

Sec. 3.4.1 (L)

04th October, 2019

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 on Grievance Redressal Mechanism for Quarter ended 30th September, 2019

We are submitting herewith Quarterly Statement on Grievance Redressal Mechanism for the 2nd Quarter ended 30th September, 2019 as required under Regulation 13(3) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

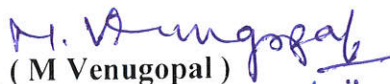
Details of investor complaints for the Quarter 1-July-2019 to 30-September-2019:

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:	4
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


(M Venugopal)
✓ **Company Secretary**

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

DATA SOFTWARE RESEARCH COMPANY PRIVATE LIMITED

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

1st October 2019

To

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

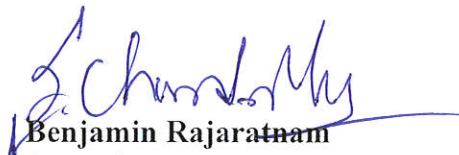
Subject: Details of Investor Complaints for Quarter ended 30th September 2019

Dear Sir,

Please find enclosed the summary of 4 investor complaints for the Quarter ended 1st July 2019 to 30th September 2019 along with detailed list of 573 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 JULY 2019 – SEPTEMBER 2019

[illegible]