

# Shareholder Information

## AGM Details

Date	Friday, 12th July, 2019
Venue	Science City JBS Haldane Avenue Kolkata 700 046
Time	10.00 a.m.
Book Closure Dates	Friday, 24th May, 2019 to Monday, 27th May, 2019 (both days inclusive)
Dividend Payment Date	Tuesday, 16th July, 2019

## Share Transfer Agent (in-house)

The Investor Service Centre of the Company (ISC), accredited with ISO 9001:2015 certification, is registered with the Securities and Exchange Board of India (SEBI) as Category II Share Transfer Agent for providing in-house share registration and related services to the Shareholders and Investors. ISC continues to provide contemporary and efficient services to the Shareholders and Investors, in compliance with the applicable statutory requirements.

## Shareholder / Investor complaints

The Company attends to Shareholder / Investor complaints within five working days except where constrained by disputes or legal impediments. Pending cases relating to disputes over title to shares in which the Company has been made a party, are not material in nature.

During the financial year, two investor complaints (both relating to dividend), in terms of the Complaint Identification Policy of the Company approved by the Securityholders Relationship Committee, were received and were promptly resolved.

National Stock Exchange of India Limited, BSE Limited and The Calcutta Stock Exchange Limited have confirmed that there were no investor complaints pending against the Company at the end of each quarter as also on 31st March, 2019; the same position was reflected on SCORES, the web based complaint redressal system of SEBI. The e-mail ID earmarked by the Company for this purpose is [isc@itc.in](mailto:isc@itc.in).

## Share and Debenture Transfer Committee

The Share and Debenture Transfer Committee of the Company met twenty seven times during the financial year ended 31st March, 2019 to approve share transfers.

The processing activities with respect to requests received for share transfers were generally completed within three to five working days. There were no share transfers pending as on 31st March, 2019.

The Committee presently comprises the following:

- R. Tandon, Executive Director & Chief Financial Officer - Chairman
- K. S. Suresh, General Counsel - Member
- R. K. Singhi, Executive Vice President & Company Secretary - Member

T. K. Ghosal, Assistant Secretary and Head of ISC, is the Secretary to the Committee and also the Compliance Officer under the SEBI (Registrars to an Issue and Share Transfer Agents) Regulations, 1993.

## 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.

During the financial year, 3,36,92,308 shares of the Company, covered in 6,812 requests and constituting 0.27% of the issued and subscribed Share Capital of the Company, were dematerialised. The processing activities with respect to requests received for dematerialisation were generally completed within three to seven working days.

The Company's shares are amongst 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 ₹ 3,64,388 Crores (US\$ 52.69 billion) as on 31st March, 2019.

**Distribution of Shareholding as on 31st March, 2019**

No. of Shares Slab	No. of Shareholders				No. of Shares			
	Physical	Demat	Total	%	Physical	Demat	Total	%
1 – 5000	26,556	7,88,928	8,15,484	95.07	2,01,34,704	24,01,03,347	26,02,38,051	2.12
5001 – 10000	2,242	14,814	17,056	1.99	1,68,72,791	10,93,17,865	12,61,90,656	1.03
10001 – 20000	1,420	9,892	11,312	1.32	1,93,45,667	13,98,48,689	15,91,94,356	1.30
20001 – 30000	625	4,393	5,018	0.58	1,53,37,305	10,86,52,342	12,39,89,647	1.01
30001 – 40000	210	1,914	2,124	0.25	71,18,080	6,63,35,452	7,34,53,532	0.60
40001 – 50000	130	1,310	1,440	0.17	58,16,475	5,87,59,868	6,45,76,343	0.53
50001 – 100000	259	2,418	2,677	0.31	1,80,89,407	16,81,17,992	18,62,07,399	1.52
100001 and above	103	2,515	2,618	0.31	3,64,07,39,905	7,62,40,41,712	11,26,47,81,617	91.89
<b>Total</b>	<b>31,545</b>	<b>8,26,184</b>	<b>8,57,729</b>	<b>100.00</b>	<b>3,74,34,54,334</b>	<b>8,51,51,77,267</b>	<b>12,25,86,31,601</b>	<b>100.00</b>

