



मंगलूर रिफाइनरी एण्ड पेट्रोकेमिकल्स लिमिटेड
MANGALORE REFINERY AND PETROCHEMICALS LIMITED

अनुसूची 'अ' के अंतर्गत भारत सरकार का उद्यम, SCHEDULE 'A' GOVT. OF INDIA ENTERPRISE.
(ऑयल एण्ड नेचुरल गैस कॉरपोरेशन लिमिटेड की सहायक कंपनी, A SUBSIDIARY OF OIL AND NATURAL GAS CORPORATION LIMITED)
आई.एस.ओ 9001, 14001 एवं 50001 प्रमाणित कंपनी, AN ISO 9001, 14001 AND 50001 CERTIFIED COMPANY.
सीआईएन /CIN : L23209KA1988GOI008959 / Website :www.mrpl.co.in

08/04/2022

The Assistant General Manager, Listing Compliance
BSE Limited
Scrip Code : 500109

The Compliance & Listing Department
National Stock Exchange of India Limited
Symbol: MRPL, Series: EQ

Dear Sir,

Subject : Statement on Investor Complaints for the quarter ended 31/03/2022.

Pursuant to Clause 13(3) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the statement of Investor Complaints pending as on 01/01/2022, received and resolved during the quarter from 01/01/2022 to 31/03/2022 are furnished below:

Sl No.	Particulars	No.
1	Investor complaints pending at the beginning of the quarter (as on 01/01/2022)	2
2	Investor complaints received during the quarter (01/01/2022 to 31/03/2022)	6
3	Investor complaints resolved during the quarter (01/01/2022 to 31/03/2022)	8
4	Investor complaints pending at the end of the quarter (as on 31/03/2022)	0

No complaints are pending with SEBI for disposal as on 31/03/2022.

Kindly take the same on your records.

Thanking You,

Yours faithfully,

For MANGALORE REFINERY AND PETROCHEMICALS LIMITED

K B Shyam Kumar
Company Secretary

Annexure A

STATUS OF COMPLAINTS RECEIVED FROM STOCK EXCHANGE(S), SEBI AND OTHERS

SR.NO.	NATURE OF COMPLAINT	OP. BAL AS ON 01.01.2022	SEBI	DCA/ROC	STOCK EXCHANGE	NSDL / CDSL	DIRECT	RECD DURING 01.01.2022 to 31.03.2022	STATUS OF THE COMPLAINTS	
									H= (Replied / Resolved during the quarter end 31.03.2022)	I (Balance as on 31.03.2022)
		A	B	C	D	E	F	G=(B+C+D+E+F)		
1	Interest Cum Redemption Warrants	0	0	0	0	0	0	0	0	0
2	3rd /4th/ 5th / 6th/7th /8th/9th/10th/ 11th Div. Warrant	2	2	0	0	0	0	2	4	0
3	Transfer Of Shares	0	0	0	0	0	0	0	0	0
4	Call / Allotment / Refund Money	0	0	0	0	0	0	0	0	0
5	Deletion / Transmission	0	0	0	0	0	0	0	0	0
6	Endorsement Stickers	0	0	0	0	0	0	0	0	0
7	Demat Cases	0	4	0	0	0	0	4	4	0
8	Refund Order Cases	0	0	0	0	0	0	0	0	0
9	Court / Legal / Forum Cases	0	0	0	0	0	0	0	0	0
10	Others	0	0	0	2	1	0	3	3	0
	Total	2	6	0	2	1	0	9	11	0

Note : 0 complaint is pending with SEBI as on 31/03/2022

MRPL-PERIOD : 01st January, 2022 to 31st March, 2022

SEBI Complaints received on our SCORES

Registration No	Complainant Name	Company Name	Brief Facts of the Complaint	Complaint against	Branch	Receipt date in LIPL	ATR uploaded Date
SEBI/GI22/47329/D/1	MEERA AWTANEY	Mangalore Refinery And Petrochemicals Ltd	Demat of shares	LINK	Mumbai	29/01/2022	31/01/2022
SEBI/KN22/0000239/1	SUSHILA DEVI	Mangalore Refinery And Petrochemicals Ltd	Demat of shares	Link	Mumbai	04/03/2022	04/03/2022

