THE INSTITUTE OF COMPANY SECRETARIES OF INDIA
TIMELINES FOR VARIOUS SERVICES TO THE STAKEHOLDERS

Timelines are indicative and there may be exceptions/ variations depending upon completeness of information/ documents submitted by the stakeholders.

DIRECTORATE OF STUDENT SERVICES

A. REGISTRATION & POST REGISTRATION

Sl.No	Activities	Timelines
1	Issue of Registration Number	Instantly after receipt of fee
2	Confirmation of Registration	Within 8 working days after submission of complete documents by the student.
3	Generation of Identity Card & Registration Letter from the website of the institute www.icsi.edu	Instantly on approval of registration.
4	Change of Address/E mail ID/Mobile number	Instantly on submission of online request.
5.	Change of Name/Date of birth /Title	Within 5 working days
6.	Cancellation of Registration	Within 3working days from submission of the consent by student.
7.	Updation of Photograph and Signature received through E-Mail	Within 3 working days
8.	Intimation of Chartered Secretary subscription to Chartered Secretary Unit	Instantly on approval of the student registration
9.	Issue of bonafide certificate	Within 3 working days
10.	Refund of Fee under Merit-Cum-Means Assistance Scheme	Within 7 working days
11.	Issue of Advice for remittance of balance fees by way of Demand draft for confirmation of registration	Within 8 working days
12.	Confirmation of Username and password	Instantly
13.	Confirmation of Payment	Within 48 hours
14.	Request for addition of qualification	Within 48 hours
15.	Registration Denovo and Extension of Registration	Within 48 hours
16.	Grant of Paper-wise Exemptions, Intimation regarding rejection of Paper-wise Exemption and Cancellation of Paper-wise Exemptions	Within 10 working days
17.	Applications for financial assistance under ICSI Students Education Fund Trust	Within 75 working days after receipt of complete documents
18.	Verification of students applications received under Minority Scholarship Scheme	Within 10 working days
19.	Change of Elective Subject	Within 48 hours

B. EXAMINATION ENROLLMENT AND ALLIED SERVICES

Sl.No	Activities	Timelines
1	Uploading the Preliminary Examination Enrollment Details on the website	Within 3 days of successful submission of online examination application
2.	Uploading of Admit Card for CS Examinations	Within 5 days after the last date of changes in the enrolment details
3.	Refund of Examination Fee	15 days after the last date of submission of examination application (with late fee)
4.	Issue of Rail Concession Certificate	3 working days from the date of receipt of the request
5.	Issue of Pass Certificate (Professional Programme)	In the month of November/ May for June / December Sessions of Examinations respectively
6.	Issue of Duplicate Pass Certificate	Within 5 working days
7.	Issue of Transcripts / Certified copy of Syllabus	Within 7 working days
8.	Verification of Qualification / Intimation to Employer	Within 3 working days
9.	Change of Examination Centre / Medium/ Module	Within 3 working days from the date of receipt of online request
10.	Examination Enrollment related queries	Within 48 hours

DIRECTORATE OF EXAMINATION

Sl.No.	Activities	Timelines
1	Announcement inviting application for Merit-cum-Means Assistance	Last week August/February
2	Announcement of list of awardees of Merit-cum- Means Assistance	IInd week of January/July
3	Announcement of list of awardee for Merit Scholarships	Ist week of January/July
4	Hosting of list of prize awards	Ist week February/August
5	Issue of duplicate mark sheet	Ten working days after the receipt of application
6	Issue of Rank Certificate	Ist week of January/July
7	Response to queries for providing facility ofscribe (i.e., writer) and/or extra time to physically challenged/disabled candidates for writing CS examinations	7 working days after the issue of admit cards
8	Verification of Marks	Last week of November/May
9	Inspection of certified copies of answer books	Last week of November/May
10	Supply/uploading of certified copies of answer books	Last week of November/May