**Categories of Shareholders as on 31st March, 2019**

Category	No. of Shares held	%
<b>(A) Institutional Shareholding</b>		
Financial Institutions, Insurance Companies, Mutual Funds, Banks and Others	4,67,44,84,750	38.13
Foreign Portfolio Investors and Foreign Institutional Investors	2,08,53,48,209	17.01
<b>Sub-Total (A)</b>	<b>6,75,98,32,959</b>	<b>55.14</b>
<b>(B) Non-Institutional Shareholding</b>		
Foreign Companies	3,62,01,34,708	29.53
NRIs, OCIs and Foreign Nationals	7,52,45,511	0.62
Bodies Corporate	50,42,10,756	4.11
Public and Others	1,27,84,88,737	10.43
<b>Sub-Total (B)</b>	<b>5,47,80,79,712</b>	<b>44.69</b>
<b>Public Shareholding (A+B)</b>	<b>12,23,79,12,671</b>	<b>99.83</b>
<b>Shares underlying Global Depository Receipts</b>	<b>2,07,18,930</b>	<b>0.17</b>
<b>Total</b>	<b>12,25,86,31,601</b>	<b>100.00</b>

**Global Depository Receipts**

Pursuant to the offer of Global Depository Receipts (GDRs) made in 1993 by the Company, 2,07,18,930 GDRs, representing 2,07,18,930 underlying shares i.e. 0.17% of the issued and subscribed Share Capital of the Company, were outstanding as on 31st March, 2019.

The Company's GDRs are listed on the Luxembourg Stock Exchange (Code: 004660919) at Societe de la Bourse de Luxembourg S.A., 35A Boulevard Joseph II, L-1840, Luxembourg. The Listing Fee for the calendar year 2019 has been paid to the said Exchange.

## Shareholder Information

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

Stock Exchange	Stock Code
<b>National Stock Exchange of India Limited (NSE)</b> 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
<b>BSE Limited (BSE)</b> 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
<b>The Calcutta Stock Exchange Limited (CSE)</b> 7, Lyons Range Kolkata 700 001 Telephone no. : 033-4025 3000 Facsimile no. : 033-4025 3030 e-mail : cseadm@nse-india.com Website : www.cse-india.com	10000018

The Listing Fees for the financial year 2019-20 have been paid to the 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 and GDRs on Luxembourg Stock Exchange (LSE)

Year & Month	NSE			BSE			LSE		
	High (₹)	Low (₹)	Volume in 000's (Nos.)	High (₹)	Low (₹)	Volume in 000's (Nos.)	High (US\$)	Low (US\$)	Volume in 000's (Nos.)
2018 APRIL	283.85	255.45	2,02,890	283.75	255.50	11,452	N.A.	N.A.	Nil
MAY	289.70	268.75	1,95,458	289.55	268.70	11,785	4.74	3.98	13
JUNE	274.60	259.00	1,92,470	274.00	258.90	13,808	N.A.	N.A.	Nil
JULY	307.15	260.05	3,48,466	307.00	260.35	22,034	4.40	3.82	5
AUGUST	322.60	296.10	2,63,507	322.60	296.10	16,602	4.52	4.24	31
SEPTEMBER	322.95	289.50	2,33,947	322.70	289.50	16,916	N.A.	N.A.	Nil
OCTOBER	302.95	263.65	2,52,722	302.95	263.60	15,797	N.A.	N.A.	Nil
NOVEMBER	290.00	273.15	1,83,522	290.05	273.25	11,797	4.12	3.76	5
DECEMBER	289.50	268.20	1,88,635	289.40	268.20	13,108	4.08	3.60	15
2019 JANUARY	297.40	273.60	2,63,252	297.35	273.70	15,466	4.20	3.70	25
FEBRUARY	285.20	268.45	3,27,891	284.90	268.50	11,064	N.A.	N.A.	Nil
MARCH	303.00	276.05	2,46,357	302.95	276.10	10,111	4.34	3.66	15

There was no trading in the Company's shares on CSE during the financial year 2018-19.

