

# Shareholder Information

## AGM Details

Date	Friday, 27th July, 2012
Venue	Science City Main Auditorium JBS Haldane Avenue Kolkata 700 046
Time	10.00 a.m.
Book Closure Dates	Wednesday, 13th June, 2012 to Monday, 18th June, 2012 (both days inclusive)
Dividend Payment Date	Monday, 30th July, 2012

## Registrar & Share Transfer Agents

The in-house Investor Service Centre of the Company (ISC), accredited with ISO 9001:2008 certification for investor servicing, provides share registration and other related services. The Company is registered with SEBI as Category II Share Transfer Agent.

## Share and Debenture Transfer Committee

The Share and Debenture Transfer Committee of the Company generally approves share transfers on a weekly basis. The processing activities with respect to requests received for share transfers are generally completed within three working days from the date of receipt of request. There were no share transfers pending as on 31st March, 2012. The Committee met forty-nine times during the financial year.

The Committee comprises the following:

K.N. Grant, Executive Director	- Chairman
B.B. Chatterjee, Executive Vice President & Company Secretary	- Member
K.S. Suresh, General Counsel	- Member

A. Bose, Deputy Secretary and Head of ISC, is the Secretary to the Committee and is also the Compliance Officer under the Securities and Exchange Board of India (Registrars to an Issue and Share Transfer Agents) Regulations, 1993.

## Shareholder / Investor Complaints

The Company attends to Shareholder / Investor complaints, queries and other correspondence generally within a period of five working days except where constrained by disputes or legal impediments. There are some pending cases relating to disputes over title to shares in which the

Company has been made a party. These cases however are not material in nature.

In terms of the Complaint Identification Policy approved by the Investor Services Committee of the Board, the Company received one complaint during the financial year ended 31st March, 2012 which related to transmission-cum-transfer of shares. The said complaint has been resolved. National Stock Exchange, Bombay Stock Exchange and Calcutta Stock Exchange have provided confirmations that there were no investor complaints against the Company at the end of each quarter, as also on 31st March, 2012. There was also no investor complaint pending against the Company as on 31st March, 2012 on SCORES, the web based complaint redressal system of SEBI.

The e-mail ID earmarked for investor complaints is **isc@itc.in**

## Dematerialisation of Shares and Liquidity

The shares of the Company are available for trading in the dematerialised form under both the Depository Systems in India – NSDL and CDSL. The International Securities Identification Number (ISIN) allotted to the Company's shares under the Depository System is INE154A01025. The annual custody fees for the financial year 2012-13 have been paid to NSDL and CDSL, the Depositories.

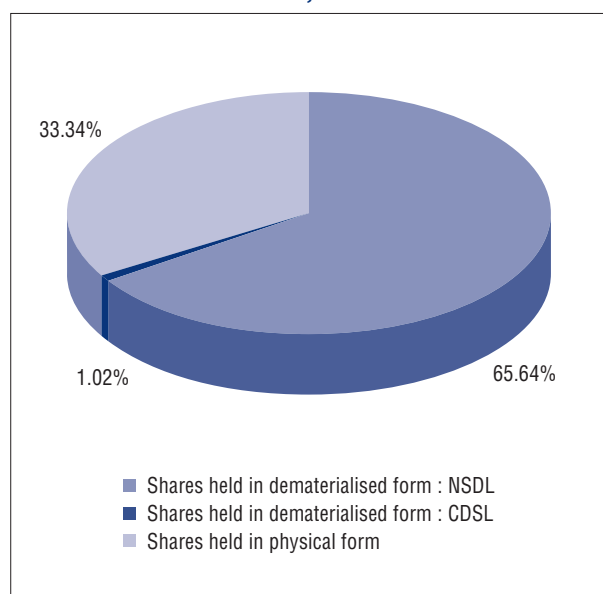
During the year, 2,57,66,647 shares of the Company, covered in 2,848 requests and constituting 0.33% of the issued and subscribed Share Capital of the Company, were dematerialised. 5,21,15,93,681 shares of the Company constituting 66.66% of the issued and subscribed Share Capital stand dematerialised as on 31st March, 2012. The processing activities with respect to requests received for dematerialisation are generally completed within one to four working days.

The Company's shares are among the most liquid and actively traded shares on the Indian Stock Exchanges and consistently rank among the top frequently traded shares, both in terms of number of shares traded as well as in terms of value. The Company's market capitalisation stood at ₹ 1,77,400 crores (US\$ 34.87 billion) on 31st March, 2012 as compared to ₹ 1,40,912 crores (US\$ 31.6 billion) on 31st March, 2011.

**Distribution of Shareholding as on 31st March, 2012**

No. of Shares Slab	No. of Shareholders				No. of Shares					
	Physical	Demat	Total	%	Physical	%	Demat	%	Total	%
1 – 5000	29,850	3,43,779	3,73,629	90.82	3,43,17,103	0.44	15,26,67,843	1.95	18,69,84,946	2.39
5001 – 10000	5,170	13,033	18,203	4.42	3,60,74,538	0.46	9,28,94,359	1.19	12,89,68,897	1.65
10001 – 20000	2,298	7,665	9,963	2.42	3,36,26,850	0.43	11,12,27,210	1.42	14,48,54,060	1.85
20001 – 30000	654	2,782	3,436	0.84	1,57,73,568	0.20	6,86,51,346	0.88	8,44,24,914	1.08
30001 – 40000	313	1,361	1,674	0.41	1,08,67,895	0.14	4,73,27,302	0.60	5,81,95,197	0.74
40001 – 50000	259	836	1,095	0.27	1,19,45,230	0.15	3,79,17,201	0.49	4,98,62,431	0.64
50001 – 100000	296	1,460	1,756	0.43	2,03,18,915	0.26	10,21,42,737	1.31	12,24,61,652	1.57
100001 and above	107	1,512	1,619	0.39	2,44,39,06,520	31.26	4,59,87,65,683	58.82	7,04,26,72,203	90.08
<b>Total</b>	<b>38,947</b>	<b>3,72,428</b>	<b>4,11,375</b>	<b>100.00</b>	<b>2,60,68,30,619</b>	<b>33.34</b>	<b>5,21,15,93,681</b>	<b>66.66</b>	<b>7,81,84,24,300</b>	<b>100.00</b>

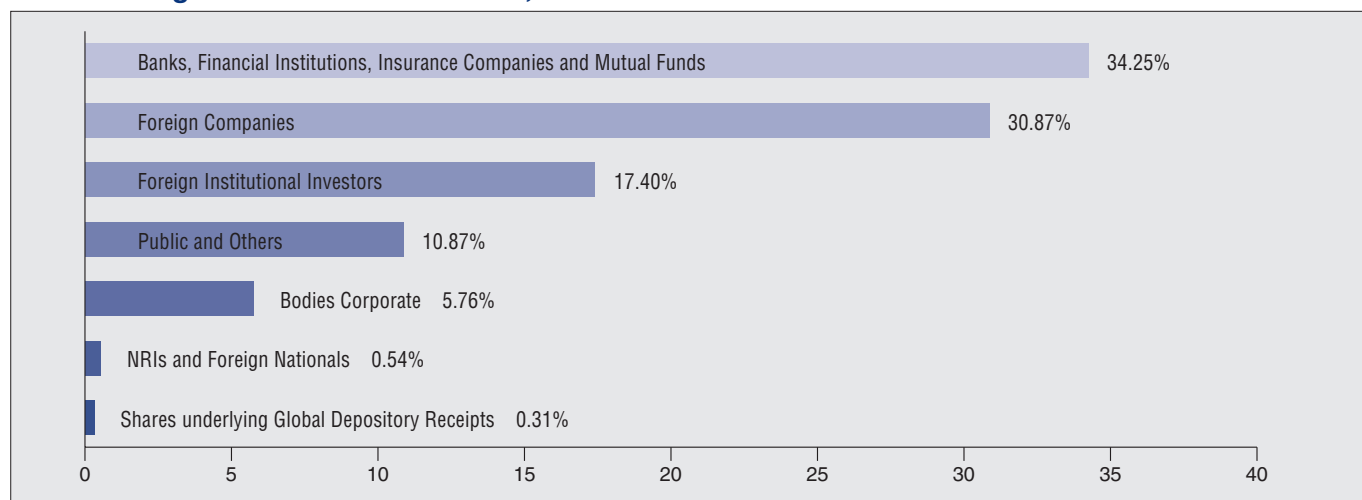
**Shares held in Physical and Dematerialised form as on 31st March, 2012**



