

**Members Related Query**

**(All New Member Enrolment Activities, Grant of COP Grant of Fellow Membership, Restoration of Membership, Employment Updation & Surrender of COP and death cases of All Regions. (WRO, NRO, SRO, CRO AND ERO)**

Sr.	Query related to	Levels	Name	Email-ID	Phone No
1	All New Member Enrolment Activities of <b>SRO</b> and Approval of Form No. 112 cases of <b>SRO</b>	1	Ms Renu Gera	renu.gera@icai.in	0512-2334221
2	All New Member Enrolment Activities of <b>WRO</b> and Approval of Form No. 112 cases of <b>WRO</b> and All WIP cases of Firm related cases of <b>CRO</b>	1	Shri S.K. Sharma	shyam.sharma@icai.in	0512-2334214
3	All New Member Enrolment Activities of <b>CRO</b> and Approval of Form No. 112 cases of <b>CRO</b>	1	Ms Subham Shree	shubham.shree@icai.in	0512-2334223
4	All New Member Enrolment Activities of <b>NRO</b> and Approval of Form No. 112 cases of <b>NRO</b>	1	Shri Ravinder Thakur	ravinder.thakur@icai.in	0512-2334227
5	Grant of COP & Resolving Technical issues Related to Members of <b>All Regions (WRO, NRO, SRO, CRO AND ERO)</b> in coordination with TCS TEAM & Convocation	1	Shri Sumit Luthra	sumit.luthra@icai.in	0512-2334217
6	Grant of Fellow Membership of <b>All Regions. (WRO, NRO, SRO, CRO AND ERO)</b>	1	Mrs Sushma Dwivedi	sushma.dwivedi@icai.in	0512-2334219
7	Restoration of Membership, Employment Updation & Surrender of COP and death cases <b>All Regions. (WRO, NRO, SRO, CRO AND ERO)</b>	1	Shri Neeraj Verma	neeraj.verma@icai.in	0512-2334218
8	Profile Updation of Students and Members	1	Mrs Kavitha Kumar	cro.art5@icai.in & kavitha.kumar@icai.in	0512-2334201
9	<b>E-Mail</b> and <b>Mobile</b> updation of Members. Campus Placement Activities	1	Shri N.D. Gupta	nd.gupta@icai.in	0512-2334205
10	<b>Students - Level 2</b>	2	Mrs. Renu Gera	renu.gera@icai.in	0512-2334221
11	<b>Students - Level 3</b>	3	CA. Govind Agarwal	govind.agarwal@icai.in	0512-2334210

**Member FIRMS Related**

**(Resolving Technical issues related to Firms, All Firms related activities Registration of Sole Practice / Sole Proprietor Firm cases of All Regions. (WRO, NRO, SRO, CRO AND ERO)**

Sr.	Query related to	Levels	Name	Email-ID	Phone No
1	Firms Section Lead Responsible for Firms Activity & Support to Firms & Daily - Mis Report	1	Ms Leena Khanwilkar	leena.khanwilkar@icai.in	022-33671463
2	Resolving Technical issues related to Firms in coordination with TCS team.	1	Ms Jayshree Mitra	jayashree.mitra@icai.in	022-33671462
3	All Firms related activities of <b>NRO</b>	1	Mr Dinesh Amin	amin@icai.in	022-33671497
4	All Firms related activities of <b>SRO</b>	1	Mrs. Uma Swaminathan	uma.raman@icai.in	022-33671495
5	All Firms related activities of <b>WRO</b>	1	Ms Deepa Prashant Dhule	deepali@icai.in	022-33671525
6	All Firms related activities of <b>CRO &amp; MIS Report</b>	1	Ms. Kanchan Nadkarni	kanchan@icai.in	022-33671518
7	All Firms related activities of ERO & Assisting MIS Report	1	Mrs. Asha Anant Sawant	asha.sawant@icai.in	022-33671508
8	All matters related to Technical issues related to Members and students for Western Region. Liaison Officer for Disciplinary Section from WRO	1	Mr. Naveen Kumar Goli	naveen.goli@icai.in	022-33671539
9	Handling of WIP cases for Students of WRO and current issues	1	Mr. Prakash Padwal	Prakash.padwal@icai.in	022-33671546
10	<b>Firms - Level 2</b>	<b>2</b>	Mr Y B Shetty	yogesh@icai.in	022-33671505
11	<b>Firms - Level 3</b>	<b>3</b>	Mr Y B Shetty	yogesh@icai.in	022-33671505

