

**Grievance Cell**  
**FREQUENTLY ASKED QUESTIONS (FAQs)**

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

**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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<b>Ans. 2</b>	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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<b>Ans. 4</b>	<p>User can register their grievances by sending the mail at <b><a href="mailto:grievance.solutions@icsi.edu">grievance.solutions@icsi.edu</a></b>. The grievances received through this email-id are being followed up closely for resolution through the concerned Directorate/ Unit.</p> <p><b>Go Back</b></p>
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