**Categories of Shareholders as on 31st March, 2012**

Category	No. of Shares held	%
<b>(A) Institutional Shareholding</b>		
Banks, Financial Institutions, Insurance Companies and Mutual Funds	2,67,77,46,511	34.25
Foreign Institutional Investors	1,36,05,38,876	17.40
Sub-Total (A)	<b>4,03,82,85,387</b>	<b>51.65</b>
<b>(B) Non-Institutional Shareholding</b>		
Foreign Companies	2,41,32,24,203	30.87
NRIs and Foreign Nationals	4,24,95,501	0.54
Bodies Corporate	45,03,51,701	5.76
Public and Others	84,99,16,527	10.87
Sub-Total (B)	<b>3,75,59,87,932</b>	<b>48.04</b>
<b>Public Shareholding (A + B)</b>	<b>7,79,42,73,319</b>	<b>99.69</b>
<b>Shares underlying Global Depository Receipts</b>	<b>2,41,50,981</b>	<b>0.31</b>
<b>Total</b>	<b>7,81,84,24,300</b>	<b>100.00</b>

**Shareholding Pattern as on 31st March, 2012**



## Shareholder Information

### Top Ten Shareholders as on 31st March, 2012

Sl. No.	Name of the Shareholder	No. of Shares held	%
1	Tobacco Manufacturers (India) Limited	1,98,55,64,880	25.39
2	Life Insurance Corporation of India	93,87,40,442	12.01
3	Specified Undertaking of the Unit Trust of India	89,67,22,590	11.47
4	Myddleton Investment Company Limited	32,42,07,960	4.15
5	The New India Assurance Company Limited	16,42,79,072	2.10
6	General Insurance Corporation of India	14,48,70,157	1.85
7	The Oriental Insurance Company Limited	12,91,67,513	1.65
8	National Insurance Company Limited	12,56,82,220	1.61
9	Rothmans International Enterprises Limited	10,33,03,260	1.32
10	ICICI Prudential Life Insurance Company Limited	9,02,72,818	1.16

### Global Depository Receipts

Pursuant to the offer of Global Depository Receipts (GDRs) made by the Company in 1993, 2,41,50,981 GDRs, representing 2,41,50,981 underlying shares of the Company i.e. 0.31% of the issued and subscribed Share Capital, were outstanding as on 31st March, 2012.

The Company's GDRs are listed on the Luxembourg Stock Exchange (Code: 004660919) at Societe de la Bourse de Luxembourg, 11, av de la Porte-Neuve, L-2227 Luxembourg. The Listing Fee for the calendar year 2012 has been paid to the said Exchange.

### Listing of Shares on Stock Exchanges with Stock Code

Stock Exchange	Stock Code
National Stock Exchange of India Ltd. (NSE) Exchange Plaza, Plot No. C/1, G Block Bandra-Kurla Complex, Bandra (E) Mumbai 400 051 Telephone nos. : 022-2659 8100-14 Facsimile no. : 022-2659 8120 e-mail : ignse@nse.co.in website : www.nseindia.com	ITC
BSE Ltd. (BSE) Phiroze Jeejeebhoy Towers, Dalal Street Mumbai 400 001 Telephone nos. : 022-2272 1233/34 Facsimile no. : 022-2272 1919 e-mail : is@bseindia.com website : www.bseindia.com	500875
The Calcutta Stock Exchange Ltd. (CSE) 7, Lyons Range Kolkata 700 001 Telephone nos. : 033-2210 4470-73 Facsimile no. : 033-2210 4500 e-mail : cseisc@cse-india.com website : www.cse-india.com	10000018

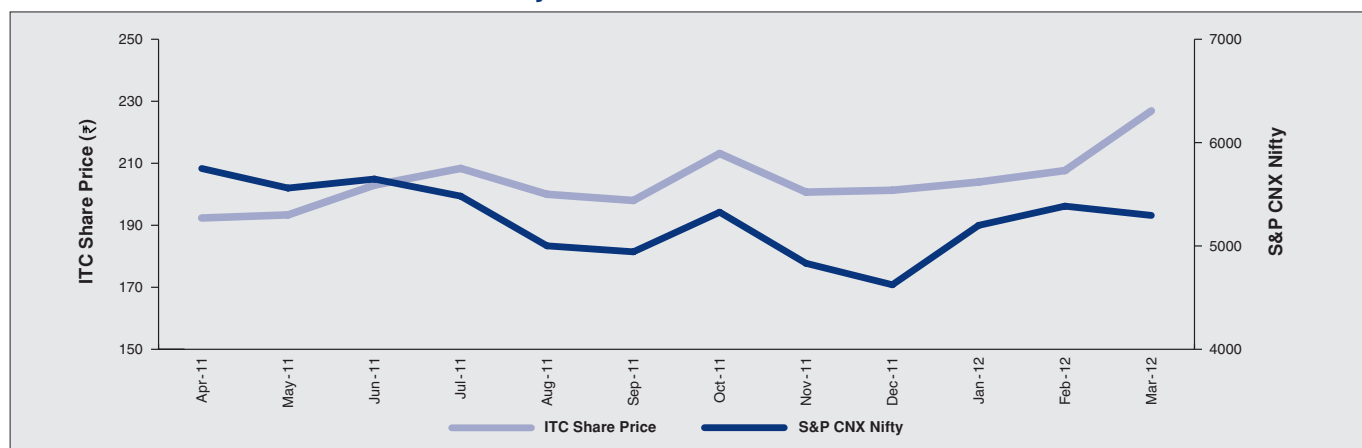
The Listing Fees for the financial year 2012-13 have been paid to the aforesaid Stock Exchanges.

Stock Exchange	Reuters Code	Bloomberg
NSE	ITC.NS	ITC IS
BSE	ITC.BO	ITC IB

**Monthly High and Low Quotes and Volume of Shares traded on NSE, BSE, CSE and GDRs on Luxembourg Stock Exchange (LSE)**

Year & Month	NSE			BSE			CSE			LSE		
	High (₹)	Low (₹)	Volume in 000's (Nos.)	High (₹)	Low (₹)	Volume in 000's (Nos.)	High (₹)	Low (₹)	Volume in 000's (Nos.)	High (US\$)	Low (US\$)	Volume in 000's (Nos.)
2011 APRIL	194.80	180.80	133537	194.75	180.70	11462	Nil	Nil	Nil	4.35	4.10	63
MAY	194.00	177.55	155266	193.75	177.80	14401	Nil	Nil	Nil	4.31	4.08	Nil
JUNE	204.00	182.00	130830	203.40	182.30	10833	Nil	Nil	Nil	4.53	4.13	Nil
JULY	211.25	194.30	148840	211.35	194.40	11924	Nil	Nil	Nil	4.71	4.41	Nil
AUGUST	211.25	189.65	186423	211.25	189.50	11010	Nil	Nil	Nil	4.74	4.24	24
SEPTEMBER	206.50	185.00	153770	205.90	185.20	7646	Nil	Nil	Nil	4.43	3.83	Nil
OCTOBER	216.20	188.60	145278	216.10	189.30	10051	Nil	Nil	Nil	4.42	3.85	200
NOVEMBER	215.30	189.30	138595	215.35	189.40	12039	Nil	Nil	Nil	4.35	3.68	230
DECEMBER	208.00	192.30	129271	208.00	192.25	15252	Nil	Nil	Nil	4.04	3.71	21
2012 JANUARY	211.30	197.60	145438	211.40	197.70	7620	Nil	Nil	Nil	4.16	3.72	21
FEBRUARY	213.50	197.00	160933	213.50	197.00	15412	Nil	Nil	Nil	4.31	4.05	168
MARCH	227.90	203.40	219342	227.75	203.60	21385	223.50	209.00	64	4.46	4.14	Nil

