



केन्द्रीय विद्यालय संगठन

## Frequently Asked Questions Kendriya Vidyalaya Students' Fee Collection

Q-1 Whether Fee challan is required to be distributed to all students by concerned KV?

Ans. Yes, It has been announced during training that for at least two quarter concerned KV will distribute Fee challan to all students irrespective of fact they want to deposit fee online/offline and zero fee payable.

Q-2 In case no fee is payable on account of RTE/SG/Insurgency operation ward, then whether student have to visit bank branch for putting bank stamp on fee challan.

Ans- No, If fee is not payable, then student need not to visit bank.

Q-3 On the fee challan, bank account no is not mentioned for deposit of fee, then in which bank account fee is to be deposited.

Ans. The fee from all students will be deposited in the 'KV Main fee Account' with Union Bank of India. The point no 2&3 of the fee challan provides clarification to the bank official for deposit of fee in branch. In case of any difficulty, Parents may ask concerned bank official to go through point no 2&3 of fee challan.

Q-4 How the student can deposit fee online and also take print out fee receipt for deposit of fee online/mobile?

Ans. The student may be asked to visit a link provided on KV/RO/Hqr website as well as Union Bank of India website for online fee collection.

Alternatively they can visit given below URL  
<https://eremit.unionbankofindia.co.in/Kvfees/>

USER ID is UID no. of student

Password is DOB of student (as mentioned in fee challan (dd/mm/yy format).

Three facilities are available under this page:-

- Online deposit of fee
- Print fee challan
- Print fee receipt

केन्द्रीय विद्यालय संगठन (मु0)/ Kendriya Vidyalaya Sangathan (HQ)

18, संस्थागत क्षेत्र, शहीद जीत सिंह मार्ग/ 18, Institutional Area, SJS Marg

नई दिल्ली/ New Delhi - 110016

Q-5 If any discrepancy in fee challan (name, DOB, Father Name etc), then when same can be rectified?

Ans. The complete student data will remain freeze wef 30<sup>th</sup> March, 2015 till 30<sup>th</sup> April, 2015. Editing is permissible wef 1<sup>st</sup> May, 2015.

Q-6 Whether fee challan will be valid till 15<sup>th</sup> April, 2015 or for the complete month April, 2015?

Ans. Fee challan will remain valid for the complete month. Fine will be computed by the system on its own after 15<sup>th</sup> April, 2015. If Parents/students want to see amount of fine as becomes due after 15<sup>th</sup> of April till fee deposit date, then by following the process as mentioned in Q-4, they can view amount of fine. All the modes Online/ offline/mobile and POS accepts fee along with fine as applicable till date of deposit of fee.

Q-7 Whether any additional charge payable towards collection of fee by Parents in addition to applicable fee.

Ans. No additional charge is applicable on payment through Debit card, Internet banking, Mobile banking and cash deposit in branch. Additional charge @ 1.5% is applicable on online deposit of fee through CREDIT Card.

Q-8 Whether Union Bank of India branch/ concerned KV is empowered to revise fee challan on its own between 1<sup>st</sup> to 30<sup>th</sup> April, 2015?

Ans. No

Q-9 whether fee receipt is required to be deposited by student with respective class teacher.

Ans Yes.

Q-10 Pl specify period during which fee collection will be made by Union bank of India.

Ans. The fee will be accepted by Union bank of India from 1<sup>st</sup> April, 2015 to 30<sup>th</sup> April, 2015. Thereafter, (quarterly fee+ fine due till 30<sup>th</sup> April, 2015 + re admission fee of Rs 100/-) will be collected by respective KV from the students manually and amount collected is required to be deposited in UBI SF and VVN account as per direction given in Addl Commissioner(Admn) letter dated 26.12.2014.

Q-11 To whom parents should contact for queries related to Union Bank of India.

Ans. Please call UBI helpline no. 1800222244 or kvhelpdesk@unionbankofindia.com.

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## Frequently Asked Questions

### Kendriya Vidyalaya Students' Fee Collection

**Q. What are the modes through which Fee can be paid?**

**A. Fee can be paid by following modes:**

1. **Offline:** Through deposit of cash or Union Bank Cheques at any of the Union Bank branches in India
2. **Online:** Through Debit/Credit card or Internet Banking of any major commercial Bank by Logging in to the link provided on Union Bank of India website i.e. [www.unionbankofindia.co.in](http://www.unionbankofindia.co.in) or Kendriya Vidyalaya Sangathan website i.e. [www.kvsangathan.nic.in](http://www.kvsangathan.nic.in).
3. **Mobile Banking:** Through any Bank's mobile banking application installed in your smart phone selecting IMPS option- Payment to Merchant (P2M).
4. **PoS:** PoS terminals will be installed by the Bank at the Schools wherever there is no nearby branch of Union Bank of India. Each school will nominate one school staff for collection of fee through PoS at School level.

