



Prime Minister's Performance Delivery Unit (PMDU)

Pakistan Citizen's Portal (PCP)

Private Schools Regulatory Authority Khyber Pakhtunkhwa

KP030220-6642812

Print Date: 29/04/2020



A. Complaint Details

DATE OF COMPLAINT	03/02/2020	CURRENT STATUS	In Progress (since 26 Days, 2 months, 0 years)
COMPLAINT CATEGORY/ LEVEL 1:	Education	COMPLAINT SUB-CATEGORY/ LEVEL 2:	Colleges (Fee / Dues)
LOCATION OF COMPLAINT:	Peshawar (Khyber Pakhtunkhwa, Pakistan)	COMPLAINT ADDRESS:	Private School Management Regularity Authority Khyber Pakhtunkhwa
GPS ADDRESS:	Takhtaband Bypass Rd, Mingora, Swat, Khyber Pakhtunkhwa, Pakistan	CITIZEN PROFILE	Provided by Citizen

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The Hadaf Group of College Ring road Peshawar did not refund my son tuition and admission fee because my son did not attend the college for a single day. Rs 38750 is out standings towards this college please advise him to return our fee of Rs 38750. Rahmat Munir Alpurai District Shangla Khyber Pakhtunkhwa 03139600999

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	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.
3	20/03/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	The issue has already been taken up with the institute concerned for explanation. However, presently schools are closed due to Corona Virus issue.
4	28/02/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	In process
5	07/02/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, the matter has been taken up with the institute concerned.
6	06/02/2020	Directorate of Higher Education	Private Schools Regulatory Authority (KP PSRA)	In-progress	This Complaint is pertinent to your good office. Kindly resolve at your end, please.

#	DATED	FROM	TO	STATUS	REMARKS
7	03/02/2020	Initiated	Directorate of Higher Education	In-progress	Complaint has been assigned to Directorate of Higher Education