



Prime Minister's Performance Delivery Unit (PMDU)

Pakistan Citizen's Portal (PCP)

Private Schools Regulatory Authority Khyber
Pakhtunkhwa

KP070420-7527730

Print Date: 31/05/2020



A. Complaint Details

DATE OF COMPLAINT	07/04/2020	CURRENT STATUS	In Progress (since 24 Days, 1 months, 0 years)
COMPLAINT CATEGORY/ LEVEL 1:	Education	COMPLAINT SUB-CATEGORY/ LEVEL 2:	Private Schools (Fee / Dues)
LOCATION OF COMPLAINT:	Malakand (Khyber Pakhtunkhwa, Pakistan)	COMPLAINT ADDRESS:	Mohallah Katapur, Vill. And post thana, district Malakand kpk
GPS ADDRESS:	LOCATION NAME	CITIZEN PROFILE	Provided by Citizen

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As we all know that all schools govt. and will as private school are closed because of COVID-19 but the private school are taking advantage of it though it is close the school administrator of Dar-e-Arqam school Thana campus have start collecting fee and not only they are collecting but they have increased the fee up to 70 percent. I as a citizen of Pakistan request the government of Kyber Phuktun Kwa and Pakistan to take some action about it.

B. Complaint Processing History

#	DATED	FROM	TO	STATUS	REMARKS
1	09/05/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear citizen, the period upto 31.05.2020 has been declared as Summer Vacations. As per Peshawar High Court's judgment dated 26.09.2019, as well as, PSRA Regulations, 2018, schools can charge the vacations fee in order to pay their staff & utility bills. Kindly pay the fee on monthly basis. It is added that in the recent meeting of Provincial Cabinet, fee concession has been announced @ 10% (school charging less than 6,000) and 20% (schools charging more than 6000). The same is being notified shortly. Furthermore, kindly attach the fee slips, before and after fee increase, so further action can be taken in the matter.
2	07/05/2020	Secretary, Elementary & Secondary Education	Private Schools Regulatory Authority (KP PSRA)	In-progress	Dear sir, forwarded for n/a and redressal of the grievance of the complainant with solid justification.
3	07/05/2020	Deputy Commissioner Malakand	Secretary, Elementary & Secondary Education	In-progress	Dear sir the same is forwarded at your end as per request of the citizen, please.
4	06/05/2020	Initiated	Deputy Commissioner Malakand	In-progress	Complaint has been assigned to Deputy Commissioner Malakand

#	DATED	FROM	TO	STATUS	REMARKS
5	06/05/2020	Initiated	Deputy Commissioner Malakand	In- progress	Complaint has been assigned to Deputy Commissioner Malakand