1	<b>MEMBER FIRM AND STUDENT ARTICLES SECTION - WIRC WESTERN REGION OFFICE CONTACT DETAILS - WEBSITE LINK</b>	<a href="https://resource.cdn.icai.org/33499list-contacts-wro.pdf">https://resource.cdn.icai.org/33499list-contacts-wro.pdf</a>
2	<b>MEMBER AND STUDENT REGISTRATION / TECHNICAL -CIRC CENTRAL REGION OFFICE CONTACT DETAILS - WEBSITE LINK</b>	<a href="https://resource.cdn.icai.org/53958list-contacts-cro.pdf">https://resource.cdn.icai.org/53958list-contacts-cro.pdf</a>

## Members and Student Services Directorate (M&C-MSS)

Enquiry from Monday to Friday between 2:00 pm to 5:00 pm (SATURDAY OFFICE STANDS CLOSED)

The MSS Secretary, ICAI Bhawan, Plot No. A- 29, Sector 62, Noida, UttarPradesh 201309.

E-mail : mss@icai.in, Ph : 0120-3045 997 / 998

Sr.	Query related to	Levels	Name	Email-ID	Landline No.
1	Firm Name Approval (Only Form No. 117 enquiry)	1	Mr Bhupesh Gupta	firmname@icai.in, fna@icai.in, Bhupesh.gupta@icai.in	0120-3045998
		2	Ms. Sarita Madan	Sarita.madan@icai.in	0120-3045997
		3	Dr. Shivam Kumar	Msshead@icai.in	0120-3876858
2	Good Standing And CABF - Group Term Insurance Scheme	Levels	Name	Email-ID	Landline No.
		1	Suresh Chand	Goodstanding@icai.in mss@icai.in	0120-3045997
		2	Sarita Madaan	Sarita.madan@icai.in	0120-3045997
3	Dr. Shivam Kumar	Msshead@icai.in	0120-3876858		
3	CABF - Financial Assistance, SVAMF, CASBF- Student Welfare Fund	Levels	Name	Email-ID	Landline No.
		1	Mr Deepak Kishore	Cabf@icai.in	0120-3045998
		2			
3	CA. Sushil Kumar Agarwal	sushil.agarwal@icai.in			
4	Membership/ COP Certificates	Levels	Name	Email-ID	Landline No.
		1	Sarita Madaan	mss@icai.in Sarita.madan@icai.in	0120-3045997
		2	Mr Rajanikant Verma	Rajanikant@icai.in	0120-3045989
3	Dr. Shivam Kumar	Msshead@icai.in	0120-3876858		
5	Termination / Transfer Of Articles (after one year period only)	Levels	Name	Email-ID	Landline No.
		1	Ms. Anju Grover	js_mss@icai.in anju.grover@icai.in	0120-3045997
		2	Mr Rajanikant Verma	Rajanikant@icai.in	0120-3045989
3	Dr. Shivam Kumar	Msshead@icai.in	0120-3876858		
6	Members Identity Card (New/Old)	Levels	Name	Email-ID	Landline No.
		1	Sarita Madaan	mss@icai.in Sarita.madan@icai.in	0120-3045997
		2	Mr Rajanikant Verma	Rajanikant@icai.in	0120-3045989
3	Dr. Shivam Kumar	Msshead@icai.in	0120-3876858		
7	Status of Duplicate Certificate of Members (Apply to Regional office)	Levels	Name	Email-ID	Landline No.
		1	Dr. Anita Mittal	mss@icai.in Anita.mittal@icai.in	0120-3045997
		2	Ms Sarita Madan	Sarita.madan@icai.in	0120-3045997
3	Dr. Shivam Kumar	Msshead@icai.in	0120-3876858		
8	LLP, Management Consultancy, Networking (Name Approval Only)	Levels	Name	Email-ID	Landline No.
		1	Navneet Kumar	fna@icai.in	0120-3045998
		2	Ms. Sarita Madan	Sarita.madan@icai.in	0120-3045997
3	Dr. Shivam Kumar	Msshead@icai.in	0120-3876858		
		Levels	Name	Email-ID	Landline No.

