

Shareholder Information

AGM Details

Date	Friday, 26th July, 2013
Venue	Science City Main Auditorium JBS Haldane Avenue Kolkata 700 046
Time	10.00 a.m.
Book Closure Dates	Tuesday, 4th June, 2013 to Friday, 7th June, 2013 (both days inclusive)
Dividend Payment Date	Monday, 29th July, 2013

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, 2013. 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 two complaints during the financial year ended 31st March, 2013, one relating to dividend and the other on change of resident status. Both the complaints have been promptly resolved.

National Stock Exchange, Bombay Stock Exchange and Calcutta Stock Exchange have confirmed that there were no investor complaints pending against the Company at the end of each quarter, as also on 31st March, 2013. Similar was the position 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

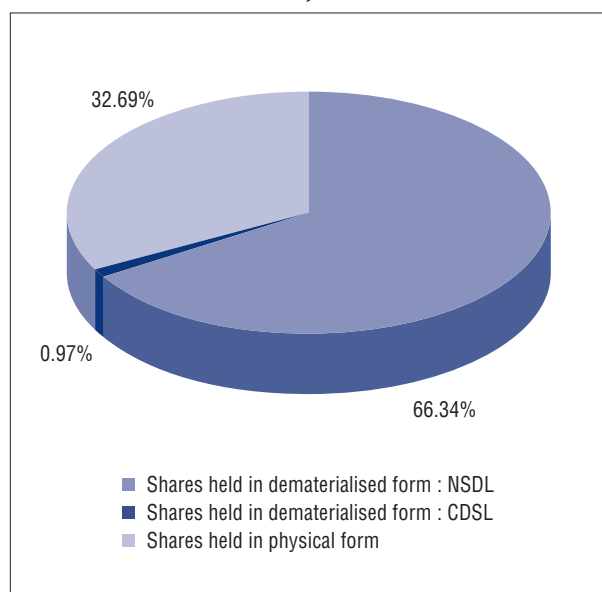
The shares of the Company are available for trading in the dematerialised form under both the Depository Systems in India – NSDL and CDSL. The International Securities Identification Number (ISIN) allotted to the Company's shares under the Depository System is INE154A01025. The annual custody fees for the financial year 2013-14 have been paid to NSDL and CDSL, the Depositories.

During the year, 2,38,26,191 shares of the Company, covered in 2,727 requests and constituting 0.3% of the issued and subscribed Share Capital of the Company, were dematerialised. 5,31,87,55,002 shares of the Company constituting 67.31% of the issued and subscribed Share Capital stand dematerialised as on 31st March, 2013. The processing activities with respect to requests received for dematerialisation are generally completed within one to four working days.

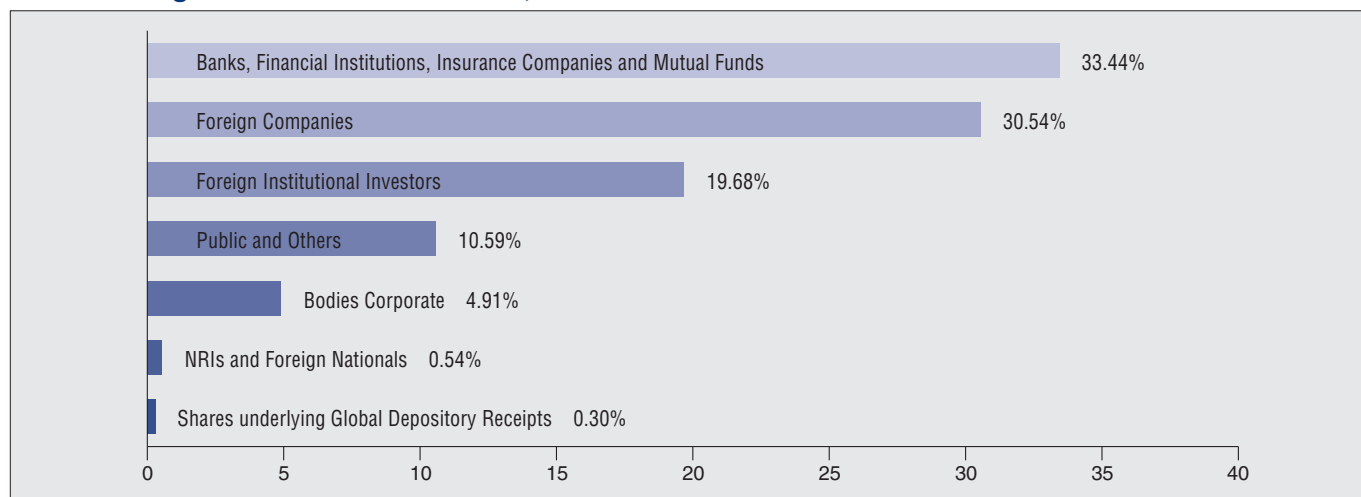
The Company's shares are among the most liquid and actively traded shares on the Indian Stock Exchanges and consistently rank among the top frequently traded shares, both in terms of number of shares traded as well as in terms of value. The Company's market capitalisation stood at ₹ 2,44,522 crores (US\$ 45.04 billion) on 31st March, 2013 as compared to ₹ 1,77,400 crores (US\$ 34.87 billion) on 31st March, 2012.