### ITC Share Price vis-à-vis Nifty 50



Note: Indicates monthly closing positions.

During the financial year, the Company's shares outperformed the market. While the Nifty 50 rose by 14.93%, the Company's share price rose by 16.34%.

### ITC Share Price and Volume traded on NSE



Note: Indicates monthly high & low share price and 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 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)
2018-19	5.75 *	7,048.71	1,448.88	8,497.59
2017-18	5.15	6,285.21	1,291.94	7,577.15
2016-17	4.75 \$	5,770.01	1,174.64	6,944.65
2015-16	8.50 ^	6,840.13	1,392.48	8,232.61
2014-15	6.25	5,009.71	1,019.86	6,029.57
2013-14	6.00	4,771.91	810.99	5,582.90
2012-13	5.25	4,148.46	705.03	4,853.49
2011-12	4.50	3,518.29	570.75	4,089.04
2010-11	4.45 @	3,443.48	558.62	4,002.10
2009-10	10.00 #	3,818.18	634.15	4,452.33

\* Subject to the approval of the Shareholders.

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

^ Includes special dividend of ₹ 2.00 per share.

@ 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.

### Financial Calendar

Financial Year 2019-20 (1st April - 31st March)		
1	First Quarter Results	July / August 2019
2	Second Quarter and Half-Year Results	October / November 2019
3	Third Quarter Results	January / February 2020
4	Fourth Quarter and Annual Results	May 2020

### Particulars of past three AGMs

AGM	Financial Year	Venue	Date	Time	Special Resolutions passed
107th	2017-18	Science City JBS Haldane Avenue Kolkata 700 046	27/07/2018	10.00 a.m.	<ul style="list-style-type: none"> <li>Approval to remuneration of Mr. Y. C. Deveshwar * as Chairman for the period from 1st April, 2019 to 4th February, 2020.</li> <li>Approval to continuation of Mr. S. S. H. Rehman as Independent Director for the period from 20th March, 2019 to 14th September, 2019.</li> <li>Re-appointment of Mr. S. Banerjee as Independent Director with effect from 30th July, 2019.</li> </ul>
106th	2016-17		28/07/2017		—
105th	2015-16		22/07/2016		—

\* Passed away on 11th May, 2019.

## Postal Ballot and E-voting

- During the financial year, special resolutions for granting, offering and issuing Equity Settled Stock Appreciation Rights to the eligible employees of the Company and its subsidiaries under an Employee Stock Appreciation Rights Scheme were proposed for the approval of the Members through postal ballot and e-voting. These resolutions were not passed by the Members.

Brief particulars of the postal ballot and e-voting are provided below:

- The Board of Directors of the Company appointed Mr. R. L. Auddy, Senior Solicitor and Partner, Messrs. Sandersons & Morgans, Advocates & Solicitors, as the Scrutinizer for scrutinizing the postal ballot and e-voting process;
  - Despatch of the Postal Ballot Notice dated 10th August, 2018, along with the Explanatory Statement and Postal Ballot Form, to the Members of the Company was completed on 1st September, 2018;
  - Voting through postal ballot and e-voting commenced on 2nd September, 2018 and ended on 1st October, 2018;
  - Based on the Scrutinizer's Report, the results of the postal ballot and e-voting were declared on 3rd October, 2018 at the Registered Office of the Company.
- No special resolution requiring postal ballot is being proposed for the ensuing AGM.

## Plant Locations

### CIGARETTE FACTORIES

#### Bengaluru

- Meenakunte Village  
Jala Hobli, Bengaluru North Taluk  
Karnataka 562 157

#### Kolkata

- 93/1, Karl Marx Sarani  
Kolkata  
West Bengal 700 043

#### Munger

- Basdeopur P.O.  
District Munger  
Bihar 811 202

#### Pune

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

#### Saharanpur

- Sardar Patel Marg  
Saharanpur  
Uttar Pradesh 247 001

### GREEN LEAF THRESHING PLANTS

#### Anaparti

- Anaparti  
District East Godavari  
Andhra Pradesh 533 342

#### Chirala

- Chirala  
District Prakasam  
Andhra Pradesh 523 157

#### Nanjangud

- Thandya Industrial Area  
Immavu & Adakanahalli Villages  
Nanjangud Taluk  
District Mysuru  
Karnataka 571 302