9	<b>Members / Students / Firm - Condonation Cases</b>	1	Ms Jessie Biju	mrs@icai.in jessy.biju@icai.in	0120-3045997
		2	Mr Rajanikant Verma	Rajanikant@icai.in	0120-3045989
		3	Dr. Shivam Kumar	Msshead@icai.in	0120-3876858

**# For Status of Application & Enquiry Related to Firms and Article, Please contact to WRO-Mumbai office for members & CRO-Kanpur office for Students their Contact no. Hosted on ICAI website under the head"contact us"**  
**## For SSP related matter and technical issues OTP etc, Please raise a Ticket on SSP :- [eservices.icai.org](mailto:eservices.icai.org)**

## Continuing Professional Education Directorate (CPE)

**Contact for Queries on Monday to Friday between 2:00 PM to 5:00 PM**

**The Secretary, CPE Directorate of ICAI, ICAI Bhawan, Plot No. A- 29, Sector 62, Noida, UttarPradesh 201309. E-mail : [ajeet@icai.in](mailto:ajeet@icai.in), [cpeadmin@icai.in](mailto:cpeadmin@icai.in) Ph : 0120-3045981**

Sr.	Query related to	Levels	Name	Email-ID	Landline No.
1	<b>Queries Related To Login And Other Issues At CPE Portal</b>	1	Ms Payal Singh	Cpsec@icai.in	0120-3045957
		2	Ms Heena Gupta	Heena.gupta@icai.in	0120-3045957
		3	Ajeet Nath Tiwari	Ajeet@icai.in	0120-3045981
2	<b>CPE Q n A Portal/ICAI-ICE Portal / CPE Mobile APP</b>	1	Ms. Chanda Shukla	Chanda.shukla@icai.in	0120-3045957
		2	Ms Heena Gupta	Heena.gupta@icai.in	0120-3045957
		3	Ajeet Nath Tiwari	Ajeet@icai.in	0120-3045981
3	<b>Attendance/Approval Of Unstructured CPE Hours / Submission Of Self Declaration Form For ULA</b>	1	Ms Payal Singh	Cpsec@icai.in	0120-3045957
		2	Ms Heena Gupta	Heena.gupta@icai.in	0120-3045957
		3	Ajeet Nath Tiwari	Ajeet@icai.in	0120-3045981
4	<b>Exemption From CPE Hours Requirement Related Matters</b>	1	Ms Payal Singh	Cpsec@icai.in	0120-3045957
		2	Ms Heena Gupta	Heena.gupta@icai.in	0120-3045957
		3	Ajeet Nath Tiwari	Ajeet@icai.in	0120-3045981
5	<b>Queries Relating To CPE Hours For Writing Articles Published In Various Local News Papers/Journals etc</b>	1	Ms Payal Singh	Cpsec@icai.in	0120-3045957
		2	Ms Heena Gupta	Heena.gupta@icai.in	0120-3045957
		3	Ajeet Nath Tiwari	Ajeet@icai.in	0120-3045981
6	<b>CPE Webcast</b>	1	Ms Heena Gupta	Heena.gupta@icai.in	0120-3045957
		2	Madhu Madan	Cpeadmin@icai.in	0120-3045957
		3	Ajeet Nath Tiwari	Ajeet@icai.in	0120-3045981
		<b>Levels</b>	<b>Name</b>	<b>Email-ID</b>	<b>Landline No.</b>

