

# Shareholder Information

## AGM Details

|                       |   |
|-----------------------|---|
| Date                  | Friday, 24th July, 2009   |
| Venue                 | Science City<br>Main Auditorium<br>JBS Haldane Avenue<br>Kolkata 700 046          |
| Time                  | 10.30 a.m.  |
| Book Closure Dates    | Wednesday, 15th July, 2009<br>to Friday, 24th July, 2009<br>(both days inclusive) |
| Dividend Payment Date | Monday, 27th July, 2009   |

## Registrar & Share Transfer Agents

The in-house Investor Service Centre of the Company (ISC), accredited with ISO 9001 : 2000 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 meets every week for approving share transfers. The processing activities with respect to requests received for share transfers are generally completed within five working days from the date of receipt of request. There were no share transfers pending as on 31st March, 2009. The Committee met forty-six times during the financial year.

The Committee comprised the following:

|                                    |            |
|------------------------------------|------------|
| K. Vaidyanath, Executive Director  | - Chairman |
| B.B. Chatterjee, 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 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.

The Company received one complaint relating to non-receipt of Dividend during the financial year ended 31st March, 2009, which translates to 0.0003% of the total number of Shareholders of the Company. The said complaint has been resolved.

The e-mail ID earmarked for investor complaints : [isc@itc.in](mailto:isc@itc.in)

## Dematerialisation of Shares and Liquidity

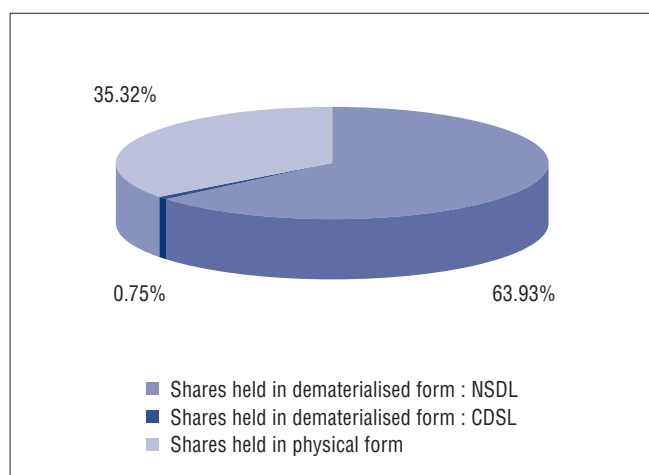
The Shares of the Company are required to be traded in the dematerialised form and are available for trading under both the Depository Systems in India – NSDL and CDSL. The International Securities Identification Number (ISIN) allotted to the Company's Shares under the Depository System is INE154A01025. The annual custody fee for the financial year 2009-10 has been paid to NSDL and CDSL, the Depositories.

During the year, 70,35,912 Shares of the Company, covered in 2,686 requests and constituting 0.19% of the issued and subscribed Share Capital of the Company, were dematerialised. As on 31st March, 2009, 2,44,12,25,008 Shares of the Company constituting 64.68% of the issued and subscribed Share Capital stand dematerialised. The processing activities with respect to requests received for dematerialisation are generally completed within one working day.

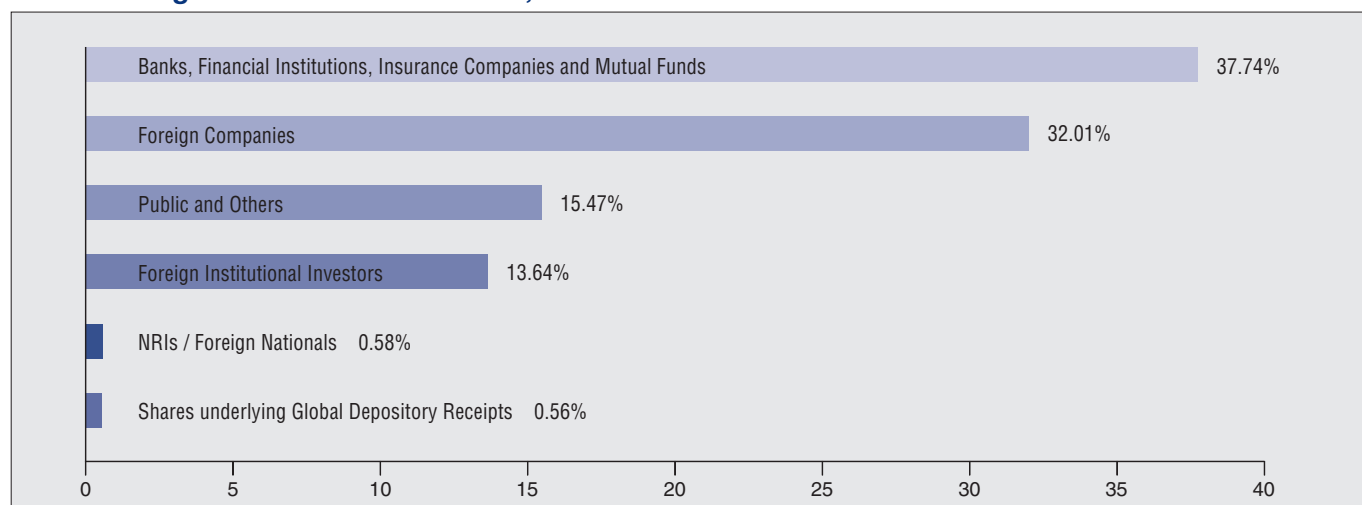
The Company's Shares are among the most liquid and actively traded shares on the Indian Stock Exchanges and consistently rank among the top frequently traded shares, both in terms of number of shares traded as well as in terms of value.