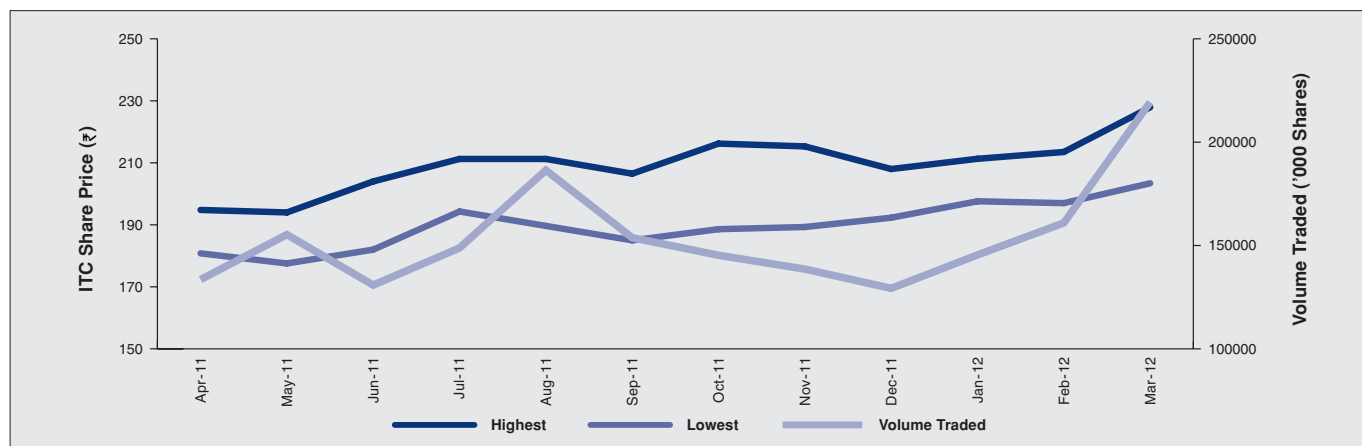
**ITC Share Price vis-à-vis S&P CNX Nifty**



Note – Indicates monthly closing positions.

During the financial year 2011-12, the Company's shares have outperformed the market. While the S&P CNX Nifty has fallen by 9%, the Company's share price has risen by over 24%.

**ITC Share Price & Volume traded on NSE**



Note – Indicates monthly high & low price and monthly volume.

## Shareholder Information

### Dividend History (Last 10 Years)

As one of India's foremost private sector companies, the Company has performed consistently for over a century now and has rewarded Shareholders since inception with uninterrupted dividends.

Financial Year	Dividend per Share (₹)	Dividend (₹ in Crores)	Dividend Distribution Tax (₹ in Crores)	Total Dividend including Dividend Distribution Tax (₹ in Crores)
2011-12	4.50 *	3518.29	570.75	4089.04
2010-11	4.45 @	3443.48 @	558.62	4002.10
2009-10	10.00 \$	3818.18 \$	634.15	4452.33
2008-09	3.70	1396.53	237.34	1633.87
2007-08	3.50	1319.02	224.17	1543.19
2006-07	3.10	1166.29	198.21	1364.50
2005-06	2.65 ^	995.13 ^	139.57	1134.70
2004-05	3.10 #	773.25	108.45	881.70
2003-04	2.00 #	495.36	64.74	560.10
2002-03	1.50 #	371.27	47.57	418.84

\* Subject to approval of Shareholders.

@ On expanded Share Capital arising out of Bonus shares issued in the ratio of 1:1 and includes special dividend of ₹ 1.65 per share.

\$ Includes special Centenary dividend of ₹ 5.50 per share.

^ On expanded Share Capital arising out of Bonus shares issued in the ratio of 1:2.

# Adjusted to reflect Sub-Division of shares from ₹ 10/- to ₹ 1/- per share in 2005-06.

### Financial Calendar

Financial Year 2012-13		
1	First Quarter Results	July 2012
2	Second Quarter and Half-Year Results	October 2012
3	Third Quarter Results	January 2013
4	Fourth Quarter and Annual Results	May 2013

### Particulars of past three AGMs

AGM	Financial Year	Venue	Date	Time	Special Resolutions passed
100th	2010-11	Science City Main Auditorium JBS Haldane Avenue Kolkata 700 046	29/07/2011	10.30 a.m.	● Appointment of Auditors.
99th	2009-10		23/07/2010		● Appointment of Auditors. ● Amendment of Articles of Association to reflect increase in the Authorised Share Capital. ● Issue of shares under new Employee Stock Option Scheme.
98th	2008-09		24/07/2009		● Appointment of Auditors.

### Postal Ballot

No special resolution requiring a postal ballot was proposed last year. No special resolution requiring a postal ballot is being proposed for the ensuing AGM.

**Plant Locations**
**CIGARETTE FACTORIES**
**Bengaluru**

1. Meenakunte Village  
Jallahobli  
Bengaluru  
Karnataka 562 157

**Kolkata**

2. 93/1 Karl Marx Sarani  
Kolkata  
West Bengal 700 043

**Munger**

3. Basdeopur P.O.  
District Munger  
Bihar 811 202

**Ranjangaon**

4. Plot No. B-27, MIDC  
Ranjangaon, Taluka Shirur  
District Pune  
Maharashtra 412 220

**Saharanpur**

5. Sardar Patel Marg  
Saharanpur  
Uttar Pradesh 247 001

**HOTELS**
**Owned Hotels**
**Agra**

1. ITC Mughal\*  
Taj Ganj  
Agra 282 001

**Bengaluru**

2. ITC Gardenia\*  
1, Residency Road  
Bengaluru 560 025
3. ITC Windsor\*  
25, Windsor Square  
Golf Course Road  
Bengaluru 560 052

**Chennai**

4. My Fortune, Chennai  
Cathedral Road  
Chennai 600 086

**Jaipur**

5. ITC Rajputana\*  
Palace Road  
Jaipur 302 006

**Kolkata**

6. ITC Sonar\*  
1, JBS Haldane Avenue  
Kolkata 700 046

**Mumbai**

7. ITC Maratha\*  
Sahar  
Mumbai 400 099
8. ITC Grand Central\*  
287, Dr. B. Ambedkar Road  
Parel  
Mumbai 400 012

**New Delhi**

9. ITC Maurya\*  
Sardar Patel Marg  
Diplomatic Enclave  
New Delhi 110 021
10. Sheraton New Delhi Hotel  
District Centre, Saket  
New Delhi 110 017