7	All Other CPE Related Matters	1	Ms Heena Gupta	Heena.gupta@icai.in	0120-3045957
		2	Madhu Madan	Cpeadmin@icai.in	0120-3045957
		3	Ajeet Nath Tiwari	Ajeet@icai.in	0120-3045981

For any query on CPE related matters, you may visit [www.cpeicai.org](http://www.cpeicai.org) or write to us at [cpeadmin@icai.in](mailto:cpeadmin@icai.in)  
For any query regarding ICAI's Digital Learning Hub, please contact Digital Re engineering & Learning Directorate or write at [dtprc@icai.in](mailto:dtprc@icai.in)

**Members & Students ICAI Publication, Study Material & Other Material Online Order / Tracking For any query regarding CDS (Centralised Distribution System) portal or other study material.**  
**The Institute of Chartered Accountants of India, ICAI Bhawan, A-29, Sector-62, NOIDA-201 309, Dist - GautamBudh Nagar (UP) - 0120-3045947, 943, 951**  
**Email - [cdsonline@icai.in](mailto:cdsonline@icai.in), [postalsales@icai.in](mailto:postalsales@icai.in), Website : [www.icai-cds.org](http://www.icai-cds.org)**

Sr.	Query related to	Levels	Name	Email-ID	Phone No
1	CDS Online Store & Imprest Accounts, Bills Etc.	1	Surender Kumar (Imprestns)	cdsonline@icai.in, Surender.kumar@icai.in	0120-3045947
		2	Shri Deepak Bhardwaj (Supervising officer NS)	Deepak.bhardwaj@icai.in	0120-3045942 0120-3876874
		3	Shri Deepak Bhardwaj (Dept Head NS)	Deepak.bhardwaj@icai.in	0120-3045942 0120-3876874
		4	Shri G. Ranganathan (Reg_head_ns)	Ranga@icai.in	0120-3876885
2	Dispatching Of The Publications / material Through Post Against DD Recd.	levels	Name	Email-ID	Phone No
		1	Lachham Pati Kandpal (Material NS)	Postalsales@icai.in cdsonline@icai.in,	0120-3045947
		2	Shri Deepak Bhardwaj (Supervising officer NS)	Deepak.bhardwaj@icai.in	0120-3045942 0120-3876874
		3	Shri Deepak Bhardwaj (Dept Head NS)	Deepak.bhardwaj@icai.in	0120-3045942 0120-3876874
4	Shri G. Ranganathan (Reg_head_ns)	Ranga@icai.in	0120-3876885		

<p><b>Digital Re-Engineering &amp; Learning Directorate</b>  <b>The ICAI, ICAI Bhawan, A-29, Sector-62, NOIDA-201 309, Dist - GautamBudh Nagar (UP)</b>  <b>0120-3045976 / Email - <a href="mailto:dtprc@icai.in">dtprc@icai.in</a> Website : <a href="https://learning.icai.org">https://learning.icai.org</a></b>  <b>Digital Learning Contact For Member - <a href="mailto:elarning@icai.in">elarning@icai.in</a> &amp; Student - <a href="mailto:boslearning@icai.in">boslearning@icai.in</a></b></p>					
Sr.	Query related to	Levels	Name	Email-ID	Phone No
1	Email-ID With icai.org	1	Mr. Pankaj Sardana	Pankaj.sardana@icai.in	0120-3045976
		2	Mr. Okesh Kumar	okesh@icai.in	0120-3045912
		3	Mr.Vivek Gupta	vivek@icai.in	0120-3045976