SEBI Complaints received thru Company :

Complaint Ref No.	Company Name	Name of the Complainant	Nature of Complaint	Source	Type	Received Date	Reply Date
SEBI/KN22/0000004/1	K.S.SUREH	Mangalore Refinery And Petrochemicals Ltd	Non receipt of dividend	Company	Mumbai	03/01/2022	04/01/2022
SEBI/KN22/0000004/1	Bharat Kumar	Mangalore Refinery And Petrochemicals Ltd	Non receipt of Dividend	Company	Mumbai	14/01/2022	14/01/2022
SEBI/KN22/0000034/1	Sunil Bhasin	Mangalore Refinery And Petrochemicals Ltd	Demat of shares	Company	Mumbai	19/03/2022	19/03/2022
SEBI/KN22/0000279/1	Harish Chandra Srivastava	Mangalore Refinery And Petrochemicals Ltd	Demat of Shares	Company	Mumbai	21/03/2022	22/03/2022

NSE Complaints received

Complaint No	Complainant Name	Company Name	Brief Facts of the Complaint	Receipt date LIPL	Reply Date	Stock Exchange
No reference no. available	Kanhaiya Lal Sharma	Mangalore Refinery And Petrochemicals Ltd	Non receipt of Duplicate share	21/03/2022	22/03/2022	NSE
NEHO/0029833/21-22 / I/CO	Kanhaiya Lal Sharma	Mangalore Refinery and Petrochemicals Limited	Non receipt of Duplicate share	31/03/2022	01/04/2022	NSE

CDSL Complaints received

Complaint No	Complainant Name	Company Name	Brief Facts of the Complaint	Receipt date LIPL	Reply Date
2021-22/12/9159	MADHUBHAI JIVRAJBHAI KHENI	Mangalore Refinery And Petrochemicals Ltd	Regarding static data upload	14/01/2022	14/01/2022

Note: The status of complaint cases as below

1. SEBIE/KN22/0000004/1 K.S.SUREH:

We have informed the complainant that that Final Dividend For The Year 2018-2019 has been credited to his STATE BANK OF INDIA account on 01-09-2020 vide UTR No.AXISP00143132478.Complaint replied on 04/01/2022 & same is disposed off on 04/01/2022.

2. SEBIP/KN22/0000004/1 Bharat Kumar:

We have provided status of dividends paid to the complainant against folio numbers 01442782 & 01442783. Complaint replied on 14/01/2022 & same is disposed off on 14/01/2022.

3. 2021-22/12/9159 MADHUBHAI JIVRAJBHAI KHENI :

We have informed the complainant that we have already updated static data for said folio at our end. We have requested the complainant to inform his DP to enter the DN range as given our email reply. If his DP is still not able to generate DRN, DP can share the error message screen with us, so that we can take up the issue with our IT team. Complaint replied and closed on 14/01/2022.

4. SEBIE/GJ22/47329/D/1 MEERA AWTANEY:

We have informed the complainant that we have already updated static data for said folio at our end. We have requested the complainant to inform his DP to enter the DN range as given our email reply. If his DP is still not able to generate DRN, DP can share the error message screen with us, so that we can take up the issue with our IT team. Complaint replied and closed on 31/01/2022.

5. SEBIE/KN22/0000239/1 SUSHILA DEVI :

In this connection, we have informed the complainant that she holds only 200 shares under the folio and advised her to raise demat request for 200 shares only. Further we also informed the complainant about redemption of debentures. Complaint replied on 04/03/2022 & same is disposed off on 04/03/2022.

6. SEBIP/KN22/0000034/1 Sunil Bhasin :

We have informed the complainant that we were unable to process his demat request due to signature mismatch and the documents have been returned under objection. We have informed him that we have not received any KYC updation documents/request from his end in 2018 hence KYC details were not updated at our end. We have requested the complainant to lodge demat request after complying with objections. Complaint replied on 19/03/2022 & same is disposed off on 19/03/2022.

