

POLICY GUIDELINES FOR REDRESSEL OF EPE CANDIDATES' APPEALS, COMPLAINTS AND GRIEVANCES

A. Withdrawal from Exam:

- i. A candidate shall be allowed to withdraw from examination, if he/she informs PEC CPD department in writing (through email or letter) to be received in PEC HQ office at least 15 days before the conduct of the exam.
- ii. The submitted fee for the particular session of exam will be retained and candidate shall be eligible to appear in either of the next two exams without paying fee. In case of not utilizing the next two consecutive exams after withdrawal, the fee will be forfeited and the candidate shall have to resubmit the requisite fee, if he/she wishes to appear again.

B. Change of Exam Centre: A candidate shall be allowed to change examination Centre, if he/she informs in writing (through email or letter) to be received in PEC HQ Office at least seven days before the exam date.

C. Submission of Grievances:

- i. EPE candidate can submit, in writing (through email or letter), any of his/her grievances related to examination to be received in PEC HQ office within 15 days from the date of announcement of the result on PEC website.
- ii. EPE candidate can submit in writing (through email or letter) for rechecking of the exam papers to be received in PEC HQ office within 15 days from the date of announcement of the result on PEC website.
- iii. Paper rechecking fee of Rs. 1000 (Rupees one thousand only) must be deposited in PEC account and deposit slip to be attached to the application.
- iv. The rechecking process shall only mean:
 - (a) Rechecking that marks of every question have been counted and the total of marks is correct.
 - (b) Ensuring that every answer has been marked correctly.
- v. Grievances of the EPE candidates shall be addressed by the EPDC Grievance Committee for EPE. Meeting of the Grievance Committee for EPE shall be held within 15 days of the receipt of the grievances of the candidates. Decision of the committee to be communicated by CPD Department to the concerned candidates within seven days of the approval of the minutes/decision.