



## Degree Attestation FAQ's

| Sr. | Question   | Answer  |
|-----|--|---|
| 1   | What is the procedure for Attestation of degrees?  | Every person who wants to get his/her degree attested from HEC must need to apply online at <a href="http://eservices.hec.gov.pk">http://eservices.hec.gov.pk</a> . The applicant must fill in online application form and submit it to HEC. On successful submission of application, the applicant will receive an SMS and email. After scrutiny of some information, the applicant will be informed via SMS and email to schedule his/her appointment (for walk-in Urgent) or submit case through courier company. The complete procedure as well as user manual is available at website “ <a href="http://hec.gov.pk">http://hec.gov.pk</a> ” under tab of “degree attestation”.   |
| 2   | What documents are required for attestation of degrees /transcripts awarded by the HEC recognized universities and Degree Awarding Institutions? | HEC attests degrees/diplomas/certificates awarded by recognized universities and DAIs. List of documents required for attestation is available at HEC’s website <a href="http://hec.gov.pk">http://hec.gov.pk</a> under tab of “degree attestation”. However, the following documents are required for attestation: (I) Application form. (II) All original documents from Matric onward along with its Transcript(s) (III) Copy of CNIC or Passport (in case of foreign national only). (IV) In case of professional degree in the field of Medicine and Nursing, proof of registration or accreditation with relevant professional body/council. (V) In case of woman applicant who has changed her name after marriage or replace father name with husband name, then she will have to submit of copy of Nikkahnama, or old CNIC with father`s name. (VI) Courier Receipt, if case is submitted through Courier Service <b>OR</b> Challan Form, if case is submitted under walk-in urgent. (VII) Other optional documents on case-to-case basis.<br><br>(VIII) A set of photocopies of above-mentioned documents for HEC’s record. |
| 3   | If I want to attest bachelor degree, do I need to display my intermediate and matriculation degree too?  | Yes. Applicants need to enter educational details of all previous qualifications i.e. Matric onward while applying for degree attestation as well as upload the scan copies. Moreover, the applicants are also  |



## Degree Attestation FAQ's

|   |   |   |
|---|---|---|
|   |   | required to submit all original documents of previous qualifications at HEC for degree attestation.   |
| 4 | Does the HEC attest foreign degrees?                                      | No, foreign degrees are not attested by HEC. However, the HEC determines equivalence of foreign degrees of recognized universities/Institutes.  |
| 5 | What is the procedure of degree attestation for applicants living abroad. | <p>Applicants have to apply online at weblink <a href="http://eservices.hec.gov.pk">http://eservices.hec.gov.pk</a> and send their cases, along with application form and other related documents, to HEC after completion online process for degree attestation. HEC has officially designated the Gerry`s FedEx International, Islamabad, Pakistan to facilitate the attestation seekers living abroad for getting attestation of educational documents. In this regard, the applicant will send the application form, required documents and attestation fee, along with courier charges, to designated office at Islamabad. The courier company would facilitate attestation and arrange return of documents back to the applicants at their specified/given addresses. Applicants may observe the following important points before sending documents and fees to Gerry`s FedEx International, Islamabad-Pakistan.</p> <ul style="list-style-type: none"> <li>• Applicant will send two bank drafts (in Pak rupee only) drawn from a BANK with direct operations in Pakistan (preferably Pakistani bank) in favor of Gerry`s International Pvt. Ltd. as detailed below:             <ol style="list-style-type: none"> <li>i. A draft amounting to Rs 5,500/- as return service charges of Gerry`s FedEx Islamabad-Pakistan</li> <li>ii. Another bank draft, for HEC`s attestation fee, for the amount automatically calculated by system on Application Form.</li> </ol> </li> <li>• Applicants are advised to visit HEC`s website <a href="http://www.hec.gov.pk">www.hec.gov.pk</a> for details.</li> </ul> <p><b>Note:</b> Drafts drawn by third party`s Banks or MONEY EXCHANGE COMPANIES will not be considered valid.</p> |



