



Prime Minister's Performance Delivery Unit (PMDU)

Pakistan Citizen's Portal (PCP)



Private Schools Regulatory Authority Khyber Pakhtunkhwa
KP160919-4652836

Print Date: 15/05/2020

A. Complaint Details

DATE OF COMPLAINT	16/09/2019	CURRENT STATUS	In Progress (since 2 Days, 8 months, 0 years)
COMPLAINT CATEGORY/ LEVEL 1:	Human Rights	COMPLAINT SUB-CATEGORY/ LEVEL 2:	Child Abuse (General Complaint)
LOCATION OF COMPLAINT:	Abbottabad (Khyber Pakhtunkhwa, Pakistan)	COMPLAINT ADDRESS:	Birote
GPS ADDRESS:	Hidden by citizen	CITIZEN PROFILE	Hidden by Citizen

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Dear Sir, Kindly find the attached complaint application recieved from father of an affected children who was badly tortured by teachers at schools. Kindly it is requested to the Director Human Rights Khyber-Pakhtunkhwa to take notice of the issue personally and provide relief to his parent.

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	19/03/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	Resolved (RG) 📢	Fine was imposed on the school concerned. Thanks for highlighting the issue on Pakistan Citizen's Portal.
3	27/02/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, A reminder with warning notice has been served to the concerned institute that submit your reply within 07 days otherwise strict action may be initiated.

#	DATED	FROM	TO	STATUS	REMARKS
4	07/02/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	In process
5	17/01/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	In process.
6	27/12/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	reply awaited from the concerned institute.
7	19/12/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, the matter has been taken up with the institute concerned for explanation.
8	19/12/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, the matter has been taken up with the institute concerned for explanation.
9	16/12/2019	Secretary, Elementary & Secondary Education	Private Schools Regulatory Authority (KP PSRA)	In-progress	Forwarded for necessary action and redressal of grievances with solid justification as per rules/policy.
10	16/12/2019	Secretary, Law, Parliamentary Affairs & Human Rights	Secretary, Elementary & Secondary Education	In-progress	kindly redress the matter accordingly.
11	16/12/2019	DO Education (M), Abbottabad	Secretary, Law, Parliamentary Affairs & Human Rights	In-progress	Respected F/P! According to the complaint's level, the complaint is related to your good office and resolve the matter please.
12	16/12/2019	Deputy Commissioner Abbottabad	DO Education (M), Abbottabad	In-progress	Please look into the matter.
13	13/12/2019	Director, Human Rights	Deputy Commissioner Abbottabad	In-progress	Respected Sir, The complaint relates to your good office and involves violation of Child Rights. Please look into the matter for redressal of the grievances of the complainant with report to this office. Regards
14	11/12/2019	DO Education (M), Abbottabad	Director, Human Rights	In-progress	Dear F/P the complaint is related to you sir
15	23/11/2019	Private Schools Regulatory Authority (KP PSRA)	DO Education (M), Abbottabad	In-progress	Kindly look into the matter and submit report.

#	DATED	FROM	TO	STATUS	REMARKS
16	07/11/2019	Citizen	Private Schools Regulatory Authority (KP PSRA)	In-progress	Dear Concerned, Reply from the school maybe asked from the management of school not from the complainant. Kindly share the scanned document of letter addressed to the school management in this regard
17	06/11/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, Reply from the school is awaited.
18	14/10/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, the matter has been taken up with the institute concerned.
19	23/09/2019	Citizen	Private Schools Regulatory Authority (KP PSRA)	In-progress	Dear Sir, Kindly contact on the following number with his father. 0097470981726
20	21/09/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, kindly provide your contact details at the earliest, so the issue can be discussed and action can be taken in the matter at the earliest.
21	17/09/2019	Director, Human Rights	Private Schools Regulatory Authority (KP PSRA)	In-progress	Dear sir, please look into the matter for the redressal of grievances of the complainant. Thank you.
22	16/09/2019	Initiated	Director, Human Rights	In-progress	Complaint has been assigned to Director, Human Rights