		<b>4</b>	Mr. Pratikshit Mehta	Pratikshit@icai.in	0120-3045912
<b>2</b>	<b>ESahaayataa Portal</b>	<b>levels</b>	<b>Name</b>	<b>Email-ID</b>	<b>Phone No</b>
		<b>1</b>	Mr. Pankaj Sardana	Pankaj.sardana@icai.in	0120-3045959
		<b>2</b>	Mr. Okesh Kumar	okesh@icai.in	0120-3045912
		<b>3</b>	Mr. Vivek Gupta	vivek@icai.in	0120-3045976
		<b>4</b>	Mr. Pratikshit Mehta	Pratikshit@icai.in	0120-3045912
<b>3</b>	<b>Digital Learning Hub- Members</b>	<b>levels</b>	<b>Name</b>	<b>Email-ID</b>	<b>Phone No</b>
		<b>1</b>	Ms Ashima	Ashima.maini@icai.in	0120-3045997
		<b>2</b>	Mr Pankaj Sardana	Pankaj.sardana@icai.in	0120-3045912
		<b>3</b>	Ms Vishnu Garg	Vishnu.garg@icai.in	0120-3045977
		<b>4</b>	Ms Sangeetha	Sangeetha.jaganathan@icai	0120-3045997
<b>4</b>	<b>Mobile App / Social Media</b>	<b>levels</b>	<b>Name</b>	<b>Email-ID</b>	<b>Phone No</b>
		<b>1</b>	Rishi Tandon	Rishi.tandon@icai.in	0120-3045977
		<b>2</b>	Vishnu Garg	Vishnu.garg@icai.in	0120-3045977
		<b>3</b>	Vivek Gupta	vivek@icai.in	0120-3045976
		<b>4</b>	Ms Sangeetha	Sangeetha.jaganathan@icai	0120-3045976

## ICAI EXAM DEPARTMENT

The Institute of Chartered Accountants of India, ICAI Bhawan, C-1, Sector-61, NOIDA-201 301.  
A Help Line has been established in the Examination Division of the Institute to attend to students' queries relating to examination matters including admit card. The telephone numbers of the "Help Line" are given below. Exam Website - <https://icaiaexam.icaai.org>

Sr.	Department	Email Id's	Telephone Numbers (STD Code: 0120)
1	Exam Department	exam@icaai.in	3989 398, 3054 800, 3054 851 / 852/ 853
2	Exam Helpline	examhelpline@icaai.in	3054851 / 852/ 853 854 / 835 4953 751 / 752 / 753 / 754
3	Confidential	exam@icaai.in	3054 824 / 858 / 812
4	Common Proficiency Test (CPT)	cpt_exam@icaai.in	3054 805 / 806
5	Foundation	foundation_examhelpline@icaai.in	3894815
6	Advanced ICITSS– Advanced Information Technology Test	advanceditt_examhelpline@icaai.in	3894815
7	Intermediate (IPC)	ipce_examhelpline@icaai.in, intermediate_examhelpline@icaai.in	3894 810/ 832 / 818
8	Final	final_examhelpline@icaai.in	3054 808 / 809 / 813 / 819
9	Information Systems Audit Assessment Test	isa_examhelpline@icaai.in	3054 836 / 842
10	Insurance and Risk Management Examination	irm_examhelpline@icaai.in	3054 836 / 842
11	International Trade Laws and World Trade Organisation Examination	itlwto_examhelpline@icaai.in	3054 836 / 842
12	Duplicate Marks Sheets / Transcripts / Attestation of Marks Sheets / Passing Certificates	dms_examhelpline@icaai.in	3054 836 / 842
13	Special Examination for Members of Accounting Bodies with whom ICAI has MOU / MRA	examcoob@icaai.in	3054829, 4953729
14	On-line Exam Application Submission enquiry related to PDF generation/ Duplicate Payment etc.	edpexam@icaai.in	3054834
14	On-line Exam Application Technical Resoultion of Online Form	onlineexamforms@icaai.in IPCE- intermediate_examhelpline@icaai.in Final - final_examhelpline@icaai.in Foundation - foundation_examhelpline@icaai.in	3054851 / 852/ 853 854 / 835 4953 751 / 752 / 753 / 754

**#The help line desk operates from 10.00 a.m. to 5.30 p.m. during the working days.**  
*In view of the very large student base of ICAI, it is advisable to resort to email communication and resort to telephone contact only in case of extreme emergeny*

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**EXAM DEPARTMENT WISE DETAILS CONTACT  
DETAILS - WEBSITE LINK**

<https://resource.cdn.icaai.org/54215exam43396.pdf>