



**THE INSTITUTE OF
Company Secretaries of India**

भारतीय कम्पनी सचिव संस्थान

IN PURSUIT OF PROFESSIONAL EXCELLENCE

Statutory body under an Act of Parliament

(Under the jurisdiction of Ministry of Corporate Affairs)

Vision

"To be a global leader in promoting good corporate governance"

Motto

सत्यं वद। धर्मं चर। इष्टं कुरु। तृप्तोः भवेदस्य तेन ह्य।

Mission

"To develop high calibre professionals facilitating good corporate governance"

Quick Response & Resolution Time (QRRT) and ICSI Service Charter



Benefits

- Transparent and Trackable Resolution System for Queries and Grievances raised by Members & Students of ICSI
- Resolution of Queries and Grievances as per Defined Timelines in the ICSI Service Charter

Key Features

- Definite Timelines
- Hassle-free Solution
- Acknowledgment on same working day (if received before 5.00 pm)
- Service Request ID provided to track Query/Grievance

QRRT Service Applicability Domains

✉ academics@icsi.edu

✉ member@icsi.edu

✉ cpe@icsi.edu

✉ store@icsi.edu

✉ dss@icsi.edu

✉ training@icsi.edu

✉ journal@icsi.edu

And many more

ICSI Support Desk (Monday to Friday)
Timings : 9.30 AM to 5.00 PM (Lunch Time 1.00 PM to 1.30 PM)

General Queries	0120-4522000
Queries related to Student Services (CSEET, Student Registration, Post Registration, Centralized Classroom Teaching, SEFT, Examination Enrolment etc.)	0120-4082162
Queries related to Dispatch of Material (CSEET Guide, Executive and Professional Programme Study Material, Publications etc.)	0120-4082163
Queries related to Training (ODOP, EDP, CLDP, Long Term Training, Quarterly Report, Training Completion Certificate (TCC) etc.)	0120-4082164
Queries related to Membership & CSBF (ACS, FCS, CoP, Convocation etc.)	0120-4082155

THE INSTITUTE OF COMPANY SECRETARIES OF INDIA
SERVICE CHARTER -Timelines for Various Services to the Stakeholders

S. No.	Activities	Timelines	Email
Directorate of Student Services			
1	Confirmation of CSEET / Executive Registration	7 working days	dss@icsi.edu
2	Generation of Identity Card & Registration Letter	Instantly on approval of registration	
3	Change of Address/Email/Mobile No.	Instantly at SMASH Portal	
4	Change of Name/ DoB/ Title / Photo / Signature	5 working days	
5	Cancellation of Registration	5 working days	
6	Issue of Bonafide certificate	3 working days	
7	Refund of fees other than Examination	15 working days	
8	Confirmation of Payment	2 working days (5 working Days in case of Bank Challan)	
9	Professional Registration / Denovo / Continuation of Registration / Registration	5 working days	
10	Grant of Paper-wise Exemptions	5 working days	
11	Students Education Fund Trust Request Processing	12 working days	
12	Verification of Institute verification forms received from students under the Minority Scholarship Scheme	10 working days	
13	Verification of Qualification / Intimation to Employer	5 working days	
14	Issue of Rail Concession Certificate	5 working days	
15	Issue of Pass Certificate (Professional Programme)	June Session in the month of November December Session in the month of May	
16	Issue of Duplicate Pass Certificate	5 working days	
17	Issue of Transcripts / Certified copy of Syllabus	15 working days	
18	Refund of Examination Fee	15 working days after the last date of enrollment (with late fee)	enroll@icsi.edu
19	Change of Examination Centre / Medium/ Module/ Elective Subject	3 working days	

