

# Shareholder Information

## AGM Details

Date	Friday, 23rd July, 2010
Venue	Science City Main Auditorium JBS Haldane Avenue Kolkata 700 046
Time	10.30 a.m.
Book Closure Dates	Friday, 11th June, 2010 to Friday, 18th June, 2010 (both days inclusive)
Dividend Payment Date	Monday, 26th July, 2010

## Registrar & Share Transfer Agents

The in-house Investor Service Centre of the Company (ISC) provides share registration and other related services. The Company is registered with SEBI as Category II Share Transfer Agent. During the year, the ISO Quality Management System Certification for ISC for investor servicing was upgraded from ISO 9001 : 2000 to ISO 9001 : 2008.

## Shareholder Satisfaction Survey

In the Shareholder Satisfaction Survey conducted during the year, investors expressed a high degree of satisfaction with the services provided by ISC.

## 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 three working days from the date of receipt of request. There were no share transfers pending as on 31st March, 2010. The Committee met forty-eight times during the financial year.

The Committee comprises the following:

K. Vaidyanath, 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 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 just one complaint relating to non-receipt of share certificates during the financial year ended 31st March, 2010. 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 2010-11 has been paid to NSDL and CDSL, the Depositories.

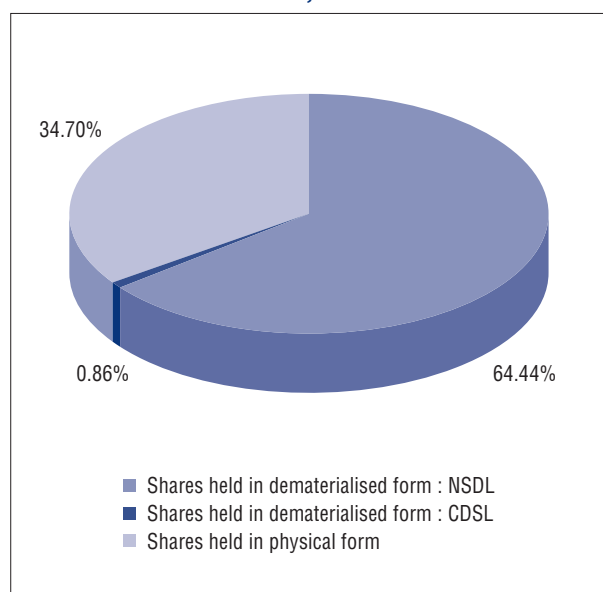
During the year, 84,23,357 Shares of the Company, covered in 2,848 requests and constituting 0.22% of the issued and subscribed Share Capital of the Company, were dematerialised. As on 31st March, 2010, 2,49,33,12,183 Shares of the Company constituting 65.30% of the issued and subscribed Share Capital 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. The Company's market capitalisation for the first time crossed Rs. 1,00,000 crores during the year and stood at Rs. 1,00,437 crores on 31st March, 2010.

### Distribution of Shareholding as on 31st March, 2010

No. of Shares Slab	No. of Shareholders				No. of Shares					
	Physical	Demat	Total	%	Physical	%	Demat	%	Total	%
1 – 5000	41,507	2,78,084	3,19,591	94.17	4,29,11,633	1.13	11,85,38,562	3.10	16,14,50,195	4.23
5001 – 10000	2,880	7,518	10,398	3.06	2,10,86,220	0.55	5,46,87,066	1.44	7,57,73,286	1.99
10001 – 20000	1,153	3,992	5,145	1.52	1,58,94,019	0.42	5,59,88,189	1.46	7,18,82,208	1.88
20001 – 30000	452	1,329	1,781	0.52	1,10,64,715	0.29	3,26,29,225	0.86	4,36,93,940	1.15
30001 – 40000	147	506	653	0.19	50,90,295	0.13	1,75,46,266	0.46	2,26,36,561	0.59
40001 – 50000	85	375	460	0.14	37,84,350	0.10	1,69,33,405	0.44	2,07,17,755	0.54
50001 – 100000	85	563	648	0.19	58,04,965	0.15	3,82,75,418	1.00	4,40,80,383	1.15
100001 and above	45	662	707	0.21	1,21,92,28,410	31.93	2,15,87,14,052	56.54	3,37,79,42,462	88.47
<b>Total</b>	<b>46,354</b>	<b>2,93,029</b>	<b>3,39,383</b>	<b>100.00</b>	<b>1,32,48,64,607</b>	<b>34.70</b>	<b>2,49,33,12,183</b>	<b>65.30</b>	<b>3,81,81,76,790</b>	<b>100.00</b>

