

## SHAREHOLDER INFORMATION

### AGM Details

Date	Friday, 3rd August, 2001
Venue	Science City Main Auditorium JBS Haldane Avenue Kolkata 700 046
Time	10.00 a.m.
Book Closure Dates	Wednesday, 18th July, 2001 to Friday, 3rd August, 2001 (both days inclusive)
Dividend payment date	On or after Monday, 6th August, 2001, but within the statutory time limit

### Registrar & Share Transfer Agents

An in-house Investor Service Centre (ISC) of the Company carries out share registration and other related activities for which the Company is registered with SEBI as Category II Share Transfer Agent.

### Address for Correspondence

Investor Service Centre  
I.T.C. Limited  
37, Chowringhee  
Kolkata 700 071

Telephone nos. : 0091-033-288-6426

0091-033-288-0034

Facsimile no. : 0091-033-288-2358

e-mail : itcsec@cal3.vsnl.net.in

Shareholders holding shares in the electronic form should address their correspondence, except those relating to dividend, to their respective Depository Participants.

### Compliance Officer

Arun Bose, Assistant Secretary, in-charge of ISC, is the Compliance Officer under SEBI (Registrars to an Issue and Share Transfer Agents) Regulations, 1993 and under Clause 47 of the Listing Agreement with Stock Exchanges.

### Transfer System

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 transfer are completed within 7-10 days from the date of receipt of request. After such processing, the facility of simultaneous transfer and dematerialisation of shares is provided to the Shareholders.

There are no pending share transfers as of 31st March, 2001.

The Share and Debenture Transfer Committee comprises the following :

K. Vaidyanath, Executive Director – Chairman

B. B. Chatterjee, Company Secretary – Member

K. S. Suresh, Company Solicitor – Member

The Assistant Secretary, in-charge of ISC, is the Secretary to the Committee.

### Dematerialisation of Shares and Liquidity

The shares of the Company are compulsorily traded in dematerialised form and are available for trading under both the Depository Systems in India - NSDL (National Securities Depository Limited) and CDSL (Central Depository Services (India) Limited).

As on 31st March, 2001, a total of 14,17,13,613 Ordinary Shares of the Company, which forms 57.74% of the Share Capital, stands dematerialised.

The processing activities with respect to the requests received for dematerialisation are completed within 3-5 days from the date of receipt of request.

Under the Depository System, the International Securities Identification Number (ISIN) allotted to the Company's Ordinary Shares is INE154A01017.

### Shareholder Complaints

The Company received 1,241 complaints during the financial year ended 31st March, 2001, and none of the complaints received were pending as on that date.

	Received	Redressed	Pending
Shareholders / Investors	1,110	1,110	Nil
Stock Exchanges	60	60	Nil
Securities and Exchange Board of India	31	31	Nil
Depositories	31	31	Nil
Department of Company Affairs	9	9	Nil
Total	1,241	1,241	Nil

The Company has attended to the Shareholders'/ Investors' grievances /correspondence generally within a period of 7-10 days except in cases where constrained by disputes or legal impediments.

### Nature of Complaints

	No. of Complaints	% of Complaints
Non-receipt of Dividend Warrants	534	43
Transfer of Shares	38	3
Transmission of Shares	21	2
Non-receipt of Share Certificates	98	8
Issue of Duplicate Share Certificates	71	6
Dematerialisation of Shares	103	8
Others	376	30
Total	1,241	100

### Legal Proceedings

There are some pending cases relating to disputes over title to shares, in which the Company has been made a party. These cases are however not material in nature.

### Distribution of Shareholding as on 31st March, 2001

Slab	No. of Shareholders		No. of Ordinary Shares	
	Total	% of Shareholders	Total	% to Share Capital
1 - 500	1,28,679	88.16	1,61,15,474	6.57
501 - 1000	10,424	7.14	71,42,472	2.91
1001 - 2000	4,440	3.04	62,94,655	2.56
2001 - 3000	1,060	0.73	25,98,678	1.06
3001 - 4000	484	0.33	16,70,783	0.68
4001 - 5000	211	0.14	9,50,626	0.39
5001 - 10000	335	0.23	22,96,381	0.94
10001 and above	329	0.23	20,76,85,579	84.62
Others *	NA	NA	6,60,256	0.27
Total	1,45,962	100.00	24,54,14,904	100.00

