

# NON-RECEIPT OF CHARTERED SECRETARY JOURNAL RESOLUTION OF GRIEVANCE



CONTACT US



The Institute has been making due efforts to bring out the Chartered Secretary Journal on varied topics and dispatch to all members as per the corresponding address opted by Member in ICSI Membership Database. Nevertheless, we understand that some of our Members/Subscribers are not receiving the journal in time.

As the regular bulk dispatch is done through India Post, there is also a possibility of non-delivery or loss in transit by the Post Office officials at some locations.

While we have been taking steps to minimize the complaints of non-receipt of the journal by checking the Membership database as available @ ICSI and sending e-mails to Members and other stakeholders at regular intervals for keeping database up-to-date owing to change of job or shift of office / residence, if any, we also make efforts to resolve any complaint within 24 hours and sending the replacement copy as per their requirement.

**In order to serve the stakeholders with uninterrupted supply of the journal, we request members to check and update their corresponding address, add some more location/landmark for easy access by India Post delivery officials.**

Further, we are also sending additional copies of CS Journal to All ICSI Chapter and Regional Offices pan India. Member may also collect copies from nearest Chapter or Regional office in case of non receipt of CS Journal.

**For all queries relating to non-receipt of Chartered Secretary, write at the dedicated email [journal@icsi.edu](mailto:journal@icsi.edu)**

**Or**

**Register your complaint at:**

**<https://smash.icsi.in/Scripts/Complaint/ComplaintForm.aspx>**

**Members may also opt for Speed Post delivery by paying nominal fees of Rs. 500/ Per Year for CS Journal.**

Soliciting your cooperation in providing enhanced service.

**Team ICSI**