Distribution of Shareholding as on 31st March, 2013

No. of Shares Slab	No. of Shareholders				No. of Shares					
	Physical	Demat	Total	%	Physical	%	Demat	%	Total	%
1 – 5000	28,633	3,44,322	3,72,955	90.99	3,23,48,669	0.41	14,67,09,976	1.86	17,90,58,645	2.27
5001 – 10000	4,795	12,829	17,624	4.30	3,34,46,578	0.42	9,17,69,535	1.16	12,52,16,113	1.58
10001 – 20000	2,126	7,597	9,723	2.37	3,11,19,945	0.39	11,03,43,287	1.40	14,14,63,232	1.79
20001 – 30000	603	2,763	3,366	0.82	1,45,57,776	0.19	6,81,84,569	0.86	8,27,42,345	1.05
30001 – 40000	283	1,369	1,652	0.40	98,33,785	0.13	4,76,61,692	0.60	5,74,95,477	0.73
40001 – 50000	241	827	1,068	0.26	1,11,04,450	0.14	3,75,61,810	0.48	4,86,66,260	0.62
50001 – 100000	269	1,518	1,787	0.44	1,84,26,305	0.23	10,58,83,462	1.34	12,43,09,767	1.57
100001 and above	99	1,598	1,697	0.42	2,43,22,40,600	30.78	4,71,06,40,671	59.61	7,14,28,81,271	90.39
Total	37,049	3,72,823	4,09,872	100.00	2,58,30,78,108	32.69	5,31,87,55,002	67.31	7,90,18,33,110	100.00

Shares held in Physical and Dematerialised form as on 31st March, 2013

Categories of Shareholders as on 31st March, 2013

Category	No. of Shares held	%
(A) Institutional Shareholding		
Banks, Financial Institutions, Insurance Companies and Mutual Funds	2,64,27,46,913	33.44
Foreign Institutional Investors	1,55,51,45,441	19.68
Qualified Foreign Investors	8,098	...
Sub-Total (A)	4,19,79,00,452	53.12
(B) Non-Institutional Shareholding		
Foreign Companies	2,41,31,15,039	30.54
NRIs and Foreign Nationals	4,25,40,308	0.54
Bodies Corporate	38,82,61,712	4.91
Public and Others	83,65,21,506	10.59
Sub-Total (B)	3,68,04,38,565	46.58
Public Shareholding (A + B)	7,87,83,39,017	99.70
Shares underlying Global Depository Receipts	2,34,94,093	0.30
Total	7,90,18,33,110	100.00

Shareholding Pattern as on 31st March, 2013


Shareholder Information

Top Ten Shareholders as on 31st March, 2013

Sl. No.	Name of the Shareholder	No. of Shares held	%
1	Tobacco Manufacturers (India) Limited	1,98,55,64,880	25.13
2	Life Insurance Corporation of India	96,18,42,593	12.17
3	Specified Undertaking of the Unit Trust of India	89,67,24,540	11.35
4	Myddleton Investment Company Limited	32,42,07,960	4.10
5	The New India Assurance Company Limited	16,02,77,033	2.03
6	General Insurance Corporation of India	14,40,00,540	1.82
7	The Oriental Insurance Company Limited	12,84,67,513	1.63
8	National Insurance Company Limited	11,95,62,220	1.51
9	Rothmans International Enterprises Limited	10,33,03,260	1.31
10	ICICI Prudential Life Insurance Company Limited	8,38,78,495	1.06

Global Depository Receipts

Pursuant to the offer of Global Depository Receipts (GDRs) made in 1993 by the Company, 2,34,94,093 GDRs, representing 2,34,94,093 underlying shares of the Company i.e. 0.3% of the issued and subscribed Share Capital, were outstanding as on 31st March, 2013.

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 2013 has been paid to the said Exchange.

Listing of Shares on Stock Exchanges with Stock Code

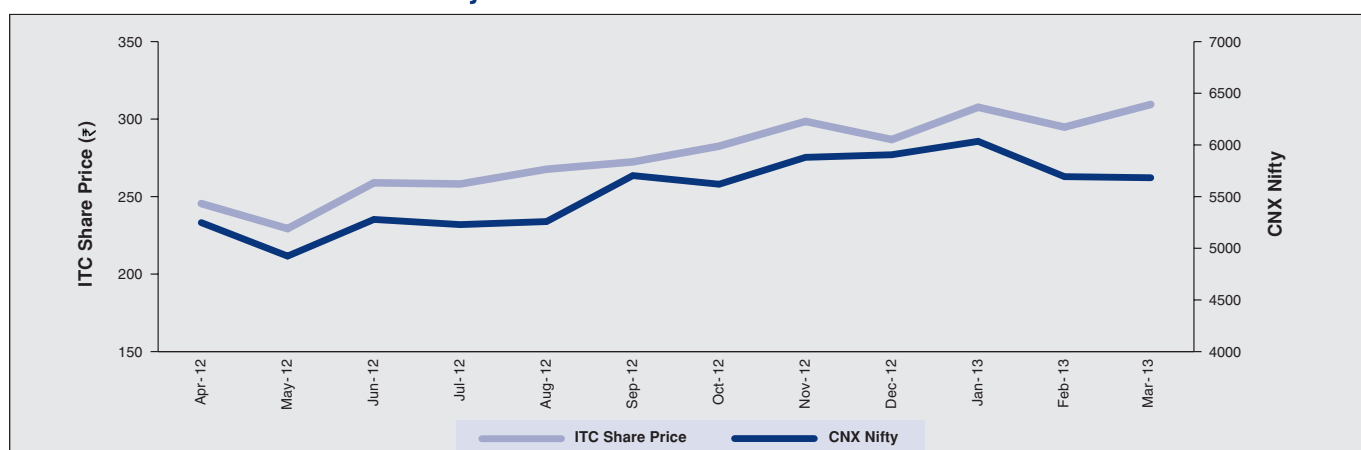
Stock Exchange	Stock Code
National Stock Exchange of India Ltd. (NSE) Exchange Plaza, Plot No. C/1, G Block Bandra-Kurla Complex, Bandra (E) Mumbai 400 051 Telephone nos. : 022-2659 8100-14 Facsimile no. : 022-2659 8120 e-mail : ignse@nse.co.in website : www.nseindia.com	ITC
BSE Ltd. (BSE) Phiroze Jeejeebhoy 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. : 033-4025 3000 Facsimile no. : 033-4025 3030 e-mail : cseisc@cse-india.com website : www.cse-india.com	10000018

The Listing Fees for the financial year 2013-14 have been paid to the aforesaid Stock Exchanges.