### PACKAGING & PRINTING FACTORIES

#### Chennai

- Tiruvottiyur  
Chennai  
Tamil Nadu 600 019

#### Haridwar

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

#### Munger

- Basdeopur P.O.  
District Munger  
Bihar 811 202

### PAPER & PAPERBOARD MILLS

#### Bollaram

- Anrich Industrial Estate  
Bollaram Village, Jinnaram Mandal  
District Sangareddy  
Telangana 502 325

#### Sarapaka

- Sarapaka Village  
Burgampahad Mandal  
District Bhadradi Kothagudem  
Telangana 507 128

#### Thekkampatty

- Thekkampatty Village  
Vivekanandapuram Post  
Mettupalayam Taluk, District Coimbatore  
Tamil Nadu 641 113

#### Tribeni

- Village & Post Chandrahati  
District Hooghly  
West Bengal 712 504

### FOODS FACTORIES

#### Haridwar

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

#### Kamrup

- NH - 37, Borteipur  
Mouza Rampur  
Kukurmara, District Kamrup  
Assam 781 134

#### Kapurthala

- Plot Nos. A-1-A & A-1-B  
Integrated Mixed Use Industrial Park  
Village Jhalthikriwal, District Kapurthala  
Punjab 144 601

#### Malur

- Survey Nos. 15/1 & 15/2  
Madivala Gram Panchayat  
Yeshwanthpura Village  
District Kolar  
Karnataka 563 130

#### Munger

- Sitakund Industrial Area  
Village Nandlalpur, District Munger  
Bihar 811 202

#### Nanjangud

- Survey No. 77/3  
Thandya Industrial Area  
Immavu & Adakanahalli Villages  
Nanjangud Taluk, District Mysuru  
Karnataka 571 302

#### Panchla

- Mouza Kulai, J. L. No. 26  
P.S. Panchla, District Howrah  
West Bengal 711 322

#### Pudukkottai

- Vadugapatti & Velur Villages  
Taluk Illupur, District Pudukkottai  
Tamil Nadu 621 316

#### Pune

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

#### Uluberia

- Mouza Amraberia, J. L. No. 8  
P.S. Uluberia, District Howrah  
West Bengal 711 303

### PERSONAL CARE PRODUCTS FACTORIES

#### Haridwar

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

#### Kamrup

- NH - 37, Borteipur  
Mouza Rampur  
Kukurmara, District Kamrup  
Assam 781 134

## Shareholder Information

### Manpura

- Village Manpura  
Tehsil Baddi, District Solan  
Himachal Pradesh 174 101

### LIFESTYLE RETAILING

#### Design & Technology Centre

### Manesar

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

### PLANTS UNDER CONSTRUCTION

#### Ambarnath

- Integrated Consumer Goods  
Manufacturing Facility  
Off Kalyan Badlapur Road  
Ambarnath, District Thane  
Maharashtra 421 505

#### Gollapudi

- Note Book Manufacturing Plant  
Gollapudi Village & Post, R.S. No. 595/A  
Vijayawada Rural Mandal, District Krishna  
Andhra Pradesh 521 225

#### Khordha

- Integrated Consumer Goods  
Manufacturing and Logistics Facility  
IDCO Plot No. 4  
Kholadwara Industrial Area  
District Khordha  
Odisha 752 050

#### Medak

- Integrated Consumer Goods  
Manufacturing and Logistics Facility  
Village Manhorabad, District Medak  
Telangana 502 336

### HOTELS

#### Owned Hotels

#### Agra

- ITC Mughal  
Taj Ganj, Agra  
Uttar Pradesh 282 001

#### Bengaluru

- ITC Gardenia  
1, Residency Road, Bengaluru  
Karnataka 560 025
- ITC Windsor  
25, Windsor Square  
Golf Course Road, Bengaluru  
Karnataka 560 052
- WelcomHotel Bengaluru  
46, Richmond Road, Bengaluru  
Karnataka 560 025