**Licensed Hotels**
**Kota**

11. WelcomHeritage  
Umed Bhawan Palace  
Palace Road  
Kota 324 001

**Port Blair**

12. Fortune Resort Bay Island  
Marine Hill  
Port Blair 744 101

**Vadodara**

13. WelcomHotel Vadodara  
R. C. Dutt Road, Alkapuri  
Vadodara 390 007

**Hotels Under Operating Services**
**Aurangabad**

14. WelcomHotel Rama International  
R-3, Chikalthana  
Aurangabad 431 210

**Chennai**

15. Sheraton Park Hotel & Towers  
132, T. T. K. Road  
Chennai 600 018

**Hyderabad**

16. ITC Kakatiya\*  
6-3-1187, Begumpet  
Hyderabad 500 016

**Visakhapatnam**

17. WelcomHotel Grand Bay  
Beach Road  
Visakhapatnam 530 002

**GREEN LEAF THRESHING PLANTS**
**Anaparti**

1. Anaparti  
East Godavari District  
Andhra Pradesh 533 342

**Chirala**

2. Chirala  
Prakasam District  
Andhra Pradesh 523 157

**Nanjangud**

3. Immavu & Adakanahalli Village  
Nanjangud Taluk  
Mysore District  
Karnataka 571 302

**PACKAGING & PRINTING FACTORIES**
**Chennai**

1. Tiruvottiyur  
Chennai  
Tamil Nadu 600 019

**Haridwar**

2. Plot No. 1, Sector 11  
Integrated Industrial Estate  
Haridwar  
Uttarakhand 249 403

**Munger**

3. Basdeopur P.O.  
District Munger  
Bihar 811 202

**PAPER & PAPERBOARD MILLS**
**Bollaram**

1. Anrich Industrial Estate  
Bollaram Village  
Medak District  
Andhra Pradesh 502 325

**Sarapaka**

2. Sarapaka Village  
Khammam District  
Andhra Pradesh 507 128

**Thekkampatty**

3. Thekkampatty Village  
Vivekanandapuram Post  
Mettupalayam Taluk  
Coimbatore District  
Tamil Nadu 641 113

**Tribeni**

4. Chandrahati Village  
Hooghly District  
West Bengal 712 504

**FOODS FACTORIES**
**Haridwar**

1. Plot No. 1, Sector 11  
Integrated Industrial Estate  
Haridwar  
Uttarakhand 249 403

**Ranjangaon**

2. Plot No. D-1, MIDC  
Ranjangaon  
Taluka Shirur  
District Pune  
Maharashtra 412 220

**PERSONAL CARE PRODUCTS FACTORIES**
**Haridwar**

1. Plot No. 1, Sector 11  
Integrated Industrial Estate  
Haridwar  
Uttarakhand 249 403

**Manpura**

2. Village Manpura  
Tehsil Baddi  
District Solan  
Himachal Pradesh 174 101

**CHOUHAL SAAGARS - RURAL SERVICES CENTRES**
**Amravati**

1. Old Survey No. 12/5-12/7  
Patwari Halka No. 48  
Mouza Degaon  
Pargana Nandgaon Peth  
Tehsil & District Amravati  
Maharashtra 444 901

**Badaun**

2. Khasra No. 10 & 12/3 (Part)  
Village Khunak  
Tehsil, Pargana & District Badaun  
Uttar Pradesh 243 601

**Bahraich**

3. Khasra No. 475-477, 496-Kha,  
497-498, 500-Mi, 501-507 & 509  
Village Mohammad Nagar  
Tehsil, Pargana & District Bahraich  
Uttar Pradesh 271 801

**Chandouli**

4. Khasra No. 57-62 & 641  
Muhabatpur Village  
Ganj Khwaja  
Pargana Dhoos  
Tehsil Sakaldeeha  
District Chandouli  
Uttar Pradesh 232 104

\* Operating under 'The Luxury Collection' brand under Licence from Sheraton International, LLC.

## Shareholder Information

### Chindwara

5. Khasra No. 16/1-16/2, 16/4-16/7 & 16/9-16/10  
Patwari Halka No. 34  
Village Imaliya Bohata  
District Chindwara  
Madhya Pradesh 480 001

### Dewas

6. Survey No. 295 & 294/2  
Patwari Halka No. 26  
Village Lohar Pipliya  
Tehsil & District Dewas  
Madhya Pradesh 455 001

### Dhar

7. Plot No. 438, Halka No. 13  
Village Jaitpura  
Ahmedabad - Indore Road  
Dhar  
Madhya Pradesh 454 001

### Gonda

8. Khasra No. 421-424, 427-428, 431, 433-434, 442-446, 451-454, 420 (Part), 447 (Part), 448 (Part) & 457 (Part)  
Village Haripur  
Tehsil, Pargana & District Gonda  
Uttar Pradesh 271 001

### Hardoi

9. Khasra No. 658 & 659  
Village Korriyan, Pargana Gopamau  
Shahjahanpur Road  
Tehsil & District Hardoi  
Uttar Pradesh 241 001

### Hathras

10. Khasra No. 21, Village Srinagar  
Pargana & Tehsil Sasni  
District Hathras  
Uttar Pradesh 204 216

### Itarsi

11. Survey No. 309/1, 310/2 & 310/3  
Halka No. 11, Village Raisalpur  
Tehsil Itarsi  
District Hoshangabad  
Madhya Pradesh 461 111

### Jagdishpur

12. Khasra No. 2377-2380  
Village Kathura  
Pargana Jagdishpur  
Tehsil Musafirkhana  
District Chatrapati Shahuji Mahraj Nagar  
Uttar Pradesh 227 817

### Mandsaur

13. Patwari Halka No. 14  
Village Azikhedi  
Survey No. 30, 31, 32 & 33  
Tehsil & District Mandsaur  
Madhya Pradesh 458 001

### Mhow

14. Village Gawli Palasia  
Patwari Halka No. 20  
Tehsil Mhow  
District Indore  
Madhya Pradesh 453 441

### Nagda

15. Khasra No. 1393-1394, 1396-1397  
Village Padliya Kala, Nagda Junction  
Tehsil Nagda  
District Ujjain  
Madhya Pradesh 456 335

### Parbhani

16. Vasmat Road  
Gate No. 803  
Near Water Filter Plant (Assola)  
Parbhani  
Maharashtra 431 401

### Pilibhit

17. Khasra No. 261  
Village Sandiya Mustakil  
Tehsil, Pargana & District Pilibhit  
Uttar Pradesh 262 001

### Ratlam

18. Survey No. 107/1-107/3  
Village Kharakhedi  
Tehsil & District Ratlam  
Madhya Pradesh 457 001

### Sehore

19. Khasra No. 208-209  
Village Rafiqganj  
Tehsil & District Sehore  
Madhya Pradesh 466 001

### Ujjain

20. Survey No. 433/3, 456 & 458  
Patwari Halka No. 19  
Village Kamed  
Tehsil Ghattia, District Ujjain  
Madhya Pradesh 456 001

### Vidisha

21. Survey No. 18  
Patwari Halka No. 35  
Village Bais  
Tehsil & District Vidisha  
Madhya Pradesh 464 001

### Wardha

22. Survey No. 151/1 & 151/4  
Mouza No. 17, Mouza Inzapur  
Tehsil & District Wardha  
Maharashtra 442 001

### Washim

23. Survey No. 104  
Patwari Halka No. 10  
Mouza Zakalwadi, Akola Road  
Taluka & District Washim  
Maharashtra 444 505

### Yavatmal

24. Bhumapan No. 15/2-H  
Village Parwa  
Taluka & District Yavatmal  
Maharashtra 445 001

## LIFESTYLE RETAILING

### Design & Technology Centre

#### Gurgaon

- 86, Industrial Estate, Phase I  
Udyog Vihar  
Gurgaon  
Haryana 122 016

### Wills Lifestyle Stores

#### Agra

1. ITC Mughal  
Taj Ganj  
Agra 282 001  
Tel No: 0562-4021836

#### Ahmedabad

2. Shop No. 3, Time Square Building  
C. G. Road, Navrangpura  
Ahmedabad 380 006  
Tel No: 079-26402303
3. Shop No. 231-232  
Iscon Mega Mall  
Near Iscon Temple  
Sarkhej National Highway  
Ahmedabad 380 054  
Tel No: 079-40026304
4. G-29, Alpha One  
Near Vastrapur Lake  
Vastrapur  
Ahmedabad 380 054  
Tel No: 079-40062323

