



**Sub. : Complete Transformation to Query Resolutions through online Grievance Portal and Call Centre instead of E mails.**

Dear Student,

As you are aware, the Institute has been continuously striving to provide efficient services to the student community with technology oriented initiatives.

The Institute has implemented the following two mechanisms to cater to your complaints and suggestions:

- 1. Grievance Redressal Portal at [www.icsi.edu](http://www.icsi.edu)**
- 2. Call Centre (011-33132333, 011-66204999)**

In addition to above, the Institute has also added a Mobile App CS Touch which can also be used as a means of Grievance Redressal, The Contact Us section of the Mobile Apps CS Touch on Android platform caters to the same.

The communications / queries sent through the above modes are monitored at different levels which ensures a time-bound response to their queries.

We are immensely glad to inform you all that the Institute is completely switching over to these mechanisms for bringing in efficiency in services. Hence, you are hereby requested to submit your queries through Grievance Redressal Portal OR through Call Centre instead of submitting the same through any other mode like E-mail.

It may please be noted that effective from 1<sup>st</sup> May, 2015, the Institute will be replying to the communications / queries of the students through the above mentioned modes only and replies through E-Mail will be discontinued from the said date.

For your ready reference, the process of submitting requests through both the above modes are given hereunder: -

**Process of sending requests through Call Centre**

Please contact at Tel.No. 011-33132333 OR 011-66204999 to get connected to our Call Centre for any information / clarification / guidance. In case Call Centre is unable to provide an instant reply to your query, a ticket bearing a unique number will be raised against your query which would be replied to by the Institute promptly.

**Process of sending requests through Grievance Redressal Module.**

Please log in to your Online Account at [www.icsi.edu](http://www.icsi.edu), go to home option followed by grievance/suggestion option. Select your query/grievance type and type your query. In this mode also, you shall be getting a reply from the Institute which can be viewed by you in the portal itself.

**Process of raising requests through Mobile Apps CS Touch**

On the Mobile Apps, CS Touch which is available on Android Platform, the Contact Us Section can be used to lodge the Grievances.

It is once again requested to send all your queries/complaints/suggestions through the aforesaid three mechanisms only from 1<sup>st</sup> of May, 2015 onwards.

With best wishes,

**Team ICSI**