**Distribution of Shareholding as on 31st March, 2009**

| No. of Shares Slab | No. of Shareholders |                 |                 |               | No. of Shares         |              |                       |              |                       |               |
|--------------------|---------------------|-----------------|-----------------|---------------|-----------------------|--------------|-----------------------|--------------|-----------------------|---------------|
|                    | Physical            | Demat           | Total           | %             | Physical              | %            | Demat                 | %            | Total                 | %             |
| 1 – 5000           | 43,746              | 3,04,592        | 3,48,338        | 94.53         | 4,57,88,142           | 1.21         | 12,31,37,492          | 3.26         | 16,89,25,634          | 4.47          |
| 5001 – 10000       | 3,107               | 7,493           | 10,600          | 2.88          | 2,27,15,635           | 0.60         | 5,44,77,619           | 1.44         | 7,71,93,254           | 2.04          |
| 10001 – 20000      | 1,255               | 3,897           | 5,152           | 1.40          | 1,73,01,870           | 0.46         | 5,44,53,825           | 1.44         | 7,17,55,695           | 1.90          |
| 20001 – 30000      | 486                 | 1,368           | 1,854           | 0.50          | 1,18,70,430           | 0.32         | 3,36,31,110           | 0.89         | 4,55,01,540           | 1.21          |
| 30001 – 40000      | 154                 | 531             | 685             | 0.19          | 53,47,115             | 0.14         | 1,83,20,870           | 0.49         | 2,36,67,985           | 0.63          |
| 40001 – 50000      | 90                  | 352             | 442             | 0.12          | 40,20,060             | 0.11         | 1,58,90,678           | 0.42         | 1,99,10,738           | 0.53          |
| 50001 – 100000     | 95                  | 546             | 641             | 0.17          | 65,23,225             | 0.17         | 3,75,47,258           | 1.00         | 4,40,70,483           | 1.17          |
| 100001 and above   | 47                  | 716             | 763             | 0.21          | 1,21,96,08,075        | 32.31        | 2,10,37,66,156        | 55.74        | 3,32,33,74,231        | 88.05         |
| <b>Total</b>       | <b>48,980</b>       | <b>3,19,495</b> | <b>3,68,475</b> | <b>100.00</b> | <b>1,33,31,74,552</b> | <b>35.32</b> | <b>2,44,12,25,008</b> | <b>64.68</b> | <b>3,77,43,99,560</b> | <b>100.00</b> |

**Shares held in Physical and Dematerialised form as on 31st March, 2009**

**Categories of Shareholders as on 31st March, 2009**

| Category  | No. of Shares held    | %             |
|---|-----------------------|---------------|
| Banks, Financial Institutions, Insurance Companies and Mutual Funds | 1,42,44,92,957        | 37.74         |
| Foreign Companies   | 1,20,83,70,388        | 32.01         |
| Foreign Institutional Investors                                     | 51,46,85,793          | 13.64         |
| NRIs / Foreign Nationals  | 2,16,85,456           | 0.58          |
| Shares underlying Global Depository Receipts                        | 2,13,11,431           | 0.56          |
| Public and Others   | 58,38,53,535          | 15.47         |
| <b>Total</b>  | <b>3,77,43,99,560</b> | <b>100.00</b> |

**Shareholding Pattern as on 31st March, 2009**


## Shareholder Information

### Top Ten Shareholders as on 31st March, 2009

| Sl. No. | Name of the Shareholder                          | No. of Shares held | %     |
|---------|--|--------------------|-------|
| 1       | Tobacco Manufacturers (India) Limited            | 99,27,82,440       | 26.30 |
| 2       | Life Insurance Corporation of India              | 51,35,19,650       | 13.61 |
| 3       | Specified Undertaking of the Unit Trust of India | 44,83,60,545       | 11.88 |
| 4       | Myddleton Investment Co. Limited                 | 16,21,03,980       | 4.29  |
| 5       | The New India Assurance Company Limited          | 8,69,06,835        | 2.30  |
| 6       | General Insurance Corporation of India           | 7,38,47,104        | 1.96  |
| 7       | The Oriental Insurance Company Limited           | 7,18,65,780        | 1.90  |
| 8       | National Insurance Company Limited               | 6,53,61,110        | 1.73  |
| 9       | Rothmans International Enterprises Limited       | 5,16,51,630        | 1.37  |
| 10      | United India Insurance Company Limited           | 3,12,66,539        | 0.83  |

### Global Depository Receipts

Pursuant to the offer of Global Depository Receipts (GDRs) made by the Company in 1993, 2,13,11,431 GDRs, representing 2,13,11,431 underlying Shares of the Company i.e. 0.56% of the issued and subscribed Share Capital, were outstanding as on 31st March, 2009.

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 2009 has been paid.

