



# Prime Minister's Performance Delivery Unit (PMDU)

## Pakistan Citizen's Portal (PCP)

Private Schools Regulatory Authority Khyber Pakhtunkhwa

**KP210120-6450631**

Print Date: 30/04/2020



### A. Complaint Details

<b>DATE OF COMPLAINT</b>	21/01/2020	<b>CURRENT STATUS</b>	In Progress (since 10 Days, 3 months, 0 years)
<b>COMPLAINT CATEGORY/ LEVEL 1:</b>	Education	<b>COMPLAINT SUB-CATEGORY/ LEVEL 2:</b>	Private Schools (Teachers Wages)
<b>LOCATION OF COMPLAINT:</b>	Peshawar (Khyber Pakhtunkhwa, Pakistan)	<b>COMPLAINT ADDRESS:</b>	Aashiqabad, Warsak road, Peahawar
<b>GPS ADDRESS:</b>	LOCATION NAME	<b>CITIZEN PROFILE</b>	Provided by Citizen

### Contents

The ICMS education system Warsak road branch has been Mistreating its teachers for last 2 years . They have been charging students with summer vacation fee but didn't pay their teachers during the summer of 2018 & 2019 because of alleged non availability of funds, the teachers have demanded them multiple times to pay their well deserved wages but the administration is not paying any attention . Because of this many teachers have left the school and even on leaving they denied paying security fee to the teachers which have been deducted monthly from their pays during their job. We have filed a complaint at kP private school regulator authority as well but they haven't taken any action and now don't even reply to calls or messages . My sister was a teacher there and she really needs this job as she is the sole bread winner for her two sons . But she is really devastated that she cannot get her rightly deserved pay for which she has worked so hard

### B. Complaint Processing History

#	DATED	FROM	TO	STATUS	REMARKS
1	09/04/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, further action in the matter shall be taken as soon as the lockdown is ended and offices are opened.
2	21/03/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, presently, due to outbreak of Corona Virus, all the educational institutes, as well as, Govt offices (upto 75%) have been closed till 5th April, 2020. After that, action shall be taken in the matter, accordingly.
3	21/03/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, presently, due to outbreak of Corona Virus, all the educational institutes, as well as, Govt offices (upto 75%) have been closed till 5th April, 2020. After that, action shall be taken in the matter, accordingly.

#	DATED	FROM	TO	STATUS	REMARKS
4	01/03/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	In process.
5	12/02/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	In process
6	22/01/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, The matter has been taken up with the institute concerned for explanation.
7	22/01/2020	Deputy Commissioner Peshawar	Private Schools Regulatory Authority (KP PSRA)	In-progress	Dear Sir, Complaint is forwarded for necessary action at your end, please.
8	21/01/2020	Initiated	Deputy Commissioner Peshawar	In-progress	Complaint has been assigned to Deputy Commissioner Peshawar