#### Chennai

- ITC Grand Chola  
63, Mount Road, Guindy, Chennai  
Tamil Nadu 600 032
- WelcomHotel Chennai  
Cathedral Road, Chennai  
Tamil Nadu 600 086

#### Coimbatore

- WelcomHotel Coimbatore  
1266/14, West Club Road  
Race Course Area  
Coimbatore  
Tamil Nadu 641 018

#### Goa

- ITC Grand Goa Resort & Spa  
Arossim Beach Road, Cansaulim  
Goa 403 712

#### Hyderabad

- ITC Kohenur  
Plot No. 5, Hyderabad Knowledge City  
Madhapur, Hyderabad  
Telangana 500 081

#### Jaipur

- ITC Rajputana  
Palace Road, Jaipur  
Rajasthan 302 006

#### Kolkata

- ITC Sonar  
1, JBS Haldane Avenue, Kolkata  
West Bengal 700 046

#### Mumbai

- ITC Maratha  
Sahar, Mumbai  
Maharashtra 400 099
- ITC Grand Central  
287, Dr. B. Ambedkar Road  
Parel, Mumbai  
Maharashtra 400 012

#### New Delhi

- ITC Maurya  
Sardar Patel Marg, Diplomatic Enclave  
New Delhi 110 021
- Sheraton New Delhi Hotel  
District Centre, Saket  
New Delhi 110 017

#### Licensed Hotels

#### Ahmedabad

- Fortune Park, Ahmedabad  
Ellis Bridge, Ahmedabad  
Gujarat 380 006

#### Gurugram

- ITC Grand Bharat  
P.O. Hasanpur, Tauru, District Mewat  
Gurugram  
Haryana 122 105

#### Kota

- WelcomHeritage Umed Bhawan Palace  
Palace Road, Kota  
Rajasthan 324 001

#### Port Blair

- Fortune Resort Bay Island  
Marine Hill, Port Blair  
Andaman & Nicobar Islands 744 101

#### Vadodara

- WelcomHotel Vadodara  
R. C. Dutt Road, Alkapuri, Vadodara  
Gujarat 390 007

#### Hotels under Operating Services

#### Aurangabad

- WelcomHotel Rama International  
R - 3, Chikalthana, Jalna Road  
Aurangabad  
Maharashtra 431 003

#### Hyderabad

- ITC Kakatiya  
6-3-1187, Begumpet, Hyderabad  
Telangana 500 016

#### Jodhpur

- WelcomHotel Jodhpur  
Khasra No. 53, Uchiyada Village  
Jodhpur  
Rajasthan 342 027

#### Khimsar

- WelcomHotel Khimsar Fort & Dunes  
P.O. Khimsar, District Nagaur  
Rajasthan 341 025

#### Mamallapuram

- WelcomHotel Kences Palm Beach  
No. 53, Devaneri Village  
East Coast Road, District Kanchipuram  
Mamallapuram  
Tamil Nadu 603 104

#### Mussoorie

- WelcomHotel The Savoy  
Library Bazar, Gandhi Chowk  
P.O. Savoy, Mussoorie  
Uttarakhand 248 179

#### New Delhi

- WelcomHotel Dwarka  
Plot No. 3, Sector - 10  
District Centre, Dwarka  
New Delhi 110 075

#### Pahalgam

- WelcomHotel Pine-n-Peak  
Aru Road, Near Amusement Park  
Pahalgam  
Jammu & Kashmir 192 126

#### Panchkula

- WelcomHotel Bella Vista  
SM - 8, City Center, Sector - 5  
Panchkula  
Haryana 134 109

#### Visakhapatnam

- WelcomHotel Grand Bay  
Beach Road, Visakhapatnam  
Andhra Pradesh 530 002

### CHOUPAL SAAGARS – RURAL SERVICES CENTRES

#### Amravati

- Old Survey Nos. 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

- Arazi Nos. 10 & 12/3 (Part)  
Village Khunak, Tehsil & District Badaun  
Uttar Pradesh 243 601