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

| Stock Exchange  | Stock Code |
|---|------------|
| National Stock Exchange of India Ltd.<br>Exchange Plaza, Bandra-Kurla Complex, Bandra (E)<br>Mumbai 400 051<br>Telephone nos. : 022-2659 8100/14<br>Facsimile no. : 022-2659 8120<br>e-mail : ignse@nse.co.in<br>website : www.nseindia.com | ITC        |
| Bombay Stock Exchange Ltd.<br>Phiroze Jeejeebhoy Towers, Dalal Street<br>Mumbai 400 001<br>Telephone nos. : 022-2272 1233/34<br>Facsimile no. : 022-2272 1919<br>e-mail : is@bseindia.com<br>website : www.bseindia.com                     | 500875     |
| The Calcutta Stock Exchange Association Ltd.<br>7, Lyons Range<br>Kolkata 700 001<br>Telephone nos. : 033-2210 4470/77<br>Facsimile no. : 033-2230 2514<br>e-mail : cseisc@cse-india.com<br>website : www.cse-india.com                     | 10000018   |

| Stock Exchange                        | Reuters Code | Bloomberg |
|---------------------------------------|--------------|-----------|
| National Stock Exchange of India Ltd. | ITC.NS       | ITC IS    |
| Bombay Stock Exchange Ltd.            | ITC.BO       | ITC IB    |

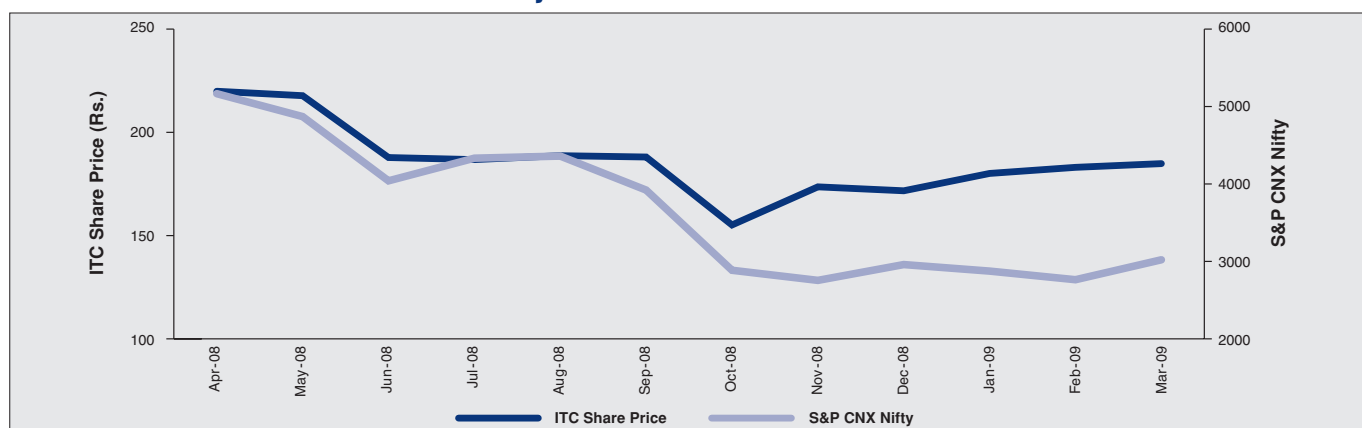
The Listing Fee for the financial year 2009-10 has been paid to the Stock Exchanges.

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

| Year & Month | NSE        |           |                        | BSE        |           |                        | LSE         |            |                        |
|--------------|------------|-----------|------------------------|------------|-----------|------------------------|-------------|------------|------------------------|
|              | High (Rs.) | Low (Rs.) | Volume in 000 s (Nos.) | High (Rs.) | Low (Rs.) | Volume in 000 s (Nos.) | High (US\$) | Low (US\$) | Volume in 000 s (Nos.) |
| 2008 APRIL   | 220.80     | 199.20    | 8,47,60                | 220.60     | 199.20    | 1,71,88                | 5.32        | 5.04       | Nil                    |
| MAY          | 232.40     | 201.55    | 10,33,25               | 232.40     | 201.65    | 1,81,77                | 5.54        | 4.78       | Nil                    |
| JUNE         | 225.00     | 181.00    | 11,06,09               | 224.50     | 181.90    | 1,82,59                | 5.23        | 4.32       | Nil                    |
| JULY         | 199.70     | 156.65    | 13,21,71               | 197.00     | 157.50    | 2,36,08                | 4.52        | 3.75       | Nil                    |
| AUGUST       | 198.25     | 179.80    | 7,32,75                | 198.30     | 179.85    | 1,01,83                | 4.60        | 4.16       | Nil                    |
| SEPTEMBER    | 210.00     | 177.00    | 10,62,60               | 200.05     | 178.10    | 2,09,27                | 4.42        | 3.93       | Nil                    |
| OCTOBER      | 199.00     | 132.05    | 18,65,92               | 198.70     | 132.05    | 2,60,18                | 4.16        | 2.96       | Nil                    |
| NOVEMBER     | 177.60     | 154.30    | 9,19,70                | 178.00     | 154.70    | 1,43,50                | 3.64        | 3.21       | Nil                    |
| DECEMBER     | 184.45     | 162.00    | 9,22,29                | 184.30     | 162.00    | 1,79,83                | 3.83        | 3.00       | 58                     |
| 2009 JANUARY | 181.00     | 162.00    | 10,02,23               | 180.20     | 162.05    | 98,73                  | 3.69        | 3.25       | 60                     |
| FEBRUARY     | 189.95     | 174.65    | 5,42,65                | 188.70     | 174.65    | 96,03                  | 3.75        | 3.00       | 9                      |
| MARCH        | 188.80     | 156.00    | 9,49,03                | 189.00     | 155.75    | 1,42,66                | 3.64        | 3.01       | Nil                    |

Note – There was no trading in the Company's Shares on the Calcutta Stock Exchange during the financial year 2008-09.

