



# Prime Minister's Performance Delivery Unit (PMDU)

## Pakistan Citizen's Portal (PCP)

Private Schools Regulatory Authority Khyber Pakhtunkhwa

**KP080719-3554008**

Print Date: 14/05/2020



### A. Complaint Details

<b>DATE OF COMPLAINT</b>	09/07/2019	<b>CURRENT STATUS</b>	In Progress (since 10 Days, 10 months, 0 years)
<b>COMPLAINT CATEGORY/ LEVEL 1:</b>	Education	<b>COMPLAINT SUB-CATEGORY/ LEVEL 2:</b>	Elementary & Secondary (Corruption)
<b>LOCATION OF COMPLAINT:</b>	Peshawar (Khyber Pakhtunkhwa, Pakistan)	<b>COMPLAINT ADDRESS:</b>	Principal of ICMS college board campus Peshawar
<b>GPS ADDRESS:</b>	LOCATION NAME	<b>CITIZEN PROFILE</b>	Provided by Citizen

### Contents

Principal of ICMS college forefieted of Rs 50,000/ of hostels admission with out any reason

### 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 review 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	02/01/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	Resolved (RG) 📢	Dear Citizen, the issue has already been discussed in the Complaints Committee Meeting, held on 31.12.2019 wherein institute concerned has been directed to refund the amount to you within 15 days. Thanks for highlighting the issue on Pakistan Citizen's Portal.
3	12/12/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, the matter is already taken up with the institute concerned.
4	21/11/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	reply is still awaited.

#	DATED	FROM	TO	STATUS	REMARKS
5	31/10/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, the matter has once again discussed as well as, forwarded to the school concerned for resolution.
6	31/10/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, the matter has once again taken up with the school concerned.
7	07/10/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	the issue is being resolved.
8	15/09/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, action is being taken in the matter.
9	20/08/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, action is being taken in the matter, as soon as, the vacations are ended.
10	30/07/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, Attached is not opening. Kindly provide the details, so action can be taken in the matter.
11	09/07/2019	Directorate of Elementary & Secondary Education	Private Schools Regulatory Authority (KP PSRA)	In-progress	Look into the matter, please
12	09/07/2019	Initiated	Directorate of Elementary & Secondary Education	In-progress	Complaint has been assigned to Directorate of Elementary & Secondary Education