

Sec.3.4.1(L)

11th July, 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 30th June, 2024

We are submitting herewith Quarterly Statement of Grievance Redressal Mechanism for the 1st Quarter ended 30th June, 2024 as required under Regulation 13(3) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Details of investor complaints for the Quarter 1-April-2024 to 30-June-2024:

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:	3
Number of investor complaints remaining unresolved at the end the Quarter:	*1

* Resolved on 1st July 2024

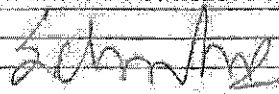
We request you to take the above on record.

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 - 01/04/2024 TO 30/06/2024													
	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		367	367							1	1	
2	ISSUE OF DUPLICATE SHARE CERTIFICATES		217	217									
3	TRANSMISSION / NAME DELETION		213	213									
4	BONUS 2024 RELATED QUERIES		166	166							3	2	1 #
5	CLAIM FORM		163	163									
6	NON RECEIPT OF SHARE CERTIFICATES SEND FOR TR		134	134									
7	REVALIDATION OF DIVIDEND WARRANT		86	86									
8	NECS MANDATE		85	85									
9	NOMINATION		29	29									
10	NON RECEIPT OF ANNUAL REPORT		9	9									
11	INTIMATION OF CHANGE OF ADDRESS		5	5									
	Total		1474	1474							4	3	1 #
	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.												
	# The reply to the complaint which is shown as unresolved was sent on 01.07.2024. As on date, there are no pending complaints.												
	Thanking you, For Data Software Research Co. Pvt. Ltd												
													
	(S Chandrasekaran) Manager (Capital Issues Division)												