

Grievance Cell
FREQUENTLY ASKED QUESTIONS (FAQs)

Q.1	What are the various modes of registering grievances by the Students/ Members? Please click here for reply.
Q.2	What are the operational hours of ICSI Call Centre? Please click here for reply.
Q.3	How to online register grievances? Please click here for reply.
Q.4	How to register grievance in Grievance Cell? Please click here for reply.

Ans. 1

Various modes of registering grievances are as follows:

- i) ICSI Call Centre Helpline : 011-33132333
- ii) By visiting ICSI website and registering grievances through 'Online Services'
- iii) Grievance Cell

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Ans. 2	Monday – Friday : 07:00 a.m. - 11:00 p.m. Saturday : 09:00 a.m. - 09:00 p.m.
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Ans. 3 **Steps for using Online Grievance Module :**

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 Username :Registration number(for Students) or Membership number(for Members) and Password (sent by email to students/members)
4. Then click Login. After login, Mouse over 'Home' option.
5. Click on Suggestions/ Grievances.
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/ member at his respective email-id in one to two days as the case may be.

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Ans. 4	User can register their grievances by sending the mail at grievance.solutions@icsi.edu . The grievances received through this email-id are being followed up closely for resolution through the concerned Directorate/ Unit. Go Back
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