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

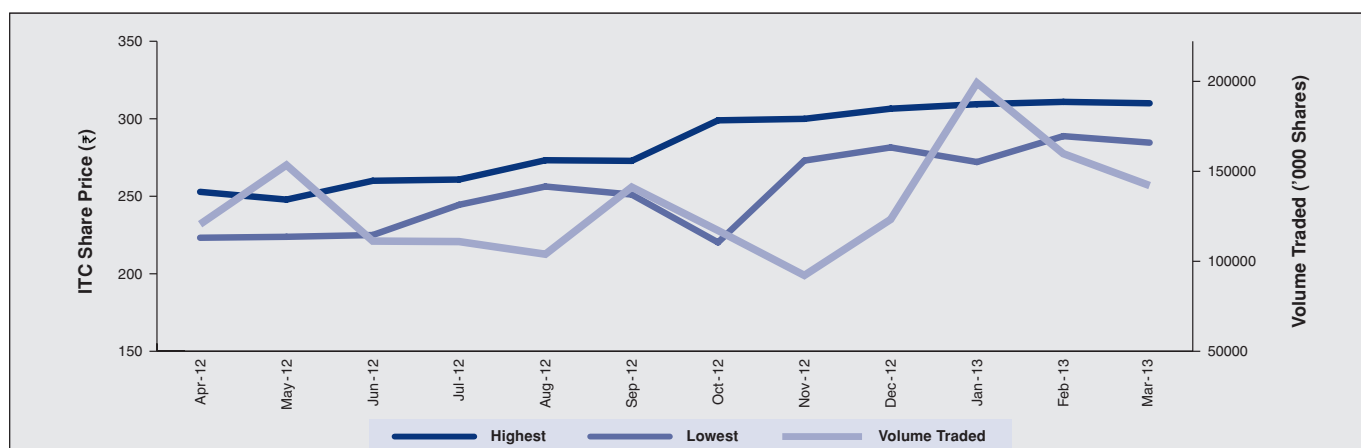
Monthly High and Low Quotes and Volume of Shares traded on NSE, BSE, CSE and GDRs on Luxembourg Stock Exchange (LSE)

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.)
2012 APRIL	252.85	223.25	120608	252.80	223.30	8169	Nil	Nil	Nil	4.78	4.45	51
MAY	247.85	223.85	153494	247.85	224.25	9050	240.00	225.00	4	4.65	4.11	36
JUNE	260.00	225.00	111243	259.95	225.00	6033	Nil	Nil	Nil	4.66	4.07	Nil
JULY	260.80	244.50	110963	260.90	244.60	6248	Nil	Nil	Nil	4.70	4.46	7
AUGUST	273.25	256.30	103947	271.50	256.50	9018	Nil	Nil	Nil	4.85	4.55	20
SEPTEMBER	272.85	251.10	141228	272.50	251.10	6383	Nil	Nil	Nil	5.15	4.69	7
OCTOBER	299.00	220.25	117119	299.20	267.70	7820	Nil	Nil	Nil	5.53	5.18	55
NOVEMBER	299.95	273.00	92178	299.00	273.05	4893	Nil	Nil	Nil	5.50	4.98	2
DECEMBER	306.50	281.50	123289	306.50	282.00	10085	Nil	Nil	Nil	5.63	5.22	8
2013 JANUARY	309.40	272.10	199148	308.75	272.20	10530	Nil	Nil	Nil	5.77	5.00	Nil
FEBRUARY	310.90	288.80	159824	310.75	288.40	5555	Nil	Nil	Nil	5.85	5.37	58
MARCH	310.00	284.60	142088	310.00	285.20	6534	Nil	Nil	Nil	5.69	5.25	142

ITC Share Price vis-à-vis CNX Nifty


Note – Indicates monthly closing positions.

During the financial year 2012-13, the Company's shares have outperformed the market. While the CNX Nifty has risen by over 7%, the Company's share price has risen by over 36%.

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)
2012-13	5.25 *	4148.46	705.03	4853.49
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

* 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 2013-14		
1	First Quarter Results	July 2013
2	Second Quarter and Half-Year Results	October 2013
3	Third Quarter Results	January 2014
4	Fourth Quarter and Annual Results	May 2014

Particulars of past three AGMs

AGM	Financial Year	Venue	Date	Time	Special Resolutions passed
101st	2011-12	Science City	27/07/2012	10.00 a.m.	● Appointment of Auditors.
100th	2010-11	Main Auditorium JBS Haldane	29/07/2011	10.30 a.m.	● Appointment of Auditors.
99th	2009-10	Avenue Kolkata 700 046	23/07/2010	10.30 a.m.	<ul style="list-style-type: none"> ● 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.