### Aurangabad

5. Unit No. F-50, Plot No. P/80  
API Compound, Airport Road  
MIDC, Chikalthana  
Aurangabad 431 005  
Tel No: 0240-6618187

### Belgaum

6. CTS No. 4831/1, Opp. BIMS  
Dr. Ambedkar Road  
(Civil Hospital Road)  
Belgaum 590 001  
Tel No: 0831-4201422

### Bengaluru

7. No. 6, Brigade Road  
Bengaluru 560 001  
Tel No: 080-41123662
8. 664, Binnamangala  
First Stage, 100 Ft. Road  
Indira Nagar  
Bengaluru 560 038  
Tel No: 080-41715665
9. ITC Gardenia  
No. 1, Residency Road  
Bengaluru 560 025  
Tel No: 080-43455301
10. 11th Main, Sri Arcade  
No. 16 (Old No. 17)  
III Block East, Jayanagar  
Bengaluru 560 011  
Tel No: 080-41211435
11. Shop No. 102 & 103, First Floor  
The Forum Mall, Koramangala  
Hosur Main Road  
Bengaluru 560 029  
Tel No: 080-22067671
12. Shop No. 222, 2nd Floor  
Garuda Mall, Magarath Road  
Bengaluru 560 025  
Tel No: 080-40937784
13. Shop No. 67, Commercial Street  
Bengaluru 560 001  
Tel No: 080-41513477
14. Shop No. 03&04, Orion Mall  
Brigade Gateway  
Dr. Rajkumar Road  
Malleswaram  
Bengaluru 560 055  
Tel No: 09241131569

### Bhopal

15. GF-41, DB City  
M. P. Nagar  
Bhopal 462 011  
Tel No: 0755-6644244

### Bhubaneshwar

16. No. 794, Shaheed Nagar  
Janpath  
Bhubaneshwar 751 007  
Tel No: 0674-2544386

### Chandigarh

17. SCO 14, Sector 17E  
Chandigarh 160 017  
Tel No: 0172-6549856

### Chennai

18. 19, Ground Floor, Quaiser Tower  
Khader Nawaz Khan Road  
Nungambakkam  
Chennai 600 034  
Tel No: 044-28332515
19. Shop No. 6, Ground Floor  
Chennai Citi Centre  
10 & 11, Dr. Radhakrishna Salai  
Chennai 600 004  
Tel No: 044-43536214

20. Shop No. 23, Ampa Skyline Mall  
N. M. Road, Aminjikarai  
Chennai 600 029  
Tel No: 044-42082522
21. Shop No. S 109, Express Avenue  
49, 50L, Whites Road  
Royapettah  
Chennai 600 014  
Tel No: 044-28464431
22. Shop No. S 114, Express Avenue  
49, 50L, Whites Road  
Royapettah  
Chennai 600 014  
Tel No: 044-28464236

### Coimbatore

23. G-24, Brooke Fields Mall  
67-71, Krishnasamy Road  
Coimbatore 641 001  
Tel No: 0422-2255544

### Dehradun

24. 52/A, Rajpur Road  
Dehradun 248 001  
Tel No: 0135-2749941

### Ernakulam

25. Ground Floor, No. 40/7182  
M. G. Road  
Ernakulam 682 035  
Tel No: 0484-4028883

### Ghaziabad

26. Shop No. G-37  
Mahagun Metro Mall  
Plot No. VC-3, Vaishali  
Ghaziabad 201 010  
Tel No: 0120-6492890

### Gurgaon

27. Shop No. 17-20  
The Metropolitan  
Mehrauli - Gurgaon Road  
Gurgaon 122 002  
Tel No: 0124-4104444
28. Shop No. G 64 & 65  
Ambi Mall, Ambience Island  
National Highway No. 8  
Gurgaon 122 001  
Tel No: 0124-6460667

### Guwahati

29. Shop No. A,B,C,E,P  
Adam's Plaza, G.S. Road  
Christian Basti  
Guwahati 781 005  
Tel No: 0361-2349922

### Hyderabad

30. Shop No. G 4 & 5  
G. S. Chambers, Nagarjuna Circle  
Hyderabad 500 082  
Tel No: 040-66369200
31. Shop No. 1 & 2  
H. No. 3-6-108/2  
Kuchkulla House, Himayat Nagar  
Hyderabad 500 029  
Tel No: 040-64255160
32. Shop No. 11 & 12  
Lower Ground Floor  
Road No. 1, GVK Mall  
Banjara Hills  
Hyderabad 500 034  
Tel No: 040-44767660

### Indore

33. Shop No. 11, Ground Floor  
C-21 Mall  
Plot No. 94-104 & 300-303  
Scheme No. 54  
A. B. Road  
Indore 452 010  
Tel No: 0731-4095717

### Jaipur

34. Shop No. 41  
Gulab Niwas  
M. I. Road  
Jaipur 302 001  
Tel No: 0141-2365017
35. Shop No. G23-25  
Triton The Mega Mall  
Jhotwara Road  
Near Chomu Pulia  
Jaipur 302 012  
Tel No: 0141-5156731
36. Showroom No. 1  
SDC Monarch 236 & 237  
Amrapali Marg, Vaishali Nagar  
Jaipur 302 021  
Tel No: 0141-4020312

### Jalandhar

37. GF-18, Viva Collage Mall  
G. T. Road  
Jalandhar 144 005  
Tel No: 0181-3053222

### Jammu

38. 5 & 6 Residency Road  
Jammu 180 001  
Tel No: 0191-2573153

### Kanpur

39. Shop No. 8, 1st Floor  
Zsquare Mall  
16/113, M. G. Marg  
Bada Choraha  
Kanpur 208 001  
Tel No: 0512-2302975

### Kolkata

40. 19B, Shakespeare Sarani  
Kolkata 700 071  
Tel No: 033-22826102
41. C-008 & C-010, City Centre  
Block-DC, Sector 1  
Salt Lake City  
Kolkata 700 064  
Tel No: 033-23589152
42. Shop No. S026  
South City Mall  
375, Prince Anwar Shah Road  
Kolkata 700 068  
Tel No: 033-40072206
43. Tollygunge Club  
120, Deshapran Sasmal Road  
Kolkata 700 033  
Tel No: 033-24732316

### Lucknow

44. Shop No. 2108  
B-1, First Floor  
Fun Republic Mall  
Gomti Nagar  
Lucknow 226 010  
Tel No: 0522-4060666
45. Shop No. 25, Sahara Ganj  
Hazrat Ganj  
Shah Nazaf Road  
Lucknow 226 001  
Tel No: 0522-3062555
46. F-08, First Floor  
Phoenix United Mall  
Alambagh  
Lucknow 226 005  
Tel No: 0522-3295388