## Degree Attestation FAQ's

|   |  |   |
|---|--|---|
|   |  | <p>Please make sure that payment proof is also attached along with the documents being sent to Gerry`s International Pvt. Ltd.</p> <ul style="list-style-type: none"> <li>• Applicant can use any courier service to send his/her documents along with attestation application form and bank drafts of specified fees to Gerry`s International Pvt. Ltd. on following address:<br/>In-charge HEC project – Commercial Department. Gerry`s building, Adjacent Punjab Cash and Carry Chak Shahzad – Chattha Bakhtawar, Park Road, Islamabad, Pakistan Email: <a href="mailto:hec.project@gerrys.com.pk">hec.project@gerrys.com.pk</a>;<br/>Website: <a href="http://www.gerrysvisa.com">www.gerrysvisa.com</a> Contact: 0092 301 840 7606<br/>Call Center: 009251 8439 351.</li> <li>• International applicants are advised to ensure that their contact number(s), postal address and valid e-mail are given in the online application form, so that they can be contacted in case of any clarification.</li> <li>• Applicant are advised to visit the degree attestation page at HEC`s website <a href="http://www.hec.gov.pk">www.hec.gov.pk</a>.</li> </ul> |
| 6 | <p>How can I get attestation of my Equivalence Letter (Foreign/Local) issued by HEC?</p> | <p>HEC does not attest System generated online Equivalence Letters on which QR code is printed. However, HEC attests all Equivalence Letters issued under the previous system with original pen signatures. Applicants may apply at web-link <a href="http://eservices.hec.gov.pk">http://eservices.hec.gov.pk</a> for attestation of Equivalence Letters issued by HEC. Please write program title as per Equivalence Letter.</p>  |
| 7 | <p>Does the HEC seal document for Foreign Evaluation Agencies e.g WES, ICAS, etc?</p>    | <p>Yes. The R&amp;I Section of HEC place document in sealed envelopes on the request of applicant/authorized person or courier company representative. The R&amp;I Section of HEC seals only HEC`s attested photocopies of educational documents in an envelope and hand overs to the applicant/authorized person or courier company`s representative. The applicants who apply through courier company should inform the courier company that documents are required in sealed envelope.</p>   |



## Degree Attestation FAQ's

|    |  |  |
|----|--|--|
| 8  | Does HEC attest photocopies of degrees/transcripts?  | Yes, HEC attests the photocopies of degrees and transcripts only if the original is already attested. Applicants may apply for attestation of original as well as its photocopies of their degrees/transcripts in a singly application.  |
| 9  | I have a transcript only as my degree has yet not been issued. Can I apply for its attestation without a degree?       | Only Transcript is attested by HEC subject to the condition that said original transcript must be verified by the Controller of Examination of concerned university from back side or photocopy of transcript from front side.   |
| 10 | Will there be any fee for disabled person/ special person/ differently-abled person for Attestation under normal mode? | No, the attestation fee will be waived off for applicants with disabilities in case of Norma/Courier mode of attestation. However, the Applicant will have to provide proof of disability, as prescribed. In case of submitting false information at any stage, HEC reserves the rights to cancel their attestation.       |
| 11 | Will there be any fee for disabled person/ special person/ differently-abled person for attestation under Urgent mode? | Yes. The attestation fee will NOT be waived off for applicants with disabilities if applied under urgent mode. The urgent attestation service fee of Rs. 3,000 per application as well as attestation fee will be charged in this case.  |
| 12 | What is the procedure of 'Urgent Attestation Service'?   | For Urgent Attestation Service, applicants have to apply online at <a href="https://eservice.hec.gov.pk">https://eservice.hec.gov.pk</a> and select urgent mode of attestation at the time of submission of online application. Please visit HEC's website <a href="http://www.hec.gov.pk">www.hec.gov.pk</a> for details. |
| 13 | What is the fee for 'Urgent Attestation Service'?  | The urgent attestation Service fee is Rs. 3,000 per application in addition of attestation fee.  |
| 14 | Can an applicant choose the same day after selecting 'Urgent Attestation Service'?                                     | Yes, an applicant can choose the same day for attestation of his documents subject to availability of slots.   |
| 15 | Is it necessary for the applicant to come in person for attestation?   | No, it is not necessary for an applicant to come in person. He/she can get degrees attested through authorized person by giving an authority letter (for walk-in urgent service only) or through authorized Courier Service.   |