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. ITC Grand Chola*
63, Mount Road, Guindy
Chennai 600 032
5. My Fortune, Chennai
Cathedral Road
Chennai 600 086

Jaipur

6. ITC Rajputana*
Palace Road
Jaipur 302 006

Kolkata

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

Mumbai

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

New Delhi

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

Licensed Hotels

Kota

12. WelcomHeritage
Umed Bhawan Palace
Palace Road
Kota 324 001

Port Blair

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

Vadodara

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

Hotels Under Operating Services

Aurangabad

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

Chennai

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

Hyderabad

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

Visakhapatnam

18. 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, District Mysore
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
District Medak
Andhra Pradesh 502 325

Sarapaka

2. Sarapaka Village
District Khammam
Andhra Pradesh 507 128

Thekkampatty

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

Tribeni

4. Village & Post Chandrahati
District Hooghly
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

CHOUPAL SAAGARS - RURAL SERVICES CENTRES

Amravati

1. Old Survey No. 12/5A, 12/6 & 12/7
Gat No. 19
Patwari Halka No. 48
Mouza Degaon
Pargana Nandgaon Peth
Taluka & District Amravati
Maharashtra 444 901

Badaun

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

Bahraich

3. Khasra No. 475-476, 477 (Part),
496-kha (Part), 497, 498 (Part),
500-Mi, 501-505, 507 & 509
Village Mohammad Nagar
Tehsil, Pargana & District Bahraich
Uttar Pradesh 271 801

Chandouli

4. Khasra No. 57-62 & 641
Village Muhatapur, 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. Survey No. 16/1-16/2 & 16/4-16/7 Settlement No. 7 Patwari Halka No. 34, R.I. Circle Village Imaliya Bohata, Chindwara - I Tehsil & District Chindwara Madhya Pradesh 480 001

Dewas

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

Dhar

7. Survey No. 438, Patwari Halka No. 13 Village Jaitpura Tehsil & District Dhar Madhya Pradesh 454 001

Gonda

8. Arazi No. 420 (Part), 421-424, 427-428, 431, 433-434, 442-446, 447 (Part), 448 (Part), 450-456, 456 (kha) & 457 (Part) Village Haripur Tehsil & District Gonda Uttar Pradesh 271 001

Hardoi

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

Hathras

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

Itarsi

11. Survey No. 309/1, 310/2 & 310/3 Patwari 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 Amethi Uttar Pradesh 227 817

Mandsaur

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

Mhow

14. Survey No. 188/2, 189/1, 189/2, 189/4, 190/1, 191 & 192/2 Patwari Halka No. 20 Village Gawli Palasia Vikaskhand Mhow Tehsil Mhow, District Indore Madhya Pradesh 453 441

Nagda

15. Khasra No. 1393 (Part)-1394 (Part), 1396/1 & 1397/1 Patwari Halka No. 18 Village Padliya Kala Tehsil Nagda, District Ujjain Madhya Pradesh 456 335

Parbhani

16. Gat No. 803 Village Asola Tehsil & District Parbhani Maharashtra 431 401

Pilibhit

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

Ratlam

18. Survey No.107/1- 107/3 R.I. Circle No. 5, Moondri Patwari Halka No. 31 Village Kharakhedi Tehsil & District Ratlam Madhya Pradesh 457 001

Sehore

19. Khasra No. 208 - 209 Patwari Halka No. 36 Village Rafiqganj Tehsil & District Sehore Madhya Pradesh 466 001

Ujjain

20. Survey No. 433/3, 456 & 458 R.I. Circle No. 2 Patwari Halka No. 19 Village Kamed Tehsil Ghattia, District Ujjain Madhya Pradesh 456 001

Vidisha

21. New Revenue Survey No. 18 & 18/2 Patwari Halka No. 35 & 45 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 Taluka & District Washim Maharashtra 444 505

Yavatmal

24. Bhumapan Kramank 15 Bhumapan Kramank Upvibhag 2A Village Parwa Taluka & District Yavatmal Maharashtra 445 001

LIFESTYLE RETAILING

Design & Technology Centre

Manesar

- Plot No. 3, Sector 5
IMT Manesar, Gurgaon
Haryana 122 050

Wills Lifestyle Stores

Agra

1. ITC Mughal Taj Ganj Agra 282 001
Tel No: 0562-4021836
2. Shop No. 2/216 A Swadeshi Bima Nagar M. G. Road Agra 282 001
Tel No: 0562-2520552

Ahmedabad

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

5. G-29, Alpha One Near Vastrapur Lake, Vastrapur Ahmedabad 380 054
Tel No: 079-40062323

Belgaum

6. CTS No. 4831/1 Dr. Ambedkar 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 Indiranagar 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. 222, 2nd Floor Garuda Mall, Magarath Road Bengaluru 560 025
Tel No: 080-40937784
12. Shop No. 67, Commercial Street Bengaluru 560 001
Tel No: 080-41513477
13. Shop Nos. 03 & 04, Orion Mall Brigade Gateway, Dr. Rajkumar Road Malleswaram Bengaluru 560 055
Tel No: 080-22682022

Bhopal

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

Bhubaneshwar

15. No. 1, Janpath, Shiryra Square Bhubaneshwar 751 001
Tel No: 0674-2380831

Chandigarh

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

Chennai

17. Shop No. 19, Ground Floor Quaiser Tower Khader Nawaz Khan Road Nungambakkam Chennai 600 034
Tel No: 044-28332513
18. Shop No. 6, Ground Floor Chennai Citi Centre 10 & 11, Dr. Radhakrishna Salai Chennai 600 004
Tel No: 044-43536214
19. Shop No. 23, Ampa Skyline Mall N. M. Road, Aminjikarai Chennai 600 029
Tel No: 044-42082522
20. Shop No. S 109, Express Avenue 49, 50L, Whites Road, Royapettah Chennai 600 014
Tel No: 044-28464431
21. Shop No. S 114, Express Avenue 49, 50L, Whites Road, Royapettah Chennai 600 014
Tel No: 044-28464236

