            | 222 ERCP - pancreatic duct stone removal                                 |
| 22 Incision and drainage - Haematoma Auricle                     | 223 Perianal abscess I&D   |
| 23 Tympanoplasty (Type II)                                       | 224 Perianal hematoma Evacuation   |
| 24 Keratosis removal under GA                                    | 225 Fissure in anosphincterotomy   |
| 25 Reduction of fracture of Nasal Bone                           | 226 UGI scopy and Polypectomyoesophagus                                  |
| 26 Excision and destruction of lingual tonsils                   | 227 Breast abscess I& D  |
| 27 Conchoplasty  | 228 Feeding Gastrostomy  |
| 28 Thyroplasty Type II   | 229 Oesophagoscopy and biopsy of growth oesophagus                       |
| 29 Tracheostomy  | 230 UGI scopy and injection of adrenaline, sclerosants - bleeding ulcers |
| 30 Excision of Angioma Septum                                    | 231 ERCP - Bile duct stone removal                                       |
| 31 Turbinoplasty   | 232 Ileostomy closure  |
| 32 Incision & Drainage of Retro Pharyngeal Abscess               | 233 Colonoscopy  |
| 33 UvuloPalatoPharyngoPlasty                                     | 234 Polypectomy colon  |
| 34 Palatoplasty  | 235 Splenic abscesses Laparoscopic Drainage                              |
| 35 Tonsillectomy without adenoidectomy                           | 236 UGI SCOPY and Polypectomy stomach                                    |
| 36 Adenoidectomy with Grommet insertion                          | 237 Rigid Oesophagoscopy for FB removal                                  |
| 37 Adenoidectomy without Grommet insertion                       | 238 Feeding Jejunostomy  |
| 38 Vocal Cord lateralisation Procedure                           | 239 Colostomy  |
| 39 Incision & Drainage of Para Pharyngeal Abscess                | 240 Ileostomy  |
| 40 Transoral incision and drainage of a pharyngeal abscess       | 241 colostomy closure  |
| 41 Tonsillectomy with adenoidectomy                              | 242 Submandibular salivary duct stone removal                            |
| 42 Tracheoplasty Ophthalmology                                   | 243 Pneumatic reduction of intussusception                               |
| 43 Incision of tear glands                                       | 244 Varicose veins legs - Injection sclerotherapy                        |
| 44 Other operation on the tear ducts                             | 245 Rigid Oesophagoscopy for Plummer vinson syndrome                     |
| 45 Incision of diseased eyelids                                  | 246 Pancreatic Pseudocysts Endoscopic Drainage                           |
| 46 Excision and destruction of the diseased tissue of the eyelid | 247 ZADEK's Nail bed excision  |
| 47 Removal of foreign body from the lens of the eye.             | 248 Subcutaneous mastectomy  |
| 48 Corrective surgery of the entropion and ectropion             | 249 Excision of Ranula under GA  |
| 49 Operations for pterygium                                      | 250 Rigid Oesophagoscopy for dilation of benign Strictures               |
| 50 Corrective surgery of blepharoptosis                          | 251 Eversion of Sac  |
| 51 Removal of foreign body from conjunctiva                      | a) Unilateral  |
| 52 Biopsy of tear gland  | b) Bilateral   |
| 53 Removal of Foreign body from cornea                           | 252 Lord's plication   |
| 54 Incision of the cornea  | 253 Jaboulay's Procedure   |
| 55 Other operations on the cornea                                | 254 Scrotoplasty   |
| 56 Operation on the canthus and epicanthus                       | 255 Surgical treatment of varicocele                                     |
| 57 Removal of foreign body from the orbit and the eye ball.      | 256 Epididymectomy   |
| 58 Surgery for cataract  | 257 Circumcision for Trauma  |
| 59 Treatment of retinal lesion                                   | 258 Meatoplasty  |

## GLOBAL HEALTH CARE

|  |   |
|--|---|
| 60 Removal of foreign body from the posterior chamber of the eye | 259 Intersphincteric abscess incision and drainage            |
| <b>Oncology</b>  | 260 Psoas Abscess Incision and Drainage                       |
| 61 IV Push Chemotherapy  | 261 Thyroid abscess Incision and Drainage                     |
