



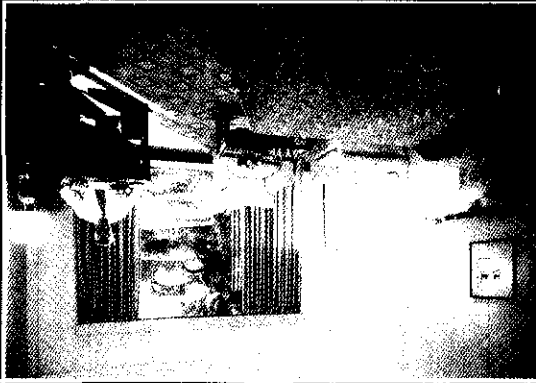
I.T.C. Limited

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Report
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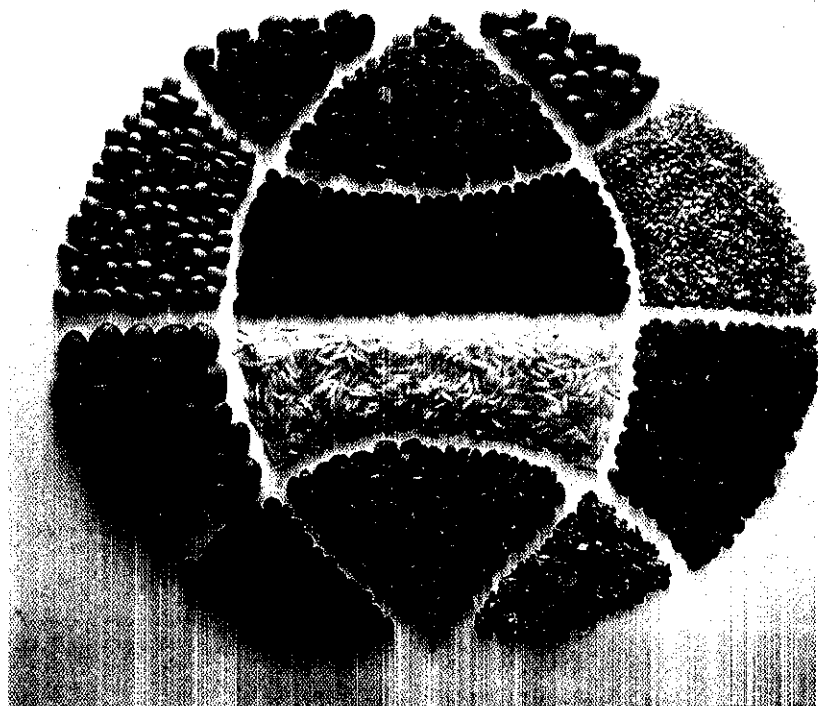
LEADERSHIP
THROUGH
CREATIVITY

