

ATTENTION PARENTS

All parents are hereby informed that complaints on account of increase in fees during academic year or during summer vacations/ break in respect of any school fee/dues other than tuition fee by privately managed educational institutions, may be lodged at offices of following Heads of Committees notified by DCO, CDG Lahore.

Complaints may be registered at following respective offices or emailed at dcolahore@yahoo.com. Pictures of fees Challans with brief description can also be shared through whatsapp on 0340-1112345

TEHSIL	HEAD OF COMMITTEE	OFFICE ADDRESS	CONTACT NO.
City	Assistant Commissioner Tehsil City	District Courts Lahore	99210608
Rai wind	Assistant Commissioner Tehsil Raiwind Lahore	Bhekhewal Chowk	99260370
Model Town	Assistant Commissioner Tehsil Model Town Lahore	Model Town Courts	99231490
Shalimar	Assistant Commissioner Tehsil Shalimar Lahore	Shalimar Town	99250011
Cantt	Assistant Commissioner Tehsil Lahore Cantt.	Cantt Courts	99220562

Complaints at District level may be lodged to D.O (Coord), Office of DCO, CDG Lahore or EDO Education Lahore Office.

NOTE: Detail of complainant / Student shall not be disclosed and held confidential on their request.



DISTRICT COORDINATION OFFICER
CITY DISTRICT GOVERNMENT LAHORE

C.C.

Public Relations Officer DCO Office for Press Release



Office of the District Coordination Officer,
City District Government, Lahore

No. _____

Dated: 14.09.2015

To,

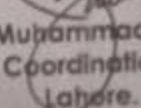
1. District Officer (Coord),
City District Government, Lahore.
2. All Assistant Commissioners,
District Lahore.

Subject:

RESOLUTION OF COMPLAINTS LODGED BY PARENTS ON ACCOUNT OF EXORBITANT FEES AT PRIVATE SCHOOLS / EDUCATIONAL INSTITUTIONS.

Reference to this office order No.DOC/HC/2942 dated 11.09.2015 and meeting chaired by the Minister for Education, Government of Punjab held in his office on 12.09.2015 attended by representatives of private educational institutions and parents followed by a meeting held at Town Hall on the subject on 14.09.2015 with representatives of Private Schools to devise a pragmatic framework of complaint / grievance resolution lodged by parents against exorbitant school fees. Following terms of reference are hereby issued for effective regulation of fee structures imposed on students:-

1. Private educational institutions are restrained to revise and increase fee structure during the academic year and the same is reflected in their respective Prospectus for information of parents / students seeking admission or continuation of their academic course under **Rule 12(4) of Punjab Private Educational Institutions (Promotion & Regulation) Rules 1984.**
2. The privacy of Complainant / Parent shall be maintained and under no circumstances identity is to be disclosed to avoid any possible retributive action by school administration.
3. The school against whom a complaint has been lodged shall be served upon with a Show Cause Notice by Head of the notified Committee to extend explanation with cogent justification against alleged increase in tuition fee or other dues in violation of Punjab Private Educational Institutions (Promotion & Regulation) Ordinance 1984 and Rules 1984 thereunder. Tangible justification with respect to increase in fee structure must be sought. Their replies shall be supported with documentary evidence.
4. The Committee after seeking reply from Private Educational institution against whom a complaint has been lodged shall submit their report to the undersigned through District Officer (Coordination) with actionable remedy within 7 days from the receipt of complaint.
5. District Officer (Coordination) is directed to maintain log of complaints received from parents and status of their resolution by respective Committee to avoid repetition / duplication.


Captain (R) Muhammad Usman Younis,
District Coordination Officer,
Lahore.

Cc:

1. The Secretary Schools, Government of the Punjab.
2. The Commissioner, Lahore Division.
3. PS to The Minister for Education, Government of the Punjab.