### Ludhiana

47. 85/4A, The Mall  
Ludhiana 141 001  
Tel No: 0161-2441423

48. Shop No. 44-45, 50-51  
First Floor, The Westend Mall  
Ferozpur Road  
Ludhiana 141 001  
Tel No: 0161-4644436

### Mumbai / Thane

49. Shop No. 2, 3 & 32  
Ruki Mahal Co-operative  
Housing Society Ltd.  
Colaba  
Mumbai 400 005  
Tel No: 022-22818261
50. G-24, Inorbit Mall  
Plot No. 39/1, Sector 30 A  
Vashi  
Navi Mumbai 400 705  
Tel No: 022-65251162
51. F-8 & 9, Inorbit Mall  
MindSpace, Malad Link Road  
Malad (West)  
Mumbai 400 064  
Tel No: 022-40032086
52. Unit No. 10, SSP Building  
Nirmal Lifestyle  
LBS Marg, Mulund (West)  
Mumbai 400 080  
Tel No: 022-66490407
53. Unit No. 4 & 5  
Skyzone Level 1, Block 2  
Phoenix Mills Compound  
462, Senapati Bapat Marg  
Lower Parel  
Mumbai 400 013  
Tel No: 022-40040603
54. Shop No. G11, Mega Mall  
Malad Linking Road  
Oshiwara, Andheri (West)  
Mumbai 400 104  
Tel No: 022-40167330
55. F21 & 22, Korum Mall  
Mangal Pandey Road  
Eastern Express Highway  
District Thane (West) 400 606  
Tel No: 022-25417474
56. Shop No. F 34  
Oberoi Mall, Goregaon (East)  
Mumbai 400 063  
Tel No: 022-28432127
57. Shop No. 124, Infinity Mall  
Link Road  
Malad (West)  
Mumbai 400 064  
Tel No: 022-67709125
58. Shop No. G6  
Phoenix Market City Mall  
L. B. S. Road  
Kurla (West)  
Mumbai 400 070  
Tel No: 022-61801415
59. Shop No. F 134  
Neptune Magnet Mall  
LBS Marg, Lower Powai  
Bhandup (West)  
Mumbai 400 078  
Tel No: 022-67250772
60. ITC Grand Central  
287, Dr. B. Ambedkar Road, Parel  
Mumbai 400 012  
Tel No: 022-67045301

### Nagpur

61. Jagat Millennium  
Amravati Road, Dharampeth  
Nagpur 440 014  
Tel No: 0712-6647195



## Shareholder Information

### Nashik

62. UG-Shop No. 7  
City Centre Mall  
Lawate Nagar, Untwadi  
Nashik 422 002  
Tel No: 0253-2232172

### New Delhi

63. F-41, South Extension - I  
New Delhi 110 049  
Tel No: 011-41648523
64. Plot No. 1B3  
Citi Centre Mall  
Sector 10, Twin District Centre 1  
Rohini  
New Delhi 110 085  
Tel No: 011-64640766
65. Shop No. 033, First Floor  
Pacific Mall  
Subhash Nagar  
New Delhi 110 018  
Tel No: 011-64707471
66. E-2, Inner Circle  
Connaught Place  
New Delhi 110 001  
Tel No: 011-64717773
67. M-12, Greater Kailash - I  
New Delhi 110 048  
Tel No: 011-29232555
68. ITC Maurya  
Sardar Patel Marg  
Diplomatic Enclave  
New Delhi 110 021  
Tel No: 011-46215365
69. Shop No. GF 10 & 11  
TDI Mall, Plot No.11  
Shivaji Place  
Rajouri Garden  
New Delhi 110 027  
Tel No: 011-64643239
70. Select Citywalk, G 3 & 4  
Ground Floor  
Plot No. A3  
District Centre Saket  
New Delhi 110 017  
Tel No: 011-42658267

### Noida

71. Shop No. G 32, Unitech Mall  
Noida Amusement Park  
Sector 38A, Great India Place  
Noida 201 301  
Tel No: 0120-6492889
72. F-14, Sector 18  
Noida 201 301  
Tel No: 0120-6491802

### Panjim

73. 3293, M. G. Road  
Panjim 403 001  
Tel No: 0832-6641222

### Patna

74. Shop No. G 06 & 07, P & M Mall  
Patliputra Industrial Area, Kurji  
Patna 800 014  
Tel No: 0612-2270710

### Pune

75. 1204/22, Ground Floor  
Shivaji Nagar  
Junglee Maharaj Road  
Pune 411 004  
Tel No: 020-66019401
76. 11, Moledina Road  
Pune 411 001  
Tel No: 020-26121222

77. Shop No. FF 3B  
Kumar Pacific Mall  
Shankar Seth Road, Gultekdi  
Pune 411 042  
Tel No: 020-66095775
78. G-32, Koregaon Park Plaza Mall  
Koregaon Park  
North Main Road  
Pune 411 001  
Tel No: 020-30530195
79. WB-GF 13, Amanora Town Centre  
Amanora Park Township  
Hadapsar, Taluka Haveli  
Pune 411 028  
Tel No: 020-67267847

### Raipur

80. Unit No. 12, City Mall 36  
G. E. Road, NH 06  
Raipur 492 001  
Tel No: 0771-6454545
81. Shop No. G19/20, Ground Floor  
Chattisgarh City Centre Mall, Pandri  
Raipur 492 001  
Tel No: 0771-2582943

### Ranchi

82. Shop No. 1  
Eastern Block of Second Floor  
GEL Church-Commercial Complex  
Main Building, Main Road  
Ranchi 834 001  
Tel No: 0651-2330909

### Siliguri

83. Shop No. 20 & 21  
Lower Ground Floor  
Cosmos Mall, Sevoke Road  
Siliguri 734 001  
Tel No: 0353-2545254
84. Unit No. E 0007, City Centre  
The Uttarayan Township  
NH 31, Matigara  
Siliguri 734 010  
Tel No: 0353-6502370

### Surat

85. Shop No. 312 & 313  
Second Floor, Iscon Prozone Mall  
Domas Road  
Surat 395 007  
Tel No: 0261-6454599

### Vadodara

86. Shop No. 42-44  
Siddharth Complex  
R. C. Dutt Road, Alkapuri  
Vadodara 390 005  
Tel No: 0265-2325756
87. Centre Square Mall  
Near Genda Circle  
Sarabhai Road, Wadi-Wadi  
Vadodara 390 007  
Tel No: 0265-6453740

### Visakhapatnam

88. The Landmark, Shop No. G-4  
Block No. 9, Waltair Road  
Waltair Uplands  
Visakhapatnam 530 019  
Tel No: 0891-6645672

### John Players Stores\*

#### Bengaluru

89. No. 12/29, Gentry Plaza  
11th Main, 4th Block  
Jayanagar  
Bengaluru 560 011  
Tel No: 080-41103337

90. Shop No. 8-9, Total Mall  
Madiwala  
Bengaluru 560 068  
Tel No: 080-41730902

91. 174, Brigade Road  
Bengaluru 560 001  
Tel No: 080-41512823

92. Shop No. 383  
2nd Main Road  
Sampige Road  
Malleswaram  
Bengaluru 560 003  
Tel No: 080-42199528

93. Shop No. 38  
Total Mall  
Sarjapur Road  
Bengaluru 560 037  
Tel No: 080-41486573

94. Shop No. 465, 1st Block  
3rd Stage, 80 Ft. Road  
Basaveshwaranagar  
Bengaluru 560 079  
Tel No: 080-41737314

#### Chennai

95. Shop No. 68 (Old No. 89)  
Sir Thygaraya Road  
Pondy Bazaar, T. Nagar  
Chennai 600 017  
Tel No: 044-43502651
96. Shop No. 129A  
Spencer Plaza, Phase III  
First Floor, 769, Anna Salai  
Chennai 600 002  
Tel No: 044-28492449
97. Shop No. 145, AA Block  
Third Avenue, Anna Nagar  
Chennai 600 040  
Tel No: 044-42170005
98. No. 3/109, 100 Feet Road  
Velacherry  
Chennai 600 042  
Tel No: 044-22447565
99. PC 5, Bazaar Road  
Collector Nagar  
Mogapair East  
Chennai 600 037  
Tel No: 044-43550425
100. Shop No. 141, Plot No. 616  
LB Road, Thiruvamyur  
Chennai 600 020  
Tel No: 044-42117806

