



# Prime Minister's Performance Delivery Unit (PMDU)

## Pakistan Citizen's Portal (PCP)

Private Schools Regulatory Authority Khyber  
Pakhtunkhwa

**KP180220-6844651**

Print Date: 21/05/2020



### A. Complaint Details

<b>DATE OF COMPLAINT</b>	18/02/2020	<b>CURRENT STATUS</b>	In Progress (since 3 Days, 3 months, 0 years)
<b>COMPLAINT CATEGORY/ LEVEL 1:</b>	Education	<b>COMPLAINT SUB-CATEGORY/ LEVEL 2:</b>	Private Schools (General Complaint)
<b>LOCATION OF COMPLAINT:</b>	Peshawar (Khyber Pakhtunkhwa, )	<b>COMPLAINT ADDRESS:</b>	Peshawar Model School.Boys-1 Warsak Road Peshawar.
<b>GPS ADDRESS:</b>	Unnamed Road, Khushal Town, Peshawar, Khyber Pakhtunkhwa, Pakistan	<b>CITIZEN PROFILE</b>	Provided by Citizen

### Contents

My son father name was wrongly sent by school administration to BISE Peshawar for 9th & 10th exams as Amir Jalal instead of Amir Javed which is correct name. I approached , visited and requested so many times in two years, but they playing ping pong. Every time they received my request with promise to take up with concerned authority. I am lodging this complaint being last level of approach. Plz help to resolve my issue and release me from tension.

### B. Complaint Processing History

#	DATED	FROM	TO	STATUS	REMARKS
1	30/04/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, explanation has already been called from the school concerned. As presently schools are closed due to Corona Virus, therefore, further action shall be taken in the matter as soon as schools are opened. Thanks for highlighting the issue on Pakistan Citizen's Portal.
2	10/04/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, further action in the matter shall be taken as soon as lockdown is ended and offices are opened
3	21/03/2020	Citizen	Private Schools Regulatory Authority (KP PSRA)	In-progress	Ok, thanks, but plz don't close my complaint. I shall wait. May ALLAH keep you all safe from current Virus.
4	21/03/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, presently, due to outbreak of Corona Virus, all the educational institutes, as well as, Govt offices (upto 75%) have been closed till 5th April, 2020. After that, action shall be taken in the matter, accordingly.

#	DATED	FROM	TO	STATUS	REMARKS
5	12/03/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Once again notice has been served to the school concerned to do the needful at the earliest.
6	25/02/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, the case has been taken up with the school concerned.
7	25/02/2020	Sec. BISE, Peshawar	Private Schools Regulatory Authority (KP PSRA)	In-progress	Dear citizen, your case forward to private school regulatory authority. Links: Urdu: <a href="https://pmdu.pmo.gov.pk/guideline/manual/pcp-user-manual-urdu.pdf">https://pmdu.pmo.gov.pk/guideline/manual/pcp-user-manual-urdu.pdf</a> English: <a href="https://pmdu.pmo.gov.pk/guideline/manual/pcp-user-manual-English.pdf">https://pmdu.pmo.gov.pk/guideline/manual/pcp-user-manual-English.pdf</a> --
8	25/02/2020	Sec. BISE, Peshawar	Private Schools Regulatory Authority (KP PSRA)	In-progress	Dear citizen, your case forward to private school regulatory authority. Links: Urdu: <a href="https://pmdu.pmo.gov.pk/guideline/manual/pcp-user-manual-urdu.pdf">https://pmdu.pmo.gov.pk/guideline/manual/pcp-user-manual-urdu.pdf</a> English: <a href="https://pmdu.pmo.gov.pk/guideline/manual/pcp-user-manual-English.pdf">https://pmdu.pmo.gov.pk/guideline/manual/pcp-user-manual-English.pdf</a> --
9	19/02/2020	Deputy Commissioner Peshawar	Sec. BISE, Peshawar	In-progress	Dear Sir, Complaint is forwarded for necessary action at your end, please.
10	18/02/2020	Initiated	Deputy Commissioner Peshawar	In-progress	Complaint has been assigned to Deputy Commissioner Peshawar