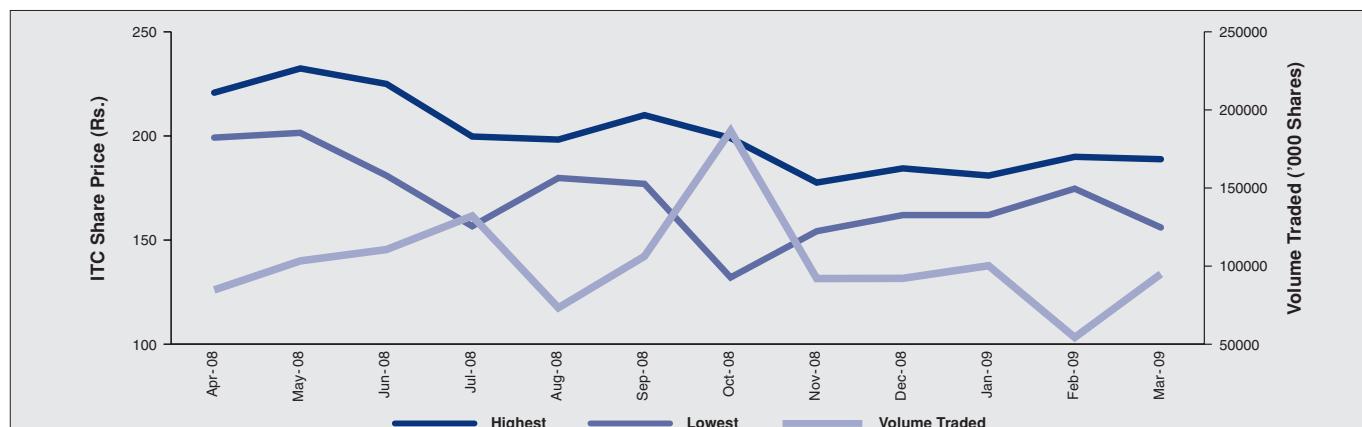
**ITC Share Price vis-à-vis S&P CNX Nifty**



Note – Indicates monthly closing positions.

During the financial year ended 31st March, 2009, the Company's Shares have outperformed the market; while the S&P CNX Nifty has fallen by 36%, the decline in the Company's Share price was only 10%.

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



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

## Shareholder Information

### Dividend History (Last 10 Years)

| Financial Year | Dividend per Share (Rs.) | Total Dividend (Rs. in Crores) |
|----------------|--------------------------|--------------------------------|
| 2008-09        | 3.70 *                   | 1396.53 *                      |
| 2007-08        | 3.50                     | 1319.02                        |
| 2006-07        | 3.10                     | 1166.29                        |
| 2005-06        | 2.65 **                  | 995.12 **                      |
| 2004-05        | 31.00 #                  | 773.25                         |
| 2003-04        | 20.00 #                  | 495.36                         |
| 2002-03        | 15.00 #                  | 371.27                         |
| 2001-02        | 13.50 #                  | 334.14                         |
| 2000-01        | 10.00 #                  | 245.41                         |
| 1999-00        | 7.50 #                   | 184.06                         |

\* Subject to approval of Members.

\*\* On expanded Share Capital arising out of issue of Bonus Shares in the ratio of 1:2.

# On face value of Rs. 10/- per Share.

### Financial Calendar

| Financial Year 2009-10 |                                      |              |
|------------------------|--------------------------------------|--------------|
| 1                      | First Quarter Results                | July 2009    |
| 2                      | Second Quarter and Half-Year Results | October 2009 |
| 3                      | Third Quarter Results                | January 2010 |
| 4                      | Fourth Quarter and Annual Results    | May 2010     |

### Particulars of past three AGMs

| AGM  | Financial Year | Venue   | Date       | Time       | Special Resolutions passed  |
|------|----------------|---|------------|------------|---|
| 97th | 2007-08        | Science City<br>Main Auditorium<br>JBS Haldane<br>Avenue<br>Kolkata 700 046 | 30/07/2008 | 10.30 a.m. | <ul style="list-style-type: none"> <li>Appointment of Statutory Auditors.</li> <li>Payment of commission to Non-Executive Directors.</li> </ul> |
| 96th | 2006-07        |   | 27/07/2007 |            | <ul style="list-style-type: none"> <li>Appointment of Statutory Auditors.</li> </ul>  |
| 95th | 2005-06        |   | 21/07/2006 |            | <ul style="list-style-type: none"> <li>Appointment of Statutory Auditors.</li> </ul>  |

### 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

##### Saharanpur

4. Sardar Patel Marg  
Saharanpur  
Uttar Pradesh 247 001

#### HOTELS

##### Owned Hotels

##### Agra

1. ITC Mughal\*  
Taj Ganj  
Agra 282 001

##### Bengaluru

2. ITC Windsor\*  
25, Windsor Square  
Golf Course Road  
Bengaluru 560 052

##### Chennai

3. Sheraton Chola Hotel  
Cathedral Road  
Chennai 600 086

##### Jaipur

4. Sheraton Rajputana Hotel  
Palace Road  
Jaipur 302 006

##### Kolkata

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

##### Mumbai

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

##### New Delhi

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

##### Licensed Hotels

##### Kota

10. WelcomHeritage Umed  
Bhawan Palace  
Palace Road  
Kota 324 001

##### Port Blair

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

##### Vadodara

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

##### Hotels Under Operating Services

##### Aurangabad

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

##### Chennai

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

##### Hyderabad

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

##### Visakhapatnam

16. 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

#### 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  
Village Bollaram, 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. P.O. Chandrahathi  
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