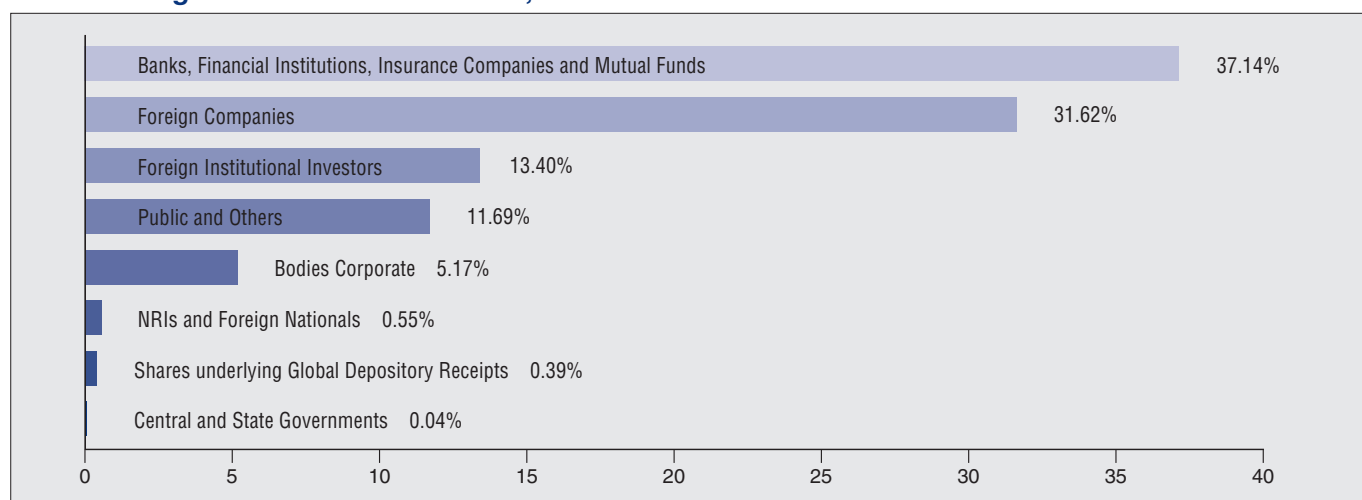
### Shares held in Physical and Dematerialised form as on 31st March, 2010



### Categories of Shareholders as on 31st March, 2010

Category	No. of Shares held	%
<b>(A) Institutional Shareholding</b>		
Banks, Financial Institutions, Insurance Companies and Mutual Funds	1,41,81,87,984	37.14
Foreign Institutional Investors	51,17,14,478	13.40
Central and State Governments	15,18,140	0.04
<b>Sub-Total (A)</b>	<b>1,93,14,20,602</b>	<b>50.58</b>
<b>(B) Non-Institutional Shareholding</b>		
Foreign Companies	1,20,73,51,692	31.62
NRIs and Foreign Nationals	2,09,23,062	0.55
Bodies Corporate	19,75,71,154	5.17
Public and Others	44,62,09,296	11.69
<b>Sub-Total (B)</b>	<b>1,87,20,55,204</b>	<b>49.03</b>
<b>Public Shareholding (A+B)</b>	<b>3,80,34,75,806</b>	<b>99.61</b>
<b>Shares underlying Global Depository Receipts</b>	<b>1,47,00,984</b>	<b>0.39</b>
<b>Total</b>	<b>3,81,81,76,790</b>	<b>100.00</b>

