



# Institute of Actuaries of India

Statutory body established under an Act of Parliament

Unit No. F-206, 2nd Floor, F Wing, Tower II, Seawoods Grand Central,  
Plot no R-1, Sector 40, Nerul Road, Navi Mumbai - 400706  
+91 22 6243 3333 +91 22 6243 3322

## **Appeal Policy and Procedure**

(Version 1.0 dated 1<sup>st</sup> January 2026)

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## 1. Introduction:

The Institute of Actuaries of India (IAI) is committed to providing candidates with a fair and transparent process to appeal exam result outcomes. This appeals process is distinct from complaints related to service quality or delivery. IAI ensures that all appeals are handled impartially, promptly, and confidentially. Candidates are advised to review this policy carefully before submitting an appeal.

## 2. Reasons for Appeal:

**2.1 Valid Reasons for appeal include:** Appeals will be accepted only where there is reasonable evidence of an irregular procedure or improper conduct in the examination process, such as:

- a. Mistakes or inconsistencies in the examination question paper.
- b. Errors in the marking or compilation of marks.
- c. Irregularities identified during the review or evaluation process.

**2.2 Invalid reasons for appeal include:** The following are **not valid reasons** for submitting an appeal:

- a. Disagreement with marks awarded without providing independent, verifiable evidence.
- b. Requests for re-evaluation based solely on personal expectations of marks.
- c. Challenging the academic judgement of the examiners because you believe you deserve a different outcome without valid reasons.
- d. Failure to meet eligibility criteria.
- e. Lack of awareness of examination procedures, deadlines, or submission requirements.
- f. Where the independently verified evidence does not meet the standard required to support the appeal.
- g. Personal circumstances unrelated to exam conduct (e.g., illness, travel issues, internet failure).
- h. Technical errors caused by the candidate (e.g., wrong file uploaded, incomplete submission).
- i. Technical challenges faced by the candidate during the exam (e.g., Internet issue, Power failure, Software issue, any other system issue)



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## 3. Appeal Application Process

| Sec. | Topic                        | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.1  | Eligibility                  | <p>a. Must have applied for release of answer script and marksheet for the respective session.</p> <p>b. Must registered &amp; attended the post-result one-to-one counselling session conducted by IAI for that session.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3.2  | Form and Submission timeline | <p>a. Appeals must be submitted using the official Appeal Application Form available in Member Login and Notify Institute via email on submission of appeal process.</p> <p>b. The form must include all supporting evidences.</p> <p>c. Appeals must be submitted within <b>45 days of the publication of results</b>.</p> <p>d. Late submissions will <b>not</b> be considered under any circumstances.</p>                                                                                                                                                                                                                                                                                                   |
| 3.3  | Supporting Evidence          | <p>a. All appeals must be supported by relevant evidence; without it, appeal will not be considered.</p> <p>b. Evidence must be submitted at the time of appeal; late submissions will not be considered.</p> <p>c. Examples of acceptable evidence include official marking sheets, documented procedural errors, or other verifiable proof of irregularity.</p>                                                                                                                                                                                                                                                                                                                                               |
| 3.4  | Application Fee              | Each appeal requires a fee of <b>₹ 5000 per subject</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 3.5  | Outcome                      | <p>a. Decisions will be communicated within <b>30 days</b> from the last date of appeal of that exam session. Any delays will be notified in advance.</p> <p>b. Appeals may be:</p> <ul style="list-style-type: none"> <li>✓ <b>Fully Accepted</b> – Full review or re-evaluation conducted.</li> <li>✓ <b>Partially Accepted</b> – Some aspects reviewed or explanation provided.</li> <li>✓ <b>Rejected</b> – No procedural irregularity found.</li> </ul> <p>c. Acceptance of an appeal does <b>not guarantee a change in marks</b>; possible outcomes include: explanation, review, or re-evaluation of the answer script.</p> <p>d. Outcome may increase or decrease the overall marks of the attempt.</p> |



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| Sec. | Topic                | Details                                                                                                                                                                                                                                                                                                                                                                                 |
|------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.6  | Review of Appeal     | <b>Review of appeal will only be conducted if substantial justification is provided, and the entire exam paper will be re-evaluated.</b> Please note that the marks may <b>increase or decrease</b> after review.                                                                                                                                                                       |
| 3.7  | Refund               | <b>a.</b> Fees are refundable <b>only if the result changes from 'Fail' to → 'Pass'.</b><br><b>b.</b> No refund if the result remains unchanged or partially changes.                                                                                                                                                                                                                   |
| 3.8  | Rejection of Appeals | IAI reserves the right to reject any appeal that:<br><b>a.</b> Does not clearly set out the reasons for appeal.<br><b>b.</b> Fails to meet the reasons for appeal as defined in section 1.1.<br><b>c.</b> Fails to meet eligibility criteria as defined in 2.1<br><b>d.</b> Appeal submitted without supporting evidence.<br><b>e.</b> Appeal submitted beyond the prescribed timeline. |

## 4. End of Appeal Process

- Once the Institute has reviewed the case and finalized the outcome, the decision will be formally communicated to the candidate via email.
- The communication will include the outcome category (Fully Accepted, Partially Accepted, or Rejected) along with any relevant remarks or explanations, if applicable.
- Once the outcome of an appeal has been communicated, the appeal process will be deemed closed. No further review, escalation, or correspondence regarding the same appeal will be entertained.

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