

Sec.3.4.1(L)

10th January, 2024

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 31st December, 2023

We are submitting herewith Quarterly Statement of Grievance Redressal Mechanism for the 3rd Quarter ended 31st December, 2023 as required under Regulation 13(3) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Details of investor complaints for the Quarter 1-October-2023 to 31-December-2023:

Number of investor complaints pending at the beginning of the Quarter:	0
Number of investor complaints received during the Quarter:	3
Number of investor complaints disposed of during the Quarter:	3
Number of investor complaints remaining unresolved at the end the Quarter:	0

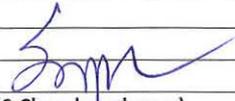
We request you to take the above on record.

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 – 01/10/2023 TO 31/12/2023

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 NON RECEIPT OF DIVIDEND		608	608							1	1	
2 CLAIM FORM		184	184									
3 TRANSMISSION / NAME DELETION		168	168									
4 ISSUE OF DUPLICATE SHARE CERTIFICATES		117	117									
5 NECS MANDATE		91	91									
6 OTHERS		55	55						2	2		
7 REVALIDATION OF DIVIDEND WARRANT		47	47									
8 NOMINATION		42	42									
9 NON RECEIPT OF SHARE CERTIFICATES SEND FOR		39	39									
10 NON RECEIPT OF ANNUAL REPORT		34	34									
11 INTIMATION OF CHANGE OF ADDRESS		5	5									
Total		1390	1390						3	3	0	
Note:	*Complaints received directly includes complaints forwarded by BPCL as well. Reminder of the request is considered as Complaint ** Complaints thru statutory authorities, ie SEBI, BSE, NSE,MCA etc means any letter from shareholder forwarded by authorised for necessary actio											
Thanking you, For Data Software Research Co. Pvt. Ltd												
												
(S Chandrasekaran) Manager (Capital Issues Division)												