## Degree Attestation FAQ's

|    |  |   |
|----|--|---|
| 16 | How much time will HEC take for attestation through walk-in urgent mode?   | Degrees/transcripts are attested and returned on the same scheduled date. However, applicant will have to apply online at <a href="http://eservices.hec.gov.pk">eservices.hec.gov.pk</a> and visit HEC on scheduled date and time.  |
| 17 | What is the procedure for attestation of PHD degree?   | Inclusion of name of degree holder in PhD Country Directory (PCD) is mandatory requirement for attestation of a PhD degree. If applicant name available in PCD list, then applicant is required to apply online at web-link <a href="http://eservices.hec.gov.pk">http://eservices.hec.gov.pk</a> .   |
| 18 | If I want to attest PHD degree, do I need to display MPhil, MSc and BSc degree too?  | Yes. Applicants need to enter educational details of all previous qualifications i.e. from Matric onward while applying for degree attestation and upload the scan copies. Moreover, the applicants are also required to submit all original documents of previous qualifications for degree attestation. However, attestation of previous qualification is not mandatory.  |
| 19 | If I want to attest PHD degree, do I need to attest MPhil, MSc/MA and BSc/BA degree too?   | No. Attestation of previous degree(s) is not mandatory. However, Applicants need to enter educational details of all previous qualifications i.e. from Matric onward while applying for degree attestation and upload the scan copies. Moreover, the applicants are also required to submit all original documents of previous qualifications for degree attestation.       |
| 20 | What is the attestation fee?   | The attestation fee is Rs. 1,000 for each original document and Rs. 700 of each photocopy of a document.  |
| 21 | I have submitted my documents at Courier Center. What is the next step to do?  | After submission of documents at courier company, applicants receive a courier slip. Applicants are required to upload that courier slip is system after logging in at his/her account at <a href="http://eservices.hec.gov.pk">eservices.hec.gov.pk</a> . Application may be rejected if Courier Receipt is not uploaded. For details, please check the email sent by HEC. |
| 22 | I have selected courier mode for attestation. Do I need to deliver my documents directly to HEC for attestation or send via any courier service? | No. Applicant are required to submit case through designated courier company. If applicant is residing with-in Pakistan, he will have to send documents through TCS Courier Company.<br><br>Applicants living abroad will send their educational documents to designated office of Gerry`s FedEx International, Islamabad, Pakistan   |



## Degree Attestation FAQ's

|    |   |  |
|----|---|--|
|    |   | by using any courier company of their country. Detail procedure is available at degree attestation page at HEC's website <a href="http://www.hec.gov.pk">www.hec.gov.pk</a> .  |
| 23 | I had applied for document attestation through courier service, but my documents are returned unattested. What is the status of my deposited fee, and how can I get a Refund? | If documents are returned un-attested with some objections, applicants will claim refund from respective courier company.  |
| 24 | Applicant has acquired O Level, A Level Certificates instead of Matriculation and intermediate. Do he/she need to submit O Level, A Level Certificates                        | Yes. Applicants are required to submit and upload A & O Level certificates along with Equivalence Certificate of IBCC.   |
| 25 | Does applicant need to attest his/her previous degree/certificates Matriculation/Intermediate for degree attestation.   | No, it is not mandatory.   |
| 26 | Do applicant need provide Equivalence letter for "O & A Level"  | Yes, applicant need to submit Equivalence Certificate issued by IBCC.  |
| 27 | Do applicant needs to get his/her O/A level equivalence certificate attested from IBCC?   | No, it is not compulsory   |
| 28 | I have foreign nationality as well as Pakistan Origin Card (POC). Should I apply for degree attestation through passport or POC?  | Applicants having Pakistan Origin Card (POC) may register through POC or Passport. In case of applying through foreign passport, the applicant will have to register as a foreign national.  |
| 29 | If an applicant has applied for attestation of degree but at the time of submission of hard copies, he wants to add his original transcript?                                  | The applicant can include or exclude his original transcript only under walk-in mode of attestation (urgent attestation service) at the time of submission of documents at window. However, if an applicant applied through courier service and has sent documents through courier service |



