



# THE INSTITUTE OF Company Secretaries of India

## भारतीय कम्पनी सचिव संस्थान

IN PURSUIT OF PROFESSIONAL EXCELLENCE

Statutory body under an Act of Parliament

(Under the jurisdiction of Ministry of Corporate Affairs)

April 18, 2023

### Attention! Members and Students of ICSI!

#### Introduction of Escalation Mechanism for Resolution of Grievances of Members and Students of ICSI

The Institute has always been on the forefront of providing the best services to its stakeholders and continuously striving to resolve the queries / grievances of stakeholders in a time-bound manner. With a view to strengthen the existing system and also to monitor / ensure time-bound resolution of grievances of Members and Students of ICSI, an escalation mechanism has been developed to resolve the queries of students on registration, examination enrolment, training, etc. and the queries of Members on updation of CPE Credits, PCS orientation programme, UDIN & ECSIN. The details of the same are as under :

Type of Query/ Grievance	First Stage (At the level of Dealing Official)	Second Stage (At the Level of HOD: In case the query/ grievance is not resolved within 5 days by Dealing Officials in the first stage)	Third Stage (In case the query/ grievance is not resolved within 7 days at the level of HODs in the Second Stage)
Registration as Student	dss@icsi.edu	hodss@icsi.edu	escalate@icsi.edu
Examination Enrollment	enroll@icsi.edu		
Short Term and Long Term Trainings	training@icsi.edu		
General queries of members i.e. ACS/FCS/PCS	member@icsi.edu	hodmember@icsi.edu	
CSBF related queries	csbf@icsi.edu		
Smash Portal related queries	smash@icsi.edu		
Updation of CPE Credits	cpe@icsi.edu	hodpd@icsi.edu	
PCS Orientation Programme	profdevelopment.dept@icsi.edu		
UDIN related queries	udin@icsi.edu		
ECSIN related queries	ecsin@icsi.edu		

#### Notes:

1. The Members and Students are requested to initially submit their queries/ grievances to the Dealing Officials at the First Stage only and any direct issue would not be entertained at Second Stage/ Third Stage.
2. They shall escalate the unresolved queries/ grievances at First Stage (At the level of Dealing Official) to the Second Stage (HOD Level) and then escalated to the Third Stage in a sequential manner.

With best wishes

(CS Asish Mohan)

Secretary

#### Vision

"To be a global leader in promoting good corporate governance"

#### Motto

सत्यं वद। धर्मं चर। इष्टको धेनुं तन्मतेः श्लेष्टे ह्यु धेनुं क्वच

#### Mission

"To develop high calibre professional facilitating good corporate governance"

Connect with ICSI

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