



Insurance Grievance Mechanism

The IRDAI Bima Bharosa Portal is an Integrated Grievance Management System designed to help policyholder register and track complaints with insurance_companies.

Online registration: <https://bimabharosa.irdai.gov.in/>

Our Banks contact matrix:

Level	Name	Email Id	Contact Number	Escalation Turnaround Time (TAT)from date of receipt complaint
Level 1	Customer Support	complaint@jksbl.com	022-26300492/ 8108949428	0 to 7days
Level 2	Nodal Officer	bjnaik@jksbl.com	8108066226	8 to 11 days
Level 3	AGM – BDM (Insurance Related)	svranavase@jksbl.com	7021442231	12 to 14 days

Key Features:

- **Centralized Complaint Registration** – Online through the portal or via the IRDAI grievance Call Centre – **155255/1800-4254-732** and email to complaints@irdai.gov.in
- **Real-time Tracking** – Unique IRDAI token number generated.
- **Escalation to IRDAI** – If not satisfied with the insurer’s resolution, complaints can be escalated to IRDAI for review.