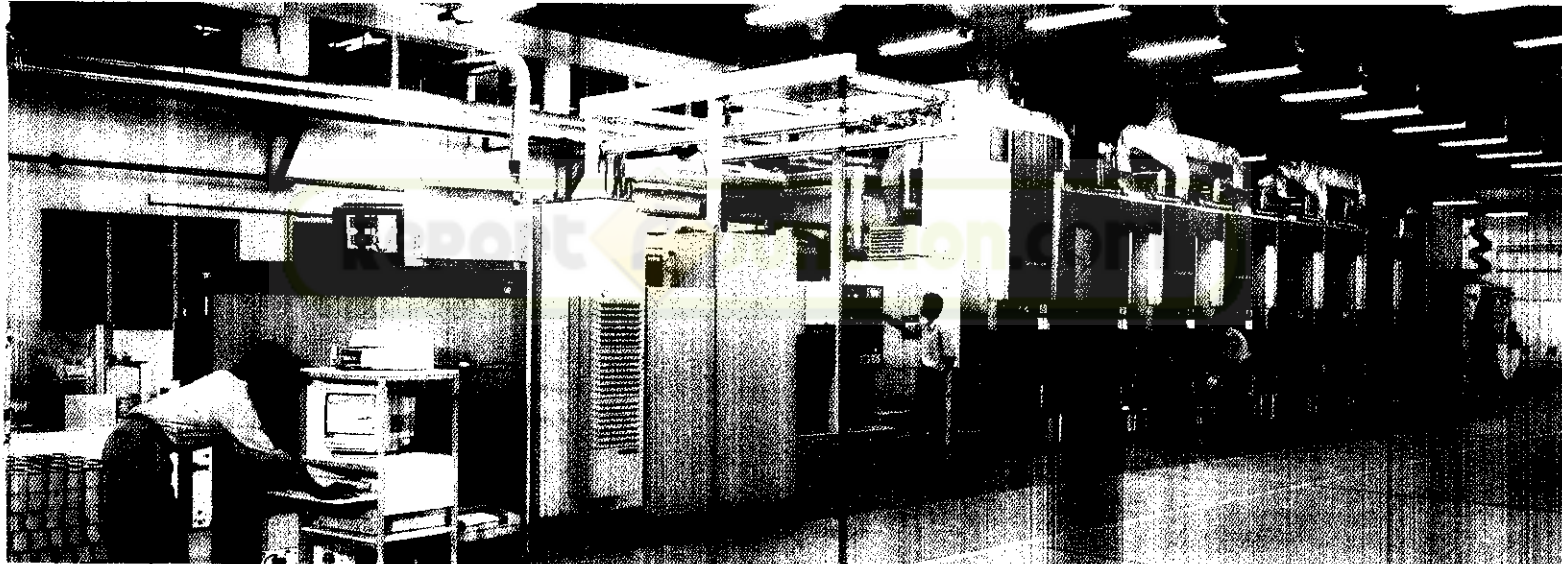
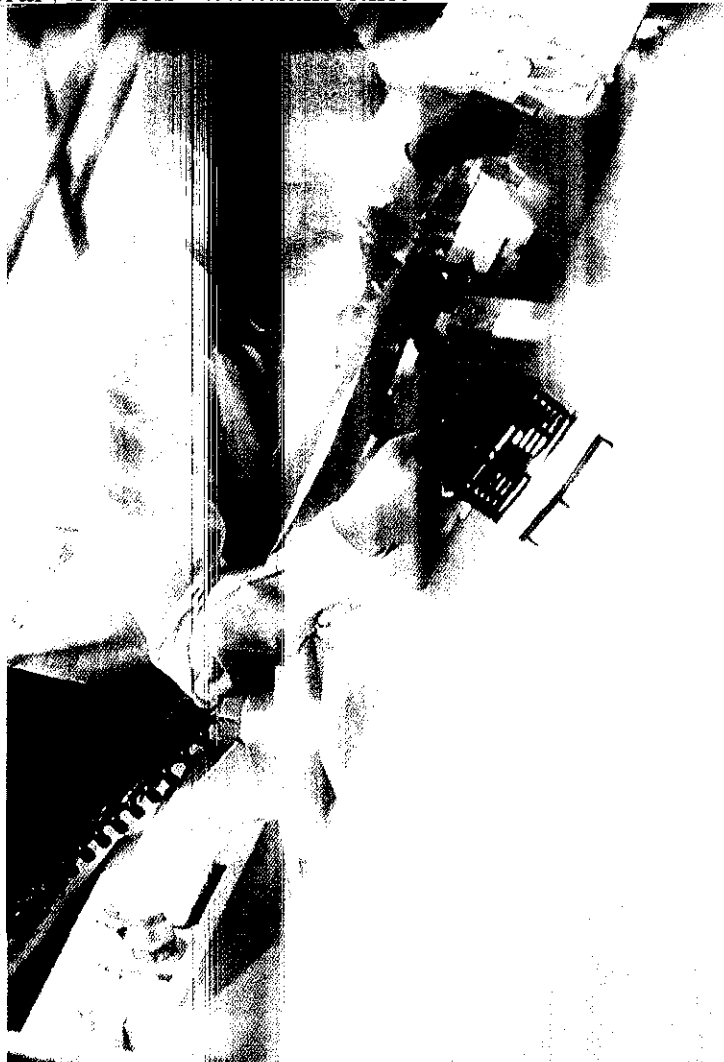
At Welcomgroup, understanding the needs of the global traveller and creating products and services which exceed expectations is an ongoing commitment. This drive for excellence has resulted in service brands that have set new trends and standards for the industry. Set exclusively apart in Welcomgroup hotels, the Executive Club brand was the first to cater to and meet the needs of the discerning business traveller. Sheraton Towers offers the unique concept of "a hotel within a hotel". It addresses the needs of the select individual traveller, based on the simple philosophy "where service is anything you want it to be". WelcomHeritage invites the international tourist to savour a royal experience of life in palaces and havells that is uniquely Indian. The heritage cuisines of Bukhara, Dum Pukht and Dakshin revived traditional Indian fare and popularised it abroad. These and other branded services have resulted in business leadership in the hospitality industry.