## Degree Attestation FAQ's

|    |   |   |
|----|---|---|
|    |   | then he cannot make any change. However, if documents are not sent then applicant may cancel existing application and apply afresh.   |
| 30 | What should I do if I don't find the campus/college/institute or nomenclature/degree title of my degree program while filling in the online application form? | <p>There might be more than one entry in PQR for a degree program such as MBA, Master of Business Administration, M.B.A, BA, B.A, Bachelor of Art, Bachelor of Arts etc. Therefore, you are advised to select each degree program and then check the name of your degree college/campus/department under relevant tab.</p> <p>It is also clarified that each University has nominated a focal person for Pakistan Qualification Register (PQR) who adds missing details i.e. degree programs, campus details, department, degree type, session detail etc. in HEC PQR database, which are subsequently approved by the Quality Assurance Division (QAD) of HEC.</p> <p>If you did not find relevant entry despite selecting all relevant entries, then contact University PQR focal person. Contact details are available in below web link.</p> <p><a href="https://www.hec.gov.pk/english/services/universities/pqr/Pages/HEIs-Focal-Persons.aspx">https://www.hec.gov.pk/english/services/universities/pqr/Pages/HEIs-Focal-Persons.aspx</a></p> |
| 31 | How can I get attestation of my degree if my name is changed after marriage?  | Such cases are processed on provision of valid documentary evidence (such as copy of old CNIC with father's name/ marriage certificate/Nikkahnama) which prove that the name and father's name of applicant were same as written of her degree/transcript before marriage.  |
| 32 | Can an applicant apply for attestation of FCPS Certificate without transcript?  | Yes. However, the FCPS certificate must be verified from Chief Controller of College of Physicians & Surgeons, Pakistan from back side.   |
| 33 | Can an applicant attest FCPS transcript only?   | No, HEC does not attest transcript of FCPS.   |
| 34 | What are the timings for Attestation at Islamabad Lahore, Karachi, Quetta, Peshawar HEC?  | Applicants under walk-in mode (urgent service) are required to visit HEC at per time slot mentioned on application form. HEC's offices operate for 5 working days a week i.e. from Monday to Friday. Official timing is from 08:00 am to 04:00 pm.  |



## Degree Attestation FAQ's

|    |   |   |
|----|---|---|
| 35 | Is there any duration limit for transcript to be attested?  | An applicant may get attestation of transcript at any time.   |
| 36 | Do the Regional Centers of the HEC at Lahore, Karachi, Peshawar and Quetta attest degrees?                            | Yes, the HEC Regional Centers situated at Lahore, Karachi, Peshawar and Quetta provide complete attestation services.   |
| 37 | Does the HEC attest Matric and Intermediate Certificates?   | No. Matric and Intermediate Certificates (Asnaad) are attested by the Inter Board Committee of Chairmen (IBCC).   |
| 38 | Does the HEC attest degrees which are in laminated or in hard plastic coating?  | No. Applicants are advised to remove lamination/plastic coating first and then send the degrees/transcripts for attestation. If hard coating is difficult to remove, then send your documents after removing 4X4 inches hard coating from back side for the purpose of affixing stamp and signature by Attestation Officer.   |
| 39 | Does the HEC attest transcripts for incomplete studies?   | Yes, transcripts for incomplete studies are attested subject to condition that said transcript must be countersigned by the Controller of Examination of the concerned university/DAIs and the status of incomplete studies should also be mentioned on it. Moreover, the applicant will have to check the option of "In-complete Education" or "Currently Enrolled" (as the case may be) while applying online for degree attestation. |
| 40 | Does the HEC attest Bona fide Student Certificates or To Whom It May Concern certificates issued by the universities? | No, such certificates are not attested by the HEC   |
| 41 | Does HEC attest CPSP Fellowship/Membership?   | Yes. HEC attests CPSP Fellowship/Membership. For attestation of CPSP Fellowship/Membership certificate, the verification of Controller of Examinations of CPSP is required on back side of Certificate before submission of documents to HEC.   |
| 42 | What is the procedure for attestation of Almiya Equivalence letter?   | The applicant is required to apply online at web-link <a href="http://eservices.hec.gov.pk">http://eservices.hec.gov.pk</a> for attestation of Equivalence Letter.  |