**Office of the District Coordination Officer,
City District Government, Lahore**

No. DCO/Camp/1143

Dated: 15.09.2015

ORDER

WHEREAS, In exercise of the powers under Rule 10 of Punjab Private Educational Institutions (Promotion & Regulation) Rules, 1984 and pursuant to the Rule 12 (ii) of the Punjab Private Educational Institutions (Promotion & Regulation) Rules, 1984, notified by Government of the Punjab, Education Department vide No.SO (Schools) 3-6/80, dated 15-8-1984, complaints have been received from parents regarding increase in the fee challans beyond reasonable limits received from the private institutions. Tehsil Committees were notified vide this office Order No.DOC/HC/2942 dated 11th Sep 2014 to determine reasonability of increases made by each privately managed school and to settle the increasing fee and other charges levied by these institutes.

WHEREAS, the affected parents complained of exorbitant increase in fee structure of private schools; and

WHEREAS, the representatives of private schools were called for hearings on 14th and 15th Sep 2015; and

WHEREAS, a number of complaints in addition to representation by Private Schools Parent Association (PSPA) had been received from the affected parents; and majority did not chose to come forward due to the fear of retributive action by the private schools; and

WHEREAS, the affected parents have complained of blackmailing / exploitation by the private institutions stating that a students' academic career cannot be compromised on account of change of school due to increase in school fee and thus they are forced to comply; and

WHEREAS, the representatives of these institutes could not offer tangible reasons for the increases; and


15/9/15

WHEREAS, the representatives of private schools attributed the increase to expenditure on improving the security of schools among other reasons; and

WHEREAS, The Divisional Bench comprising Justice Syed Mansoor Ali Shah and Justice Ayesha A. Malik had on 20th Jan 2015 vide WP No.902/2015 directed the Government of Punjab to ensure that the cost of improvement of security measures should not be passed onto the students in their bills and that the cost will be borne by these institutions themselves; and Government of Punjab Home Department vide letter No.SO(IS-II)3-3/09/2014 dated January 30th, 2015 issued similar directions for compliance of the DB orders; and

WHEREAS, Rule 12 Sub Rule (ii), clearly stipulates that school fee charges shall not be fixed beyond reasonable limits; and

WHEREAS, Rule 12 Sub Rule (iv) stipulates notification of fee and other charges before the commencement of each Academic Year through a prospectus; and

WHEREAS, some institutes are involved in raising the fee during an Academic Year; and

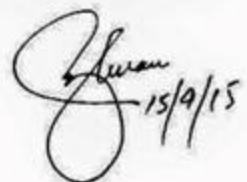
WHEREAS, parents have attributed this aspect as blackmailing by these institutes; and

WHEREAS, it is also evident that the term "beyond reasonable limits" is being exploited by these private institutes; and

WHEREAS, it is important to curb exploitation and misinterpretation pertinent to charging students on account of security measures employing it within the ambit of reasonable limits; and

WHEREAS, it is pivotal that any exploitation/extortion under guise of security or any other dues is arrested until establishment/explanation of the term "reasonable limits" in cogent quantitative count; and


THEREFORE, any increase in fee structure of all Private Educational Institutions within District Lahore are held in abeyance as they stood on the start of Academic Sessions for the year 2014. Quantitative audit of these institutions shall be conducted by a specially

 15/9/15

engaged Audit Firm of National/International Repute selected through a competitive bidding process by the EDO (Education) within the next 4 to 6 months; and

THEREFORE, the EDO (Education)/Registration Authority District Lahore will ensure that the Management of each Privately Managed Educational Institution shall refund any excess fee charged during the above period besides ensuring implementation of the directions.

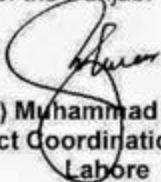
Given under hand my and seal dated September 15th, 2015.



Captain (R) Muhammad Usman Younis
District Coordination Officer,
Lahore

CC:

1. The Secretary School Education Department, Government of the Punjab.
2. The Commissioner, Lahore Division.
3. The Executive District Officer, Education, CDG Lahore
4. All Assistant Commissioners, Lahore
5. District Officer (Education), Office of Executive District Officer (Education), Lahore.
6. PS to the Minister for Education, Government of the Punjab.



Captain (R) Muhammad Usman Younis
District Coordination Officer,
Lahore