7. SEBIE/KN22/0000279/1 Harish Chandra Srivastava :

We have informed the complainant that we were unable to process his demat request due to signature mismatch and the documents have been returned under objection. We have requested the complainant to lodge demat request after complying with objections. Complaint replied on 22/03/2022 & same is disposed off on 22/03/2022.

8. No reference no. available (NSE Complaint) Kanhaiya Lal Sharma :

We have informed the complainant that we have already shared the necessary procedure for issuance of duplicate procedure vide our attached letter dated 11/11/2019 (dispatched thru Speed Post vide Tracking Number EM014861950IN). Complainant was requested to lodge documents as per the procedure. Complaint replied on 22/03/2022 & same is disposed off on 22/03/2022.

9. NSEHO/0029833/21-22 / I/CO - Kanhaiya Lal Sharma :

We have informed the complainant that we have already shared the necessary procedure for issuance of duplicate procedure vide our attached letter dated 11/11/2019 (dispatched thru Speed Post vide Tracking Number EM014861950IN). Also, till date complainant has not executed the required documents as per the procedure. We have not received any documents from his end in November 2018. Complainant was once again requested to lodge documents as per the procedure. Complaint replied on 01/04/2022 & same is disposed off on 01/04/2022.



RE: Pending Investor Complaints as on 31.03.2022 - 500109 / MRPL

Manoj Bhatia (ISC) to: Prakash Madiwal

05/04/2022 10:39

Cc: "DL-ISC-COMPANY"

From: "Manoj Bhatia (ISC)" <manojb@nse.co.in>

To: "Prakash Madiwal" <prakash@mrpl.co.in>

Cc: "DL-ISC-COMPANY" <ISC.CO@nse.co.in>

CAUTION: This email originated from outside of MRPL. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir,

As on March 31 2022, there are NIL pending complaints against Mangalore Refinery and Petrochemicals Limited

Thanking you,

From: Prakash Madiwal <prakash@mrpl.co.in>

Sent: Tuesday, April 5, 2022 10:30 AM

To: Manoj Bhatia (ISC) <manojb@nse.co.in>

Subject: RE: Pending Investor Complaints as on 31.03.2022 - 500109 / MRPL

Sir,

It is on subject line i.e. Mangalore Refinery and Petrochemicals Limited (MRPL).

सादर Regards

प्रकाश मडीवाल Prakash Madiwal

सहायक प्रबंधक (साचविक) Assistant Manager - Secretarial

एमआरपीएल-ओएनजीसी MRPL-ONGC

मंगलूरु Mangaluru

दूरभाष Tel : 0824-2883281

From: "Manoj Bhatia (ISC)" <manojb@nse.co.in>

To: "Prakash Madiwal" <prakash@mrpl.co.in>

Date: 05/04/2022 10:24

Subject: RE: Pending Investor Complaints as on 31.03.2022 - 500109 / MRPL



Re: Pending Investor Complaints as on 31.03.2022 - 500109 / MRPL

Yatin Bhavsar to: Prakash Madiwal, Arun Manjrekar,
'manojb@nse.co.in'

04/04/2022 16:33

"IS", "jainpuneet@mrpl.co.in", "Riya Shivnani",
Cc: "shyamkumar@omplindia.com",
"suman.shetty@linkintime.co.in", "Teresa Bhengra (ISC)",

From: "Yatin Bhavsar" <yatin.bhavsar@bseindia.com>
To: "Prakash Madiwal" <prakash@mrpl.co.in>, "Arun Manjrekar"
<Arun.Manjrekar@bseindia.com>, "manojb@nse.co.in" <manojb@nse.co.in>
Cc: "IS" <is@bseindia.com>, "jainpuneet@mrpl.co.in" <jainpuneet@mrpl.co.in>, "Riya
Shivnani" <Riya.Shivnani@bseindia.com>, "shyamkumar@omplindia.com"
<shyamkumar@omplindia.com>, "suman.shetty@linkintime.co.in"

CAUTION: This email originated from outside of MRPL. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir,

There were **NIL** complaints pending against Mangalore Refinery & Petrochemicals as on dated 31/03/2022.

