

Sec.3.4.1(L)

17th November 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 400051
NSE Symbol : BPCL

Dear Sir/Madam,

Sub: Intimation on communication to members regarding Online Dispute Resolution Portal (ODRP)

The communication on introduction of Online Dispute Resolution Portal (ODRP) by SEBI for the members of the Company is enclosed. The said communication was sent to the members on 16.11.2023.

The above information is also available on the website of the Company at www.bharatpetroleum.in.

Thanking You,

Yours faithfully,
For Bharat Petroleum Corporation Limited

(V. Kala)
Company Secretary



BHARAT PETROLEUM CORPORATION LIMITED

Corporate Identification Number (CIN): L23220MH1952GOI008931

Registered Office: Bharat Bhavan, P.B.No 688

4&6 Currimbhoy Road, Ballard Estate, Mumbai 400 001

Tel. No: 2271 3000/ 4000, Fax : 22713874

E-mail: info@bharatpetroleum.in Website : www.bharatpetroleum.in

Dear Shareholders,

The Securities and Exchange Board of India ("SEBI") has issued a circular on July 31, 2023 (ref. no. [SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131](#)) and introduced a common Online Dispute Resolution ("ODR") mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market. The said circular was further amended by SEBI on August 4, 2023 (vide corrigendum - ref. no. [SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135](#)).

The new Metrix to raise a compliant / dispute under the investor grievance redressal mechanism (including through the ODR web portal) is, as below:

1. Level 1 – Raise with Data Software Research Co. Pvt. Ltd. [Registrar and Transfer Agent ("RTA")]/ Company:

Initially, all grievances/ disputes/ complaints against the Company are required to be directly lodged with its Registrar and Transfer Agent ("RTA")/ the Company. Shareholders may lodge the same by sending an email to bpcl@dsrc-cid.in or ssc@bharatpetroleum.in or by sending physical correspondence at: Data Software Research Co. Pvt. Ltd., No. 19, Pycrofts Garden Lane, Nungambakkam, Chennai – 600006.

2. Level 2 – SEBI SCORES:

Disputes / complaints remaining unresolved at Level 1 may then be raised through SEBI Complaints Redress System ("SCORES") which can be accessed at <https://scores.gov.in/scores/Welcome.html>. FAQs on the process to be followed for registration / lodging complaints / disputes, is available at <https://scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

3. Level 3 – ODR Platform:

An investor can initiate online dispute resolution through the ODR portal, within the applicable time frame under law, after the option to resolve complaint / dispute with the listed entity through the routes available at Level 1 and Level 2 are exhausted.

- a. The link to access the ODR Portal as well as modalities and operational guidelines of the ODRP including timelines for review/resolution of complaints filed through the portal, manner of proceedings to be conducted by the ODR institutions, roles and responsibilities of Market Infrastructure Intermediaries, Code of conduct for Conciliators and Arbitrators etc. as provided in the SEBI Circular(s) are hosted on our website at <https://dsrc.com/bpm/>
- b. It may be noted that the dispute resolution through the ODR portal can be initiated only if such complaint / dispute is not pending before any arbitral process, court, tribunal or consumer forum or if the same is non-arbitrable under Indian Law.
- c. There shall be no fees for registration of a complaint/dispute on the ODR portal, and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Investor /Company/other market participant as the case may be.
- d. For any queries on the above matter, investors may contact the Company's Registrar & Share Transfer Agent, Data Software Research Co. Pvt. Ltd., at No. 19, Pycrofts Garden Lane, Nungambakkam, Chennai – 600006 or the Company at Bharat Bhavan, P.B.No 688, 4&6 Currimbhoy Road, Ballard Estate, Mumbai 400 001.

Warm regards,

Sd/-

V. Kala

Company Secretary

Bharat Petroleum Corporation Limited