



Ref.: Co.Secy./VM/376/2023

November 08, 2023

To,

National Stock Exchange of India Limited Exchange plaza, 5 th Floor, Bandra - Kurla Complex, Bandra (East), Mumbai - 400051 Trading Symbol: HINDPETRO	BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Fort, Mumbai - 400001 Scrip Code: 500104
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Dear Sir,

Sub: **Intimation regarding Online Dispute Resolution ("ODR") mechanism to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market**

We are forwarding herewith email communication sent on November 07, 2023 to the Members of Hindustan Petroleum Corporation Limited about the introduction of Online Dispute Resolution mechanism by SEBI.

The above communication is also hosted on the website of the Company at the link:

<https://www.hindustanpetroleum.com/investors-guide>

This is for your information and records.

Very truly yours,

V. Murali
Company Secretary



HINDUSTAN PETROLEUM CORPORATION LIMITED

REGISTERED OFFICE: PETROLEUM HOUSE, 17, JAMSHEDJI TATA ROAD, CHURCHGATE,
MUMBAI - 400 020

Website: www.hindustanpetroleum.com; E-mail: corphqo@hpcl.in;
hpclinvestors@mail.hpcl.co.in

Tel: (022) 22863900 Fax: (022) 22872992
(CIN: L23201MH1952GOI008858)

November 07, 2023

Subject: - Information regarding Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market

Dear Member(s),

We wish to bring to your kind attention that SEBI has introduced a common Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market through its following circulars: -

1. Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023
2. Corrigendum cum Amendment to above vide Circular. No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 4, 2023

The salient features of the mechanism are as follows:

- a) An investor/client needs to **FIRST** take up his/her/their grievance with the Company or Registrar and Transfer Agents.
- b) In case grievance is not redressed satisfactorily, the investor / client may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal in accordance with the process laid out therein.
- c) If the investor/client is still not satisfied, he/she/they can initiate dispute resolution through the ODR Portal.

The Dispute Resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration in terms of the paragraph above or SCORES guidelines as applicable or not pending before any arbitral process, Court, Tribunal or Consumer Forum or are non-arbitrable in terms of Indian law.

Procedure for raising Disputes

Member(s) shall register themselves by visiting the link <https://smartodr.in/login> before lodging a complaint on the ODR portal.

Investors Guide

- Circular including Corrigendum-cum-amendment to the circular are uploaded on the website of the Company and can be accessed at: - <https://www.hindustanpetroleum.com/investors-guide>

- The abovementioned circulars are available on the websites of the Stock exchanges (i.e. BSE Limited on <https://www.bseindia.com/> and National Stock Exchange of India Limited on <https://www.nseindia.com/> or SEBI's website on <https://www.sebi.gov.in/> under the Circular Section under Legal heading).

Member(s) are requested to go through the SEBI circular for necessary guidance on the matter.

Thanking you,

For Hindustan Petroleum Corporation Limited,

Sd/-

V. Murali

Company Secretary

ACS: 11269

Note: Please don't reply to this email, as this email id is not monitored.