Yatin J. Bhavsar
DIS

BSE Limited, 1st Floor, Cama Building, Dalal Street, Mumbai - 400001, India
T: 2272 8016 F: +91 M: +91 www.bseindia.com

Save paper, save environment ! Think before you print. There can be substitute for paper, not for trees !

From: Prakash Madiwal <prakash@mrpl.co.in>
Sent: Monday, April 4, 2022 4:20 PM
To: Arun Manjrekar <Arun.Manjrekar@bseindia.com>; 'manojb@nse.co.in' <manojb@nse.co.in>
Cc: IS <is@bseindia.com>; 'jainpuneet@mrpl.co.in' <jainpuneet@mrpl.co.in>; Riya Shivnani <Riya.Shivnani@bseindia.com>; 'shyamkumar@omplindia.com' <shyamkumar@omplindia.com>; 'suman.shetty@linkintime.co.in' <suman.shetty@linkintime.co.in>; Teresa Bhengra (ISC) <tbhengra@nse.co.in>; Zainab Wadiwala <zainab.wadiwala@linkintime.co.in>
Subject: Re: Pending Investor Complaints as on 31.03.2022 - 500109 / MRPL

***CAUTION*:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir / Madam,

Request you to kindly issue NIL Investor Complaint pending certificate.

सादर Regards

Complaints Status as on: 05/04/2022

Total Complaints Received	496
Total Resolved Complaints	490
Total Pending Complaints	0
Total Complaints Withdrawn	6
ATR/REPLY Sent and Pending With SEBI	0
Review(s) received	Click Here
Direct complaint(s) received from investor	Click Here
New Complaints from SEBI (For Assessment)	--
Clarification Sought By SEBI/Higher Organization	--
Action Taken Report Received	--
Action Taken Report Sent	--
Pending Complaints(Within Our Office)	--
Pending Complaints(With Investor)	--
Pending Complaints(With Subordinate Organisations)	--
Pending Complaints(With Subordinate Organisations - Atr not Received)	--
Reminder/Clarification received from investor/SEBI	--
Clarification sought from subordinate organisation	--

New(0) Pending(0) Resolved(490) ATR(0) ATR/Reply sent & Pending with SEBI(0) Rejected/Reply(0)

Search :

Complaint(s) pending : All

Pending Complaint(s)

Search:

Registration No	Vip Reference	Complainant Name	Complaint Against	Pending With	ATR	Pending Days
No data available in table						

Showing 0 to 0 of 0 entries First Previous Next Last

: VIP Reference
 : Referred by CPGRAMS



Link Intime India Pvt. Ltd.
CIN : U67190MH1999PTC118368
C- 101, 247 Park, L.B.S. Marg,
Vikhroll (West), Mumbai - 400 083.
Tel. : +91 22 4918 6000
Fax : +91 22 4918 6060
E-mail : mumbai@linkintime.co.in
Website : www.linkintime.co.in

Date: 08.04.2022

TO,

UNIT: - MANGALORE REFINERY AND PETROCHEMICALS LIMITED

Sub.:	Statement of Investor Complaints for the quarter ended on March 31,2022 w.r.t. Non-Convertible Debentures ("NCDs") and Market Linked Debentures ("MLDs") - (Collectively known as "Debentures")
Ref.:	Regulation 13(3) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations")

We, Link Intime India Private Limited, are the Registrar and Transfer Agents of the "Trust" w.r.t. said "Debentures" only for providing electronic connectivity to the Trust.

We further confirm that during the quarter ended on **01st Jan-2022** to **31th March 2022**, the summary of complaints/ grievances received from holders of the "Debentures" issued by the Trust, as required in terms of the SEBI Listing Regulations is as follows:

Particulars	No. of Complaints
Pending at the beginning of the quarter	0
Received during the quarter	0
Disposed off during the quarter	0
Remaining unresolved at the end of the quarter	0

This is for your information.

Thanking You.

Yours faithfully,

For Link Intime India Pvt Ltd.

Ganesh Jadhav

Asst. Vice President - Depository Operations

SINCE IT IS SYSTEM GENERATED WE WILL NOT BE ABLE TO PROVIDE YOU THE HARDCOPY OF THE SAME.