



St. Columba's School

1, Ashok Place, New Delhi, 110001

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15th August 2022

Dear Parents/Guardians,

Independence Day greetings to each one of you.

We are pleased to inform you, on this special day, that St. Columba's School has initiated the use of Franciscan Solutions Pvt. Ltd. e-Care Services, accompanied by their e-Care Pro App. In a month's time, we are hopeful that this will replace the Redox system. The Application is available on all Android and iOS Smartphones by entering 'e-Care Pro' in Google Play Store or Apple iStore. The icon image is alongside.



After installation, login by using the School Code 'SCSDEL' and the username & password that will be sent to your registered mobile number by SMS. In case you face any issues or do not receive the message, please contact the e-Care Team who will assist you on working days. The contact details are: Mr. Ankit: 7428068618 / 9999661140 & Mr. Deepak: 9880816349. Email: ecare@stcolumbas.edu.in

Kindly note that we are in the process of updating and building our App and this work is not yet complete. As a result, we request your patience as we continue to add further details and features that you will be able to benefit from/access in the near future. If any discrepancies are noticed regarding the details of your child, communicate with the team to make required changes. Please note that information has been migrated from Redox to the e-Care Pro App.

FEE COLLECTION WILL CONTINUE THROUGH REDOX FOR NOW, UNTIL WE MAKE THE SHIFT TO RECEIVING FEES THROUGH THE e-CARE APP. PARENTS WILL BE INFORMED WHEN THIS SHIFT IS DONE.

To be on the safe side, it is my request that you download information from Redox pertaining to your son from the present year as well as from the past if data is available (e.g., Fee Receipts, Report Cards, CRC, etc.). We will try to ensure that we do not miss out on anything but mistakes do arise and we request your patience whilst they are rectified.

It is my hope that Franciscan Solutions Pvt. Ltd. will be able to provide good service to us in the future. The features available are tried and tested in other Christian Brother schools as well as other schools in and around Delhi, including our neighbours, CJM.

Lastly, since six other Christian Brother schools are also receiving services from Franciscan Solutions, they have graciously agreed to absorb a significant amount of initiating and setup cost. Further to that, with the negotiations we have had with the company and our Head Office, the amount that parents have already paid for Redox in the month of April will suffice and NO additional charges will be applicable for the remainder of the year.

With best wishes,

Br. Robert Fernandes

PRINCIPAL
ST. COLUMBA'S SCHOOL
NEW DELHI-110001



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