### Shareholding Pattern as on 31st March, 2010



## Shareholder Information

### Top Ten Shareholders as on 31st March, 2010

Sl. No.	Name of the Shareholder	No. of Shares held	%
1	Tobacco Manufacturers (India) Limited	99,27,82,440	26.00
2	Life Insurance Corporation of India	52,37,99,168	13.72
3	Specified Undertaking of the Unit Trust of India	44,83,60,545	11.74
4	Myddleton Investment Company Limited	16,21,03,980	4.25
5	The New India Assurance Company Limited	8,55,21,835	2.24
6	General Insurance Corporation of India	7,33,67,104	1.92
7	The Oriental Insurance Company Limited	7,06,15,780	1.85
8	National Insurance Company Limited	6,57,61,110	1.72
9	ICICI Prudential Life Insurance Company Limited	5,30,66,676	1.39
10	Rothmans International Enterprises Limited	5,16,51,630	1.35

### Global Depository Receipts

Pursuant to the offer of Global Depository Receipts (GDRs) made by the Company in 1993, 1,47,00,984 GDRs, representing 1,47,00,984 underlying Shares of the Company i.e. 0.39% of the issued and subscribed Share Capital, were outstanding as on 31st March, 2010.

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 2010 has been paid.

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

Stock Exchange	Stock Code
National Stock Exchange of India Ltd. Exchange Plaza, 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
Bombay Stock Exchange Ltd. 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. 7, Lyons Range Kolkata 700 001 Telephone nos. : 033-2210 4470/77 Facsimile no. : 033-2210 2210 e-mail : cseisc@cse-india.com website : www.cse-india.com	1000018

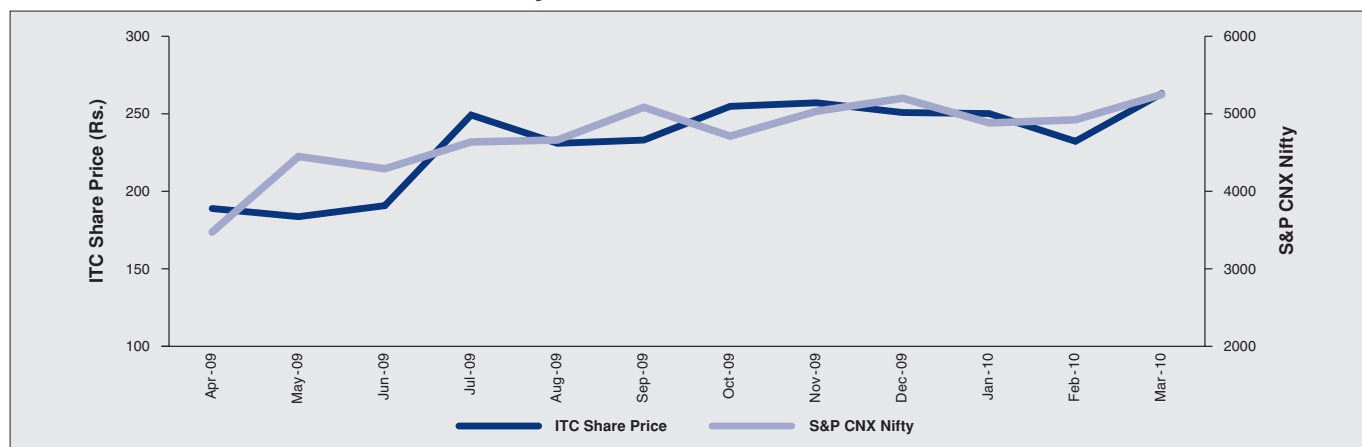
Stock Exchange	Reuters Code	Bloomberg
National Stock Exchange of India Ltd.	ITC.NS	ITC IS
Bombay Stock Exchange Ltd.	ITC.BO	ITC IB

The Listing Fee for the financial year 2010-11 has been paid to the Stock Exchanges.

