

Public Grievances (PGs) handled by Bharat Petroleum Corporation Ltd. (BPCL).

BPCL receives PG through online Centralized Public Grievance Redress And Monitoring System (CPGRAMS) portal: <https://pgportal.gov.in/>. The grievances pertaining to BPCL are transferred through this portal.

Marketing Corporate Dept. is a nodal agency for BPCL. The nodal officer assess the description & attached document (if any) from the grievance received and redirect the same to concerned business / entity for investigation and redressal.

Grievances received for Retail, LPG and HR are forwarded online. For all other grievances Marketing Corporate Dept. (Nodal Agency) takes-up the matter with respective business / entity.

The grievances are investigated at different levels like HQ / Region / State / Territory / Department. Respective business / entity submit their reply online / through mail and finally it is closed by Marketing corporate for BPCL.

