

**MINUTES OF THE 8th COMPLAINTS COMMITTEE MEETING
HELD ON 10.03.2020 AT 11:00 AM**

8th Meeting of the Complaints Committee of KP-PSRA was held on 10.03.2020 at 11:00 AM, under the chairmanship of **Mr. Muhammad Tariq**, Director (Operations). The following attended the meeting:-

Mr. Fazal Ullah Daudzai,
Member Complaints Committee (from Private Schools)

Mr. Umar Arshad Khan, Deputy Director Operations
(Members Complaints Committee)

Mr. Bashir Ahamd, Deputy Director Reg. & Fee Reg
(Member-cum-Secretary, Complaints Committee)

List of participants (members, complainants & respondents) is attached.

Meeting started with the recitation of the Holy Quran. Chairman welcomed the participants and briefed that the said meeting has been convened to resolve the complaints pertaining to different institutes. The following agenda items were discussed one by one.

ITEM NO (1)

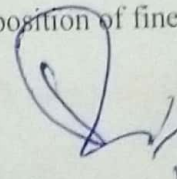
SUBJECT: - SCHOOL LEAVING CERTIFICATE FROM ISLAMIA PUBLIC SCHOOL, PARACHINAR

Complainant (Mr. Laiq Hussain) and Respondent (Syed Tahir Hussain Shah, Principal Islamia Public School) were present.

Grievances:- Complaint was received from Mr. Laiq Hussain, through Pakistan Citizen's Portal that his son is studying at Islamia Public School and wants to get School Leaving Certificate, however, school is not providing the same.

Discussion & Decision: Both the parties were heard in person in details. It was informed by the school owner/ principal that they were giving free education to the student for several years with the hope that his exam results will bring some good reputation to the school. While, his father now wants to admit him in some other school and demanding School Leaving Certificate.

After deliberate discussion, the Committee decided that the school concerned shall grant School Leaving Certificate to the student as school can't refuse it as per PSRA Regulations. In case of non-compliance, within 15 days, legal action shall be taken, which may include imposition of fine and/or cancellation of registration.


18/3/2020

ITEM NO (2)

SUBJECT: - COMPLAINT AGAINST PESHAWAR MODEL SCHOOL, MARDAN CAMPUS FOR GRANT OF PROVIDENT FUND

Complainant (Mst. Seema Gul) and Respondent (Muhammad Asif, Manager Operations, Peshawar Model School Mardan) were present.

Grievances:- A complaint was received from Mst. Seema Gul, vide Pakistan Citizen's Portal that she served for five (5) years at Peshawar Model School Mardan Campus and resigned in January, 2020, however, institute concerned was not releasing her provident fund.

Discussion & Decision: Both the parties were heard in person in details. It was informed that the complainant served there for five years, however, resigned on 13.01.2020 without any prior notice. Therefore, the committee decided that:-

- i. Respondent school shall deduct the amount equal to one month's salary of the complainant, upto 13.01.2020, in lieu of her resignation without any prior notice.
- ii. Respondent shall release Provident Fund (including employer's contribution) after above deduction, to the complainant within 15 days and shall submit compliance report to PSRA.
- iii. In case of non-compliance, legal action shall be taken, which may include imposition of fine and / or cancellation of registration.

ITEM NO (3)

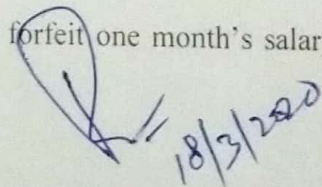
SUBJECT: - COMPLAINT AGAINST PESHAWAR MODEL SCHOOL SWABI CAMPUS

Complainant (Mst. Seema on behalf of the complainant Mst. Uzma Gul), as well as respondent (Mr. Abid Noor, representative of Peshawar Model School, Swabi) attended the meeting.

Grievances: - A complaint was received from Mst. Uzma Gul, vide Pakistan Citizen's Portal that she served at Peshawar Model School, Swabi Campus for a month, however, respondent school is not paying her salary dues.

Discussion & Decision: Both the parties were heard in person. It was revealed that the complainant served for a month and joined another school and resigned without any prior notice.

After thorough discussion, the Committee decided that school can forfeit one month's salary in lieu of resignation without any prior notice. Hence, complaint is filed.



ITEM NO (4)

SUBJECT: -

COMPLAINT AGAINST FRONTIER CHILDREN'S ACADEMY,
HAYATABAD PESHAWAR REGARDING INCREASE IN FEE TWICE AN
ACADEMIC YEAR

Complainant (Dr. Haroon Rahim) and Respondent (Adv. Haseeb Iqbal, owner FCA)

were present.

Grievances: - Complaint was received from Dr. Haroon Rahim that the respondent school increased fee twice in the academic year as well as, withdrawn the scholarship.