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

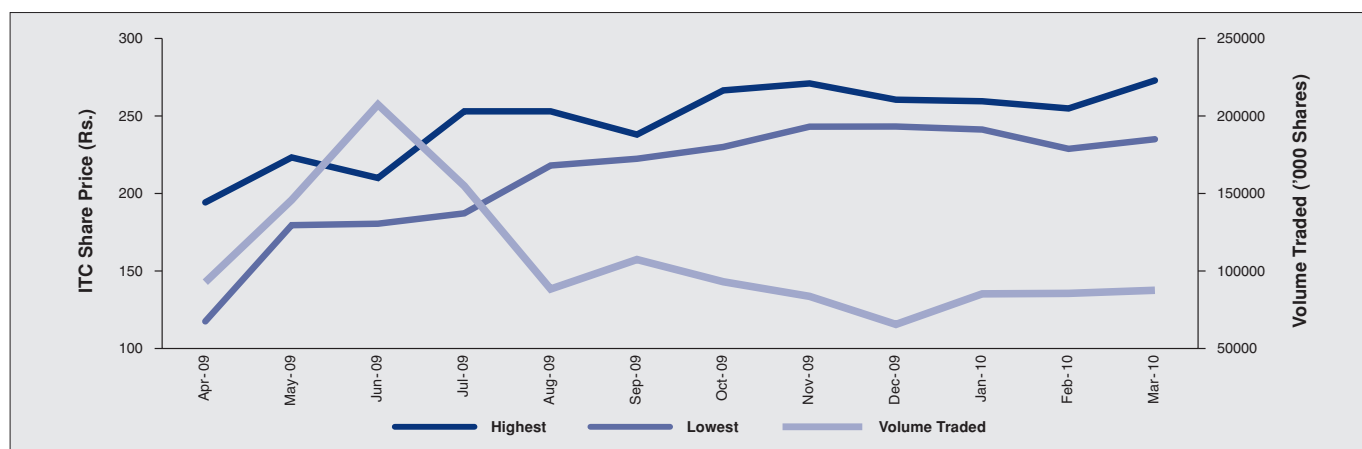
Year & Month	NSE			BSE			CSE			LSE		
	High (Rs.)	Low (Rs.)	Volume in 000's (Nos.)	High (Rs.)	Low (Rs.)	Volume in 000's (Nos.)	High (Rs.)	Low (Rs.)	Volume in 000's (Nos.)	High (US\$)	Low (US\$)	Volume in 000's (Nos.)
2009 APRIL	194.25	177.50	9,27,80	194.80	177.60	1,19,02	Nil	Nil	Nil	3.82	3.60	Nil
MAY	223.25	179.55	14,57,95	209.00	179.35	1,53,86	196.00	182.60	12	4.17	3.76	Nil
JUNE	210.00	180.50	20,73,53	209.70	180.25	2,92,39	199.00	191.20	6	4.39	3.95	20
JULY	253.00	187.20	15,48,43	252.25	187.20	2,61,16	239.00	227.90	1	5.23	4.00	7
AUGUST	253.00	218.05	8,83,60	252.00	218.00	1,12,93	Nil	Nil	Nil	5.23	4.41	1
SEPTEMBER	238.00	222.40	10,73,97	237.90	223.00	1,14,64	232.55	232.50	Nil	4.90	4.55	46
OCTOBER	266.50	230.00	9,30,63	267.90	230.00	1,15,47	Nil	Nil	Nil	5.66	4.86	8
NOVEMBER	271.00	243.10	8,36,31	271.30	244.00	99,99	264.50	264.45	Nil	5.81	5.24	Nil
DECEMBER	260.50	243.20	6,55,42	260.40	232.00	76,34	256.90	245.30	27	5.57	5.21	Nil
2010 JANUARY	259.50	241.25	8,52,57	259.60	241.50	99,84	255.40	247.50	8	5.64	5.30	Nil
FEBRUARY	254.85	228.80	8,55,65	254.65	229.00	77,74	250.10	246.40	21	5.49	4.80	2
MARCH	272.90	235.00	8,75,67	272.70	232.00	1,20,01	264.75	236.35	34	5.96	5.03	29

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



Note – Indicates monthly closing positions.

**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)
2009-10	10.00 *	3818.18 *
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

\* Subject to approval of Members. Includes special Centenary Dividend of Rs.5.50 per Share.

\*\* 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 2010-11		
1	First Quarter Results	July 2010
2	Second Quarter and Half-Year Results	October 2010
3	Third Quarter Results	January 2011
4	Fourth Quarter and Annual Results	May 2011

### Particulars of past three AGMs

AGM	Financial Year	Venue	Date	Time	Special Resolutions passed
98th	2008-09	Science City Main Auditorium JBS Haldane Avenue Kolkata 700 046	24/07/2009	10.30 a.m.	● Appointment of Auditors.
97th	2007-08		30/07/2008		● Appointment of Auditors. ● Payment of commission to Non-Executive Directors.
96th	2006-07		27/07/2007		● Appointment of Auditors.

