



# Prime Minister's Performance Delivery Unit (PMDU)

## Pakistan Citizen's Portal (PCP)

Private Schools Regulatory Authority Khyber Pakhtunkhwa

**KP071019-4986016**

Print Date: 26/04/2020



### A. Complaint Details

<b>DATE OF COMPLAINT</b>	07/10/2019	<b>CURRENT STATUS</b>	In Progress (since 22 Days, 6 months, 0 years)
<b>COMPLAINT CATEGORY/ LEVEL 1:</b>	Education	<b>COMPLAINT SUB-CATEGORY/ LEVEL 2:</b>	Private Schools (Ill-treatment with students)
<b>LOCATION OF COMPLAINT:</b>	Charsadda (Khyber Pakhtunkhwa, Pakistan)	<b>COMPLAINT ADDRESS:</b>	Maple leaf schools system charsadda
<b>GPS ADDRESS:</b>	Unnamed Road, Prang Majoke, Charsadda, Charsadda, Khyber Pakhtunkhwa, Pakistan	<b>CITIZEN PROFILE</b>	Provided by Citizen

### Contents

Respected sir, My 4 children zuleha class 5 , Absar class4 ,mobin class1,arham Alam play group are reading at Maple leaf school system charsadda.kpk parents association challenged the vacation fee charged by private schools .high court stayed it and later on directed to receive the said fee in instalment i.e 25% every month.but the said school administration is punish in and torchring the said students and sakina Asif class 6th by expelling from classes and out side gate for hours which is inhuman and against the education norms. School is charging students for uniform and stationery and examination charges . which is illegal and prohibited by court and kpPSR

### B. Complaint Processing History

#	DATED	FROM	TO	STATUS	REMARKS
1	06/04/2020	DO Education (M), Charsadda	Private Schools Regulatory Authority (KP PSRA)	In-progress	Dear sir the school is submitting no reply to this office therefore, you are requested to take action against the said school under the rules.
2	05/03/2020	Private Schools Regulatory Authority (KP PSRA)	DO Education (M), Charsadda	In-progress	Explanation was called from the school but no response received. Kindly depute someone to visit the school and submit report, so action can be taken accordingly.
3	05/03/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Explanation was called from the school but no response received. Kindly depute someone to visit the school and submit report, so action can be taken accordingly.

#	DATED	FROM	TO	STATUS	REMARKS
4	19/02/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	In process
5	29/01/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	In process.
6	08/01/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	In process.
7	18/12/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Further action is being taken in the matter.
8	18/12/2019	Citizen	Private Schools Regulatory Authority (KP PSRA)	In-progress	Fee cards of October 2019 showing arear charging students all Lum sum summer fee which is against 25% per month collection of summer vacation fee as directed by the court and psra.
9	17/12/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, kindly attach the fee slips, the same are not available with your comment.
10	11/12/2019	Citizen	Private Schools Regulatory Authority (KP PSRA)	In-progress	PSRA has fine the school sent the letter to maple leaf school system .. I would like to see whether they submitted the same in prescribed account number of PSRA.send details please. the fee card attached showing charging and collection of summer vacation fee as a whole in October despite court orders not to so.
11	11/12/2019	Citizen	Private Schools Regulatory Authority (KP PSRA)	In-progress	Please send details showing reciet of subming of fine by maple leaf school system to kppsra. here is Oct fee card showing charge and rciept of summer vacation fee as a whole.
12	11/12/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, Thanks for highlighting the issue on Citizen's Portal. On 03.07.2019, Peshawar High Court (PHC) ordered the private schools not to charge any vacations fee till further orders. On 04.09.2019, this stay order was further extended upto 24.09.2019. For violation of these instructions, PSRA fined more than 350 schools and submitted their details in the Honorable Peshawar High Court. Now vide detailed judgment dated 26.09.2019, PHC has allowed the schools to recover the fee in installments upto 25%. In this regard PSRA has issued a Notification, wherein schools have been directed to charge fee in installments. If the school has charge the fee in lump sum, after 26.09.2019, kindly attach the fee slips.
13	26/11/2019	Citizen	Private Schools Regulatory Authority (KP PSRA)	In-progress	School has charged the students the summer vacation fee at once on September 1 ,2019.school record can be checked
14	21/11/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	in process.

#	DATED	FROM	TO	STATUS	REMARKS
15	31/10/2019	Citizen	Private Schools Regulatory Authority (KP PSRA)	In-progress	My sons Absar Alam and Sayed mobin Alam are expelled from school standing out side school gate ... detail videos can be seen on charsadda news .. Charsadda journalist Facebook wall.
16	31/10/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, kindly attach the fee slips.
17	08/10/2019	Deputy Commissioner Charsadda	Private Schools Regulatory Authority (KP PSRA)	In-progress	Please take strict action against the said school.
18	07/10/2019	Initiated	Deputy Commissioner Charsadda	In-progress	Complaint has been assigned to Deputy Commissioner Charsadda