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

## Shareholder Information

### PERSONAL CARE PRODUCTS FACTORY

#### Haridwar

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

### CHOUPAL 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

#### Chindwara

5. Khasra No. 16/1-16/7  
Patwari Halka No. 7  
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  
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. 309/1-309/2 & 310/3  
Village Raisalpur  
Tehsil Itarsi  
District Hoshangabad  
Madhya Pradesh 461 111

#### Jagdishpur

12. Village Kathura  
Pargana Jagdishpur  
Tehsil Musafirkhana  
District Sultanpur  
Uttar Pradesh 227 817

#### Mandsaur

13. Patwari Halka No. 14  
Village Azizkhedi  
Tehsil & District Mandsaur  
Madhya Pradesh 458 001

#### Mhow

14. Village Gawli Palasia  
Patwari Halka No. 20  
Tehsil Ambedkar Nagar, 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 Parbhani  
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. 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, Akola Road  
Taluka & District Washim  
Maharashtra 444 505

#### Yavatmal

24. Bhumapan No. 15/2A  
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  
Tel No: 0124-4588200

**Wills Lifestyle Stores**

**Ahmedabad**

1. Shop No. 3, Time Square Building  
C. G. Road, Navrangpura  
Ahmedabad 380 006  
Tel No: 079-26402303
2. Shop No. 231-232  
Iscon Mega Mall  
Near Iscon Temple, Sarkhej  
National Highway  
Ahmedabad 380 054  
Tel No: 079-40026308

**Bengaluru**

3. 6, Brigade Road  
Bengaluru 560 001  
Tel No: 080-41123662
4. Binnamangala, First Stage  
100 Ft. Road  
Indira Nagar  
Bengaluru 560 038  
Tel No: 080-41715665

**Bhubaneshwar**

5. 794, Shaheed Nagar  
Janpath  
Bhubaneshwar 751 007  
Tel No: 0674-2544386

**Chandigarh**

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

**Chennai**

7. 19, Quaiser Tower  
Khader Nawaz Khan Road  
Nungambakkam  
Chennai 600 034  
Tel No: 044-28332516
8. Shop No. 6  
Chennai Citi Centre  
10 & 11, Dr. Radhakrishna Salai  
Chennai 600 004  
Tel No: 044-43536214

**Dehradun**

9. 56, Rajpur Road  
Dehradun 248 001  
Tel No: 0135-2743444

**Ernakulam**

10. 40/7182, M. G. Road  
Ernakulam 682 035  
Tel No: 0484-3918800

**Gurgaon**

11. Shop No. 17-20  
The Metropolitan  
Mehrauli - Gurgaon Road  
Gurgaon 122 002  
Tel No: 0124-4104444

12. Shop No. G 64 & 65  
Ambi Mall, Ambience Island  
National Highway No. 8  
Gurgaon 122 001  
Tel No: 0124-4665492

**Hyderabad**

13. Shop No. G 4 & 5  
G. S. Chambers  
Nagarjuna Circle  
Hyderabad 500 082  
Tel No: 040-66364700

**Jaipur**

14. Gulab Niwas  
M. I. Road  
Jaipur 302 001  
Tel No: 0141-2360684

**Jammu**

15. 5 & 6 Residency Road  
Jammu 180 001  
Tel No: 0191-2573153

**Kolkata**

16. 19B, Shakespeare Sarani  
Kolkata 700 071  
Tel No: 033-22826102
17. C-008 & C-010, City Centre  
Block-DC  
Sector 1, Salt Lake  
Kolkata 700 101  
Tel No: 033-23589152
18. Shop No. S026  
South City Mall  
375, Prince Anwar Shah Road  
Kolkata 700 068  
Tel No: 033-40072206

**Lucknow**

19. B-1, First Floor  
Fun Republic Mall  
Gomti Nagar  
Lucknow 226 010  
Tel No: 0522-2393241
20. Shop No. 25, Sahara Ganj  
Hazrat Ganj, Shah Nazaf Road  
Lucknow 226 001  
Tel No: 0522-4008401

**Ludhiana**

21. 85/4A, The Mall  
Ludhiana 141 001  
Tel No: 0161-2441423
22. Shop No. 44-45, 50-51  
The Westend Mall  
Ferozpur Road  
Ludhiana 141 012  
Tel No: 0161-4644436

**Mumbai**

23. Shop No. 2, 3 & 32  
Ruki Mahal Co-operative  
Housing Society Ltd.  
Colaba  
Mumbai 400 005  
Tel No: 022-22818261
24. G-24, Inorbit Mall  
Plot No. 39/1, Sector 30 A  
Vashi  
Mumbai 400 705  
Tel No: 022-65251162
25. F-8 & 9, Inorbit Mall  
Malad Link Road  
Malad (West)  
Mumbai 400 064  
Tel No: 022-2871224
26. Unit No. 10, SSP Building  
LBS Marg, Mulund (West)  
Mumbai 400 080  
Tel No: 022-66490407
27. Unit No. 4 & 5  
Skyzone Level 1, Block 2  
Phoenix Mills Compound  
462 Senapati Bapat Marg  
Lower Parel  
Mumbai 400 013  
Tel No: 022-40040604
28. Shop No. G11, Mega Mall  
Malad Linking Road  
Oshiwara, Andheri (West)  
Mumbai 400 104  
Tel No: 022-40167330

