

Sec.3.4.1(L)

10th October, 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 September, 2024

We are submitting herewith quarterly statement of Grievance Redressal Mechanism for the 2nd quarter ended 30th September, 2024 as required under Regulation 13(3) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Details of investor complaints for the quarter from 1-July-2024 to 30-September-2024:

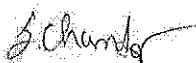
Number of investor complaints pending at the beginning of the quarter:	1
Number of investor complaints received during the quarter:	11
Number of investor complaints disposed of during the quarter:	12
Number of investor complaints remaining unresolved at the end the quarter:	0

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

BHARAT PETROLEUM CORPORATION LTD - MONTH WISE ANALYSIS FOR THE PERIOD – 01/07/2024 TO 30/09/2024													
	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	DIVIDEND QUERIES		1271	1271							1	1	
2	BONUS 2024 QUERIES		1139	1139						1	8	9	
3	TRANSMISSION / NAME DELETION		225	225									
4	ISSUE OF DUPLICATE SHARE CERTIFICATES		178	178									
5	CLAIM FORM		162	162									
6	UPDATION OF KYC PARTICULARS		109	109							2	2	
7	NOMINATION		63	63									
8	SHARE CERTIFICATE RELATED QUERIES		58	58									
9	REVALIDATION OF DIVIDEND WARRANT		57	57									
10	NON RECEIPT OF ANNUAL REPORT		52	52									
11	INTIMATION OF CHANGE OF ADDRESS		2	2									
	Total		3316	3316						1	11	12	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												
													
	(S Chandrasekaran)												
	Manager (Capital Issues Division)												