Shareholder Information

22. ITC Grand Chola
63, Mount Road, Guindy
Chennai 600 032
Tel No: 044-22301206
23. Shop No. F-23, Phoenix Market City Mall
Velachery Main Road
Chennai 600 042
Tel No: 044-30083322
- Coimbatore**
24. G-24, Brooke Fields Mall
67-71, Krishnasamy Road
Coimbatore 641 001
Tel No: 0422-2255544
- Dehradun**
25. 52/A, Rajpur Road
Dehradun 248 001
Tel No: 0135-2749941
- Ernakulam**
26. No. 40/7182, Ground Floor
M. G. Road
Ernakulam 682 035
Tel No: 0484-4028883
- Ghaziabad**
27. Shop No. G-37, Mahagun Metro Mall
Plot No. VC-3, Vaishali
Ghaziabad 201 010
Tel No: 0120-6492890
- Gurgaon**
28. Shop Nos. 17-20, The Metropolitan
Mehrauli-Gurgaon Road
Gurgaon 122 002
Tel No: 0124-4104444
29. Shop Nos. G 64 & 65
Ambi Mall, Ambience Island
National Highway No. 8
Gurgaon 122 001
Tel No: 0124-6460667
- Guwahati**
30. Shop Nos. A, B, C, E, P
Adam's Plaza, G. S. Road
Christian Basti
Guwahati 781 005
Tel No: 0361-2349922
- Hyderabad**
31. Shop Nos. G 4 & 5
G. S. Chambers
Nagarjuna Circle
Hyderabad 500 082
Tel No: 040-66369200
32. Shop Nos. 1 & 2
H. No. 3-6-108/2, Kuchkulla House
Himayat Nagar
Hyderabad 500 029
Tel No: 040-64255160
33. Shop Nos. 11 & 12, Lower Ground Floor
Road No. 1, GVK Mall
Banjara Hills
Hyderabad 500 034
Tel No: 040-67497660
- Indore**
34. 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
35. Shop No. F-12, First Floor
Treasure Island
M. G. Road
Indore 452 001
Tel No: 0731-4206614
- Jaipur**
36. Shop No. 41, Gulab Niwas
M. I. Road
Jaipur 302 001
Tel No: 0141-2365017
37. Shop Nos. G23-25
Triton The Mega Mall
Jhotwara Road, Near Chomu Pulia
Jaipur 302 012
Tel No: 0141-5156731
38. Shop No. 1
Plot No. 236 & 237, SDC Monarch
Amrapali Marg, Vaishali Nagar
Jaipur 302 021
Tel No: 0141-4020312
- Jalandhar**
39. GF-18, Viva Collage Mall
G. T. Road
Jalandhar 144 005
Tel No: 0181-3053222
- Jammu**
40. 5 & 6 Residency Road
Jammu 180 001
Tel No: 0191-2573153
- Kanpur**
41. Shop No. 8, 1st Floor, Zsquare Mall
16/113, M. G. Marg
Bada Choraha
Kanpur 208 001
Tel No: 0512-2302975
- Kolkata**
42. 19B, Shakespeare Sarani
Kolkata 700 071
Tel No: 033-22826102
43. C-008 & C-010, City Centre 1
Block-DC, Sector 1
Salt Lake City
Kolkata 700 064
Tel No: 033-23589152
44. Shop No. S026
South City Mall
375, Prince Anwar Shah Road
Kolkata 700 068
Tel No: 033-40072206
- Lucknow**
45. Shop No. 2108
B-1, First Floor, Fun Republic Mall
Gomti Nagar
Lucknow 226 010
Tel No: 0522-4060666
46. Shop No. 25, Sahara Ganj
Hazrat Ganj, Shah Nazaf Road
Lucknow 226 001
Tel No: 0522-3062555
47. F-08, First Floor
Phoenix United Mall
Alambagh
Lucknow 226 005
Tel No: 0522-3295388
- Ludhiana**
48. 85/4A, The Mall
Ludhiana 141 001
Tel No: 0161-2441423
49. Shop Nos. 44-45 & 50-51
First Floor, The Westend Mall
Ferozpur Road
Ludhiana 141 001
Tel No: 0161-4644436
- Mumbai / Thane**
50. Shop Nos. 2, 3 & 32
Ruki Mahal Co-operative
Housing Society Ltd.
Colaba
Mumbai 400 005
Tel No: 022-22818261
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
L.B.S. Marg, Mulund (West)
Mumbai 400 080
Tel No: 022-66490407
53. Unit Nos. 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. F 34
Oberoi Mall, Goregaon (East)
Mumbai 400 063
Tel No: 022-28432127
55. Shop No. 124, Infinity Mall
Link Road, Malad (West)
Mumbai 400 064
Tel No: 022-67709125
56. Shop No. G6
Phoenix Market City Mall
L.B.S. Marg, Kurla (West)
Mumbai 400 070
Tel No: 022-61801415
57. Shop No. F 134
Neptune Magnet Mall
L.B.S. Marg, Lower Powai
Bhandup (West)
Mumbai 400 078
Tel No: 022-67250772
58. ITC Grand Central
287, Dr. B. Ambedkar Road
Parel
Mumbai 400 012
Tel No: 022-67045301
59. G-24, Inorbit Mall
Plot No. 39/1, Sector 30 A
Vashi
Navi Mumbai 400 705
Tel No: 022-65251162
60. F 21 & 22, Korum Mall
Mangal Pandey Road
Eastern Express Highway
District Thane (West) 400 606
Tel No: 022-25417474
- Nagpur**
61. Jagat Millennium
Amravati Road, Dharampeth
Nagpur 440 014
Tel No: 0712-6647195
- 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