*S*TC Bhadrachalam Paperboards' major expansion project for manufacture of premium quality paperboard commenced commercial production during the year. The company is now focused on progressively increasing the share of value added products in its range to significantly enhance performance and market share.

*S*TC's agri exports have grown significantly due to judicious risk management and strict quality control right from the earliest stage of crop development. Focus on specific product categories and an effective link up between the farmer and the customer have generated greater value and volume of exports.





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Corporate Responsibility
 Report 2013
 Contents



Board of Directors

Executive Directors

Chairman

Yogesh Chander Deveshwar

Directors

Biswadev Mitter

Sahibzada Syed Habib-ur-Rehman

Anup Singh

Non-Executive Directors

Tapan Ganguli

Charles Richard Green

(Alternate: Keith Silvester Dunt)

Kumbakonam Padmanabha Narasimhan

Pillappakkam Bahukutumbi Ramanujam

Antonio Americo de Figueiredo Rodrigues

(Alternate: Timothy Geoffrey Fraser Lord)

Basudeb Sen

Ram S. Tarneja

Rangarajan Vasudevan

Balakrishnan Vijayaraghavan

Board Committees

Nominations Committee

Y.C. Deveshwar	Chairman
T. Ganguli	Member
C.R. Green	Member
K.P. Narasimhan	Member
P.B. Ramanujam	Member
A.A.F. Rodrigues	Member
B. Sen	Member
R.S. Tarneja	Member
R. Vasudevan	Member
B. Vijayaraghavan	Member

Audit Committee

K.P. Narasimhan	Chairman
T. Ganguli	Member
C.R. Green	Member
P.B. Ramanujam	Member
A.A.F. Rodrigues	Member
B. Sen	Member
R.S. Tarneja	Member
R. Vasudevan	Member
B. Vijayaraghavan	Member
B. Mitter	Permanent Invitee
P. Chatterjee	Secretary

Remuneration Committee

K.P. Narasimhan	Chairman
T. Ganguli	Member
C.R. Green	Member
P.B. Ramanujam	Member
A.A.F. Rodrigues	Member
B. Sen	Member
R.S. Tarneja	Member
R. Vasudevan	Member
B. Vijayaraghavan	Member

Share & Debenture Registration Committee

T. Ganguli	Member
B. Mitter	Member
K.P. Narasimhan	Member
P.B. Ramanujam	Member
S.S.H. Rehman	Member
B. Sen	Member
A. Singh	Member

Legal And Safety Audit Committee

R.S. Tarneja	Chairman
A.A.F. Rodrigues	Member
B. Sen	Member
B. Vijayaraghavan	Member
K.S. Suresh	Secretary-Legal
R.A. Rao	Secretary-Safety

Corporate Management Committee

Directors

Y.C. Deveshwar	Chairman
B. Mitter	Member
S.S.H. Rehman	Member
A. Singh	Member

Executives

K.S. Vaidyanathan	Member
A. Nayak	Invitee
R. Srinivasan	Invitee
K. Vaidyanath	Invitee
B.B. Chatterjee	Secretary

Executive Vice President & Company Secretary

Bishwa Behari Chatterjee

Deputy Company Solicitor

Kannadiputhur Sundararaman Suresh

Investor Service Centre

37 Chowringhee, Calcutta 700 071.
Phone : (09133) 226-6426/226-0034
Fax : (09133) 245-2258

Auditors

A.F. Ferguson & Co.
Chartered Accountants, Calcutta.

Registered Office

Virginia House
37 Chowringhee, Calcutta 700 071
India.

