

Sec.3.4.1(L)

10<sup>th</sup> April, 2023

The Secretary,  
**BSE Ltd.,**  
Phiroze Jeejeebhoy Towers,  
Dalal Street, Mumbai 400 001  
**BSE Scrip Code: 500547**

The Secretary,  
**National Stock Exchange of India Ltd.,**  
Exchange Plaza, Plot No C/1, G Block,  
Bandra-Kurla Complex, Mumbai 400051  
**NSE Symbol : BPCL**

Dear Sir/Madam,

**Sub: Statement of Grievance Redressal Mechanism for Quarter ended 31<sup>st</sup> March, 2023**

We are submitting herewith Quarterly Statement of Grievance Redressal Mechanism for the 4<sup>th</sup> Quarter ended 31<sup>st</sup> March, 2023 as required under Regulation 13(3) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Details of investor complaints for the Quarter 1-January-2023 to 31-March-2023:

Number of investor complaints pending at the beginning of the Quarter:	0
Number of investor complaints received during the Quarter:	4
Number of investor complaints disposed of during the Quarter:	4
Number of investor complaints remaining unresolved at the end the Quarter:	0

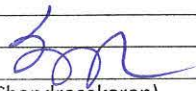
We request you to take the above on record.

Thanking you,

Yours faithfully,  
**For Bharat Petroleum Corporation Limited**

**(V. Kala)**  
**Company Secretary**  
Encl: A/a

**BHARAT PETROLEUM CORPORATION LTD - MONTH WISE ANALYSIS FOR THE PERIOD – 01/01/2023 TO 31/03/2023**

Description	Requests opening	Requests received	Requests attended	Requests pending	Complaints opening (directly received)	Complaints received directly*	Complaints (directly received) disposed of	Complaints (directly received) remaining unresolved	Complaints opening (thru statutory authorities, ie SEBI, BSE, NSE,MCA etc.)**	Complaints received (thru statutory authorities, ie SEBI, BSE, NSE,MCA etc.)	Complaints (received thru statutory authorities, ie SEBI, BSE, NSE,MCA etc.)disposed of	Complaints (thru statutory authorities, ie SEBI, BSE, NSE,MCA etc.) remaining unresolved
	1	2	3	4	1	2	3	4	1	2	3	4
1 NON RECEIPT OF DIVIDEND WARRANT		215	215							3		
2 TRANSMISSION / NAME DELETION		189	189									
3 OTHERS		143	143									
4 REVALIDATION OF DIVIDEND WARRANT		114	114									
5 CLAIM FORM		114	114									
6 ISSUE OF DUPLICATE SHARE CERTIFICATES		64	64									
7 NECS MANDATE		40	40									
8 NON RECEIPT OF SHARE CERTIFICATES SEND FOR TR		27	27									
9 NOMINATION		23	23									
10 NON RECEIPT OF ANNUAL REPORT		5	5							1		1
11 INTIMATION OF CHANGE OF ADDRESS		1	1									
<b>Total</b>		<b>935</b>	<b>935</b>							<b>4</b>		<b>0</b>
Note:	<p>*Complaints received directly includes complaints forwarded by BPCL as well. Reminder of the request is considered as Complaint</p> <p>** Complaints thru statutory authorities, ie SEBI, BSE, NSE,MCA etc means any letter from shareholder forwarded by authorised for necessary action.</p>											
Thanking you,												
For Data Software Research Co. Pvt. Ltd												
												
(S Chandrasekaran)												
Manager (Capital Issues Division)												