## Shareholder Information

### Bahraich

3. Khasra Nos. 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 Nos. 57-62 & 641 Village Muhabatpur Ganj Khwaja, Pargana Dhoos Tehsil Mughal Sarai District Chandouli Uttar Pradesh 232 104

### Chindwara

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

### Jagdishpur

12. Khasra Nos. 2377-2380 Village Kathura, Pargana Jagdishpur Tehsil Musafirkhana, District Amethi Uttar Pradesh 227 817

### Mandsaur

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

### Mhow

14. Survey Nos. 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 Nos. 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 Mustakil Tehsil, Pargana & District Pilibhit Uttar Pradesh 262 001

### Ratlam

18. Survey Nos. 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 Nos. 208-209 Patwari Halka No. 36 Village Rafiqganj Tehsil & District Sehore Madhya Pradesh 466 001

### Ujjain

20. Survey Nos. 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 Nos. 18 & 18/2 Patwari Halka Nos. 35 & 45 Village Bais Tehsil & District Vidisha Madhya Pradesh 464 001

### Wardha

22. Survey Nos. 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

## Shareholder Referencer

### Transfer of Shares in certificate form

Effective 1st April, 2019, transfer of shares of a listed company can only be effected in dematerialised form in terms of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (Listing Regulations 2015). Shareholders holding shares in the certificate form are therefore requested to dematerialise their shares in their own interest. Communication in this respect has been sent by the Company during the year to the concerned Shareholders. However, transfer deeds which were lodged with the Company on or before 31st March, 2019, but were returned due to any deficiency, will be processed upon re-lodgement.

### Transfer of Dividend and corresponding Ordinary Shares to the Investor Education and Protection Fund

During the financial year 2018-19, unclaimed dividend for the financial year 2010-11 aggregating ₹ 13,23,00,220/- and the corresponding 1,31,72,126 Ordinary Shares in respect of which dividend entitlements remained unclaimed for seven consecutive years or more, have been transferred by the Company to the Investor Education and Protection Fund established by the Central Government (IEPF), pursuant to the provisions of Section 124 of the Companies Act, 2013 read with the Investor Education and Protection Fund Authority (Accounting, Audit, Transfer and Refund) Rules, 2016.



## Shareholder Referencer

### Transfer of Dividend and corresponding Ordinary Shares to the Investor Education and Protection Fund (Contd.)

Shareholders may claim their unclaimed dividend for the years prior to and including the financial year 2010-11 and the corresponding shares, from the IEPF Authority by applying in the prescribed Form No. IEPF-5. This Form can be downloaded from the website of the IEPF Authority [www.iepf.gov.in](http://www.iepf.gov.in), the access link of which is also available on the Company's corporate website [www.itcportal.com](http://www.itcportal.com) under the section 'Investor Relations'.

The unclaimed dividend for the undernoted years and the corresponding shares will be transferred by the Company to the IEPF in accordance with the schedule given below. Attention in particular is drawn that the unclaimed dividend for the financial year 2011-12 and the corresponding shares will be due for transfer to the IEPF on 2nd September, 2019, for which purpose communication has been sent to the concerned Shareholders advising them to write to the Investor Service Centre of the Company (ISC) to claim their dividend. Notices in this regard have also been published in newspapers. Details of such unclaimed dividend and corresponding shares are available on the Company's corporate website under the section 'Investor Relations'.

Financial Year	Dividend Identification No.	Date of declaration of Dividend	Total Dividend (₹)	Unclaimed Dividend as on 31/03/2019		Due date for transfer to IEPF
				(₹)	%	
2011-12	82nd	27th July, 2012	35,18,29,33,284	14,01,93,282	0.40	2nd September, 2019*
2012-13	83rd	26th July, 2013	41,48,46,73,429	16,46,07,825	0.40	1st September, 2020
2013-14	84th	30th July, 2014	47,71,90,97,700	19,89,16,416	0.42	5th September, 2021
2014-15	85th	31st July, 2015	50,09,70,66,528	20,87,47,350	0.42	5th September, 2022
2015-16	86th	22nd July, 2016	68,40,13,10,170	33,16,13,274	0.48	27th August, 2023
2016-17	87th	28th July, 2017	57,70,01,46,310	31,02,71,004	0.54	2nd September, 2024
2017-18	88th	27th July, 2018	62,85,22,11,487	32,31,78,695	0.51	27th August, 2025

\* ISC will not be able to entertain any claim received after 30th August, 2019.

