



Prime Minister's Performance Delivery Unit (PMDU)

Pakistan Citizen's Portal (PCP)

Private Schools Regulatory Authority Khyber Pakhtunkhwa

KP180320-7251730

Print Date: 27/04/2020



A. Complaint Details

DATE OF COMPLAINT	18/03/2020	CURRENT STATUS	In Progress (since 10 Days, 1 months, 0 years)
COMPLAINT CATEGORY/ LEVEL 1:	Education	COMPLAINT SUB-CATEGORY/ LEVEL 2:	Private Schools (Teachers Wages)
LOCATION OF COMPLAINT:	Peshawar (Khyber Pakhtunkhwa, Pakistan)	COMPLAINT ADDRESS:	ICMS School system Warsak road peshawar
GPS ADDRESS:	House no#20 street#01 mohalla ashiq abad, Warsak Rd, Sher Ali Town, Peshawar, Khyber Pakhtunkhwa, Pakistan	CITIZEN PROFILE	Provided by Citizen

Contents

I am Sadaf Javed and i made the complaint against icms school system about my security refund of four years. My complaint has not been resolved and you have closed the complaint. Its not acceptable. The attachments which you have sent me , there wasn't my name. So how could you close my complaint

B. Complaint Processing History

#	DATED	FROM	TO	STATUS	REMARKS
1	22/04/2020	Citizen	Private Schools Regulatory Authority (KP PSRA)	In-progress	What sort of info is required? I have provided all the necessary information related to my job. My contract letter picture is attached.
2	12/04/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, further action in the matter shall be taken as soon as lockdown is ended and offices are opened
3	27/03/2020	Citizen	Private Schools Regulatory Authority (KP PSRA)	In-progress	I have worked in ICMS School system from March 2015- March 2019. Every month the school management deducted 1000 Rs from the salary as security refund. They told us that tje would provide the refund at the time of leaving the institute. I fulfilled all my duties till the last day of my service and I informed about my resignation 2 months before my departure. But the school administration has not given me the security till now. They informede on 18 March 2020 that they will give me the security after the school will reopen after the corona panadema. But I am in real need right now. Kindly help me to get my security refund. It is my legal right. My certificate of one workshop is attached. No further certificates, appointment letter or experience letter were issued from the school ever.

#	DATED	FROM	TO	STATUS	REMARKS
4	26/03/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, kindly mention the code of that complaint
5	25/03/2020	Deputy Commissioner Peshawar	Private Schools Regulatory Authority (KP PSRA)	In-progress	Dear Sir, Complain Is Forwarded For Necessary Actions At Your End, Please.
6	18/03/2020	Initiated	Deputy Commissioner Peshawar	In-progress	Complaint has been assigned to Deputy Commissioner Peshawar