



# Prime Minister's Performance Delivery Unit (PMDU)

## Pakistan Citizen's Portal (PCP)

Private Schools Regulatory Authority Khyber  
Pakhtunkhwa

**FC290819-4382643**

Print Date: 21/05/2020



### A. Complaint Details

|                                     |   |   |   |
|-------------------------------------|---|---|---|
| <b>DATE OF COMPLAINT</b>            | 29/08/2019  | <b>CURRENT STATUS</b>                   | In Progress (since 26 Days, 8 months, 0 years)  |
| <b>COMPLAINT CATEGORY/ LEVEL 1:</b> | Overseas Pakistani / Call Sarzameen                           | <b>COMPLAINT SUB-CATEGORY/ LEVEL 2:</b> | Complaint to Prime Minister (General Complaint)   |
| <b>LOCATION OF COMPLAINT:</b>       | Peshawar (Khyber Pakhtunkhwa, Pakistan)                       | <b>COMPLAINT ADDRESS:</b>               | Against The Chief Secretary, Private School Regulatory Authority(PSRA)- KP and IIUI Khyber campus phase-2 Hayat Abad Peshawar |
| <b>GPS ADDRESS:</b>                 | 3180 Al Tahliyah St, Al Aqiq, Riyadh 13515 7201, Saudi Arabia | <b>CITIZEN PROFILE</b>                  | Provided by Citizen   |

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With reference to my previous complaint #FC130219-1465715 against IIUI School Khyber campus phase-2 Hayat Abad Peshawar, I would like to again bring in your kind notice that the issue of my kid's school fee has not been solved yet. Recently the said school has handed over to my both kid's illogical school fee payment receipt to be paid to IIUI. 1: School tuition fees increased twice within a year without any legitimate reason/reference. 2: The said school also wants me to pay the unjustifiable arrears without any legitimate reason/reference. 3: Also included annual promotion fee to be paid to IIUI. It is so shameful for both PSRA & Chief Secretary-KP that the said school is openly disrespecting their authority and they are not able to regulate them. I would therefore request honourable PM to take the needed action against Chief Secretary-KP & PSRA for their ignorance/failure to regulate the said IIUI School branch. Looking forward for your kind, productive & legitimate swift response & action. Warm Regards!

### B. Complaint Processing History

| # | DATED      | FROM   | TO      | STATUS      | REMARKS  |
|---|------------|--|---------|-------------|--|
| 1 | 29/04/2020 | Private Schools Regulatory Authority (KP PSRA) | Citizen | In-progress | Time & again taken up with the institute concerned, however, presently schools are closed due to Corona Virus. Further action in the matter shall be taken as soon as schools 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 | 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  | 09/02/2020 | Private Schools Regulatory Authority (KP PSRA) | Citizen  | In-progress     | In process.  |
| 6  | 19/01/2020 | Private Schools Regulatory Authority (KP PSRA) | Citizen  | In-progress     | In process.  |
| 7  | 30/12/2019 | Private Schools Regulatory Authority (KP PSRA) | Citizen  | In-progress     | The matter has been taken up with the institute concerned and once again reminder has been given to settle the issue at the earliest.  |
| 8  | 09/12/2019 | Private Schools Regulatory Authority (KP PSRA) | Citizen  | In-progress     | Dear Citizen, the matter has already been taken up with the institute concerned.   |
| 9  | 15/11/2019 | Private Schools Regulatory Authority (KP PSRA) | Citizen  | In-progress     | in process   |
| 10 | 25/10/2019 | Secretary, Elementary & Secondary Education    | Private Schools Regulatory Authority (KP PSRA) | In-progress     | The said complaints have been reopened by PMDU on the direction of honorable Prime Minister. You are, therefore, requested to re-examine and critically review the complaint and bring it into notice of the head of department before closing it again.   |
| 11 | 21/10/2019 | Prime Minister of Pakistan                     | Secretary, Elementary & Secondary Education    | In-progress     | Dear Officer, the instant complaint has been resolved at the level of your subordinate officer. However, it has been desired to re-open the same to ascertain that:- a) Necessary approval has been solicited from the concerned competent authority/officer. b) Necessary proof/evidence/attachment in support of the resolution statement i.e (Relief Granted) is attached where required. c) Feedback of the concerned citizen being unsatisfied is taken into consideration and complaint is reviewed accordingly. In the light of the said observations, being supervisory officer, you are advised to revisit the instant complaint at your level and ensure timely resolution of the same. It is further to inform that all such complaints will be evaluated by PMDU in due course of time please. |
| 12 | 19/09/2019 | Private Schools Regulatory Authority (KP PSRA) | Citizen  | Resolved (RG) 📢 | Dear Citizen, for violating the Peshawar High Court's orders, penalty has been imposed on the school concerned. Further action shall be taken in the matter in light of the decision of Peshawar High Court, wherein next date of hearing is 24.09.2019. Kindly don't give negative feedback, as further action shall be taken in light of the Court's orders. Furthermore, details of these schools are also being submitted to the Hon'able Peshawar High Court. Thanks for highlighting the issue on Pakistan Citizen's Portal.   |
| 13 | 30/08/2019 | Private Schools Regulatory Authority (KP PSRA) | Citizen  | In-progress     | The matter has been taken up with the institute concerned.   |
| 14 | 30/08/2019 | Chief Secretary Khyber Pakhtunkhwa             | Private Schools Regulatory Authority (KP PSRA) | In-progress     | Forwarded for necessary action, please.  |

| #  | DATED      | FROM                       | TO                                 | STATUS      | REMARKS   |
|----|------------|----------------------------|------------------------------------|-------------|---|
| 15 | 30/08/2019 | Prime Minister of Pakistan | Chief Secretary Khyber Pakhtunkhwa | In-progress | For Further Resolution and intimation to the Citizen.     |
| 16 | 29/08/2019 | Initiated                  | Prime Minister of Pakistan         | In-progress | Complaint has been assigned to Prime Minister of Pakistan |