**Q. Who can pay the fee through the facility extended by Union Bank of India?**

**A. All bonafide students of KVS having system generated fifteen (15) digits unique ID allotted to him/her.**

**Q. What is "Student Unique ID"?**

**A. Student Unique ID is a fifteen digit number mentioned in the challan copy. It is a system generated number based on the students' information fed by the Kendriya Vidyalayas into the system database**

**Q. Where shall I get challan copy?**

**A. System Generated Challan copy will be given to students/parents by School. The student can also generate a challan by Logging in to the link provided on Union Bank of India website i.e. [www.unionbankofindia.co.in](http://www.unionbankofindia.co.in) or Kendriya Vidyalaya Sangathan website i.e. [www.kvsangathan.nic.in](http://www.kvsangathan.nic.in)**

**Q. When can I pay fees?**

**A. Fees will be collected on quarterly basis during the calendar months of January, April, July, and October for the respective quarters.**

**Q. Whether the late payment fine is applicable on delayed payment of fees?**

**A. Fee will be collected from 1<sup>st</sup> to 15<sup>th</sup> of the above calendar months without any late fine. Thereafter, system generated late payment fine will be applicable on the fee collected from 16<sup>th</sup> to the last day of fee collection month, i.e. January/ April/ July/ October**



Marketing & Government Business Cell, N.Delhi

Website: <http://www.unionbankofindia.co.in>

Toll Free: 1800 22 2244

### Payment of Fee through Offline mode

**Q. Where to make payment of fees through offline mode?**

A. Visit any of the 4000+ Union Bank branches pan-India along with the printed challan copy received from school or generated through website

**Q. What are the modes of payment through offline mode?**

A. Fee can be paid through Cash and Union Bank Cheque only. Any other Bank's Cheques/DD/Pay Order is not acceptable.

**Q. How can I pay the fee at any of the Union Bank branches if I have lost/misplaced the challan received from School**

A. First you have to generate challan copy by Logging in to the link provided on Union Bank of India website i.e. [www.unionbankofindia.co.in](http://www.unionbankofindia.co.in) or Kendriya Vidyalaya Sangathan website i.e. [www.kvsangathan.nic.in](http://www.kvsangathan.nic.in) using student's unique ID and D.O.B and click on the menu- "generate challan" or by contacting your class teacher. Then you can visit any of the Union Bank branches along with the challan for making fee payment

**Q. Can I get a duplicate receipt since I have lost the original receipt provided by the Bank**

A. Yes you can generate a duplicate receipt as many times as you require by Logging in to the link provided on Union Bank of India website i.e. [www.unionbankofindia.co.in](http://www.unionbankofindia.co.in) or Kendriya Vidyalaya Sangathan website i.e. [www.kvsangathan.nic.in](http://www.kvsangathan.nic.in) using student's unique ID and D.O.B

**Q. Details (Name, class, admission no., fee amount) mentioned in the challan copy are observed to be incorrect.**

A. Contact your school for necessary corrections

### Payment of Fee through Online mode

**Q. What is the link/ URL for making online payment of fees?**

A. Please visit the Union Bank of India website i.e. [www.unionbankofindia.co.in](http://www.unionbankofindia.co.in) or Kendriya Vidyalaya Sangathan website i.e. [www.kvsangathan.nic.in](http://www.kvsangathan.nic.in). Click on the "Pay Kendriya Vidyalaya Fees Online" link available on the homepage of these websites. Then login using your students unique ID and D.O.B as mentioned in the challan.

**Q. I am unable to login for making payment or generating challan/ receipt from the portal.**

A. Make sure, you are using the exact 15 digit Unique ID number and DOB as mentioned in the challan copy.

**Q. What are the modes of payment through online mode?**

A. All major commercial Banks' Internet Banking, Debit Cards, Credit cards



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**Q. I have made the fee payment through online mode and the amount has been debited from my account. But the receipt is being not generated.**

**A. Please wait for 2 days and open the link again to print the receipt again. If the problem persists, please mail your problem with your student Unique ID and Date of Birth to [kvhelpdesk@unionbankofindia.com](mailto:kvhelpdesk@unionbankofindia.com) .**