### Unclaimed Shares

The status of unclaimed shares of the Company transferred to the demat account, 'ITC Limited - Unclaimed Suspense Account', in accordance with the Listing Regulations 2015, is as follows:

Particulars	No. of Shareholders	No. of Shares
Aggregate number of Shareholders and outstanding shares held in the Unclaimed Suspense Account as on 1st April, 2018	7,044	1,33,66,138
Number of Shareholders who approached the Company during the year for transfer of shares from the Unclaimed Suspense Account	172	6,17,932
Number of Shareholders to whom shares were transferred from the Unclaimed Suspense Account upon receipt and verification of necessary documents	148	4,59,433
Number of shares in respect of which dividend entitlements remained unclaimed for seven consecutive years and transferred from the Unclaimed Suspense Account to the IEPF	3,048	54,57,421
Aggregate number of Shareholders and outstanding shares held in the Unclaimed Suspense Account as on 31st March, 2019	6,896	74,49,284 *

\* Voting rights in respect of these shares will remain frozen till the time such shares are transferred from the Unclaimed Suspense Account to the concerned Shareholders.

Note: 155 requests for transfer of 6,05,443 shares from the Unclaimed Suspense Account were pending as on 31st March, 2019 for want of necessary documents from the Shareholders.

### Service of Documents

The Company sends Notices, Report and Accounts and other communications in electronic mode to those Shareholders who have registered their e-mail addresses with the Company or with the Depositories and in physical mode to the other Shareholders.

Shareholders who wish to register or update their e-mail addresses with the Company may use the registration / updation Form sent along with the Report and Accounts; 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 RTGS (Real Time Gross Settlement) / NACH (National Automated Clearing House) / NEFT (National Electronic Funds Transfer).

Shareholders who have not opted for remittance of dividend through electronic mode and wish to avail the same, are required to provide their bank details, including IFSC (Indian Financial System Code) and MICR (Magnetic Ink Character Recognition), to their respective Depository Participants (DPs) or to ISC, where shares are held in the dematerialised form and in the certificate form, respectively.

Shareholders holding shares in the certificate form may use the Mandate Form for this purpose, which can be downloaded from the Company's corporate website under the section 'Investor Relations' or can be furnished by ISC on request.

### Address and Bank Details

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

Shareholders are advised that as a measure of protection against fraudulent encashment, their bank details or address, as available with the Company, will be printed on the dividend warrants or demand drafts where dividend cannot be remitted through electronic mode.

### Permanent Account Number (PAN)

Shareholders holding shares in the certificate form are requested to send copies of their PAN Cards to ISC to facilitate better servicing.

Furnishing of PAN Card, however, is mandatory as follows:

- i) Transferees' and Transferors' PAN Cards for transfer of shares,
- ii) Legal heirs' / Nominees' 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 certificate 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; this Form can be downloaded from the Company's corporate website under the section 'Investor Relations' or can be furnished by ISC on request.

### Depository Services

Shareholders may write to the respective Depository or to ISC for guidance on depository services. The contact details of the Depositories are given below:

#### 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  
Website : www.nsdl.co.in

#### Central Depository Services (India) Limited

Marathon Futurex, 'A' Wing, 25th Floor  
Mafatlal Mills Compound  
N. M. Joshi Marg, Lower Parel  
Mumbai 400 013

Telephone no. : 022-2302 3333  
Facsimile no. : 022-2300 2035  
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

Telephone nos. : 1800-345-8152 (toll free), 033-2288 6426 / 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 the respective DPs, other than for dividend and Report and Accounts, which should be addressed to ISC.

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

\*\*\*\*\*