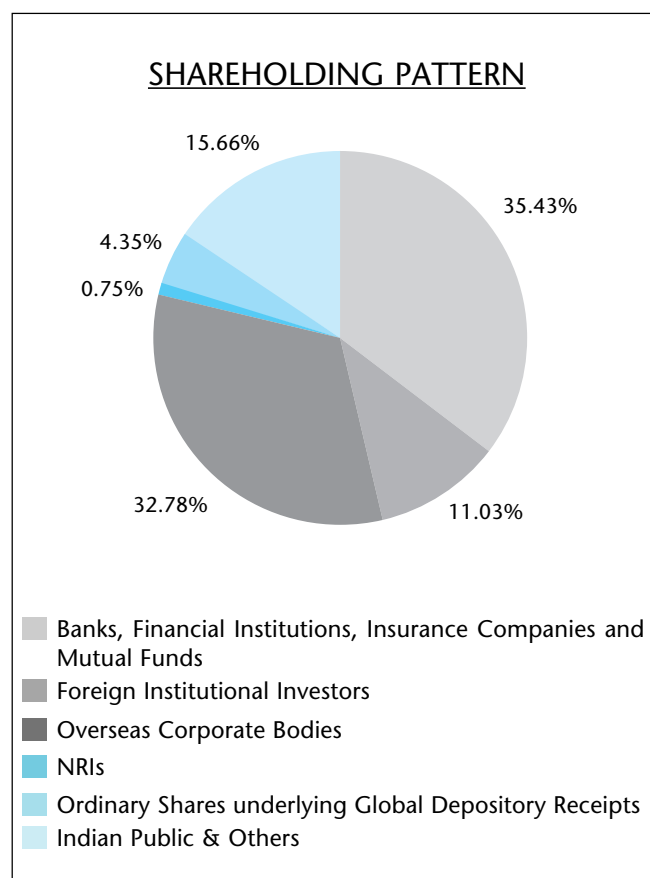
\* Represents demat shares 'In-transit' as per NSDL records.

### Category of Shareholders as on 31st March, 2001

Category	No. of Ordinary Shares held	% of Shareholding
Banks, Financial Institutions, Insurance Companies and Mutual Funds	8,69,59,382	35.43
Foreign Institutional Investors	2,70,79,091	11.03
Overseas Corporate Bodies	8,04,58,926	32.78
NRIs	18,27,020	0.75
Ordinary Shares underlying Global Depository Receipts *	1,06,75,350	4.35
Indian Public & Others **	3,84,15,135	15.66
Total	24,54,14,904	100.00

\* Held by Citibank N.A. New York ADR Department.

\*\* Includes demat shares 'In-transit' as per NSDL records.



