

FAQ: Appeal Process

1. Queries regarding HECAS can be emailed to ask.hecas@moe.gov.bn. Please provide your full name, IC number, phone number and a brief description of your problem/issue so that we can assist you.
2. When is the appeal period?
 - 2.1 Ans: After the announcement of the HECAS application results. Applicants are given 3 working days to send physically or via email their letters of appeal.
 - 2.2 Unsuccessful applicants who meet the entry requirements set by HEIs. or the Scholarship Section, if they wish, can send in their letters of appeal to HEIs, or the Department of Scholarship Management for consideration to programmes they are qualified for.
3. Who can appeal?

Ans: Appeals are only for applicants as follows:

 - 3.1 have successfully submitted their online HECAS form,
 - 3.2 have successfully submitted the HEI's online registration form
 - 3.3 the complete set of the relevant documents to the institutions they applied to
 - 3.4 have made a full payment
4. How long is the appeal period?

Ans: Applicants are given 3 working days, after the announcement of the HECAS application results to submit their appeals to the institutions. The exact date would be available and announced on the HECAS Website.
5. Which institution(s) can I appeal to?

Ans: You may appeal to UBD, UNISSA, UTB and/or PB, even if you have not applied to them before. However, you need to read the 'Entry Requirement' available on the HECAS website to ensure that you meet the entry requirements that are set by the institutions.
6. What programme(s) can I appeal to?

Ans: There is no maximum number of programmes you are allowed to appeal for, unless it is specified by the institutions, as long as you meet the entry requirements set by the institutions. However, you need to read the 'Entry Requirement' available on the HECAS website to ensure that you meet the entry requirements set by the institutions.
7. How do I appeal?

Ans: Please refer to HECAS Website's announcement page for the detailed instructions. Some of the institutions will require either hard copy, email or login to their appeal system.
8. Do I need to write an appeal letter?

Ans: For institutions which require appeals submitted via email or hard copy, it is best for you to write a proper formal letter and attach the HECAS Online Form. In your letter, you must include your full name, IC number, phone number and email address for the institution to contact you.
9. How long till the appeal result comes out?

Ans: The appeal results vary from one institution/programme to another but it should not be more than 15 working days.

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