



Prime Minister's Performance Delivery Unit (PMDU)

Pakistan Citizen's Portal (PCP)

Private Schools Regulatory Authority Khyber
Pakhtunkhwa

KP060320-7075130

Print Date: 02/06/2020



A. Complaint Details

DATE OF COMPLAINT	06/03/2020	CURRENT STATUS	In Progress (since 28 Days, 2 months, 0 years)
COMPLAINT CATEGORY/ LEVEL 1:	Education	COMPLAINT SUB-CATEGORY/ LEVEL 2:	Private Schools (General Complaint)
LOCATION OF COMPLAINT:	Mansehra (Khyber Pakhtunkhwa, Pakistan)	COMPLAINT ADDRESS:	Australia
GPS ADDRESS:	159 Hume Hwy, Greenacre NSW 2190, Australia	CITIZEN PROFILE	Provided by Citizen

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Dear sir/madam, It is stated that I made a complaint on 17 Nov 2019 about evening class fees being taken by Noor College. Upon complaining the authority took an action and sent a letter to college due to which, my brother asher alam was struck off. Your kind authority keep asking the college for the reply from Dec 2019 till 5 March 2020. No reply was given from the college. Therefore, your office ask DO mansehra to depute someone to ask the College why they didnt replied. Dear sir, today my complaint has been dropped off by DO Mansehra saying that I made a wrong complaint. Instead of investigation , DO office is becoming a party in case and drop my case. It is also stated that complainant is a responsible citizen of Pakistan and has reputation not only in Pakistan but also in Australia. Complainant is a Phd Scholar and he knows right & wrong in this case. Please re-open this case. I am always available for contact. Mubashir Alam Phd Scholar Sydney Australia +61434914408

B. Complaint Processing History

#	DATED	FROM	TO	STATUS	REMARKS
1	02/06/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Reopened.
2	03/05/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	Resolved (PRG) 📢	Dear Citizen, further action in the matter shall be taken as soon as lockdown is ended schools are opened. For the time being, the complaint is being closed.
3	06/04/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Further action in the matter shall be taken as soon as lock down is being ended.

#	DATED	FROM	TO	STATUS	REMARKS
4	18/03/2020	Private Schools Regulatory Authority (KP PSRA)	Citizen	In-progress	Dear Citizen, the matter has been taken up with the institute concerned for explanation.
5	17/03/2020	DO Education (M), Mansehra	Private Schools Regulatory Authority (KP PSRA)	In-progress	Please look into the matter about the fee.
6	16/03/2020	Secretary, Elementary & Secondary Education	DO Education (M), Mansehra	In-progress	Dear Sir, forwarded for necessary action as per rules / policy.
7	09/03/2020	Secretary, Higher Education Archives & Library	Secretary, Elementary & Secondary Education	In-progress	Respected Sir The complaint is related to your good Department. Forwarded for immediate and necessary action as per rules to redress grievances of the complainant taking in consideration the action taken on the previous complaint of the complainant please.
8	06/03/2020	Initiated	Secretary, Higher Education Archives & Library	In-progress	Complaint has been assigned to Secretary, Higher Education Archives & Library

D. Citizen's Feedback

★☆☆☆☆ (1 out of 5)

Satisfied: No

Dear concerned Officer, This is a very poor response from your time. Your team is closing this matter second time without giving any relief to the complainant. You guys completely wasted 4 months since first complainant. Very Poor performance.

Dated: 04/05/2020