#### Hyderabad

101. Shop No. 211, Second Floor  
City Centre  
Banjara Hills  
Hyderabad 500 034  
Tel No: 040-66662221
102. Shop No. 16-11-704/5/A/9 & 10  
Opp. Kala Niketan  
Dilsukhnagar  
Hyderabad 500 060  
Tel No: 040-66562102
103. Shop No. 1, MIG No. 329  
Main Road, Dr. A. S. Rao Nagar  
Hyderabad 500 062  
Tel No: 09247070250
104. D.No. 3-6-138/5 & 6  
Papalal Chambers, Main Road  
Himayat Nagar  
Hyderabad 500 029  
Tel No: 040-23264249

### Kolkata

105. Shop No. 221, Mani Square Mall  
164/1 Maniktala Main Road  
Kolkata 700 054  
Tel No: 0908888008
106. 6/1, Lindsay Street  
Kolkata 700 087  
Tel No: 033-22497887
107. 200/2C, Rashbehari Avenue  
Gariahat  
Kolkata 700 029  
Tel No: 033-24664928
108. 8, Brahma Samaj Road  
Behala  
Kolkata 700 034  
Tel No: 033-24989752
109. 97, K. N. C. Road  
Barasat  
Kolkata 700 124  
Tel No: 09830055468
110. 138/1, Bidhan Sarani  
Shyam Bazaar  
Kolkata 700 004  
Tel No: 033-65267891
111. P-12, New Howrah Bridge  
Approach Road  
Kolkata 700 001  
Tel No: 033-22343779
112. P/157/1, CIT Road  
Scheme-VII-M, Ultadanga Crossing  
Kolkata 700 054  
Tel No: 033-65295719

### Mumbai / Thane

113. Shop No. 20  
Shahid Bhagat Singh Road, Colaba  
Mumbai 400 001  
Tel No: 022-22876454
114. Nakshatra Mall  
Unit No. 21, 22, 23 & 24  
Ranade Road, Dadar  
Mumbai 400 028  
Tel No: 022-24360794
115. Shop No. 2 & 2A, First Floor  
Akshay Plaza Co-operative Society  
Chembur  
Mumbai 400 071  
Tel No: 022-25290004
116. Shop No. 1-4, Nadiadwala Chawl  
SV Road, Opp. Paaneri  
Andheri (West)  
Mumbai 400 058  
Tel No: 022-26203990
117. Shop No. F-23, Centre One  
Sector No. 30-A  
Near Vashi Railway Station  
Navi Mumbai 400 705  
Tel No: 022-64481500
118. 107 / 108, First Floor  
Little World Mall, Sector 2  
Kharghar  
Mumbai 410 210  
Tel No: 09022949391
119. Shop No. 1, Geetanjali Apartment  
R. C. Patel Road, Chandarvakar Lane  
Borivali West  
Mumbai 400 092  
Tel No: 022-28946880
120. Shop No. 4, Ground Floor  
Eternity Mall  
Near Eastern Expressway  
Tin Hath Naka  
District Thane (West) 400 601  
Tel No: 022-25801526

121. Shop No. 9, Pratik Avenue  
Nehru Road  
Vile Parle (East)  
Mumbai 400 057  
Tel No: 022-26136111
122. Shop No. 21 & 25 GF  
Kasturi Plaza Shopping Centre  
Manpada Road  
Dombivli (East)  
Mumbai 421 201  
Tel No: 0251-2863932
123. Gala No. 3  
265-A, N.C. Kelkar Road  
Shivaji Park, Dadar (West)  
Mumbai 400 028  
Tel No: 022-24313618
124. Shop No. 18, 1st Floor  
R - Mall, Ghodbunder Road  
Thane (West)  
Thane 400 606  
Tel No: 09223694777

### New Delhi / NCR

125. D-35, Lajpat Nagar  
Central Market - II  
New Delhi 110 024  
Tel No: 011-29830440
126. E-149, Kamla Nagar  
New Delhi 110 007  
Tel No: 011-47036020
127. Shop No. 7/2, West Patel Nagar  
New Delhi 110 008  
Tel No: 011-25889043
128. F-16, District Centre  
Janak Place, Janakpuri  
New Delhi 110 058  
Tel No: 011-25618031
129. G-54, Laxmi Nagar  
Vikas Marg  
New Delhi 110 092  
Tel No: 011-22542495
130. Shop No. FF 101 & 102  
Plot No. 12, V3S, Laxmi Nagar  
District Centre  
New Delhi 110 092  
Tel No: 011-22446327
131. 13/29-30, Rachna Building  
Ajmal Khan Road, Karol Bagh  
New Delhi 110 005  
Tel No: 011-25810440
132. Shop No. 188  
Sarojini Nagar Market  
New Delhi 110 023  
Tel No: 011-24676188
133. G-4, Bhagwati Plaza  
Plot No.12, Sector 5  
Dwarka  
New Delhi 110 075  
Tel No: 011-45700997
134. Shop No. FF-12, 2nd Floor  
MGF City Square  
Rajouri Garden  
New Delhi 110 027  
Tel No: 011-47131809
135. E-2/5, Ground Floor  
Malviya Nagar, Main Road  
New Delhi 110 017  
Tel No: 011-46108386
136. Shop No. 1  
Jwala Heri Market  
Paschim Vihar  
New Delhi 110 063  
Tel No: 011-25277346

137. 154, Sarojini Nagar Market  
New Delhi 110 023  
Tel No: 011-24670783
138. B6/1, Lal Quarter Market  
Krishna Nagar  
New Delhi 110 053  
Tel No: 09910171882
139. 6/12, Roshan Garden  
Shivaji Park, Najafgarh  
New Delhi 110 043  
Tel No: 011-25323270
140. Shop No. G-4, G-5, Plot No. 15  
Sector 5, Dwarka  
New Delhi 110 075  
Tel No: 09717922927
141. D-12/201, Sector - 8  
Rohini  
New Delhi 110 085  
Tel No: 09811251577
142. Shop No. 4-6, Arjun Plaza  
Jagat Farm, Gamma - 1  
Greater Noida 201 301  
Tel No: 0120-2322563
143. Shop No. GB09  
Ground Floor  
Ansal Crown Plaza  
Sector 15A  
Faridabad 121 002  
Tel No: 0129-4013013
144. P-16, Pandav Nagar  
Mayur Vihar Phase - 1  
New Delhi 110 091  
Tel No: 011-22759456
145. Shop No. 3, SRS Multiplex  
Sector 12, Main Mathura Road  
Faridabad 121 007  
Tel No: 0129-4090100
146. Shop No. 30  
Mahagun Metro Mall  
Plot No. VC-3, Vaishali  
Ghaziabad 201 010  
Tel No: 0120-4287684
147. 17, New Gandhi Nagar  
Ghaziabad 201 001  
Tel No: 0120-4316713
148. Shop Nos. 16, 17, 46 & 47  
Shipra Mall, Plot No. 9  
Vaibhav Khand  
Indirapuram  
Ghaziabad 201 012  
Tel No: 0120-4310466
149. Shop No. AG-84, Etan Floor  
Ansal Plaza  
Greater Noida 201 308  
Tel No: 0120-4237981
150. Shop No. G-35, Sector - 18  
Noida 201 301  
Tel No: 0120-4131686
151. Shop No. 118, Ground Floor  
Spice Mall, Sector-25A  
Noida 201 301  
Tel No: 0120-4205884
152. UG 03, Upper Ground Floor  
DT Mega Mall  
Golf Course Road, DLF Phase 1  
Gurgaon 122 002  
Tel No: 0124-4246065
153. UG 08, Upper Ground Floor  
Ansal Mall, Palam Vihar  
Gurgaon 122 001  
Tel No: 9871793574

\* In addition to the above, there are over 275 John Players Stores spread across the country in other cities/towns.