**Q. I have made the payment but my account has been debited twice, how and when I will get the refund?**

**A. Please wait for 3 to 4 working days, the amount will be credited to your account automatically. If not, please mail down your problem with your student Unique ID, Date of Birth and transaction details to [kvhelpdesk@unionbankofindia.com](mailto:kvhelpdesk@unionbankofindia.com)**

**Q.I have made payment Online/offline in previous quarter. Can I change my mode of payment in next quarter?**

**A. Yes, you can change the mode of payment as per your convenience every time you pay fees.**

#### **Payment of Fee through Mobile Banking**

**Q. Who can pay fees through mobile banking mode?**

**A. Any student/ parents having any bank's mobile banking application installed in their smart phone and having proper mPIN, can pay the fee through mobile banking.**

**Q. Which bank's mobile banking to be used for making payment?**

**A. Any Bank's mobile banking can be used.**

**Q. From where to download mobile banking application?**

**A. For android phones download mobile banking application from the Bank's website or Play store. For Windows phones download mobile banking application from the Bank's website or Store**

**Q. What are the steps involved in making fee payment through Mobile banking:**

1. Ensure your bank's mobile banking application is installed in your smart phone & you have the proper mPIN from your Bank
2. Go to IMPS - P2M option
3. Enter your mPIN
4. Enter Beneficiary (KVS) Mobile No. 9868577463 & MMID No. 9026963
5. Enter the exact fee amount as mentioned in the challan in "Amount" field (applicable till 15<sup>th</sup> of fee collection month)
6. Enter the exact student's Unique ID No. in "Reference" field
7. Click on "Submit"

**Q. What is to be inserted in the "Enter Amount" field?**

**A. The exact fee amount as mentioned in the fee challan, if you are making payment between 1<sup>st</sup> to 15<sup>th</sup> of the fee collection month. In case, you are making payment between 16<sup>th</sup> to last date of the month, please check the exact amount of total fee payable inclusive of late fine as applicable on the fee by Logging in to the link provided on Union Bank of India website i.e.**



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[www.unionbankofindia.co.in](http://www.unionbankofindia.co.in) or Kendriya Vidyalaya Sangathan website i.e. [www.kvsangathan.nic.in](http://www.kvsangathan.nic.in) or from your school and then enter it in the blank field.

**Q. What is to be entered in the "Reference" field?**

A. Exact Unique Id of the student

**Q. How to obtain receipt after making payment through mobile banking?**

A. You can print the receipt by Logging in to the link provided in Union Bank of India website i.e. [www.unionbankofindia.co.in](http://www.unionbankofindia.co.in) or Kendriya Vidyalaya Sangathan website i.e. [www.kvsangathan.nic.in](http://www.kvsangathan.nic.in) using student's unique ID and D.O.B

#### **Questions Related to FEE Receipt**

**Q. How to obtain receipt after payment through online Banking or Mobile Banking?**

A. You can print the receipt by Logging in to the link provided in Union Bank of India website i.e. [www.unionbankofindia.co.in](http://www.unionbankofindia.co.in) or Kendriya Vidyalaya Sangathan website i.e. [www.kvsangathan.nic.in](http://www.kvsangathan.nic.in) using student's unique ID and D.O.B

**Q. How to claim for reimbursement in case I make payment through online mode?**

A. You can print the receipt by logging in to the link provided in Union Bank of India website i.e. [www.unionbankofindia.co.in](http://www.unionbankofindia.co.in) or Kendriya Vidyalaya Sangathan website i.e. [www.kvsangathan.nic.in](http://www.kvsangathan.nic.in) using your student unique ID and D.O.B

**Q. The challan indicates my school fees as Nil. Do I need to visit a UBI branch to get a stamped receipt?**

A. No

**Q. Can I generate Fee receipt for previous quarter?**

A. You can print the receipt by Logging in to the link provided in Union Bank of India website i.e. [www.unionbankofindia.co.in](http://www.unionbankofindia.co.in) or Kendriya Vidyalaya Sangathan website i.e. [www.kvsangathan.nic.in](http://www.kvsangathan.nic.in) using student's unique ID and D.O.B and select the required quarter from the drop down list

**Q. When I tendered the challan copy in front of Bank official the fee amount asked for payment was more than that mentioned in the challan copy**

A. If you are paying fee after 15<sup>th</sup> of the fee collection month (i.e. from 16<sup>th</sup> to last date of the month), fee amount asked by the bank official may be inclusive of late payment fine which is not reflected in your challan copy. If the discrepancy in the amount is other than the above, please consult your school for the same.



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