| 62 HBI-Hemibody Radiotherapy                                     | 262 TIPS procedure for portal hypertension                    |
| 63 Infusional Targeted therapy                                   | 263 Esophageal Growth stent                                   |
| 64 SRT-Stereotactic Arc Therapy                                  | 264 PAIR Procedure of Hydatid Cyst liver                      |
| 65 SC administration of Growth Factors                           | 265 Tru cut liver biopsy                                      |
| 66 Continuous Infusional Chemotherapy                            | 266 Photodynamic therapy or esophageal tumour and Lung tumour |
| 67 Infusional Chemotherapy                                       | 267 Excision of Cervical RIB                                  |
| 68 CCRT-Concurrent Chemo + RT                                    | 268 laparoscopic reduction of intussusception                 |
| 69 2D Radiotherapy   | 269 Microdochectomy breast                                    |
| 70 3D Conformal Radiotherapy                                     | 270 Surgery for fracture Penis                                |
| 71 IGRT- Image Guided Radiotherapy                               | 271 Sentinel node biopsy                                      |
| 72 IMRT- Step & Shoot  | 272 Parastomal hernia   |
| 73 Infusional Bisphosphonates                                    | 273 Revision colostomy  |
| 74 IMRT- DMLC  | 274 Prolapsed colostomy- Correction                           |
| 75 Rotational Arc Therapy  | 275 Testicular biopsy   |
| 76 Tele gamma therapy  | 276 laparoscopic cardiomyotomy( Hellers)                      |
| 77 FSRT-Fractionated SRT   | 277 Sentinel node biopsy malignant melanoma                   |
| 78 VMAT-Volumetric Modulated Arc Therapy                         | 278 laparoscopic pyloromyotomy( Ramstedt)                     |
| 79 SBRT-Stereotactic Body Radiotherapy                           | <b>Orthopedics</b>  |
| 80 Helical Tomotherapy   | 279 Arthroscopic Repair of ACL tear knee                      |
| 81 SRS-Stereotactic Radiosurgery                                 | 280 Closed reduction of minor Fractures                       |
| 82 X-Knife SRS   | 281 Arthroscopic repair of PCL tear knee                      |
| 83 Gammaknife SRS  | 282 Tendon shortening   |
| 84 TBI- Total Body Radiotherapy                                  | 283 Arthroscopic Meniscectomy - Knee                          |
| 85 intraluminal Brachytherapy                                    | 284 Treatment of clavicle dislocation                         |
| 86 Electron Therapy  | 285 Arthroscopic meniscus repair                              |
| 87 TSET-Total Electron Skin Therapy                              | 286 Haemarthrosis knee- lavage                                |
| 88 Extracorporeal Irradiation of Blood Products                  | 287 Abscess knee joint drainage                               |
| 89 Telecobalt Therapy  | 288 Carpal tunnel release                                     |
| 90 Telecesium Therapy  | 289 Closed reduction of minor dislocation                     |
| 91 External mould Brachytherapy                                  | 290 Repair of knee cap tendon                                 |
| 92 Interstitial Brachytherapy                                    | 291 ORIF with K wire fixation- small bones                    |
| 93 Intracavity Brachytherapy                                     | 292 Release of midfoot joint                                  |
| 94 3D Brachytherapy  | 293 ORIF with plating- Small long bones                       |
| 95 Implant Brachytherapy   | 294 Implant removal minor                                     |
| 96 Intravesical Brachytherapy                                    | 295 K wire removal  |
| 97 Adjuvant Radiotherapy   | 296 POP application   |
| 98 Afterloading Catheter Brachytherapy                           | 297 Closed reduction and external fixation                    |
| 99 Conditioning Radiotherapy for BMT                             | 298 Arthrotomy Hip joint                                      |
| 100 Extracorporeal Irradiation to the Homologous Bone grafts     | 299 Syme's amputation   |
| 101 Radical chemotherapy   | 300 Arthroplasty  |
| 102 Neoadjuvant radiotherapy                                     | 301 Partial removal of rib                                    |