



# Prime Minister's Performance Delivery Unit (PMDU)

## Pakistan Citizen's Portal (PCP)

Private Schools Regulatory Authority Khyber Pakhtunkhwa

**KP030220-6642537**

Print Date: 30/04/2020



### A. Complaint Details

<b>DATE OF COMPLAINT</b>	03/02/2020	<b>CURRENT STATUS</b>	In Progress (since 27 Days, 2 months, 0 years)
<b>COMPLAINT CATEGORY/ LEVEL 1:</b>	Education	<b>COMPLAINT SUB-CATEGORY/ LEVEL 2:</b>	Private Schools (Fee / Dues)
<b>LOCATION OF COMPLAINT:</b>	Shangla (Khyber Pakhtunkhwa, Pakistan)	<b>COMPLAINT ADDRESS:</b>	Private School Management Regularity Authority Khyber Pakhtunkhwa
<b>GPS ADDRESS:</b>	Takhtaband Bypass Rd, Mingora, Swat, Khyber Pakhtunkhwa, Pakistan	<b>CITIZEN PROFILE</b>	Provided by Citizen

### Contents

I got admission for my son Muhammad Salman Munir in Hadaf Group of College Ring Road Peshawar and deposited a sum of Rs 38750 tuition fee and admission fee. I also applied in Government Degree College Mingora Swat. He selected in Government Degree College Mingora. My son not attend any period in Hadaf College Peshawar. I wrote an application on the direction of the college for refund of fee but still they did not refund the fee of my son. I there for requested to direct the college administration to refund the fee pleas. Rahmat Munir Alpurai Shangla 0313 9600999

### 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3	20/03/2020	Citizen	Private Schools Regulatory Authority (KP PSRA)	In-progress	I am not interested to withdrawn my complaint untill to recovery
4	06/03/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, once again reminder has been issued to the institute concerned.
5	18/02/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, the matter has already been taken up with the institute concerned.

#	DATED	FROM	TO	STATUS	REMARKS
6	11/02/2020	Directorate of Higher Education	Private Schools Regulatory Authority (KP PSRA)	In-progress	Related to your good office sir
7	10/02/2020	Deputy Secretary (General) Higher Education Department, KP	Directorate of Higher Education	In-progress	Kindly solve the matter.
8	04/02/2020	Deputy Commissioner Shangla	Deputy Secretary (General) Higher Education Department, KP	In-progress	forwarded for necessary action.
9	03/02/2020	Initiated	Deputy Commissioner Shangla	In-progress	Complaint has been assigned to Deputy Commissioner Shangla