



Vision

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

Motto

सत्यं वद। धर्मं चर। इष्टकारे तैः तृपते, इष्टान् इष्टे नोक्तेऽपहृदइ

Mission

"To develop high calibre professionals facilitating good corporate governance"

QUICK RESPONSE & RESOLUTION TIME (QRRT) AND ICSI SERVICE CHARTER

Timelines for Various Services to the Stakeholders



S. No.	Activity	Timeline	Email
STUDENT SERVICES			
Student facilities and Student Outreach			
1	Confirmation of CSEET / Executive Registration	7 working days	dss@icsi.edu
2	Generation of Identity Card & Registration Letter	Instant on approval	
3	Change of Address/ Email/ Mobile No.	Instant at SMASH Portal	
4	Change of Name/ DoB/ Title/ Photo/ Signature	5 working days	
5	Cancellation of Registration	5 working days	
6	Issue of Bonafide Certificate	3 working days	
7	Refund of fees (other than Exam)	15 working days	
8	Confirmation of Payment	2 working days (5 if Bank Challan)	
9	Professional Registration / Denovo / Continuation / Re-registration	5 working days	
10	Grant of Paper-wise Exemptions	5 working days	
11	Students Education Fund Trust Request	12 working days	
12	Verification under Minority Scholarship Scheme	10 working days	
13	Verification of Qualification / Employer Intimation	5 working days	
14	Rail Concession Certificate	5 working days	
15	Pass Certificate (Professional Programme)	June → Nov; Dec → May	
16	Duplicate Pass Certificate	5 working days	
17	Transcripts / Certified copy of Syllabus	15 working days	
18	Refund of CSEET Examination Fee	15 working days after last date	cseetenroll@icsi.edu
19	Change of CSEET Exam Centre / Medium	3 working days	
20	Change of Exam Centre / Medium / Module / Elective	3 working days	enroll@icsi.edu
21	Refund of Examination Fee	15 working days after last date	

S. No.	Activity	Timeline	Email
Training			
22	SIP/TDOP Queries	3 working days	training@icsi.edu
23	PCS / Company Registration for Long Term Training	7 working days	
24	Student Registration for Long Term Training	7 working days	
25	Long Term Training Completion Approvals	7 working days	
26	Training Structure Switchover	3 working days	
27	Long Term Training Exemption	21 working days	
28	Quarterly Reports Approvals	7 working days	
29	EDP / CLDP Fees Approvals & Completion	3 working days	
30	Training Completion Certificates (TCC)	7 working days	
31	General Queries related to Training	3 working days	
EXAMINATION			
32	Verification of Marks	7 weeks	vom@icsi.edu
33	Supply of Certified Copies	7 weeks	
34	Inspection of Answer Books	7 weeks	
35	Supply of Duplicate Marksheets	15 working days	exam@icsi.edu
ACADEMICS (STUDIES)			
36	Queries related to Academics	3 working days	academics@icsi.edu
37	Queries related to e-Journal	3 working days	
38	Queries related to MoU / IGNOU	3 working days	
PMQ/CERTIFICATE COURSE/PEER REVIEW			
39	Queries related to PMQ Courses	7 working days	pmq@icsi.edu
40	Queries related to Certificate / Crash Courses	7 working days	certificatecourses@icsi.edu
41	Queries related to Peer Review	7 working days	prb-icsi@icsi.edu
PROFESSIONAL DEVELOPMENT			
42	Queries related to ECSIN	3 working days	ecsin@icsi.edu
43	Queries related to UDIN	3 working days	udin@icsi.edu
44	Queries related to Knowledge on Demand (KoD)	3 working days	kod@icsi.edu
45	Queries related to PCS Orientation Programme	3 working days	pcs@icsi.edu
46	Queries related to PCS	3 working days	
47	Publication of Articles in National Programme Souvenirs	3 working days	conference@icsi.edu
48	Queries related to CPE Updation	3 working days	cpe@icsi.edu
49	Queries received at companiesact2013@icsi.edu	3 working days	companiesact2013@icsi.edu
MEMBERSHIP SERVICE			
50	ACS Admission - Physical CLDP after receipt of complete documents, fees and verification	Last day of the CLDP	member@icsi.edu
51	ACS Admission - Online CLDP and Regular cases after receipt of complete documents, fees and verification	3 working days	
52	FCS Admission	6 working days	
53	Restoration of ACS / FCS	3 working days	
54	Verification of Qualification	5 working days	
55	Duplicate Certificate	30 working days	
56	Transcript after receipt of complete documents and fees	10 working days	
57	CoP Issue	6 working days	

S. No.	Activity	Timeline	Email
58	CoP Renewal/Restoration	3 working days	member@icsi.edu
59	CoP Cancellation	3 working days	
60	Firm Name Issue / Change	6 working days	
61	Refund of Fee	10 working days	
62	Certificate of Good Standing	3 working days	
63	Dispatch of Membership Kit	30 working days	
64	Dispatch of Printed Certificates (ACS/FCS)-After all the Convocations	30 working days	
65	Dispatch of Printed Certificate (CoP/CSBF)	30 working days (Excluding current Month)	
66	Change in Name/ Marital status/ DoB/ Father's Name	4 working days	
67	Enrollment of Licentiate	4 working days	
68	Secretarial Executive Certificate issue	5 working days	
69	Sending data of members to MCA	Every Friday	
70	Removal of Name (Expired cases) after receipt of death Certificate	3 working days after the receipt of death Certificate	
71	CSBF Enrollment	3 working day	
72	CSBF Financial Assistance	15 working days	
PRINTING (CHARTERED SECRETARY JOURNAL)			
73	Queries related to Chartered Secretary Journal	5 working days	journal@icsi.edu
74	Queries related to Dispatch of Chartered Secretary Journal	3 working days	
STORES			
75	Dispatch of Study Material (CSEET/Executive/Professional)	21 working days	store@icsi.edu
76	Dispatch of Publications (e-Cart/ Amazon)	3 working days	

ICSI Support Desk (Monday to Friday)

Timings: 9.30 AM to 5.00 PM (Lunch Time 1.00 PM to 1.30 PM)

General Queries	0120-4522000
Queries related to Student Services (CSEET / Executive Registration, Post Registration, Centralized Classroom Teaching, SEFT, Examination Enrolment etc.)	0120-4082162
Queries related to Dispatch of Material (CSEET, Executive and Professional Programme Study Material, Publications etc.)	0120-4082163
Queries related to Training (SIP, TDOP, EDP, CLDP, Long Term Training, Quarterly Report, Training Completion Certificate (TCC) etc.)	0120-4082164
Queries related to Membership & CSBF (ACS, FCS, CoP, Convocation etc.)	0120-4082155

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Vice President, The ICSI

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