Shareholder Information

68. ITC Maurya
Sardar Patel Marg
Diplomatic Enclave
New Delhi 110 021
Tel No: 011-46215365

69. Shop Nos. 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
District Centre, Saket
New Delhi 110 017
Tel No: 011-42658267

71. Shop No. 227, First Floor
DLF Promenade Mall
Vasant Kunj
New Delhi 110 070
Tel No: 011-41551355

Noida

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

73. F-14, Sector 18
Noida 201 301
Tel No: 0120-6491802

Panjim

74. 3293, M. G. Road
Panjim 403 001
Tel No: 0832-6641222

Patiala

75. Bhupindra Road
Next to Sigma Laboratory
Patiala 147 001
Tel No: 0175-5011777

Patna

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

77. D'Lal Building
Fraser Road
Patna 800 001
Tel No: 09234364382

Pune

78. 1204/22, Ground Floor, Shivaji Nagar
Junglee Maharaj Road
Pune 411 004
Tel No: 020-66019401

79. 11, Moledina Road
Pune 411 001
Tel No: 020-26121222

80. Shop No. FF 3B, Kumar Pacific Mall
Shankar Seth Road
Gultekdi
Pune 411 042
Tel No: 020-66095775

81. G-32, Koregaon Park Plaza Mall
Koregaon Park
North Main Road
Pune 411 001
Tel No: 020-30530195

82. WB-GF 13, Amanora Town Centre
Amanora Park Township
Hadapsar, Taluka Haveli
Pune 411 028
Tel No: 020-67267847

Raipur

83. Unit No. 12, City Mall 36
G. E. Road, NH 06
Raipur 492 001
Tel No: 0771-6454545

84. Shop No. G19/20, Ground Floor
Chattisgarh City Centre Mall, Pandri
Raipur 492 001
Tel No: 0771-2582943

Siliguri

85. Shop Nos. 20 & 21
Lower Ground Floor
Cosmos Mall, Sevoke Road
Siliguri 734 001
Tel No: 0353-2545254

86. Unit No. E 0007, City Centre
The Uttarayan Township
NH 31, Matigara
Siliguri 734 010
Tel No: 0353-6502370

Surat

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

Vadodara

88. Shop Nos. 42-44, Siddharth Complex
R. C. Dutt Road, Alkapuri
Vadodara 390 005
Tel No: 0265-2325756

89. Centre Square Mall, Near Genda Circle
Sarabhai Road, Wadi-Wadi
Vadodara 390 007
Tel No: 0265-6453740

Visakhapatnam

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

John Players Stores*

Bengaluru

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

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

93. 174, Brigade Road
Bengaluru 560 001
Tel No: 080-41512823

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

95. Shop No. 18
Shri Krishna Arcade
New Bel Road
Bengaluru 560 054
Tel No: 080-42108787

96. Shop No. 52, Chaitanya Plaza
Dr. D.V. Gundappa Road
Basavanagudi
Bengaluru 560 004
Tel No: 080-41709510

97. Shop No. 491/4, MCE Layout
Sahakara Nagar
Bengaluru 560 092
Tel No: 080-41125346

Chennai

98. Shop No. 68 (Old No. 89)
Sir Thygaraya Road
Pondy Bazaar, T. Nagar
Chennai 600 017
Tel No: 044-43502651

99. Shop No. F-129A
Spencer Plaza, Phase III
First Floor, 769, Anna Salai
Chennai 600 002
Tel No: 044-28492449

100. Shop No. 145, AA Block
Third Avenue, Anna Nagar
Chennai 600 040
Tel No: 044-42668000

101. Shop No. 141, Plot No. 616
LB Road, Adyar, Thiruvamur
Chennai 600 020
Tel No: 044-42117806

102. Shop No. 82, Arcot Road
Kodambakkam
Chennai 600 024
Tel No: 044-42046060

103. Shop Nos. 2, 3 & 11, Vijaya Nagar
Sarathy Nagar, Velachery
Chennai 600 042
Tel No: 044-22433299

104. Shop No. G 31, Phoenix Mall
Velachery Main Road
Chennai 600 042
Tel No: 044-30083402

Hyderabad

105. Shop No. 211, Third Floor
City Centre, Banjara Hills
Hyderabad 500 034
Tel No: 040-66662221

106. Shop No. 16-11-704/5/A/9 & 10
Main Road, Dilsukhnagar
Hyderabad 500 060
Tel No: 040-66562102

107. Shop No.1, MIG No. 329
Main Road, Dr. A. S. Rao Nagar
Hyderabad 500 062
Tel No: 09247070250

Kolkata

108. Shop No. 221, Mani Square Mall
164/1, Maniktala Main Road
Kolkata 700 054
Tel No: 033-40083015

109. 6/1, Lindsay Street
Kolkata 700 087
Tel No: 033-22497887

110. 200/2C, Rashbehari Avenue
Gariahat
Kolkata 700 029
Tel No: 033-24664928

111. 8, Brahma Samaj Road
Behala
Kolkata 700 034
Tel No: 033-24989752

112. Shop No. A-232, 2nd Floor
City Centre 1, Salt Lake, Sector 1
Kolkata 700 064
Tel No: 08584033422

113. Shop No. C001, Ground Floor
City Center 1, Salt Lake, Sector 1
Kolkata 700 064
Tel No: 08584033421

114. Shop No. B 104, City Center 2
Rajarhat, New Town
Kolkata 700 157
Tel No: 08584033426

115. P-12, New Howrah Bridge
Approach Road
Kolkata 700 001
Tel No: 033-22343779

116. P/157/1, CIT Road
Scheme-VII-M, Ultadanga Crossing
Kolkata 700 054
Tel No: 033-65295719

Shareholder Information

117. Shop No. 46, 1st Floor
Avani River Side Mall
32, Jagat Banerjee Ghat Road
Howrah 711 102
Tel No: 033-26780367
- Mumbai / Thane**
118. Shop No. 20
Shahid Bhagat Singh Road
Colaba
Mumbai 400 001
Tel No: 022-22876454
119. Unit Nos. 21, 22, 23 & 24
Nakshatra Mall
