

NOVEMBER 2025 Session Guide

Dear Candidates,

An enquiry about results (EAR) is a review of the marking of a candidate's examination script(s) or re-moderation of a centre's coursework.

Cambridge carries out extensive quality checks before it releases results. However, they offer a range of enquiry about result services, if you would like them to check the results for candidates. This guide will provide step-by-step advice to help you submit an EAR request.

Cambridge offers a few EAR services for subjects, and there are fees applicable per component against each service. The details of services offered are shared below:

Enquiry About Result Services:

Service name	Details of service	Availability of service
Clerical re-check: Service 1	This service checks that all parts of the script were marked, and that the marks were totalled and recorded correctly.	Available for components we have assessed.
Clerical re-check with copy of script: Service 1S	The same as 'Service 1' but you also receive a copy of the script.	Available for components we have assessed. Not available for Art & Design syllabuses.
Review of marking: Service 2	A review of the original marking to check that the mark scheme was applied correctly. Also includes the re-checks in Service 1.	Available for components we have assessed. Not available for multiple-choice question papers.
Review of marking with copy of script: Service 2S	The same as 'Service 2' but you also receive a copy of the script.	Available for components we have assessed. Not available for multiple-choice question papers or Art & Design syllabuses.

Enquiry About Results Guide:

Candidates can submit enquiries about results through the [School Registration System](#), the platform where you registered for your exams. **Cambridge Post Result Services (PRS) guide for making an enquiry about results (EAR) is provided on our [website](#) for your reference.**

For clerical re-check or review of marking services, you may only select one type of review or re-check service. For example, you cannot ask for a Service 1S for one component and then a Service 2S for another component if they are in the same syllabus. You cannot ask for the same or another service for the same syllabus for the same candidate if a previous request has already been submitted.

Cambridge will charge a fee for each enquiry. Cambridge will not charge the fee if the enquiry leads to a change in the syllabus grade.

Fee details are mentioned below, it will give the details for the fee submitted against each service. Please note that the fee is to be submitted per component.

Service	Description	O Level & IGCSE Per component	AS & A2/A Level Per Component
1	Clerical Re-check	Fee: PKR 9,760	Fee: PKR 11,200
1S	Clerical Recheck with a Copy of Script	Fee: PKR 21,280	Fee: PKR 21,600
2	Review of Marking and clerical recheck	Fee: PKR 22,660	Fee: PKR 27,040
2S	Review of Marking and clerical re-checking with a copy of Script	Fee: PKR 34,160	Fee: PKR 38,800

No Result (X) or Pending (Q) Queries:

- Cambridge usually issues a **‘NO RESULT’** if they think the candidate has not completed all the components of an assessment. **‘PENDING’** means they cannot issue a result now, but will do so soon.
- “No Result” and “Pending” Queries are **free of cost**
- Cambridge will provide an explanation of any report of **‘No result’ (X) or a ‘Pending’ grade (Q)**, confirming which component(s) we have no mark for
- Cambridge will explain why they cannot award a result, for example, that they did not receive documents, marks or information to confirm the candidate did or did not take a particular exam
- To process the EAR for **“NO RESULT”** or **“PENDING”** please apply through the [Form](#).

Payment Methods:

The EAR fee can be made by the following **offline** options:

1. Bank Deposit Slip (BDS)

British Council bank account available at selected Standard Chartered Banks ([SCB Branch List](#)).

Candidates must fill out a British Council Deposit Slip (available at designated branches)

Note: Please tick Enquiry About Result (EAR) in section B of bank deposit slip and also provide the registration number, centre number and candidate number before marking payment. Keep your stamped bank deposit slip as proof of payment since you will need this to complete your EAR Online Application.

2. Virtual Account (VA) Number

While making the enquiry about result on the portal, you will get the Virtual account number in the offline tab. (E.g: 5566660151234567)

3. Bank Demand Draft / PayOrder

The payment can be made via Bank DD and PayOrder. If a candidate resides in a city which does not have a designated Standard Chartered Bank, then the EAR fee must be made through a bank draft. The bank draft must be drawn in favour of the **British Council**.

Outcome:

The outcome of Enquiry About Result (EAR) will be communicated to the candidate via email, from which the enquiry was made.

Appeals:

If you have an enquiry about results outcome and you are not satisfied with the outcome, a two-stage appeal process is available.

You must send us appeals within 10 days of the date when we have sent the outcome letter.

The fee for the appeal has been provided below.

Appeal Stage 1	If you are not satisfied with the outcome of EAR, you can make an appeal stage 1.	Fee: PKR 89,960
Appeal Stage 2	If you are not satisfied with the stage 1 appeal outcome, you can make an appeal stage 2.	Fee: PKR 107,860

To file an appeal, please fill out the Appeal Form on our [website](#) and send it to info@britishcouncil.org.pk

Refunds:

Candidate must apply for the refund of their EAR fee (if grade improved) within one month of outcome letter. British Council will process refund application received from candidate within 28 days (once all details are received).

The candidate must provide details in the below format.

EAR Enquiry number	
Candidate Name	
Email	
Mobile number	
Centre number/ candidate number	
Exam Session	
Fee Deposited for this subject	
Bank Slip Number/ DD #	
Refund Amount	
Bank name where the refund is to be credited	
IBAN # (24 Digits)	
Account Holder/ Beneficiary Name	

The refund form must be sent to info@britishcouncil.org.pk

Replacement:

Candidates must apply for the replacement certificate of their EAR (if grade improved) within one month of the outcome letter. British Council will process replacement application received from candidate within 28 days (once all details are received).

The replacement form can be found on our [website](#), and the original certificates should be sent to the address below, and the tracking ID should be communicated via email at info@britiscouncil.org.pk

Address: British Council Karachi C/O British Deputy High Commission, Clifton Block 5, Shahrah-e-Iran, Karachi