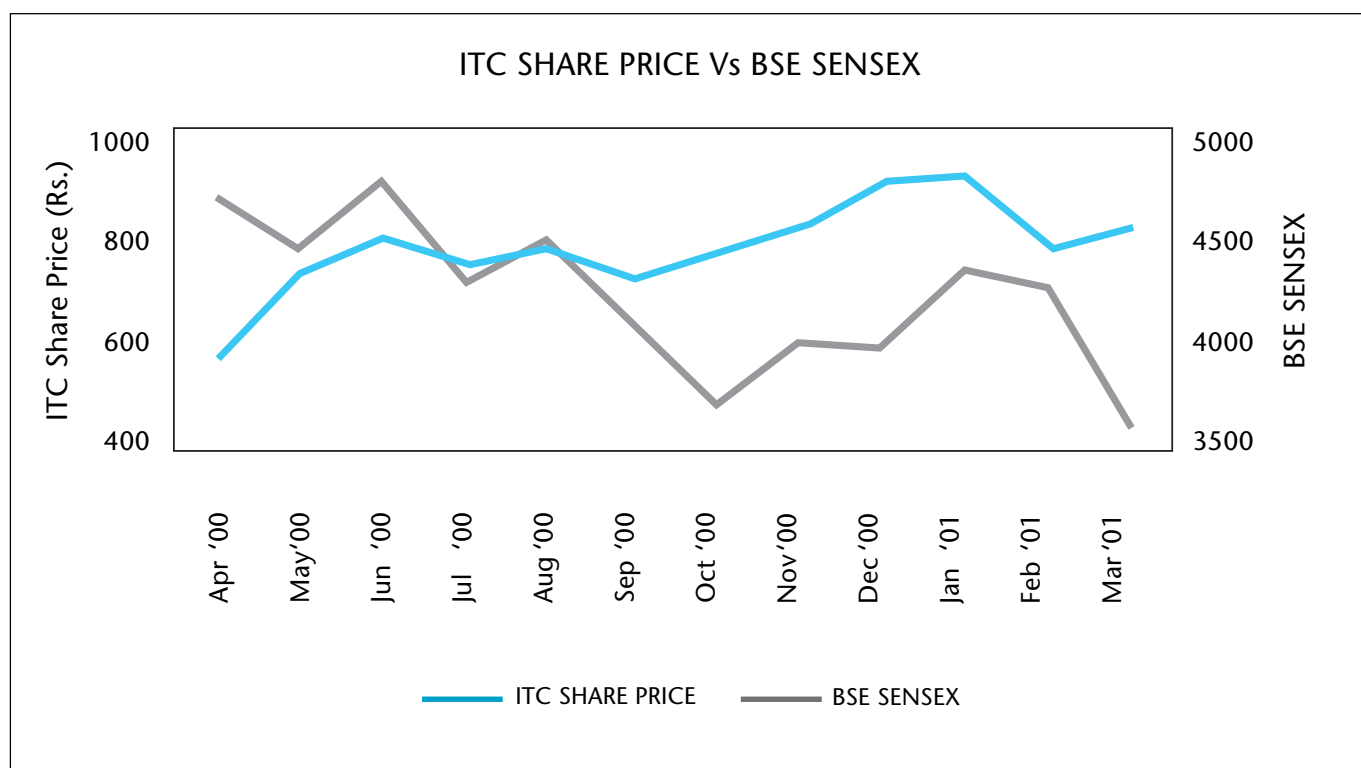
## Global Depository Receipts

Pursuant to an offer of Global Depository Receipts (GDRs) made by the Company in 1993, 1,06,75,350 GDRs, representing 1,06,75,350 underlying Ordinary Shares of the Company, were outstanding as on 31st March, 2001.

Monthly High and Low quotation of Shares traded on Calcutta Stock Exchange (CSE), Mumbai Stock Exchange (BSE) & National Stock Exchange (NSE) and for the GDRs on Luxembourg Stock Exchange (LSE)

Month	CSE		BSE		NSE		LSE (GDR)	
	High (Rs.)	Low (Rs.)	High (Rs.)	Low (Rs.)	High (Rs.)	Low (Rs.)	High (US\$)	Low (US\$)
2000 APRIL	786.70	492.50	793.75	490.00	800.80	489.80	20.25	15.75
MAY	779.00	495.10	786.00	496.00	789.00	495.10	17.50	14.35
JUNE	805.00	653.60	805.50	650.00	805.00	650.10	19.50	15.75
JULY	882.10	701.00	882.00	702.00	879.90	701.00	20.35	17.75
AUGUST	835.80	734.00	837.50	734.05	838.95	733.30	20.50	18.75
SEPTEMBER	855.00	701.00	859.00	700.15	858.00	702.15	20.75	16.75
OCTOBER	799.80	704.00	802.00	700.00	801.65	703.00	19.13	15.25
NOVEMBER	834.00	750.00	840.00	745.00	854.00	748.00	19.50	16.75
DECEMBER	939.90	810.50	939.00	812.00	936.00	810.00	21.75	19.25
2001 JANUARY	955.50	860.00	962.00	865.05	960.00	862.00	21.75	19.25
FEBRUARY	920.10	761.20	920.00	760.00	921.95	760.00	21.75	16.30
MARCH	850.00	690.00	842.95	680.00	842.50	688.00	19.10	15.00

## Performance in comparison to broad based indices such as BSE SENSEX



## Listing on Stock Exchanges (with Stock Code)

The Calcutta Stock Exchange Association Ltd. (18)  
7, Lyons Range  
Kolkata 700 001

The Stock Exchange, Mumbai (875)  
Phiroze Jeejeebhoy Towers  
Dalal Street  
Mumbai 400 001

National Stock Exchange of India Ltd. (ITC)  
Trade World  
Senapati Bapat Marg  
Lower Parel  
Mumbai 400 013

The Uttar Pradesh Stock  
Exchange Association Ltd. (ITC)  
Padam Towers  
14/113, Civil Lines  
Kanpur 208 001