**New Delhi**

29. F-41, South Extension-I  
New Delhi 110 049  
Tel No: 011-41648524
30. 10208, Padam Singh Road  
Karol Bagh  
New Delhi 110 005  
Tel No: 011-28750433
31. E-2, Connaught Place  
New Delhi 110 001  
Tel No: 011-23417960
32. M-12, Greater Kailash-I  
New Delhi 110 048  
Tel No: 011-29232555
33. ITC Maurya  
Diplomatic Enclave  
Sardar Patel Marg  
New Delhi 110 021  
Tel No: 011-42099200
34. Shop No. GF 10 & 11  
TDI Mall, Plot No. 11  
Shivaji Place, Rajouri Garden  
New Delhi 110 027  
Tel No: 011-25105150

## Shareholder Information

35. Select Citywalk, G 3 & 4  
Ground Floor  
Plot No. A3  
District Centre Saket  
New Delhi 110 017  
Tel No: 011-42658267

### Noida

36. Shop No. G 32  
Noida Amusement Park  
Sector 38A, Great India Place  
Unitech Mall  
Noida 201 301  
Tel No: 0120-2458992

### Panjim

37. 3293, M. G. Road  
Panjim 403 001  
Tel No: 0832-6641222

### Pune

38. 1204/22, Shivaji Nagar  
Junglee Maharaj Road  
Pune 411 004  
Tel No: 020-66019402
39. 11, Moledina Road  
Pune 411 001  
Tel No: 020-26121222

### Raipur

40. Unit No. 12, City Mall 36  
G. E. Road, NH 06  
Raipur 492 006  
Tel No: 0711-6454545

### Ranchi

41. GEL Church-Commercial Complex  
Main Building, Main Road  
Ranchi 834 001  
Tel No: 0651-2330909

### Siliguri

42. Shop No. 20 & 21  
Lower Ground Floor  
Cosmos Mall, Sevoke Road  
Siliguri 734 001  
Tel No: 0353-6453601

### Surat

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

### Thiruvananthapuram

44. Shop No. 1, Pan African Plaza  
M. G. Road  
Thiruvananthapuram 695 001  
Tel No: 0471-3012008

### Vadodara

45. Shop No. 42-43, Ground Floor  
Siddharth Complex  
R. C. Dutt Road, Alkapuri  
Vadodara 390 005  
Tel No: 0265-2325764
46. Shop No. 42-44, Basement  
Siddharth Complex  
R. C. Dutt Road, Alkapuri  
Vadodara 390 005  
Tel No: 0265-2321594
47. Centre Square Mall  
Near Genda Circle  
Sarabhai Road, Wadi-Wadi  
Vadodara 390 007  
Tel No: 0265-6453740

### Visakhapatnam

48. Shop No. 1, Rednam Manor  
Dwarka Nagar  
Near Diamond Park  
Visakhapatnam 530 016  
Tel No: 0891-2702881

### Club Stores

#### Bengaluru

49. Bangalore Golf Club

#### Gurgaon

50. Classic Golf Resort

#### Kolkata

51. Tollygunge Club

### John Players Stores\*

#### Bengaluru

52. No. 2006, Indiranagar  
100 Ft. Road  
H. A. L. 2nd Stage  
Bengaluru 560 008  
Tel No: 080-42115036
53. No. 12/29, Gentry Plaza  
11th Main, 4th Block  
Jayanagar  
Bengaluru 560 011  
Tel No: 080-41103338
54. Shop No. 8-9, Total Mall  
Madiwala  
Bengaluru 560 068  
Tel No: 080-41730902
55. Shop No. 1, Total Mall  
Sarjapur Road  
Bengaluru 560 037  
Tel No: 080-41486573

### Chennai

56. No. 68 (Old No. 89)  
Sir Thygaraya Road  
Pondy Bazaar, T. Nagar  
Chennai 600 017  
Tel No: 044-43502651
57. Shop No. 129A  
Spencer Plaza, Phase III  
First Floor, 769, Anna Salai  
Chennai 600 002  
Tel No: 044-52652449
58. Shop No. 145, AA Block  
Third Avenue  
Anna Nagar  
Chennai 600 040  
Tel No: 044-42611257

### Hyderabad

59. Shop No. 211, Second Floor  
City Centre  
Banjara Hills  
Hyderabad 500 003  
Tel No: 040-27810092
60. Shop No. 16-11-704/5/A/9 & 10  
Opp. Kala Niketan  
Dilsukhnagar  
Hyderabad 500 060  
Tel No: 040-66562102

### Kolkata

61. 25B, Camac Street  
Kolkata 700 016  
Tel No: 033-22896244
62. 6/1, Lindsay Street  
Kolkata 700 087  
Tel No: 033-22497887
63. 200/2C, R. B. Avenue  
Gariahat  
Kolkata 700 029  
Tel No: 033-24664928
64. 8, Brahma Samaj Road  
Behala  
Kolkata 700 034  
Tel No: 033-24989752

