

CHAPTER – XV

PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION INCLUDING THE WORKING HOURS OF A LIBRARY OR READING ROOM IF MAINTAINED FOR PUBLIC USE

Our company is maintaining a website by the name of www.orientalinsurance.org.in Any citizen can visit the website for desired information. In case the desired information is not available at the website, the citizen can reach us at the following numbers :

Toll Free : - 1800 11 8485 & Non Toll Free Number :- 011 – 33208485

The citizen can also write to the company seeking the required information at its registered office. If the required information is available and can be provided, the same will be provided within reasonable time. The citizen can reach the Head Office at the address given below :

The Oriental Insurance Company Limited
Corporate Office
Ground + 4 Floors , Plate A , Office Block 4 , NBCC Office Complex
Kidwai Nagar East , New Delhi – 110023

For Information pertaining to particular domain , the citizen can also seek information over the emails listed below :-

Description	Contact Email
Motor Policies	motorinsurance@orientalinsurance.co.in
Health Policies	healthinsurance@orientalinsurance.co.in
Miscellaneous m	misc.ho@orientalinsurance.co.in
OICL Senior Citizen Health Service	oiclhealthservice@orientalinsurance.co.in
Vigilance	vigilance@orientalinsurance.co.in vigilanceofficer@orientalinsurance.co.in
Oriental Web Portal Support	portal.support@orientalinsurance.co.in

For grievance redressal , the customers may approach any of the concerned offices / Regional Offices . The Customer Service Department at Head Office can be reached at the address given below :-

The Oriental Insurance Company Limited
Customer Service Department
Corporate Office
Ground Floor , Plate A , Office Block 4 , NBCC Office Complex
Kidwai Nagar East , New Delhi – 110023
Email:- csd@orientalinsurance.co.in

The Citizens , if they wish to seek the information under the Right to Information Act , can refer an RTI application online at <https://rtionline.gov.in/> or can also write to the RTI Department at following

address :-

The Oriental Insurance Company Limited
Corporate Office
Plate A , Office Block 4 , NBCC Office Complex
Kidwai Nagar East , New Delhi – 110023

For obtaining information pertaining to a particular Regional Office or any office falling under the jurisdiction of respective Regional Office , the citizen can also write directly to the concerned Regional Offices. The List of CPIOs / FAAs is available at our company's website.

Presently, our company does not have any library facility for general public.