Discussion & Decision: Both the parties were heard in person as well as record was thoroughly examined. Respondent school was charging tuition fee Rs. 3190 in the academic year 2017-18. During first four months of academic year 2018-19, tuition fee was Rs. 3580, however, the same was further increased to Rs. 3940 in the same year. The same was increased to Rs. 4255 in the academic year 2019-20. After detailed discussion and examination of record, the committee decided that:-

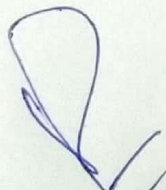
- i. Tuition fee of the respondent school in the year 2017-18 was 3190, which is base line and can be increased annually 10%. Therefore, the respondent school shall adjust its fee as per following details:-

2017-18 (3190 Base line)

2018-19 (3190 + 10% increase)= Rs. 3509

2019-20 (3509 + 10% increase)= Rs. 3860

- ii. Respondent school can't withdraw the merit concession in the same academic year; therefore, the said amount will also be adjusted.
- iii. The school shall rectify the amount so received in excess and adjust the same in next months' tuition fee of all students of the school.
- iv. In case of non-compliance, legal action shall be taken, which may include imposition of fine and / or cancellation of registration.


18/3/2020

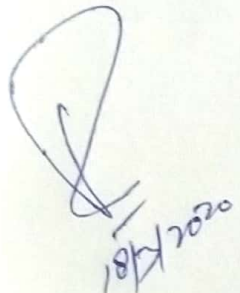
SUBJECT: COMPLAINT AGAINST PIMS SWABI FOR OUTSTANDING SALARIES

Complainant (Mr. Shehzad) as well as, Respondent (Sami Ul Haq, owner PIMS) were present.

Grievances: - A complaint was received from Mr. Shehzad that he was serving at PIMS School, Lahore Swabi from May, 2018 to 27th January, 2020. He was not paid for the summer vacations. When he demanded the same amount, the owner terminated him from service, without paying his outstanding dues.

Discussion & Decision: Both the parties were heard in person. Complainant informed that he was not paid for the vacations as well as, for December, 2019 and January, 2020. However, the respondent said that he couldn't pay due to non-recovery of tuition fee. As, the institute is in a rural area and has normal enrollment. Furthermore, fee is outstanding against many students. Furthermore, he didn't terminate the complainant, rather he himself left the job without any notice.

After detailed discussion, the committee decided that:-


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- i. Respondent school shall pay 2 months and 25 days salary to the respondent and shall submit compliance report upto 15th April, 2020.
 - ii. One month's salary shall be forfeited as the complainant left the job, without any prior notice.
 - iii. In case of non-compliance, legal action shall be taken, which may include imposition of fine and / or cancellation of registration.

SUBJECT: COMPLAINT AGAINST THE EDUCATORS, SHAMI ROAD CAMPUS, PESHAWAR REGARDING CHARGING OF ANNUAL FUND

Complainant (Dr. Danish Wadood) was present, however, no one attended the meeting from respondent school, despite service.

Grievance: - A complaint was received from Dr. Danish Wadood that the respondent school is charging annual fund @ Rs. 6,000, as well as, the same is also being charged during mid of the academic session.

Discussion & Decision: Complainant was heard and record was examined thoroughly. It was also informed that children of the complainant are studying in the respondent school since last two years, however, sibling concession is not being extended. Furthermore, charging annual fund @ 6,000 in the mid of academic session. The Committee proceeded ex-party and decided that:-

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- i. Respondent school shall not charge the annual fund.
 - ii. Respondent school shall extend sibling concession to the 2nd child of the complaint and will adjust the same for the last 2 years.
 - iii. In case of non-compliance within 15 days, legal action shall be taken, including imposition of fine and / or cancellation of registration.

ITEM NO (7)

SUBJECT: COMPLAINT AGAINST FRONTIER CHILDREN'S ACADEMY,
HAYATABAD PESHAWAR FOR CHARGING RS. 1000 FOR ENTRY TEST
FEE FOR ADMISSION

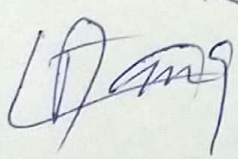
Complainant didn't attend the meeting, despite service. However, respondent (Adv. Haseeb Iqbal, owner FCA) was present.

Grievance: - A complaint was received from Mr. Irshad Ullah that respondent school collect Rs. 1000 for entry test. More than hundred students appear for each class wherein less than 40% are recommended for admission. So, the said amount may be refunded to the parents.

Discussion & Decision: Respondent school was heard in details. It was informed that the said fee includes the charges for prospectus, exam preparation material, remuneration of the staff and other related charges. Furthermore, it is general practice in all Govt. and private sector educational institutes, as well as, testing agencies. After detailed discussion, the Committee decided that as per Clause 7 (4) (iv) of PSRA Regulations, 2018, an institution shall not charge fee disproportionate to the services and it shall not be the source of profit. Therefore, after checking record of school, put up recommendations for fixation of such fee to Authority.

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Director Operations
KP-PSRA


Assistant Director (Operations)
KP-PSRA
18/03/2020