

INVESTOR GRIEVANCE REDRESSAL MECHANISM

This policy document is formulated to provide efficient services to the investors and to effectively address and redress the grievances of the investors in a timely manner. The Company's Equity Shares are listed on the National Stock Exchange (NSE) and Bombay Stock Exchange (BSE). The Company's Equity Shares are under compulsory trading in demat form only.

Company Secretary acts as Compliance Officer of the company. M/s Linkintime India Pvt. Ltd., Mumbai is the Registrars and Transfer Agents (RTA) of the Company. The RTA is responsible for handling shareholders related affairs of the Company. The Company Secretary is responsible for prompt redressal of investor grievances.

INVESTOR SERVICE TIMELINES as provided by the RTA in its web portal linkintime.co.in

Securities Transfer Requests	15 days
Securities Transmission Requests	21 days
Dematerialization Requests	15 days
*Issue of Securities Certificate Requests	30 days
Investor Correspondence	30 days
Name change request	15 days
Updating of bank details	30 days
Non receipt of Annual report	30 days
Non receipt of Dividend	30 days

The process followed by the Company for handling Investor Grievances are enumerated as follows:

1. The Company has a designated email id investor@gpglobal.com for handling investor grievances on which investor can make a complaint. This e-mail ID is mentioned on every communication being made by the Company with the shareholders and also put on the website of the Company. The RTA has also provided designated email id rnt.helpdesk@linkintime.co.in for handling investor grievances on which investor can make a complaint.
2. The Company has provided feedback form on the company's website gppetroleum.com through which an investor can make a complaint apart from a written complaint through letter.
3. The email id is checked on daily basis to check whether any new complaint has been lodged. Full details of the complaint are shared with RTA upon receipt. A correspondence either by letter or e-mail is made with the investor who has submitted written complaints acknowledging receipt.
4. Corporate Secretarial Department obtains all information available on the complaint which is considered necessary and undertakes to resolve them within 15 days of receipt of the same. Complete status report is obtained periodically from the RTA of the Company in respect of various correspondences and complaints against the Company.
5. The Status of the complaints are placed before the Stakeholders Relationship Committee on the quarterly basis. As required under Regulation 13 of Listing Regulations, the Company files with the Stock Exchanges and places the statement of investor complaints at the Board meeting on a quarterly basis. Further, the Company also makes annual disclosure of the statement of investor complaints in its annual report pursuant to the Listing Regulations.

6. All the investor complaints/grievance received through SEBI by online “SEBI Complaints Redress System” (Scores) checked regularly and replied/resolved expeditiously.
7. The company also notifies in its Annual Report to claim unclaimed dividends etc. by the investors/shareholders. Necessary advertisement is published in newspapers for advance intimation to shareholders to claim unclaimed dividend/shares proposed to be transferred to IEPF.
8. As per SEBI circular dated March 26, 2018, any grievances submitted to SEBI through SCORES will not be treated as complaints if the grievance is redressed by the Company within 30 days. Accordingly, such grievances registered with SEBI, will be not treated as complaints by the Company. However, since the statutory authorities treat all communication received from investors as complaint, regardless of the nature of such communication, the Company is constrained to follow the classification as followed by the statutory authorities. Accordingly, any communication from investors received through statutory authorities viz. stock exchanges, Registrar of Companies, Regional Directors, SEBI, etc. which is treated as complaint by such statutory authority, will be treated as a complaint by the Company. Communications / complaints in relation to matters that are subjudice will not be treated as a complaint under this Policy.
9. Any communication requesting information or documents relating to the Company or its operations as per statutory rights available to the shareholders will be treated as request if, the requisition is in proper format and the Company has responded to the same within prescribed time limits.
10. Investors can lodge a complaint for non-receipt of any right available to them or failure of the STA / Company to comply with any statutory obligation by giving details of their name, folio no., DP ID / Client ID, nature and full particulars of their complaint directly to the STA, except for matters relating to shares / dividend transferred to Investor Education and Protection Fund (IEPF). For IEPF related matters, investors can directly contact the Nodal Officer appointed by the Company as specified under the Contact Details of section for investors.
11. In case of non-satisfactory response from STA, investors can escalate complaint through Company’s designated email id for investor grievances – investor@gpglobal.com displayed on the Company’s website. Alternatively, investors can send their complaints to the registered office of the Company.
12. Investors are requested to approach the STA, or in case of any inaction by the STA, the Company, for redressal of their concerns prior to raising their concerns with the regulatory authorities.

	Contact details	Address
For share related matters	M/s Link intime India Pvt. Ltd. (Share Transfer Agents) Phone: 022 - 4918 6270 Fax : 022 - 4918 6060 Toll-free: 1800 1020 878 rnt.helpdesk@linkintime.co.in Monday - Friday 10:00 AM - 4:00 PM	Link Intime India Pvt. Ltd, C 101, 247 Park, L.B.S. Marg, Vikhroli (West), Mumbai - 400083.
For escalation to Company	Compliance officer 022-61482500 investor@gpglobal.com	GP Petroleums Limited Office No-804, Ackruti Star, Central Road, MIDC, Andheri East, Mumbai-400093
For IEPF related matters	Mr. Bijay Kumar Nodal officer cs.gppl@gpglobal.com 022-61482500	GP Petroleums Limited Office No-804, Ackruti Star, Central Road, MIDC, Andheri East, Mumbai-400093