Bangalore Stock Exchange Ltd. (ITC)  
Stock Exchange Towers  
No. 51, 1st Cross  
J. C. Road  
Bangalore 560 027

The Hyderabad Stock Exchange Ltd. (ITC)  
3-6-275, Himayatnagar  
Hyderabad 500 029

The Stock Exchange, Ahmedabad (ITC)  
Kamdhenu Complex  
Opp. Sahajanand College  
Panjarapole  
Ahmedabad 380 015

Cochin Stock Exchange Ltd. (ITC)  
36/1565, 4th Floor  
MES Buildings  
Judges Avenue  
Kaloor  
Cochin 682 017

Pune Stock Exchange Ltd. (ITCLI 000875)  
'Shivleela Chambers'  
752, Sadashiv Peth  
R. B. Kumthekar Marg  
Pune 411 030

Madras Stock Exchange Ltd. (ITC)  
Exchange Building  
11, Second Line Beach  
Chennai 600 001

The Delhi Stock Exchange Association Ltd. (9020)  
DSE House  
3/1, Asaf Ali Road  
New Delhi 110 002

The Listing Fees for the year 2001/2002 have been paid to the above Stock Exchanges.

The Company's GDRs are listed at the Luxembourg Stock Exchange (Code : ITCG), at Societe de la Bourse de Luxembourg, 11 Avenue de la Porte - Neuve, L-2227 Luxembourg, and the Listing Fee for the calendar year 2001 has also been paid.

## Plant Locations

### CIGARETTE FACTORIES

Bangalore  
P.O. Pulikeshinagar  
Bangalore 560 005  
Meenakunte Village  
Jallahobli  
Bangalore (North) 562 157  
Saharanpur  
Sardar Patel Marg  
P.O.Box No. 25  
Saharanpur 247 001  
Munger  
Basdeopur P.O.  
District Munger  
Munger 811 202

Kolkata  
93/1 Karl Marx Sarani  
P.B. No. 17203  
Kolkata 700 043

### GREEN LEAF THRESHING PLANTS

Anaparti  
Anaparti 533 342  
East Godavari District  
Chirala  
P.B. No. 1  
Chirala 523 157

#### PACKAGING & PRINTING FACTORIES

Tiruvottiyur  
P.O. Box No. 2277  
Tiruvottiyur  
Chennai 600 019

Munger  
Basdeopur P.O.  
District Munger  
Munger 811 202

#### PAPER MILL

Tribeni  
Tribeni Mill  
P.O. Chandrahati  
District Hooghly  
West Bengal 712 504

#### HOTELS

Delhi  
ITC Hotel Maurya Sheraton & Towers  
Sardar Patel Marg  
Diplomatic Enclave  
New Delhi 110 021

Mumbai  
ITC Hotel Grand Maratha Sheraton & Towers  
Sahar  
Mumbai 400 099

Chennai  
Chola Sheraton  
10, Cathedral Road  
Chennai 600 086

Agra  
Mughal Sheraton  
Taj Ganj  
Agra 282 001

#### LIFESTYLE RETAIL OUTLET & CLUB STORES

##### Retail Outlet at :

New Delhi  
Wills Sport Store  
F-41, U&I Centre,  
South Extension Part-I  
New Delhi 110 049

##### Club Stores at :

New Delhi  
Delhi Golf House  
Kolkata  
Tollygunge Club  
Royal Calcutta Golf Club  
Gurgaon  
Classic Golf Resort  
Bangalore  
Karnataka Golf Association  
Bangalore Golf Club  
Coimbatore  
Coimbatore Golf Club  
Mumbai  
United Services Club

## Financial Calendar

Financial Year 2001 / 2002		
1	First Quarter Results	July 2001
2	Second Quarter and Half Yearly Results	October 2001
3	Third Quarter Results	January 2002
4	Annual Results	May 2002

## Particulars of Past three AGMs

AGM	YEAR	VENUE	DATE	TIME
89th	1999/2000	Science City	28/07/2000	10.00 a.m.
88th	1998/1999	Main Auditorium	30/07/1999	10.00 a.m.
87th	1997/1998	JBS Haldane Avenue, Kolkata 700 046	12/08/1998	10.00 a.m.

An Extraordinary General Meeting of the Company was also held on 17th January, 2001, at 10.00 a.m. at Science City, Main Auditorium, JBS Haldane Avenue, Kolkata 700 046.