### Postal Ballot

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

### Plant Locations

#### CIGARETTE FACTORIES

##### Bengaluru

1. Meenakunte Village  
Jallahobli  
Bengaluru  
Karnataka 562 157

##### Kolkata

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

##### Munger

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

##### Ranjangaon

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

##### Saharanpur

5. Sardar Patel Marg  
Saharanpur  
Uttar Pradesh 247 001

#### HOTELS

##### Owned Hotels

##### Agra

1. ITC Mughal\*  
Taj Ganj  
Agra 282 001

##### Bengaluru

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

##### Chennai

4. Sheraton Chola Hotel  
Cathedral Road  
Chennai 600 086

##### Jaipur

5. Sheraton Rajputana Hotel  
Palace Road  
Jaipur 302 006

##### Kolkata

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

##### Mumbai

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

##### New Delhi

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

##### Licensed Hotels

##### Kota

11. WelcomHeritage  
Umed Bhawan Palace  
Palace Road  
Kota 324 001

##### Port Blair

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

##### Vadodara

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

##### Hotels Under Operating Services

##### Aurangabad

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

##### Chennai

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

##### Hyderabad

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

##### Visakhapatnam

17. WelcomHotel Grand Bay  
Beach Road  
Visakhapatnam 530 002

#### GREEN LEAF THRESHING PLANTS

##### Anaparti

1. Anaparti  
East Godavari District  
Andhra Pradesh 533 342

##### Chirala

2. Chirala  
Prakasam District  
Andhra Pradesh 523 157

#### 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. Chandrahati  
District Hooghly  
West Bengal 712 504

#### FOODS FACTORIES

##### Haridwar

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

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

## Shareholder Information

### Ranjangaon

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

### PERSONAL CARE PRODUCTS FACTORIES

#### Haridwar

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

#### Manpura

- Village Manpura  
Tehsil Baddi  
District Solan  
Himachal Pradesh 174 101

### CHOUPAL SAAGARS - RURAL SERVICES CENTRES

#### Amravati

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

#### Badaun

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

#### Bahraich

- 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

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

#### Chindwara

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

#### Dewas

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

#### Dhar

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

#### Gonda

- 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

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

#### Hathras

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

#### Itarsi

- Survey No. 309/5, 310/2 & 310/3  
Halka No. 11  
Village Raisalpur  
Tehsil Itarsi  
District Hoshangabad  
Madhya Pradesh 461 111

#### Jagdishpur

- Khasra No. 2377-2380  
Village Kathura  
Pargana Jagdishpur  
Tehsil Musafirkhana  
District Sultanpur  
Uttar Pradesh 227 817

#### Mandsaur

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

#### Mhow

- Village Gawli Palasia  
Patwari Halka No. 20  
Tehsil Ambedkar Nagar, Mhow  
District Indore  
Madhya Pradesh 453 441

#### Nagda

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

#### Parbhani

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

#### Pilibhit

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

#### Ratlam

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

#### Sehore

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

#### Ujjain

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

#### Vidisha

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

#### Wardha

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

#### Washim

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

#### Yavatmal

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



### LIFESTYLE RETAILING

#### Design & Technology Centre

##### Gurgaon

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

#### Wills Lifestyle Stores

##### Agra

1. ITC Mughal  
Taj Ganj  
Agra 282 001  
Tel No: 0562-4021700

##### Ahmedabad

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

##### Bengaluru

4. No. 6, Brigade Road  
Bengaluru 560 001  
Tel No: 080-41123662
5. 664, Binnamangala  
First Stage, 100 Ft. Road  
Indira Nagar  
Bengaluru 560 038  
Tel No: 080-41715665
6. ITC Royal Gardenia  
No. 1, Residency Road  
Bengaluru 560 025  
Tel No: 080-43455301

##### Bhubaneshwar

7. No. 794, Shaheed Nagar  
Janpath  
Bhubaneshwar 751 007  
Tel No: 0674-2544386
8. Shop No. 202, Second Floor  
Pal Height, Jaidev Vihar  
Bhubaneshwar 751 006  
Tel No: 0674-2361043

