



**PRIVATE SCHOOLS REGULATORY AUTHORITY  
GOVERNMENT OF KHYBER PAKHTUNKHWA**

Office: House No. E-18, Syed Jamal Ud Din Afghani Road, University Town, Peshawar  
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To

All Private Schools  
Khyber Pakhtunkhwa.

Subject: **CICULAR.**

I am directed to refer to the subject noted above and to state that as per PSRA Act, 2017, Khyber Pakhtunkhwa Private Schools Regulatory Authority (KP-PSRA) has the mandate to register and regulate private schools, supervise their curricula & scheme of studies, academic schedules, co-curricular activities and ensuring observance of vacations of summer, winter, spring and other holidays in schools as being observed by schools in public sector

Traditional methods of communication though already considered archaic were still being abided by PSRA so far; but now the prevailing conditions mirroring the entire country had made such communication, for time being, difficult to maintain.

PSRA since its inception developed and maintained an online portal, which is one of its kind and has all the capacity built-in to follow the norms and standards of swift communication. This gives PSRA direct and hassle-free access to each registered Educational Institute through secure messaging service. This service, which has so far been used specifically for issuance of Provisional Registration, has proved reliable, safe and instantaneous.

On daily basis, PSRA is receiving and processing the complaints received against Institutions. Nature of complaints is usually such that requires explanation from Respective Educational Institution. For the purpose of effective service delivery and timely response to all complaints, it is deemed expedient that Online Portal may be used to its full potential.

Therefore, Khyber Pakhtunkhwa Private Schools Regulatory Authority has been pleased to issue this circular that all communications from hereon done with all registered Institutions will be through their **PSRA Online portal Inbox**. Any letter sent directly to Each School's Inbox shall be considered sufficient proof for its having been received. School shall be expected to respond within 7 days.

Nature of such communications include:

1. Notification/Information taken in respect of all Educational Institutions.
2. Explanation sought against the complaint.
3. Directions for appearance in Grievance Redressal Committee meeting.
4. Compliance reports in respect of directions issued.
5. Information regarding fine imposed.
6. Any other communication deemed necessary.

Furthermore, it is to be notified that communications made through such channel as mentioned above shall not require official stamp/signature. Accessible through secure folder, it needs to be considered official and respective Institution shall be required to act as per it. Each Institution, likewise, is advised to daily check their Inbox.

Moreover, Educational Institutions may submit their explanations/responses back through PSRA email ID: [psra.pmd@gmail.com](mailto:psra.pmd@gmail.com). The Subject of Email should be kept the same as the one being responded to.

**(Umar Arshad Khan)**  
**Deputy Director (Operations)**  
**KP-PSRA**

Note: *This is an electronically generated copy. No signature is required.*