Ranade Road, Dadar (West)
Mumbai 400 028
Tel No: 022-24360794
120. Shop Nos. 2 & 2A, First Floor
Akshay Plaza Co-operative Society
Chembur
Mumbai 400 071
Tel No: 022-25290004
121. Shop Nos. 1-4, Nadiadwala Chawl
SV Road
Andheri (West)
Mumbai 400 058
Tel No: 022-26203990
122. Shop No. F21, 1st Floor
R City Mall, Phase 1
L.B.S. Marg, Ghatkopar (West)
Mumbai 400 086
Tel No: 022-25175968
123. Shop No. G-68
Phoenix Market City Mall
Kurla (West)
Mumbai 400 070
Tel No: 022-61801574
124. Shop No. F09, 1st Floor
Growel Mall, Akurli Road
Kandivali (East)
Mumbai 400 101
Tel No: 022-67416370
125. Shop No. 9, Pratik Avenue
Nehru Road, Vile Parle (East)
Mumbai 400 057
Tel No: 022-26136111
126. Gala No. 3, 265-A, N.C. Kelkar Road
Shivaji Park, Dadar (West)
Mumbai 400 018
Tel No: 022-24313618
127. Shop No. F-23, Centre One Mall
Sector No. 30-A
Near Vashi Railway Station
Navi Mumbai 400 705
Tel No: 022-64481500
128. Shop No. 10, Sector 42, Plot No. 43
Lalkrupa Co-operative Housing Society
Navi Mumbai 400 706
Tel No: 022-27719901
129. Shop Nos. 107/108, First Floor
Little World Mall, Sector 2
Kharga
Navi Mumbai 410 210
Tel No: 022-27745036
130. Shop Nos. 11-12
Plot No. 123
Shri Samartha Gurukripa Housing Society
Panvel
Navi Mumbai 400 706
Tel No: 022-27458666
131. Shop Nos. 21 & 25, Ground Floor
Kasturi Plaza Shopping Centre
Manpada Road
Dombivli (East)
Thane 421 201
Tel No: 0251-2863932
132. Shop No. 18, 1st Floor
R-Mall, Ghodbunder Road
Thane (West)
Thane 400 606
Tel No: 09223694777
- New Delhi / NCR**
133. D-35, Lajpat Nagar
Central Market-II
New Delhi 110 024
Tel No: 011-29830440
134. E-149, Kamla Nagar
New Delhi 110 007
Tel No: 011-47036020
135. Shop No. 7/2, West Patel Nagar
New Delhi 110 008
Tel No: 011-25889043
136. F-16, District Centre
Janak Place, Janakpuri
New Delhi 110 058
Tel No: 011-25618031
137. G-54, Laxmi Nagar
Vikas Marg
New Delhi 110 092
Tel No: 011-22542495
138. Shop Nos. FF 101 & 102
V3S Mall, East Centre
Vikas Marg, Laxmi Nagar
New Delhi 110 092
Tel No: 011-22446327
139. G 123-125, Ground Floor
V3S Mall, East Centre
Vikas Marg, Laxmi Nagar
New Delhi 110 092
Tel No: 011-42808120
140. 13/29-30, Rachna Building
Ajmal Khan Road
Karol Bagh
New Delhi 110 005
Tel No: 011-25810440
141. Shop No. 188
Sarojini Nagar Market
New Delhi 110 023
Tel No: 011-24676188
142. 154, Sarojini Nagar Market
New Delhi 110 023
Tel No: 011-24670783
143. G-4, Bhagwati Plaza
Plot No.12, Sector 5
Dwarka
New Delhi 110 075
Tel No: 011-45700996
144. Shop No. FF 12, 2nd Floor
MGF City Square, Rajouri Garden
New Delhi 110 027
Tel No: 011-47131809
145. 6/12, Roshan Garden, Shivaji Park
Najafgarh
New Delhi 110 043
Tel No: 011-25323270
146. D-12/201, Sector 8
Rohini
New Delhi 110 085
Tel No: 011-27941274
147. D-89, Main Road
Malviya Nagar
New Delhi 110 019
Tel No: 011-26675189
148. Shop No. 1056, Rani Bagh Market
New Delhi 110 034
Tel No: 011-42466315
149. G-17, City Centre Mall
Plot No. 1B3
Sector 10, Rohini
New Delhi 110 085
Tel No: 011-27932901
150. UG-15, 1st Floor, West Gate Mall
Rajouri Garden
New Delhi 110 027
Tel No: 08800298071
151. B-45/47, Connaught Place
New Delhi 110 001
Tel No: 09873355366
152. Shop No. 4-UB
Bungalow Road, Jawahar Nagar
New Delhi 110 023
Tel No: 011-23851929
153. G - 04 & 05
Plot No. 15, Sector 5, Dwarka
New Delhi 110 075
Tel No: 011-45511690
154. P-16, Pandav Nagar
Mayur Vihar Phase-1
New Delhi 110 091
Tel No: 011-22759456
155. Shop No. E561, Palam Ext. Part 1
Rampal Chowk, Main Market
Sector 7, Dwarka
New Delhi 110 023
Tel No: 011-47046684
156. Shop No. 2, Chinki Plaza
Old Delhi Road, Sector 14
Gurgaon 122 001
Tel No: 0124-4304367
157. UG 03, Upper Ground Floor
DT Mega Mall, Golf Course Road
DLF Phase 1
Gurgaon 122 002
Tel No: 0124-4246065
158. UG 08, Upper Ground Floor
Ansal Mall, Palam Vihar
Gurgaon 122 001
Tel No: 0124-4037031
159. Shop Nos. 4-6, Arjun Plaza
Jagat Farm, Gamma-1
Greater Noida 201 308
Tel No: 0120-2322563
160. Shop No. AG-84, Etan Floor
Ansal Plaza
Greater Noida 201 308
Tel No: 0120-4237981
161. Shop No. G-35, Sector 18
Noida 201 301
Tel No: 0120-4131686
162. Shop No. 118, Ground Floor
Spice Mall, Sector 25A
Noida 201 301
Tel No: 0120-4205884
163. Shop No. GB09, Ground Floor
Ansal Crown Plaza, Sector 15A
Faridabad 121 002
Tel No: 0129-4013013
164. Shop No. 3, SRS Multiplex
Sector 12, Main Mathura Road
Faridabad 121 007
Tel No: 0129-4090100
165. Shop No. 30, Mahagun Metro Mall
Plot No. VC-3, Vaishali
Ghaziabad 201 010
Tel No: 0120-4287684
166. 17, New Gandhi Nagar
Ghaziabad 201 001
Tel No: 0120-4316713
167. Shop Nos. 16, 17, 46 & 47
Shipra Mall, Plot No. 9
Vaibhav Khand
Indirapuram
Ghaziabad 201 012
Tel No: 0120-4310466