Excellence in Enterprise

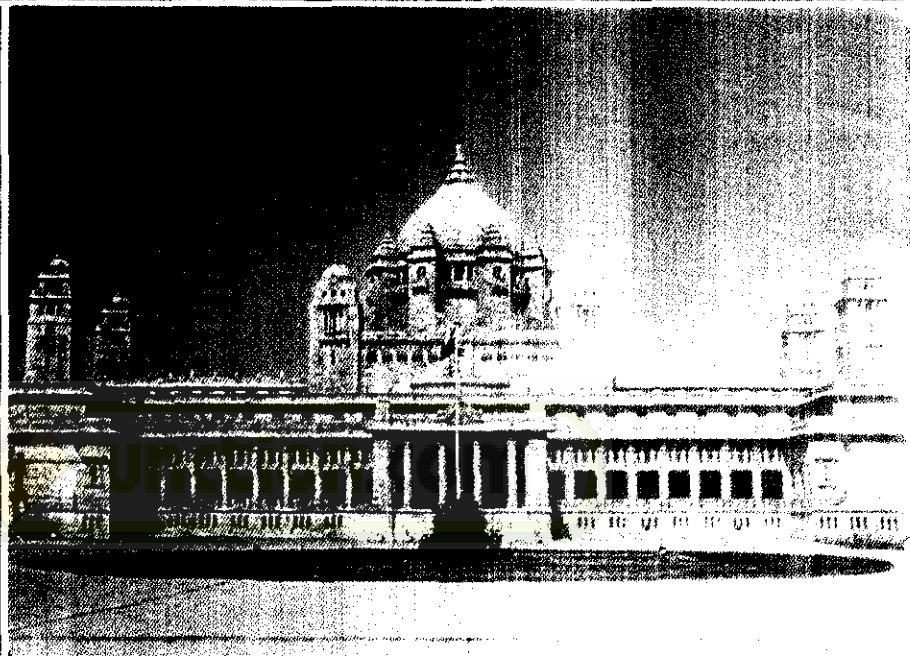
ITC's thrust on achieving International Competitiveness in its chosen areas of business is reflected in the progressive upgradation of its products, services, technology, facilities and processes.

ITC's hospitality business continues to expand its network of hotels across the country and add value to its services through innovations, making them increasingly contemporary and guest-oriented. New hotels in Ootacamund and Vishakapatnam have taken the number of Welcomgroup properties to 13. WelcomHeritage has under its banner 16 palaces, forts, havelis and resorts that combine the charm of traditional hospitality with modern-day comfort. Fortune Park Hotels has begun with three properties, and has more on the anvil.

The second Towers at the Maurya

Sheraton is under construction, a second hotel is scheduled to open in New Delhi in the second quarter of 2000, the Mumbai hotel project is in full swing and work on the hotel in Calcutta is expected to begin soon.





Continuous upgradation remains a thrust area for Welcomgroup. Major renovations have taken place at the Chola Sheraton and the Park Sheraton. The Raj Pavilion at the Windsor Manor and the Shanghai Club at the Chola are two new additions to Welcomgroup's choice of popular restaurants. Strategic alliances and acquisitions are being explored. Making ITC's hotels business the fastest growing chain in the country.



*I*TC's Indian Leaf Tobacco Development Division is continuously striving to enhance productivity, tobacco quality and yield through R&D and extension services. The Division has commenced work at both its Chirala and Anaparti Green Leaf Threshing plants to enhance processing capabilities and infrastructural facilities.

At the India Tobacco Division, product innovation and technological upgradation gained momentum over the year. State Express 555 and Flake were launched. Benson & Hedges was marketed at major locations. Packaging and communication for India Kings was revitalised. Wills Navy Cut, Scissors Filter and Bristol Filter were offered in consumer friendly packaging styles. Communication for Scissors, Capstan and Bristol Filter were updated.

The Division's new state-of-the-art factory at Bangalore is under construction and the unique factory-over-factory modernisation project at Saharanpur is complete with the facility now ready for future growth. Process control equipment, operational flexibility,

enhanced capital productivity and quality monitoring panels

have ensured high quality and consistency as well as record levels of performance.