##### Chandigarh

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

##### Chennai

10. 19, Ground Floor, Quaiser Tower  
Khader Nawaz Khan Road  
Nungambakkam  
Chennai 600 034  
Tel No: 044-28332516

11. Shop No. 6, Ground Floor  
Chennai Citi Centre  
10 & 11, Dr. Radhakrishna Salai  
Chennai 600 004  
Tel No: 044-43536214

12. Shop No. 23, Ampa Skyline Mall  
N. M. Road, Aminjikarai  
Chennai 600 029  
Tel No: 044-42082522

##### Dehradun

13. 56, Rajpur Road  
Dehradun 248 001  
Tel No: 0135-2743444

##### Ernakulam

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

##### Gurgaon

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

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

##### Hyderabad

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

##### Indore

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

##### Jaipur

19. Gulab Niwas  
M. I. Road  
Jaipur 302 001  
Tel No: 0141-2365017

20. Shop No. G23-25  
Triton The Mega Mall  
Jhotwara Road  
Near Chomu Pulia  
Jaipur 302 012  
Tel No: 0141-5156731

##### Jammu

21. 5 & 6 Residency Road  
Jammu 180 001  
Tel No: 0191-2573153

##### Kolkata

22. 19B, Shakespeare Sarani  
Kolkata 700 071  
Tel No: 033-22826102
23. C-008 & C-010, City Centre  
Block-DC, Sector 1  
Salt Lake City  
Kolkata 700 101  
Tel No: 033-23589152

24. Shop No. S026  
South City Mall  
375, Prince Anwar Shah Road  
Kolkata 700 068  
Tel No: 033-40072207

25. Tollygunge Club  
120, Deshapran Sasmal Road  
Kolkata 700 033  
Tel No: 033-24732316

##### Lucknow

26. B-1, First Floor  
Fun Republic Mall  
Gomti Nagar  
Lucknow 226 010  
Tel No: 0522-4060666
27. Shop No. 25, Sahara Ganj  
Hazrat Ganj, Shah Nazaf Road  
Lucknow 226 001  
Tel No: 0522-4008401

##### Ludhiana

28. 85/4A, The Mall  
Ludhiana 141 001  
Tel No: 0161-2441423
29. Shop No. 44-45, 50-51  
First Floor, The Westend Mall  
Ferozpur Road  
Ludhiana 141 012  
Tel No: 0161-4644436

##### Mumbai / Thane

30. Shop No. 2, 3 & 32  
Ruki Mahal Co-operative  
Housing Society Ltd.  
Colaba  
Mumbai 400 005  
Tel No: 022-22818261
31. G-24, Inorbit Mall  
Plot No. 39/1, Sector 30 A  
Vashi  
Navi Mumbai 400 705  
Tel No: 022-65251162



## Shareholder Information

32. F-8 & 9, Inorbit Mall  
MindSpace, Malad Link Road  
Malad (West)  
Mumbai 400 064  
Tel No: 022-2871224

33. Unit No. 10, SSP Building  
Nirmal Lifestyle  
LBS Marg, Mulund (West)  
Mumbai 400 080  
Tel No: 022-66490407

34. 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

35. Shop No. G11, Mega Mall  
Malad Linking Road  
Oshiwara, Andheri (West)  
Mumbai 400 104  
Tel No: 022-40167330

36. F21 & 22, Korum Mall  
Mangal Pandey Road  
Eastern Express Highway  
District Thane (West) 400 606  
Tel No: 022-25417474

### Nagpur

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

### New Delhi

38. F-41, South Extension-I  
New Delhi 110 049  
Tel No: 011-41648524

39. 10208, Padam Singh Road  
Karol Bagh  
New Delhi 110 005  
Tel No: 011-28750433

40. E-2, Connaught Place  
New Delhi 110 001  
Tel No: 011-23417960

41. M-12, Greater Kailash-I  
New Delhi 110 048  
Tel No: 011-29232555

42. ITC Maurya  
Sardar Patel Marg  
Diplomatic Enclave  
New Delhi 110 021  
Tel No: 011-42099200

43. Shop No. GF 10 & 11  
TDI Mall, Plot No. 11  
Shivaji Place, Rajouri Garden  
New Delhi 110 027  
Tel No: 011-25105150