S. No.	Activities	Timelines	Email
Directorate of Examination			
20	Verification of Marks	7 weeks	vom@icsi.edu
21	Supply of Certified Copies	7 weeks	exam@icsi.edu
22	Inspection of Answer Books	7 weeks	
23	Supply of Duplicate Marksheets	15 working days	
Directorate of Training			
24	ODOP / TDOP Queries	3 working days	training@icsi.edu
25	PCS / Company Registration for Imparting Long Term Training	7 working days	
26	Students Registration for Long Term Training at PCS / Company	7 working days	
27	Long Term Training Completion Approvals	7 working days	
28	Training Structure Switchover	3 working days	
29	Long Term Training Exemption	21 working days	
30	Quarterly Reports Approvals	7 working days	
31	EDP / CLDP Fees Approvals & Completion Approvals	3 working days	
32	Training Completion Certificates (TCC)	7 working days	
33	General Queries related to Training	3 working days	
Directorate of Academics			
34	Queries related to Academics	3 working days	academics@icsi.edu
35	Queries related to e-Journal	3 working days	
36	Queries related to MoU / IGNOU	3 working days	
Directorate of Boards, PMQ & Certificate Courses			
37	Queries related to PMQ Courses	7 working days	pmq@icsi.edu
38	Queries related to Certificate / Crash Courses	7 working days	certificatecourses@icsi.edu
39	Queries related to Peer Review	7 working days	prb-icsi@icsi.edu
Directorate of Professional Development			
40	Queries related to ECSIN	3 working days	ecsin@icsi.edu
41	Queries related to UDIN	3 working days	udin@icsi.edu
42	Queries related to Knowledge on Demand (KOD)	3 working days	kod@icsi.edu
43	Queries related to PCS Orientation Programme	3 working days	profdevelopment.dept@icsi.edu
44	Queries related to PCS	3 working days	pcs@icsi.edu
45	Publication of Articles in the National Programme Souvenirs	3 working days	conference@icsi.edu
Directorate of Store			
46	Dispatch of Study Material (CSEET / Executive / Professional)	21 working days after approval of registration application	store@icsi.edu
47	Dispatch of Publications ordered through e-Cart and Amazon	3 working days	

S. No.	Activities	Timelines	Email
Directorate of Corporate Law			
48	Queries related to CPE Updation	3 working days	cpe@icsi.edu
49	Queries Received at companiesact2013@icsi.edu	3 working days	companiesact2013@icsi.edu
Directorate of Membership & CSBF			
50	Change of Professional/Residential address	3 working days	member@icsi.edu
51	ACS / FCS Admission	6 working days	
52	Restoration of ACS and FCS	4 working days	
53	Verification of Qualification	3 working days	
54	Issuance of Duplicate Certificate	25 working days	
55	Issue of Transcript	10 working days	
56	Issue / Renewal/ Restoration / Cancellation of CoP	6 working days	
57	Issue of Firm Name (LLP / Sole Proprietorship concern/ Partnership firm) / Any Change in related to Firm	6 working days	
58	Refund of fee	10 working days	
59	Issue of Certificate of Good Standing	3 working days	
60	Dispatch of Membership Kit to newly admitted Members	25 working days	
61	Dispatch of Printed Certificate (CoP/CSBF)	30 working days	
62	Change in Name/Marital status/DoB/Father’s Name of members	4 working days	
63	Enrollment/renewal of Licentiate	4 working days	
64	Secretarial Executive Certificate	5 working days	
65	Change of Photo / Signature of Members	3 working days	
66	Sending data of members to MCA	Every Friday	
67	CSBF enrollment/ Dependent details upation	3 working days	csbf@icsi.edu
68	CSBF Financial Assistance	7 working days	
Directorate of Printing (Chartered Secretary Journal)			
69	Queries related to Chartered Secretary Journal	5 working days	journal@icsi.edu
70	Queries related to Dispatch of Chartered Secretary Journal	3 working days	

CS Dhananjay Shukla
President, The ICSI

CS Pawan G. Chandak
Vice-President, The ICSI

CS Asish Mohan
Secretary, The ICSI