



# Prime Minister's Performance Delivery Unit (PMDU)

## Pakistan Citizen's Portal (PCP)

Private Schools Regulatory Authority Khyber  
Pakhtunkhwa

**FC051019-4963136**

Print Date: 21/05/2020



### A. Complaint Details

<b>DATE OF COMPLAINT</b>	05/10/2019	<b>CURRENT STATUS</b>	In Progress (since 19 Days, 7 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, Saudi Arabia)	<b>COMPLAINT ADDRESS:</b>	Against Chief Secretary and Director PSRA
<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 two previous complaint as attached, I would like to inform you that IIUI School Khyber campus phase-2, Hayat Abad branch Peshawar has once again asked 2pay the unknown arrears, annual promotion fee &tuition fees has increased twice for my siblings within the year.It clearly indicates that the said school has no respect for Chief Secretary-KP & Private School Regulatory authority(PSRA-KP).Chief Secretary-KP has failed 2regulate this IIUI School through PSRA-KP.It is not good 2repeatedly complain against the Chief Secretary&PSRA-KP but if both of them are unable2regulate the said IIUI school till date then it is better2 leave the place for some other competent deserved public servants.My humble request from Honourable PM is2take strict action against both public servants(Chief Secretary&Director PSRA-KP) for their failure2impose their own issued circular.The said school has been encouraged by chief Secretary&PSRA-KP by just imposing a small penalty.Refer attachment

### B. Complaint Processing History

#	DATED	FROM	TO	STATUS	REMARKS
1	30/04/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, explanation has already been called from the school concerned, further action in the matter shall be taken as soon as the lockdown is ended and offices are opened. As, presently schools are closed due to outbreak of Corona Virus.
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	02/01/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Reply is still awaited from the school concerned.
8	12/12/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, the matter has already been taken up with the institute concerned.
9	21/11/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	in process.
10	31/10/2019	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	action is being taken in the matter.
11	07/10/2019	Chief Secretary Khyber Pakhtunkhwa	Private Schools Regulatory Authority (KP PSRA)	In-progress	Forwarded for perusal/action, please.
12	07/10/2019	Prime Minister of Pakistan	Chief Secretary Khyber Pakhtunkhwa	In-progress	For Further Resolution and intimation to the Citizen.
13	05/10/2019	Initiated	Prime Minister of Pakistan	In-progress	Complaint has been assigned to Prime Minister of Pakistan