



Prime Minister's Performance Delivery Unit (PMDU)

Pakistan Citizen's Portal (PCP)

Private Schools Regulatory Authority Khyber Pakhtunkhwa

KP141019-5108161

Print Date: 15/05/2020



A. Complaint Details

DATE OF COMPLAINT	14/10/2019	CURRENT STATUS	In Progress (since 4 Days, 7 months, 0 years)
COMPLAINT CATEGORY/ LEVEL 1:	Education	COMPLAINT SUB-CATEGORY/ LEVEL 2:	Private Schools (Teachers Wages)
LOCATION OF COMPLAINT:	Charsadda (Khyber Pakhtunkhwa, Pakistan)	COMPLAINT ADDRESS:	Saeed public high school sardheri charsadda
GPS ADDRESS:	Hidden by citizen	CITIZEN PROFILE	Hidden by Citizen

Contents

I am a private school teacher. In month of June we attend school upto 15 June and in August we worked from 18 to 31 August but school administration pay only working days wages to us for these two months and no payment is made for July. But the school received 100% tuition fee from students for month of June, July and August. Please take some action on this that the school pay us our complete salary. Please do not share my data with school be private it.

B. Complaint Processing History

#	DATED	FROM	TO	STATUS	REMARKS
1	14/05/2020	Prime Minister of Pakistan	Private Schools Regulatory Authority (KP PSRA)	In-progress	Dear Officer, The instant complaint was resolved with status of relief granted by your office. However, the citizen has conveyed dissatisfaction over the status and recorded negative feedback in favour of your organization. This has created an anomalous situation, which needs to be reviewed at a higher level. The instant complaint is hereby re-opened for examination at your level and be resolved on merit. It is further to mention that resolution timelines for the instant complaint will range from 5-10 days. Since the instant complaint has been re-opened from P.M's tagline therefore it shall be reviewed at a higher level with proper disposal as per merit, please.
2	10/01/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	Resolved (RG) 📢	The school concerned was called for explanation at PSRA. The issue has been resolved.
3	04/01/2020	DO Education (M), Charsadda	Private Schools Regulatory Authority (KP PSRA)	In-progress	R/Sir, SDEO (M) Charsadda has been deputed to visit the school and check the salary record. Consequently SDEO (M) Charsadda visited the school on 03-01-2020 to check the record. Accountant of the school was present and he told that the Principal concerned will solve the matter and did not show the record. The school administration was contacted time and again through Phone but did not reply and seems non-cooperative behavior.

#	DATED	FROM	TO	STATUS	REMARKS
4	01/01/2020	Private Schools Regulatory Authority (KP PSRA)	DO Education (M), Charsadda	In-progress	Kindly depute someone to visit the school concerned and check their salary record of the summer vacations. Explanation was issued but the school concerned is not responding.
5	11/12/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, explanation has already been called from the school concerned and reply is awaited in the matter.
6	25/11/2019	Citizen	Private Schools Regulatory Authority (KP PSRA)	In-progress	Dear sir what type of info u needed. My school name is saeed public high school sardheri charsadda.
7	22/11/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, explanation has been called from the institute concerned.
8	01/11/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, In light of decision of 8th meeting of KP-PSRA, all the private school owner / administrator are informed to ensure provision of salaries to all the teacher and staff during their service including that of summer / winter vacations.
9	01/11/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, In light of decision of 8th meeting of KP-PSRA, all the private school owner / administrator are informed to ensure provision of salaries to all the teacher and staff during their service including that of summer / winter vacations.
10	15/10/2019	Deputy Commissioner Charsadda	Private Schools Regulatory Authority (KP PSRA)	In-progress	Please take necessary action please.
11	14/10/2019	Initiated	Deputy Commissioner Charsadda	In-progress	Complaint has been assigned to Deputy Commissioner Charsadda