

ST. XAVIER'S SR. SEC. SCHOOL, DELHI-54

An Important Notice Regarding Online Fee Payment Issues

Dear Parent,

Please read the following important instructions carefully to avoid any inconvenience while making online fee payments:

1. Payment Deducted but Not Reflected on Portal

If the fee amount is debited from your bank account but does not appear on the school's fee portal, **please do not make the payment again**. This may happen due to a temporary technical issue that prevents the transaction from being updated automatically.

In such cases, the payment will be verified and updated **manually** after the school receives **credit confirmation from the bank**.

This process may take **three to five working days**.

2. Do Not Raise a Chargeback Request

Parents are **strictly advised not to initiate a chargeback** or dispute with the bank. This can further delay the resolution process.

Please **contact the School Accounts Department** for assistance and verification.

3. How to Report a Payment Issue

If you encounter such an issue, please send an email to: fees@stxaviersdelhi.com

Include the following details in your message:

- Student's **Full Name**
- **Admission Number**
- **Class-Section**
- **Transaction Details** (Transaction ID/UTR, Date, Amount, etc.)

4. Contact Information

For any further assistance, you may contact the School Accounts Office at:

☎ **011-23954829** (During office hours only)

We thank you for your cooperation and understanding.

Regards,

Principal

St. Xavier's. Sr. Sec. School
Delhi-54