



Prime Minister's Performance Delivery Unit (PMDU)

Pakistan Citizen's Portal (PCP)

Private Schools Regulatory Authority Khyber Pakhtunkhwa

KP080420-7546787

Print Date: 08/06/2020



A. Complaint Details

DATE OF COMPLAINT	08/04/2020	CURRENT STATUS	In Progress (since 1 Days, 2 months, 0 years)
COMPLAINT CATEGORY/ LEVEL 1:	Education	COMPLAINT SUB-CATEGORY/ LEVEL 2:	Private Schools (Fee / Dues)
LOCATION OF COMPLAINT:	Peshawar (Khyber Pakhtunkhwa, Pakistan)	COMPLAINT ADDRESS:	Nasir bagh road askari 6
GPS ADDRESS:	Main Blvd Rd, Askari 6 Peshawar, Khyber Pakhtunkhwa 25000, Pakistan	CITIZEN PROFILE	Provided by Citizen

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It is to bring to your attention that the school of my sister (smart school peshawar Nasir bagh road) is charging us extra fee's during the lockdown even though it was said that 20% off will be given on all the school fee's. They are also charging us 300 rupees more on the transport which is more than usual and the petrol prices have gone down since the lockdown. They are calling it as a sadqa but my dad lost his job too during the lockdown. So please i want you to take my request in consideration.

B. Complaint Processing History

#	DATED	FROM	TO	STATUS	REMARKS
1	08/06/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Further action is being taken in the matter.
2	18/05/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Kindly respond, otherwise, the complaint shall be dropped.
3	27/04/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, thanks for highlighting the issue on Pakistan Citizen's Portal. The period upto 31.05.2020 has been declared as summer vacations for which school can charge the tuition fee. However, transportation fee can't be charged. Kindly attach the fee slips, so further action can be taken in the matter.

#	DATED	FROM	TO	STATUS	REMARKS
4	09/04/2020	Deputy Commissioner Peshawar	Private Schools Regulatory Authority (KP PSRA)	In-progress	Kindly take necessary actions for redressal of the compliant, please.
5	08/04/2020	Initiated	Deputy Commissioner Peshawar	In-progress	Complaint has been assigned to Deputy Commissioner Peshawar