

Sec. 3.4.1 (L)

7<sup>th</sup> January, 2020

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 – 400 051  
**NSE Symbol : BPCL**

Dear Sir/Madam,

**Sub: Statement of Grievance Redressal Mechanism for Quarter ended 31<sup>st</sup> December, 2019**

we are submitting herewith Quarterly Statement of Grievance Redressal Mechanism for the 3<sup>rd</sup> Quarter ended 31<sup>st</sup> December, 2019 as required under Regulation 13(3) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Details of investor complaints for the Quarter 1-October-2019 to 31-December-2019:

|                                                                            |   |
|----------------------------------------------------------------------------|---|
| Number of investor complaints pending at the beginning of the Quarter:     | 0 |
| Number of investor complaints received during the Quarter:                 | 0 |
| Number of investor complaints disposed of during the Quarter:              | 0 |
| 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**

  
( **R. Sundaravadhanan** )  
**Dy. Company Secretary**

Encl: A/a  
भारत भवन, 4 एवं 6, करीमभोय रोड, बेलाई इस्टेट, पोस्ट बॉक्स क्र. 688, मुंबई - 400 001. फोन: 2271 3000/4000. फैक्स: 2271 3874

**DATA SOFTWARE RESEARCH  
COMPANY PRIVATE LIMITED**

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19, Pycrofts Garden Lane  
Off Haddows Road  
Nungambakkam  
Chennai - 600 006.  
Tel : 044 - 2821 3738 / 4487

2<sup>nd</sup> January 2020

To

The Company Secretary & Compliance Officer,  
Bharat Petroleum Corporation Limited,  
Bharat Bhavan, 4 & 6 Currimbhoy Road,  
Ballard Estate,  
Mumbai 400 001.

Subject: Details of Investor Complaints for Quarter ended 31<sup>st</sup> December 2019

Dear Sir,

Please find enclosed the summary of nil investor complaints for the Quarter ended 1<sup>st</sup> October 2019 to 31<sup>st</sup> December 2019 along with detailed list of 355 investor requests handled during the aforesaid period.

Thanking You,

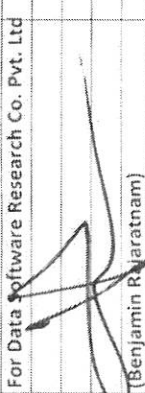
For Data Software Research Co. Pvt. Ltd.,



**Benjamin Rajaratnam**  
General Manager (Capital Issues Division)

Encl.: A/a.

INVESTORS REQUESTS AND GRIEVANCE ATTENDED DURING OCTOBER 2019 - DECEMBER 2019

| INVESTORS REQUESTS AND GRIEVANCE ATTENDED DURING OCTOBER 2019                                                                                               |          |                  |                   |                   |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 |                                                                                 |                                                                        | DECEMBER 2019 |  |  |  |  |  |  |  |  |  |  |  |  |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|------------------|-------------------|-------------------|------------------|----------------------------------------|-------------------------------|--------------------------------------------|-----------------------------------------------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------|------------------------------------------------------------------------|---------------|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Description                                                                                                                                                 | Category | 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.)** | Complaints (thru statutory authorities, ie SEBI, BSE, NSE, MCA etc.)** |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 1 Share Transfer                                                                                                                                            | A        | 1                | 2                 | 3                 | 4                | 1                                      | 2                             | 3                                          | 4                                                   | 1                                                                              | 2                                                                               | 3                                                                               | 4                                                                      |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 2 Issue of Duplicate share certificates                                                                                                                     | B        |                  | 33                | 33                |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 |                                                                                 |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 3 Transmission / Name deletion                                                                                                                              | C        |                  | 67                | 67                |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 | 0                                                                               |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4 Intimation of Change of Address                                                                                                                           | D        |                  | 4                 | 4                 |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 |                                                                                 |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 5 Reporting loss of Dividend Warrant                                                                                                                        | E        |                  |                   | 0                 |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 |                                                                                 |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 6 Issue of Duplicate dividend warrant                                                                                                                       | F        |                  |                   | 0                 |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 |                                                                                 |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 7 Revalidation of Dividend Warrant                                                                                                                          | G        |                  | 62                | 62                |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 |                                                                                 |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 8 Non receipt of Annual Report                                                                                                                              | H        |                  | 4                 | 4                 |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 | 0                                                                               |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 9 Non receipt of dividend warrant                                                                                                                           | I        |                  | 19                | 19                |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 | 0                                                                               |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 10 Non receipt of sharecertificates sent for transfer / bonus / after merger of KRL                                                                         | J        |                  | 16                | 16                |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 | 0                                                                               |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 11 NECS Mandate                                                                                                                                             | K        |                  | 15                | 15                |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 |                                                                                 |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 12 Nomination                                                                                                                                               | L        |                  | 14                | 14                |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 |                                                                                 |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 13 Others                                                                                                                                                   | M        |                  | 47                | 47                |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 | 0                                                                               |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 14 Claim Form                                                                                                                                               | Y        |                  | 74                | 74                |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 |                                                                                 |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 15 DD Posted                                                                                                                                                | Z        |                  |                   | 0                 |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 |                                                                                 |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total                                                                                                                                                       |          |                  | 355               | 355               |                  |                                        |                               |                                            |                                                     |                                                                                | 0                                                                               | 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 action.        |          |                  |                   |                   |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 |                                                                                 |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Thanking you,                                                                                                                                               |          |                  |                   |                   |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 |                                                                                 |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| For Data Software Research Co. Pvt. Ltd                                                                                                                     |          |                  |                   |                   |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 |                                                                                 |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <br>(Benjamin Rajaratnam)<br>General Manager (Capital Issues Division) |          |                  |                   |                   |                  |                                        |                               |                                            |                                                     |                                                                                |                                                                                 |                                                                                 |                                                                        |               |  |  |  |  |  |  |  |  |  |  |  |  |  |

Thanking you,

For Data Software Research Co. Pvt. Ltd

(Benjamin Rajaratnam)

**General Manager (Capital Issues Division)**