### Mumbai / Thane

65. Gala No. 4, First Floor  
Ajanta Industrial Estate  
Off L. T. Road, Borivali (West)  
Mumbai 400 092  
Tel No: 022-28926154
66. 20, Cusrow Bagh, Colaba  
Mumbai 400 005  
Tel No: 022-22876454
67. Nakshatra Mall  
Unit No. 21, 22, 23 & 24  
Gokhle Road, Dadar  
Mumbai 400 028  
Tel No: 022-24360794

- |  |  |  |
|--|--|--|
| <p>68. Shop No. 2 &amp; 2A, First Floor<br/>Akshay Plaza Co-operative Society<br/>Chembur<br/>Mumbai 400 071<br/>Tel No: 022-25290004</p> <p>69. Shop No. 1-4<br/>Nadiadwala Chawl<br/>SV Road, Opp. Paaneri<br/>Andheri (West)<br/>Mumbai 400 058<br/>Tel No: 022-26203990</p> <p>70. Shop No. 6-A, Ishkrupa Building<br/>Nehru Nagar<br/>Dombivali (East) 421 201<br/>Tel No: 0251-2447787</p> <p>71. Shop No. F38A<br/>1st Floor, Eternity Mall<br/>Near Eastern Expressway<br/>Tin Hath Naka<br/>Thane (West) 400 601<br/>Tel No: 022-25801525</p> <p>72. Shop No. 1<br/>Martuvaibhav Naughar<br/>Vasai West<br/>District Thane 401 202<br/>Tel No: 0250-2335477</p> <p>73. Shop No. 34/35<br/>City Centre Mall<br/>Sector No. 19D<br/>Palm Beach Road<br/>Navi Mumbai<br/>Vashi 400 733<br/>Tel No: 022-27893926</p> <p>74. Shop No. S-10, Ground Floor<br/>Phase-1<br/>Nirmal Lifestyle Mall<br/>LBS Marg<br/>Mulund (West)<br/>Mumbai 400 080<br/>Tel No: 022-25931370</p> <p>75. 107/108, First Floor<br/>Little World Mall, Sector 2<br/>Khargar<br/>Mumbai 410 210<br/>Tel No: 09022949391</p> | <p><b>New Delhi / NCR</b></p> <p>76. Shop No. 241-242<br/>DLF Courtyard, Saket<br/>New Delhi 110 017<br/>Tel No: 011-41653635</p> <p>77. D-35, Lajpat Nagar<br/>Central Market-II<br/>New Delhi 110 024<br/>Tel No: 011-29830440</p> <p>78. E-149, Kamla Nagar<br/>New Delhi 110 019<br/>Tel No: 011-47036020</p> <p>79. Shop No. 7/2<br/>West Patel Nagar<br/>New Delhi 110 008<br/>Tel No: 011-25889043</p> <p>80. F-16, District Centre<br/>Janak Place, Janakpuri<br/>New Delhi 110 058<br/>Tel No: 011-25618031</p> <p>81. P-15, Pandav Nagar<br/>Mayur Vihar<br/>New Delhi 110 091<br/>Tel No: 011-22756180</p> <p>82. G-54, Laxmi Nagar<br/>Vikas Marg<br/>Delhi 110 092<br/>Tel No: 011-22542495</p> <p>83. Shop No. FF 101 &amp; 102<br/>Plot No. 12, V3S, Laxmi Nagar<br/>District Centre<br/>New Delhi 110 092<br/>Tel No: 011-22446327</p> <p>84. 13/29-30, Rachna Building<br/>Ajmal Khan Road<br/>Karol Bagh<br/>New Delhi 110 005<br/>Tel No: 011-25810440</p> <p>85. Shop No. 188<br/>Sarojini Nagar Market<br/>New Delhi 110 023<br/>Tel No: 011-24676188</p> | <p>86. FF-33, First Floor, MGF Mall<br/>The Metropolitan<br/>Mehrauli - Gurgaon Road<br/>Gurgaon 122 002<br/>Tel No: 0124-4085706</p> <p>87. Shop No. 16 &amp; 30<br/>2nd Floor, Centre Stage Mall<br/>Sector 18<br/>Noida 201 301<br/>Tel No: 0120-4351856</p> <p>88. Shop No. 228, Ground Floor<br/>C-134B, Shoprix Shopping Mall<br/>Sector 61<br/>Noida 201 301<br/>Tel No: 0120-4332954</p> <p>89. Shop No. 4-6, Arjun Plaza<br/>Jagat Farm, Gamma-1<br/>Greater Noida 201 301<br/>Tel No: 0120-2322563</p> <p>90. Shop No. F-6, First Floor<br/>Ansal Crown Plaza, Sector 15A<br/>Faridabad 121 001<br/>Tel No: 0129-4014077</p> <p>91. UGF-A103, Manhattan Mall<br/>Sector 20-A<br/>Main Mathura Road<br/>Faridabad 121 003<br/>Tel No: 0129-6462032</p> <p>92. Shop No. 55<br/>First Floor, Shipra Mall<br/>Plot No. 9, Vaibhav Khand<br/>Ghaziabad 201 012<br/>Tel No: 0120-2689550</p> <p>93. 24, Gyan Deep Building<br/>Chaudhary More<br/>Ghaziabad 201 002<br/>Tel No: 0120-4112376</p> |
|--|--|--|

\* In addition to the above, there are over 180 John Player Stores spread across the country.