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

### Noida

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

### Panjim

46. 3293, M. G. Road  
Panjim 403 001  
Tel No: 0832-6641222

### Pune

47. 1204/22, Ground Floor  
Shivaji Nagar  
Junglee Maharaj Road  
Pune 411 004  
Tel No: 020-66019401

48. 11, Moledina Road  
Pune 411 001  
Tel No: 020-26121222

### Raipur

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

### Ranchi

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

### Siliguri

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

### Surat

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

### Thiruvananthapuram

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

### Vadodara

54. Shop No. 42-44  
Siddharth Complex  
R. C. Dutt Road, Alkapuri  
Vadodara 390 005  
Tel No: 0265-2325764

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

### Visakhapatnam

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

### John Players Stores\*

### Bengaluru

57. No. 12/29, Gentry Plaza  
11th Main, 4th Block  
Jayanagar  
Bengaluru 560 011  
Tel No: 080-41103338

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

59. Shop No. 1, Total Mall  
Sarjapur Road  
Bengaluru 560 037  
Tel No: 080-41486573

### Chennai

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

61. Shop No. 129A  
Spencer Plaza, Phase III  
First Floor, 769, Anna Salai  
Chennai 600 002  
Tel No: 044-52652449

62. Shop No. 145, AA Block  
Third Avenue  
Anna Nagar  
Chennai 600 040  
Tel No: 044-42611257

### Hyderabad

63. Shop No. 211, Second Floor  
City Centre  
Banjara Hills  
Hyderabad 500 003  
Tel No: 040-27810092

## Shareholder Information

64. Shop No. 16-11-704/5/A/9 & 10  
Opp. Kala Niketan  
Dilsukhnagar  
Hyderabad 500 060  
Tel No: 040-66562102

### Kolkata

65. 25B, Camac Street  
Kolkata 700 016  
Tel No: 033-22896244
66. 6/1, Lindsay Street  
Kolkata 700 087  
Tel No: 033-22497887
67. 200/2C, R. B. Avenue  
Gariahat  
Kolkata 700 029  
Tel No: 033-24664928
68. 8, Brahma Samaj Road  
Behala  
Kolkata 700 034  
Tel No: 033-24989752

### Mumbai / Thane

69. 20, Cusrow Bagh  
Colaba  
Mumbai 400 005  
Tel No: 022-22876454
70. Nakshatra Mall  
Unit No. 21, 22, 23 & 24  
Gokhle Road, Dadar  
Mumbai 400 028  
Tel No: 022-24360794
71. Shop No. 2 & 2A, First Floor  
Akshay Plaza Co-operative Society  
Chembur  
Mumbai 400 071  
Tel No: 022-25290004
72. Shop No. 1-4  
Nadiadwala Chawl  
SV Road, Opp. Paaneri  
Andheri (West)  
Mumbai 400 058  
Tel No: 022-26203990
73. Shop No. 34/35  
City Centre Mall  
Sector No. 19D  
Palm Beach Road  
Vashi  
Navi Mumbai 400 733  
Tel No: 022-27893926

74. 107/108, First Floor  
Little World Mall, Sector 2  
Kharghar  
Mumbai 410 210  
Tel No: 09022949391

75. Shop No. 1  
Chandarvakar Lane  
Borivali West  
Mumbai 400 092  
Tel No: 022-28946880

76. Shop No. F38A  
First Floor, Eternity Mall  
Near Eastern Expressway  
Tin Hath Naka  
District Thane (West) 400 601  
Tel No: 022-25801526

77. Shop No. 1  
Martuvaibhav Naugar  
Vasai  
District Thane (West) 401 202  
Tel No: 0250-2335477

### New Delhi / NCR

78. D-35, Lajpat Nagar  
Central Market-II  
New Delhi 110 024  
Tel No: 011-29830440
79. E-149, Kamla Nagar  
New Delhi 110 019  
Tel No: 011-47036020
80. Shop No. 7/2  
West Patel Nagar  
New Delhi 110 008  
Tel No: 011-25889043
81. F-16, District Centre  
Janak Place, Janakpuri  
New Delhi 110 058  
Tel No: 011-25618031
82. G-54, Laxmi Nagar  
Vikas Marg  
New Delhi 110 092  
Tel No: 011-22542495
83. Shop No. FF 101 & 102  
Plot No. 12, V3S, Laxmi Nagar  
District Centre  
New Delhi 110 092  
Tel No: 011-22446327