DIRECTORATE OF MEMBERSHIP & CSBF

Sl.No.	Activities	Timelines
1	Enrolment as ACS	Within 5 working days from the date of receipt of application from training department, if complete in all respect.
2.	Issue of Identity Card to Member	Within 10 working days from the date of receipt of photo and admission as Associate
3.	Enrolment as Fellow Member	Within 6 working days from the date of receipt of complete application
4.	Issue of Certificate of Practice	Within 5 working days from the date of receipt of complete application
5.	Approval of Proprietorship Concern/ Firm Name	Within 6 working days from the date of receipt of complete application
6.	Renewal of Certificates of Practice	Within 6 working days from the date of receipt of complete application
7.	Restoration of Certificate of Practice	Within 6 working days from the date of receipt of complete application
8.	Cancellation of Certificate of Practice	Within 6 working days from the date of receipt of complete application
9.	Restoration of Membership	Within 6 working days from the date of receipt of complete application
10.	Updation of Additional Qualification	Within 2 working days from the date of receipt of complete application
11.	Change of Name / Address	Within 2 working days from the date of receipt of complete application
12.	Dispatch of spare copies of Chartered Secretary to Members	Within 4 working days from the date of receipt of intimation regarding non-receipt
13.	Admission as CSBF Member	Within 3 working days from the date of receipt of complete application
14.	Financial Assistance for Members	5 working days from the date of receipt of application
15.	Admission as Licentiate Member	Within 2 working days from the date of receipt of complete application
16.	Issue of Transcript	Within 7 working days from the date of receipt of application

DIRECTORATE OF TRAINING
(revised on 05.05.16)

SL. NO.	Activities	Timelines
1.	Application for Exemption from training	Within three weeks from the date of receipt of complete application
2.	Registration of Companies / or Company Secretaries in Practice for imparting Management/ Apprenticeship Training	Within one week from the date of receipt of complete application
3.	Pre-sponsorship letters on receiving requests from students / or forwarding Bio-Data to Companies/Company Secretaries in Practice	Within a week from the date of receipt of application
4.	Issue of Sponsorship letters for training at Companies/Company Secretaries in Practice after receipt of appointment letter/ contract from student	Within ten days from the date of receipt of complete application
5.	Updation of Quarterly Reports / Project Reports /Training Completion Certificate/ No Objection Certificate (in case of Change of Company / PCS)	Within two weeks from the date of receipt
6.	Issue of Sponsorship letter for 15 days specialized training (viz. ROC/SE/OL/RD/MCA etc.)	Within a week from the date of receipt of complete application.
7.	Processing of ACS applications	Within six days from the date of receipt of complete application

II. PLACEMENT

Sl.No.	Activities	Timelines
1.	Reply to companies regarding registration of companies/posting of vacancies on job portal	Within 24 hours
2.	Registration of Companies on Placement Portal	Within 48 hours
3.	Posting of vacancies on the Placement portal	Within 24 hours
4.	Reply to the members regarding placement related queries on grievance portal	Within 48 hours

DIRECTORATE OF STUDIES & PROFESSIONAL DEVELOPMENT & PERSPECTIVE PLANNING

Sl.No.	Activities	Timelines
1.	Availability of Guideline Answers (Examination Session-wise)	By 25th August/ 25th February (For June & December Sessions of Examinations respectively)
2.	Reply to Academic Queries (Dedicated E-Mail Id : academics@icsi.edu)	Within 1-2 working days
3.	Resolution of Academic queries over phone (Tel.No. 011-45341074)**...ICSI Academic Connect**	On all working days (Monday to Friday) from 2:00 PM to 3:00 PM
4.	Issue of Chartered Secretary Journal	During second week of every month
5.	E-Bulletins (Monthly)…. Student Company Secretary, Foundation Programme Bulletin	Uploading on website and sent through E-Mail second week of every month.
6.	Registration to PMQ Courses	Within 7 working days from the receipt of complete application
7.	Enrollment to PMQ Examinations (Conducted in June every year)	Within 5 working days from the receipt of complete application
8.	Issue of Admit Card for PMQ Examinations	10 days before the Examinations
9.	Replies to PMQ Course related queries (dedicated E-Mail Id pmq@icsi.edu)	Within 1-2 working days

DIRECTORATE OF CORPORATE LAWS & GOVERNANCE

Sl.No.	Activities	Timelines
1.	Reply to Companies Act, 2013 queries Received at companiesact2013@icsi.edu and efiling@icsi.edu	Within seven working days
2.	Replies to Queries received on other IDs of this department	Within three working days
3.	Communication to members on MCA updates	within two working days
4.	Availability of Guideline Answers (Examination Session-wise)	By 25th August/ 25th February (For June & December Sessions of Examinations respectively)

DIRECTORATE OF CORPORATE COMMUNICATIONS

Sl.No.	Activities	Timelines
1.	Appointment as Counsellors	Within a week from the date of receipt of complete application
2.	Uploading the media coverage on the Website	Press release within 24 hours, others within a week
3.	Reimbursements to Counsellors for CAPs and Registration of Students	Within 30 days on submission of complete documents

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