## Shareholder Referencer

### Unclaimed Dividend

Unclaimed dividend for the years prior to and including the financial year 2000-01 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, II MSO Building, 2nd Floor, 234/4 A.J.C. Bose Road, Kolkata 700 020, in the prescribed form. This form can be furnished by the Investor Service Centre of the Company (ISC) on request or can be downloaded from the Company's corporate website [www.itcportal.com](http://www.itcportal.com) under the section 'Investor Relations'.

The dividend for the undernoted years, if unclaimed / unpaid for 7 years, will be 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 unclaimed / unpaid dividend. Attention is drawn that the unclaimed dividend for the financial year 2001-02 will be due for transfer to IEPF on 31st August, 2009.

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

### ITC Limited

| Financial Year | Dividend Identification No. | Date of Declaration of Dividend | Total Dividend (Rs.) | Unclaimed Dividend as on 31/03/2009 |      | Due for transfer to IEPF on |
|----------------|-----------------------------|---------------------------------|----------------------|-------------------------------------|------|-----------------------------|
|                |                             |                                 |                      | (Rs.)                               | %    |                             |
| 2001-02        | 72nd                        | 26th July, 2002                 | 3,34,14,27,743.00    | 2,41,64,152.00                      | 0.72 | 31st August, 2009*          |
| 2002-03        | 73rd                        | 25th July, 2003                 | 3,71,26,78,290.00    | 2,24,10,120.00                      | 0.60 | 30th August, 2010           |
| 2003-04        | 74th                        | 30th July, 2004                 | 4,95,35,77,020.00    | 2,95,05,520.00                      | 0.60 | 4th September, 2011         |
| 2004-05        | 75th                        | 29th July, 2005                 | 7,73,24,56,356.00    | 4,34,76,849.00                      | 0.56 | 3rd September, 2012         |
| 2005-06        | 76th                        | 21st July, 2006                 | 9,95,12,91,267.00    | 6,02,03,504.00                      | 0.60 | 26th August, 2013           |
| 2006-07        | 77th                        | 27th July, 2007                 | 11,66,29,29,029.00   | 7,91,69,739.00                      | 0.68 | 1st September, 2014         |
| 2007-08        | 78th                        | 30th July, 2008                 | 13,19,01,73,540.00   | 8,80,67,965.00                      | 0.67 | 4th September, 2015         |

\*It will not be possible to entertain claims received by ISC after 28th August, 2009.

### Erstwhile ITC Hotels Limited

| Financial Year | Date of Declaration of Dividend | Total Dividend (Rs.) | Unclaimed Dividend as on 31/03/2009 |      | Due for transfer to IEPF on |
|----------------|---------------------------------|----------------------|-------------------------------------|------|-----------------------------|
|                |                                 |                      | (Rs.)                               | %    |                             |
| 2003-04        | 14th July, 2004                 | 6,04,32,984.00       | 6,89,799.00                         | 1.14 | 18th August, 2011           |

### 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, 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 respective 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 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) furnishing complete details of such bank account including the MICR code.

### Electronic Clearing Service (ECS) Facility

The Company, with respect to payment of dividend, provides the facility of ECS to Shareholders at the following cities:

**Agra, Ahmedabad, Allahabad, Amritsar, Aurangabad, Bengaluru, Bhilwara, Bhopal, Bhubaneswar, Burdwan, Calicut, Chandigarh, Chennai, Cochin, Coimbatore, Dehradun, Delhi, Dhanbad, Erode, Gorakhpur, Guwahati, Gwalior, Haldia, Hubli, Hyderabad, Indore, Jabalpur, Jaipur, Jalandhar, Jammu, Jamshedpur, Jodhpur, Kakinada, Kanpur, Kolhapur, Kolkata, Lucknow, Ludhiana, Madurai, Mangalore, Mumbai, Mysore, Nagpur, Nashik, Nellore, Panaji, Patna, Pondicherry, Pune, Raipur, Rajkot, Ranchi, Salem, Shimla, Siliguri, Solapur, Surat, Thiruvananthapuram, Tiruchirapalli, Tirupati, Trichur, Udaipur, Vadodara, Varanasi, Vijayawada and Visakhapatnam.**

Shareholders holding Shares in the physical form, who wish to avail the ECS facility, may send their ECS mandate in the prescribed form to the Company, in the event they have not done so earlier. The ECS mandate form can be furnished by ISC on request or can be downloaded from the Company's corporate website [www.itcportal.com](http://www.itcportal.com) under the section 'Investor Relations'.

### Nomination Facility

Shareholders who hold Shares in the physical form and wish to make / change nomination in respect of their shareholding in the Company, may submit to ISC the prescribed Form 2B. This Form can be furnished by ISC on request or can be downloaded from the Company's corporate website [www.itcportal.com](http://www.itcportal.com) under the section 'Investor Relations'.

### Depository Services

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

#### Address for Correspondence with Depository

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

Telephone no. : 022-2499 4200  
Facsimile no. : 022-2497 2993  
e-mail : [info@nsdl.co.in](mailto:info@nsdl.co.in)  
website : [www.nsdl.co.in](http://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](mailto:investors@cdslindia.com)  
website : [www.cdslindia.com](http://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](mailto:isc@itc.in)  
website : [www.itcportal.com](http://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, to facilitate prompt response, account numbers / DP ID & Client ID numbers are required to be furnished. Shareholders are requested to also provide their e-mail address and telephone / fax numbers.