* In addition to the above, there are over 310 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 2004-05 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 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. Details of such unclaimed dividend are available on the Company's corporate website under the section 'Investor Relations'. Attention is drawn that the unclaimed dividend for the financial year 2005-06 is due for transfer to IEPF on 26th August, 2013.

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 31/03/2013		Due for transfer to IEPF on
				(₹)	%	
2005-06	76th	21st July, 2006	9,95,12,91,267.00	5,01,44,721.00	0.50	26th August, 2013*
2006-07	77th	27th July, 2007	11,66,29,29,029.00	6,70,68,983.00	0.58	1st September, 2014
2007-08	78th	30th July, 2008	13,19,01,73,540.00	7,07,44,509.00	0.54	4th September, 2015
2008-09	79th	24th July, 2009	13,96,53,10,312.00	7,79,67,868.00	0.56	29th August, 2016
2009-10	80th	23rd July, 2010	38,18,17,67,900.00	20,91,59,740.00	0.55	29th August, 2017
2010-11	81st	29th July, 2011	34,43,47,81,921.00	20,46,20,333.00	0.59	4th September, 2018
2011-12	82nd	27th July, 2012	35,18,29,33,284.00	21,36,51,983.00	0.61	2nd September, 2019

* It will not be possible to entertain any claim received by ISC after 23rd August, 2013.

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'. The status of the aforesaid unclaimed shares, as on 31st March, 2013, is given below:

	No. of Shareholders	No. of Shares
Aggregate number of Shareholders and outstanding shares held in the Unclaimed Suspense Account as on 1st April, 2012	4,234	91,61,791
Number of Shareholders / legal heirs who approached the Company for transfer of shares from the Unclaimed Suspense Account	141	3,34,745
Number of Shareholders / legal heirs to whom the shares were transferred from the Unclaimed Suspense Account upon receipt and verification of necessary documents	46*	1,09,935
Aggregate number of Shareholders and outstanding shares held in the Unclaimed Suspense Account as on 31st March, 2013	4,188	90,51,856

* 95 requests, in respect of 2,24,810 shares, were pending for want of necessary documents from the Shareholders / legal heirs.

Voting rights in respect of the aforesaid 90,51,856 shares held in the Unclaimed Suspense Account 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, over 56,000 Shareholders have registered their e-mail addresses with the Company for receiving the Report and Accounts, Notices etc. in electronic mode. Shareholders who are yet to register their e-mail addresses are requested to register the same with the Company. The Form for such registration, which has been sent twice to Shareholders, is once again being sent. This Form can also be downloaded from the Company's corporate website under the section 'Investor Relations' or can be furnished by ISC on request.

Remittance of Dividend through Electronic Mode

The Company provides the facility for remittance of dividend to Shareholders through NECS (National Electronic Clearing Service) / RTGS (Real Time Gross Settlement) / NEFT (National Electronic Funds Transfer).

Shareholders who have not yet availed the NECS / RTGS / NEFT facility and wish to avail the same may have their bank details, including MICR (Magnetic Ink Character Recognition) and IFSC (Indian Financial System Code) number updated with their respective Depository Participants (DPs) or ISC where shares are held in the dematerialised form and in the physical form, respectively.

Bank Details

Shareholders holding shares in the physical form are requested to advise ISC of change in their address / mandate / bank details to facilitate better servicing.

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

Permanent Account Number (PAN)

Shareholders holding shares in the physical form are advised that it is mandatory to furnish copy of PAN Card 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.

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. The Form can be downloaded from the Company's corporate website under the section 'Investor Relations' or can be furnished by ISC on request.

Shareholder Satisfaction Survey

Shareholders are requested to provide feedback in the Shareholder Satisfaction Survey Questionnaire on their experience with respect to investor services provided by ISC. The Questionnaire is being sent to the Shareholders and can also be accessed from the Company's corporate website under the section 'Investor Relations' and can be submitted online.

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 : helpdesk@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 contact numbers.