

Sec. 3.4.1 (L)

6th January, 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 – 400 051
NSE Symbol : BPCL

Dear Sir/Madam,

Sub: Statement of Grievance Redressal Mechanism for Quarter ended 31st December, 2022

We are submitting herewith Quarterly Statement of Grievance Redressal Mechanism for the 3rd Quarter ended 31st December, 2022 as required under Regulation 13(3) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Details of investor complaints for the Quarter 1-October-2022 to 31-December-2022:

Number of investor complaints pending at the beginning of the Quarter:	0
Number of investor complaints received during the Quarter:	5
Number of investor complaints disposed of during the Quarter:	5
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

DATA SOFTWARE RESEARCH COMPANY PRIVATE LIMITED

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

January 5, 2023

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

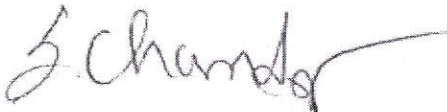
Subject: Details of Investor Complaints for Quarter ended 31st December 2022

Dear Sir,

Please find enclosed the summary of 5 investor complaints for the Quarter ended 1st October 2022 to 31st December 2022 along with detailed list of 532 investor requests handled during the aforesaid period.

Thanking You,


For Data Software Research Co. Pvt. Ltd.,



S Chandrasekaran
Senior Manager (Capital Issues Division)

Encl.: A/a.

INVESTORS REQUESTS AND GRIEVANCE ATTENDED DURING 1st October 2022 to 31st December 2022

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.) 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
2 Issue of Duplicate share certificates	B		24	24								0	
3 Transmission / Name deletion	C		83	83								0	
4 Intimation of Change of Address	D		1	1									
5 Reporting loss of Dividend Warrant	E		0	0									
6 Issue of Duplicate dividend warrant	F		0	0									
7 Revalidation of Dividend Warrant	G		150	150									
8 Non receipt of Annual Report	H		1	1							1	1	
9 Dividend related queries	I		61	61							4	4	
10 Non receipt of share certificates sent for transfer / bonus / after merger of KRL	J		12	12									
11 NECS Mandate	K		9	9									
12 Nomination	L		2	2									
13 Others	M		74	74									
14 Claim Form	Y		115	115									
15 DD Posted	Z												
Total			532	532							5	5	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													
													
Manager (Capital Issues Division)													