84. 13/29-30, Rachna Building  
Ajmal Khan Road  
Karol Bagh  
New Delhi 110 005  
Tel No: 011-25810440

85. Shop No. 188  
Sarojini Nagar Market  
New Delhi 110 023  
Tel No: 011-24676188

86. G-4, Bhagwati Plaza  
Plot No.12, Sector 5  
Dwarka  
New Delhi 110 075  
Tel No: 011-45700997

87. FF-33, First Floor, MGF Mall  
The Metropolitan  
Mehrauli - Gurgaon Road  
Gurgaon 122 002  
Tel No: 0124-4379101

88. Shop No. 16 & 30  
Second Floor, Centre Stage Mall  
Sector 18  
Noida 201 301  
Tel No: 0120-4351856

89. Shop No. 228, Ground Floor  
C-134B, Shoprix Shopping Mall  
Sector 61  
Noida 201 301  
Tel No: 0120-4332954

90. Shop No. 4-6, Arjun Plaza  
Jagat Farm, Gamma-1  
Greater Noida 201 301  
Tel No: 0120-2322563

91. Shop No. F-6, First Floor  
Ansal Crown Plaza, Sector 15A  
Faridabad 121 001  
Tel No: 0129-4014077

92. SRS Multiplex  
Sector 12, Main Mathura Road  
Faridabad 121 007  
Tel No: 0129-4090100

93. 24, Gyan Deep Building  
Chaudhary More  
Ghaziabad 201 002  
Tel No: 0120-4112376

\* In addition to the above, there are over 170 John Players Stores spread across the country.

## Shareholder Referencer

### Unclaimed Dividend

Unclaimed dividend for the years prior to and including the financial year 2001-02 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 2002-03 will be due for transfer to IEPF on 30th August, 2010.

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 31/03/2010		Due for transfer to IEPF on
				(Rs.)	%	
2002-03	73rd	25th July, 2003	3,71,26,78,290.00	2,13,28,800.00	0.57	30th August, 2010*
2003-04	74th	30th July, 2004	4,95,35,77,020.00	2,72,62,500.00	0.55	4th September, 2011
2004-05	75th	29th July, 2005	7,73,24,56,356.00	4,19,54,783.00	0.54	3rd September, 2012
2005-06	76th	21st July, 2006	9,95,12,91,267.00	5,79,56,063.00	0.58	26th August, 2013
2006-07	77th	27th July, 2007	11,66,29,29,029.00	7,64,10,164.00	0.66	1st September, 2014
2007-08	78th	30th July, 2008	13,19,01,73,540.00	8,36,71,407.00	0.63	4th September, 2015
2008-09	79th	24th July, 2009	13,96,53,10,312.00	9,32,42,325.00	0.67	29th August, 2016

\*It will not be possible to entertain claims received by ISC after 27th August, 2010.

### Erstwhile ITC Hotels Limited

Financial Year	Date of Declaration of Dividend	Total Dividend (Rs.)	Unclaimed Dividend as on 31/03/2010		Due for transfer to IEPF on
			(Rs.)	%	
2003-04	14th July, 2004	6,04,32,984.00	6,89,499.00	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.

### Permanent Account Number (PAN)

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

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

### Remittance of Dividend through Electronic Clearing

The facility for payment of dividend through Electronic Clearing Service (ECS) / National Electronic Clearing Service (NECS) was extended in 2009 to Shareholders at 77 locations.

The facility for remittance of dividend through ECS has now been replaced with NECS by Reserve Bank of India. The Company will accordingly be providing the facility for remittance of dividend through NECS to Shareholders at various locations, including the following:

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

Shareholders holding Shares in the physical form, who wish to avail the NECS facility, may send their mandate in the prescribed form to the Company, in the event they have not done so earlier. The NECS 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 any nomination / change nomination made earlier 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 Depositories

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 6351  
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.