Steps for using Online Grievance Module

The students and members are requested to login to ‘Online Services’ and select the ‘Grievance’ option in the ‘Home’ button for lodging their queries/requests under appropriate topic/subject matter. Queries/requests would be attended by the respective directorates and the same would be checked from time to time under the grievance redressal mechanism.

Online process of lodging complaint through Grievance Redressal Module for students is as under:

1. Click the online services button on top of the ICSI Website (http://www.icsi.edu).
2. Thereafter click on Login button.
3. Enter your user ID: Registration number and Password.
4. Then click Login. After login, click on Home Option.
5. Click on Suggestion/Grievances option.
6. Select the options available as per your query.
7. Submit your query.
8. The same would be attended by the concerned official and reply would be sent to the student on one to two days as the case may be.

Online process of lodging complaint through Grievance Redressal Module for members is as under:

1. Click the online services button on top of the ICSI Website (http://www.icsi.edu).
2. Thereafter click on Login button.
3. Enter your user ID: Member Number (ACS/FCS) and Password.
4. Then click Login. After login, click on Home Option.
5. Click on Suggestion/Grievances option.
6. Select the options available as per your query.
7. Submit your query.
8. The same would be attended by the concerned official and reply would be sent to the member on one to two days as the case may be.