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**MANGALORE REFINERY AND PETROCHEMICALS LTD**  
(A subsidiary of Oil & Natural Gas Corporation Ltd.)  
**HR DEPARTMENT**

**By Registered Post A.D.**

**FIRST APPELLATE AUTHORITY**

**UNDER SECTION 19 (1) OF THE RIGHT TO INFORMATION ACT, 2005**

**Decision No. : 022/2012-13**

**Appeal No. : FAA/ 022/2012-13**

**August 22, 2012**

**Name of the Appellant** : **Ms. Seema Singhal**  
**E/2/155**  
**Chitrakoot**  
**Gandhipath,**  
**JAIPUR-302021.**

**Name of the Public Authority** : **Mangalore Refinery and**  
**Petrochemicals Ltd.**  
**Kuthethoor Post,**  
**Mangalore – 575 030**

This has reference to (a) your query dated 03.07.2012 forwarded by Shri S.P. Toppo, CPIO, ONGC New Delhi, received by CPIO, MRPL on 10-07-2012 and replied by CPIO, MRPL on 27.07.2012 and (b) your first appeal dated August 06, 2012.

After examining the queries raised by you, the point wise reply/clarification is as given below:-

- 1) Action taken by MRPL was to forward all letters and emails received from you, to M/s Link Intime India (P) Limited, (LI IPL), R&T Agent of MRPL, who are a SEBI registered agency, retained by MRPL for redressal of complaints/grievances from our shareholders. CPIO has been directed to furnish available copies of letters sent by MRPL to R&T agency, on the subject complaint and the same has been enclosed herewith as Annexure A (10 pages).
  - 2) After discussion with CPIO, it has been found that this office does not hold any remarks/comments/office note/note sheet etc are made on your letters, as all letters sent by you has been sent to M/s LI IPL for doing the needful, as referred at 1 above.
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- 3) Your query is with regard to reasons for non response/delay to your letters. However this is to inform you that "reasons" does not fall under the definition of "information" in RTIA u/s 2(f).
- 4) This is to inform you that MRPL does not have any separate system/procedure/norms/guideline, to attend the Shareholder grievances, other than those set out by SEBI / Stock Exchange, which is available in public domain.
  - a) Your complaint has been attended by MRPL forwarding your letters to our R&T agent, who is a SEBI registered agency, retained by MRPL for grievance redressal of shareholders.
- 5) CPIO has been directed to furnish available copies of letters sent by MRPL to R&T agency, on the subject complaint and the same has been enclosed, as Annexure A (10 pages ).
  - a) Available information in the form of copies of the letters from M/s LIPL dtd 19.10.2010, 11.01.2012 & 28.02.2012 on the subject matter have already been furnished through CPIO's letter dtd 27.7.2012. However as per your appeal, CPIO has been directed to furnish the attested copies of the same and please find the same attached as Annexure B (4 pages).
  - b) After discussion with CPIO, it has been found that no such information is held by this Public Authority.
- 6) (a)(b)(c)(d) Please refer to Annexure C (4 pages), which has printout from website of "SEBI SCORES", duly attested. Page 1 of 4 gives linkage to your complaint and pages 2 to 4 of 4 gives date-wise chronology of processing your complaint. Please refer specifically to Sl.No.20, appearing in page 4 of 4 of this document, wherein it is recorded that SEBI has disposed off the subject case. From the above document it is established that M/s LIPL has processed your complaint and after scrutiny and review, SEBI has disposed off the case. Hence, with respect to your query 6 (a), (b), (c) & (d). ~~hence~~ no action has been initiated against M/s LIPL. However as requested CPIO has been directed to furnish duly attested copies of the said print-out and the same has been enclosed as Annexure C(4 pages).
- 7) Your letter dtd 21.5.12, has been forwarded to M/s LIPL for doing the needful. CPIO has been directed to furnish the copy of the mail, sent to M/s LIPL and the same is enclosed as Annexure D (3 pages).
- 8) (a) It is observed that the information sought is available in public domain, hence CPIO's reply advising you to approach your Depository Participant / SEBI website, is in order.

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(b) & (c) Please be informed that the information on guideline for issue of duplicate share certificate is being issued in compliance with Companies (Issue of Share Certificate) Rules, 1956 and the information is available in public domain.

Copy charges of Rs.20/- was returned to you by CPIO, ONGC vide letter No.ONGC/DPI/29-07/AA/12 dated July 10, 2012. Copy of the letter is enclosed as Annexure-E (1 page).

- 9) The Appeal is disposed off accordingly.
- 10) A copy of this order is forwarded to the Appellant and the CPIO.

Hope this meets your query raised in your email dated 06.08.2012.

~~Handwritten signature~~  
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**Sushilchandra M.**  
**General Manager (HR/ER)**  
**First Appellate Authority**

Copy Forwarded to:

Shri P. A. Jose  
CPIO,  
Mangalore Refinery & Petrochemicals Limited  
Mangalore-575030

olc

~~Handwritten signature~~

Copy given to shri Dinesh Mishra with all Annexures.