



**THE INSTITUTE OF  
Company Secretaries of India**  
IN PURSUIT OF PROFESSIONAL EXCELLENCE  
Statutory body under an Act of Parliament

Sub. : Launch of ICSI SMASH (Student Member Application Software Hosting) Project

Dear Members/Students,

Institute always strives to be in the forefront towards ensuring prudent use of technology based solutions for streamlining the services for its stakeholders.

The Institute has presently taken up the task of refurbishing its software systems in tune with the changing times and for achieving this objective, ICSI-SMASH (Student Member Application Software Hosting) Project was initiated in April, 2015. In this era of technology, it is needless to emphasize the relevance of such initiatives. Government of India has launched the Digital India programme with the vision to transform India into a digitally empowered society and knowledge economy. While launching the Digital India Programme, it has been felt by the Government that a lot more thrust is required to ensure e-Governance in the country which in turn will promote inclusive growth.

The ICSI SMASH system is being designed to provide seamless 24X7 services to the stakeholders and the new environment will automate and attain the highest level of efficiency in services. With the evolvement of technology and use of various devices like Smart Phones and Tabs in addition to Laptops, a comprehensive digital environment was the need, which has now been realised. Each and every stakeholder shall be eligible for self service desk on this portal. ICSI-SMASH shall provide for integrated working of more than 72 offices as well as environment for analysis of information. The timelines of service delivery to the stakeholders are likely to be drastically reduced. The service levels shall now be governed by a robust Grievance Redressal System, which shall lead to better level of satisfaction amongst the stakeholders. This is in conformity with the overall vision of the Council and the Information Technology Committee of the ICSI under whose guidance some of the online software modules (12 in nos.) under the ICSI-SMASH Project have been rolled out for use by the stakeholders from 16th June, 2016. From stakeholder's perspective, these modules are broadly related to pre-registration, Foundation registration and Complaint Management of students. Needless to mention, the complete online system under ICSI-SMASH comprises of 80+ odd modules to cater the complete life cycle of a student and member in the Institute and these will be rolled out in phases in the coming months.

We are thankful to the precious officers of ICSI to have taken all the efforts to make this happen.

We look forward to your continuous support in such endeavours of the Institute.

Thanking you,

Yours sincerely,

(CS C. Ramasubramaniam)  
IT Committee Chairman, ICSI

(CS Mamta Binani)  
President, ICSI