## Postal Ballot

No special resolution requiring a postal ballot was placed before the last AGM. Similarly, no special resolution requiring a postal ballot is being proposed at the ensuing AGM.

## SHAREHOLDER REFERENCER

### Unclaimed Dividends

Pursuant to Section 205A of the Companies Act, 1956, unclaimed dividends up to and including for the financial years 1993-94 have been transferred to the General Revenue Account of the Central Government. Shareholders who have not encashed their dividend warrant(s) relating to financial year(s) up to 1993-94 are requested to claim the amounts from the Registrar of Companies, West Bengal, Govt. of India, Nizam Palace, M. S. Office Building, 234/4, A. J. C. Bose Road, Kolkata 700 020 in the prescribed form, which can be downloaded from the Company's website ([www.itcportal.com](http://www.itcportal.com) under the section 'Investor Relations') or can be furnished by the ISC on request.

The dividends for the following years remaining unclaimed for 7 years will be transferred by the Company to the Investor Education and Protection Fund established by the Central Government pursuant to Section 205C of the Companies Act, 1956 :

Financial Year	Dividend No.	Date of Declaration of Dividend	Due for transfer on
1994-1995	65th	28th September, 1995	16th November, 2002
1995-1996	66th	22nd August, 1996	9th October, 2003
1996-1997	67th	27th August, 1997	14th October, 2004
1997-1998	68th	12th August, 1998	28th September, 2005
1998-1999	69th	30th July, 1999	16th September, 2006
1999-2000	70th	28th July, 2000	14th September, 2007

Shareholders who have not so far encashed their dividend warrant(s) or have not received the same are requested to seek issue of duplicate warrant(s) by writing to the ISC confirming non-encashment/non-receipt of dividend warrant(s).

### Bank Details

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

- i) any change in their address / mandate / bank details and
- ii) particulars of their bank account, in case the same have not been sent earlier.

While opening accounts with Depository Participants (DPs), Shareholders may have given their bank account details, which will be used by the Company for printing on warrants for payment of dividend. Shareholders who wish to receive dividend in an account other than the one specified while opening the Depository Account, may notify their DPs about any change in bank account details. Shareholders are further requested to furnish complete details of their bank accounts including MICR codes of their bank to their DPs.

### Electronic Clearing Service (ECS) Facility

With respect to payment of dividend, the Company provides the facility of ECS to Shareholders residing in the following cities :

Ahmedabad, Bangalore, Bhubaneswar, Chandigarh, Chennai, Coimbatore, Cochin, Delhi, Guwahati, Hyderabad, Jaipur, Kanpur, Kolkata, Mumbai, Nagpur, Patna and Thiruvananthapuram.

Shareholders holding shares in physical form who now wish to avail ECS facility, may authorise the Company with their ECS mandate in the prescribed form, which can be downloaded from the Company's website ([www.itcportal.com](http://www.itcportal.com) under the section 'Investor Relations') or can be furnished by the ISC on request.

### Depository Services

For guidance on depository services, Shareholders may write to the ISC or to the respective depositories :

National Securities Depository Limited	Central Depository Services (India) Limited
Trade World, 5th floor, Kamala Mills Compound	Phiroze Jeejeebhoy Towers
Senapati Bapat Marg, Lower Parel, Mumbai 400 013	28th floor, Dalal Street, Mumbai 400 023
Telephone : 0091-022-4972964-70	Telephone : 0091-022-2723333
Facsimile : 0091-022-4972993/4976351	Facsimile : 0091-022-2723199/2722072
e-mail : <a href="mailto:info@nsdl.co.in">info@nsdl.co.in</a>	e-mail : <a href="mailto:info@centraldepository.com">info@centraldepository.com</a>
Website : <a href="http://www.nsdl.co.in">www.nsdl.co.in</a>	Website : <a href="http://www.centraldepository.com">www.centraldepository.com</a>

### Nomination Facility

Shareholders holding shares in physical form and desirous of making a nomination in respect of their shareholding in the Company, as permitted under Section 109A of the Companies Act, 1956, are requested to submit to the ISC the prescribed Form 2B for this purpose, which can be downloaded from the Company's website ([www.itcportal.com](http://www.itcportal.com) under the section 'Investor Relations') and has also been furnished alongwith the Notice convening the Annual General Meeting.