## Degree Attestation FAQ's

|    |   |  |
|----|---|--|
| 43 | Is it mandatory for the applicant to attest his/her degree /transcript from the Controller of Examination of concerned university before submission to HEC for attestation? | <p>No. It is not mandatory in general. The verification of degree/transcript from concerned university is usually required under the following circumstances:</p> <ol style="list-style-type: none"> <li>i. If there is any misprint, overwriting, erasing on degree/transcript;</li> <li>ii. there are only scanned signatures on transcript(s) &amp; degree(s);</li> <li>iii. If such directions have already been issued to concerned university;</li> <li>iv. The Attestation Officer feels it necessary that a degree/transcript/certificate requires verification from Controller of concerned university then the applicant is required to provide verification from Controller of examinations of concerned university.</li> </ol> |
| 44 | How is passport number entered in the online application form?  | Please enter complete passport number in alphanumeric form. Only foreigners can be registered at <a href="http://eservices.hec.gov.pk">http://eservices.hec.gov.pk</a> through passport. All Pakistani nationals are required to register through their CNIC numbers.  |
| 45 | I have wrongly entered my educational details. What should I do for its modification before attestation?  | Applicant can modify/update information before attestation of his/her documents. The applicant can modify/update information by first cancelling existing application and resubmit fresh application after necessary modifications.  |
| 46 | What should be the picture format for HEC profile?  | Clear picture is required to cross verify the same with NADRA database. It must be a passport size (face oriented) clearly visible picture.  |
| 47 | A degree or transcript with some missing alphabet can be processed for attestation or otherwise?  | The HEC will not attest any document if a field/area is omitted or erased on the same. Please, contact to the university first for issuance of documents without erasing/omission.   |
| 48 | I have selected wrong level for my education in online application form. Will my document be processed for attestation?   | In case of wrong selection of level, your documents will be rejected. Therefore, extra care may be exercised while selecting level of  |



## Degree Attestation FAQ's

|    |   |  |
|----|---|--|
|    |   | education. In case of any ambiguity/query, please consult concerned office/department of your university.  |
| 49 | I have variation in my name and/or Father`s name in my CNIC and academic documents. What will be the solution for this? | <p>As per SOPs, applicant`s name and father`s name must be same on educational documents and CINC. In case of variation, you have to:</p> <p>(i) Change name on your CNIC OR</p> <p>(ii) Change name on your documents OR</p> <p>(iii) Provide properly filled Degree Supplementary Information Form (DSIF), in case if there is variation in 3rd or onward part of name/father`s name. The DSIF can be obtained from down load section of “Degree Attestation” page at HEC’s website “www.hec.gov.pk”.</p> <p><b>Note:</b> Presence/Non-Presence of name Mohammad/M./Mohd. is acceptable. Moreover, presence/non-presence of Honorific title/caste, etc. such as Syed, Awan, Khan, Malik, Haji etc. or Professional titles i.e. only Engineer/Doctor are also acceptable. However, nom de plume (Pen Name/Takhallus) is not accepted.</p> |
| 50 | What is the procedure of Correction of name/ Father name on Mark sheet?   | Please contact with relevant University for correction of name / Father`s Name on degree/transcript.   |
| 51 | What is the procedure of changing password, if forgotten?   | Please use option of forget password available on <a href="https://eservices.hec.gov.pk">https://eservices.hec.gov.pk</a> for recovery of your password. However, if you have not only forgotten the password of your account at eservice but also don't have access to primary email on which the verification code was sent, then please send scanned copies of CNIC (front & back sides) and scan signature as on CNIC (in single pdf file) through HEC complaint system at <a href="http://onlinehelp.hec.gov.pk">http://onlinehelp.hec.gov.pk</a> .   |
| 52 | Applicant is unable to receive OTP code, what should he/she do?   | <p>The applicant should make sure that he/she has provided a valid mobile number. If an applicant has changed his/her mobile network, he/she should change mobile number in his/her eservices account with such a mobile number whose network is not changed. Moreover, he/she should make sure that promotional messages are not blocked.</p> <p>If problem still exists, applicant is required to lodge a complaint at weblink “<a href="http://onlinehelp.hec.gov.pk">onlinehelp.hec.gov.pk</a>”.</p>   |



## Degree Attestation FAQ's