## Shareholder Referencer

### Unclaimed Dividend

Unclaimed dividend for the years prior to and including the financial year 2003-04 has been transferred to the General Revenue Account of the Central Government / the Investor Education and Protection Fund established by the Central Government (IEPF), as applicable.

Shareholders who have not encashed their dividend warrants relating to financial year(s) up to and including 1993-94 may claim such dividend (transferred to the General Revenue Account) from the Registrar of Companies, West Bengal, Government of India, Nizam Palace, 2nd MSO Building, 2nd Floor, 234/4 A.J.C. Bose Road, Kolkata 700 020, by applying in the prescribed form. This form can be downloaded from the Company's corporate website [www.itcportal.com](http://www.itcportal.com) under the section 'Investor Relations' or can be furnished by the Investor Service Centre of the Company (ISC) on request.

The dividend for the undernoted years, if remaining unclaimed for 7 years, will be statutorily transferred by the Company to IEPF in accordance with the schedule given below. Communication has been sent by the Company to the concerned Shareholders advising them to write to ISC with respect to their unclaimed dividend. Attention is drawn that the unclaimed dividend for the financial year 2004-05 is due for transfer to IEPF on 3rd September, 2012.

Once unclaimed dividend is transferred to IEPF, no claim shall lie in respect thereof.

Financial Year	Dividend Identification No.	Date of Declaration of Dividend	Total Dividend (₹)	Unclaimed Dividend as on 31/03/2012		Due for transfer to IEPF on
				(₹)	%	
2004-05	75th	29th July, 2005	7,73,24,56,356.00	3,82,43,305.00	0.49	3rd September, 2012*
2005-06	76th	21st July, 2006	9,95,12,91,267.00	5,23,69,271.00	0.53	26th August, 2013
2006-07	77th	27th July, 2007	11,66,29,29,029.00	7,01,79,404.00	0.60	1st September, 2014
2007-08	78th	30th July, 2008	13,19,01,73,540.00	7,42,97,839.00	0.56	4th September, 2015
2008-09	79th	24th July, 2009	13,96,53,10,312.00	8,19,29,541.00	0.59	29th August, 2016
2009-10	80th	23rd July, 2010	38,18,17,67,900.00	22,16,65,060.00	0.58	29th August, 2017
2010-11	81st	29th July, 2011	34,43,47,81,921.00	21,98,15,823.00	0.64	4th September, 2018

\* It will not be possible to entertain any claim received by ISC after 31st August, 2012.

### Unclaimed Shares

As required under Clause 5A(II) of the Listing Agreement with Stock Exchanges:

- The Company, on 28th March, 2012, transferred 91,61,791 unclaimed shares held in the physical form in 4,234 accounts to a demat account 'ITC Limited - Unclaimed Suspense Account';
- Prior to such dematerialisation, the Company had sent three reminders to the concerned Shareholders in June 2011, September 2011 and February 2012 requesting them to lodge their claims for such shares.

Voting rights in respect of the aforesaid shares, the status of which was unchanged as on 31st March, 2012, will remain frozen till the time such shares are claimed by the concerned Shareholders.

### Service of documents through Electronic Mode

In furtherance of the Green Initiative in Corporate Governance announced last year by the Ministry of Corporate Affairs, Government of India, the Company has sent a communication to all Shareholders requesting them to register their e-mail addresses with the Company for receiving the Report and Accounts, Notices etc. in electronic mode. Shareholders who have not yet registered their e-mail addresses are once again requested to register the same with the Company. The form for such registration can be downloaded from the Company's corporate website under the section 'Investor Relations' or can be furnished by ISC on request.

Shareholders who have registered their e-mail addresses with the Company would still be entitled to receive physical copies of the Report and Accounts, Notices etc. on making a specific request for the same to ISC at any point of time.

### Bank Details

Shareholders holding shares in the physical form are requested to notify / send the following to ISC to facilitate better servicing:

- any change in their address / mandate / bank details / e-mail address, and
- particulars of the bank account in which they wish their dividend to be credited, in case the same have not been furnished earlier.

Shareholders are advised that bank details as furnished by them or by NSDL / CDSL to the Company, for shares held in the physical form and in the dematerialised form respectively, will be printed on the dividend warrants as a measure of protection against fraudulent encashment.

In the event Shareholders wish to receive dividend in a bank account other than the one specified by them while opening their Depository Account, they may advise the same to their Depository Participants (DPs).

### Permanent Account Number (PAN)

Shareholders holding shares in the physical form are advised that SEBI has made it mandatory that copy of PAN Card is to be furnished in the following cases:

- i) Transferees' PAN Cards for transfer of shares,
- ii) Legal heirs' PAN Cards for transmission of shares,
- iii) Surviving joint holders' PAN Cards for deletion of name of deceased Shareholder, and
- iv) Joint holders' PAN Cards for transposition of shares.

### Remittance of Dividend through National Electronic Clearing Service (NECS)

The Company provides the facility for remittance of dividend to the Shareholders through NECS. This facility can be availed by Shareholders across the country provided they maintain accounts with those branches of the banks which have implemented the Core Banking System (CBS) and participated in the NECS facility extended by the RBI.

Shareholders who have not availed the NECS facility so far and wish to avail the same may -

#### For shares held in Dematerialised Form

- Have their new bank account number under CBS updated with their respective DPs.

#### For shares held in Physical Form

- Send their NECS mandate in the prescribed form to the Company, which can be downloaded from the Company's corporate website under the section 'Investor Relations' or can be furnished by ISC on request.

### Nomination Facility

Shareholders who hold shares in the physical form and wish to make any nomination / change nomination made earlier in respect of their shareholding in the Company, should submit to ISC the prescribed Form 2B. This Form can be downloaded from the Company's corporate website under the section 'Investor Relations' or can be furnished by ISC on request.

### Depository Services

Shareholders may write to the respective Depository or to ISC for guidance on depository services.

#### Address for Correspondence with Depositories

National Securities Depository Limited  
Trade World, 'A' Wing, 4th & 5th Floors  
Kamala Mills Compound  
Senapati Bapat Marg, Lower Parel  
Mumbai 400 013

Telephone no. : 022-2499 4200  
Facsimile no. : 022-2497 6351  
e-mail : info@nsdl.co.in  
website : www.nsdl.co.in

Central Depository Services (India) Limited  
Phiroze Jeejeebhoy Towers, 17th Floor  
Dalal Street  
Fort  
Mumbai 400 001

Telephone no. : 022-2272 3333  
Facsimile no. : 022-2272 3199  
e-mail : investors@cdslindia.com  
website : www.cdslindia.com

#### Address for Correspondence with ISC

Investor Service Centre  
ITC Limited  
37 Jawaharlal Nehru Road  
Kolkata 700 071  
India

Telephone nos. : 033-2288 6426 / 2288 0034  
Facsimile no. : 033-2288 2358  
e-mail : isc@itc.in  
website : www.itcportal.com

Shareholders holding shares in the dematerialised form should address their correspondence to their respective DPs, other than for dividend and Report and Accounts which should be addressed to ISC.

In all correspondence with ISC, account numbers / DP ID & Client ID numbers should be furnished to facilitate prompt response. Shareholders are requested to also provide their e-mail addresses and telephone / fax numbers.