

**BSNL**

**Centralized Web Self-care**

**User Manual**

**September 2016**



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# 1. Functional Requirements

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In this section, the functional requirements are analysed in detail.

## 1.1. Registering and Logging In

Users can register with CWSC using the following parameters:

- Landline Number
- Mobile Number
- Email ID

**Note:** Email will be used as a username to log on to CWSC application.

The application has the following features:

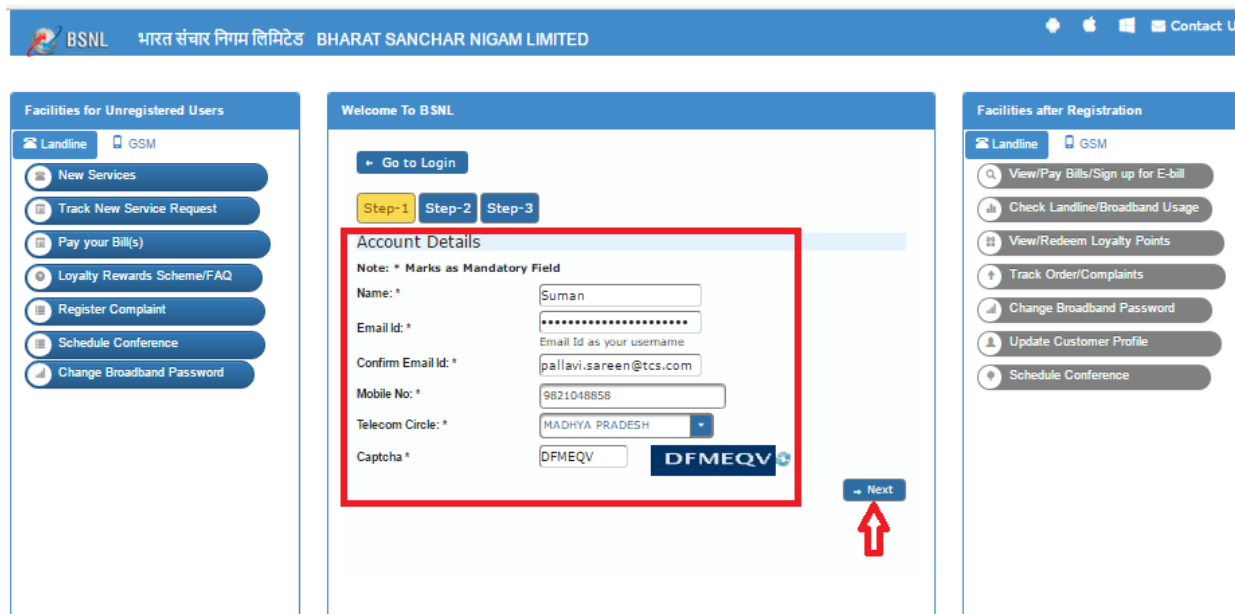
- Mobile number and Email Id are mandatory for sending One Time Password (OTP) and other notifications/communications to the users.
- Existing WSC users and new users can validate and update their Mobile Number and Email ID at the time of registration.
- The newly entered or updated mobile numbers and email Ids will be captured and sent to CRM as a service request for update. CRM would process the request and cascade it to downstream systems for update.

### 1.1.1. Registering New Users

- Open CWSC portal. The Welcome page displays.
- On clicking SignUp button, user will be redirected to the register page, where new users can register in CWSC application by using an email id and mobile number that is not already registered in the application.



- User needs to enter Name, Email id, Confirm email id, Mobile Number, Captcha, Telecom circle and click on “Next” button.



- After clicking on “Next”. A four digit OTP is sent to the registered mobile number.
- Enter the OTP received in the **OTP** field. An error message appears of the OTP is invalid or has expired.
- Click **Resend OTP** to resend the OTP, if required.

The screenshot shows the 'Welcome To BSNL' page during the registration process. It features a progress bar with three steps: Step-1, Step-2 (highlighted), and Step-3. Below the progress bar, the 'OTP Details' section is visible, including an 'OTP' field with a red box around it and a 'Resend OTP' link. A red arrow points from the OTP field towards the 'Next' button.

- Enter **Password**. Provide a strong password as per password policy (that is, password should be minimum eight characters and should contain alphanumeric characters).
- Enter password in the **Confirm Password** field. Ensure that the password entered matches with the password entered in the **Password** field.

The screenshot shows the 'Welcome To BSNL' page during the registration process. It features a progress bar with three steps: Step-1, Step-2, and Step-3 (highlighted). Below the progress bar, the 'Set Password' section is visible. It includes a 'Note' section with instructions on password requirements and a 'Dear Sir/ Madam' message. There are two input fields: 'Password: \*' and 'Confirm Password: \*', both highlighted with a red box. A red arrow points to the 'Submit' button.

- Click **Submit**. A verification link is sent to the user's email id. After successful verification of email id, user is able to log on to the CWSC application through that email id.

**Dear Customer**

Thanks for signing up!

**Note: Dear Sir/Madam, Your Email Id: garg.mohit3@tcs.com will be username to login on CWSC.**

Your account has been created successfully on BSNL Central Web Self Care Portal.

Please use the following link to verify your email to activate your account.

<http://10.196.219.31:8330/tungsten/UI/facelets/verifyEmail.xhtml?email=garg.mohit3@tcs.com&hash=251bd0442dfcc53b5a761e050f8022b8>

After successful verification, your account will be activated.

Note: This link is valid for **24hrs** after successful registration.

Warm Regards,

 Bharat Sanchar Nigam Limited

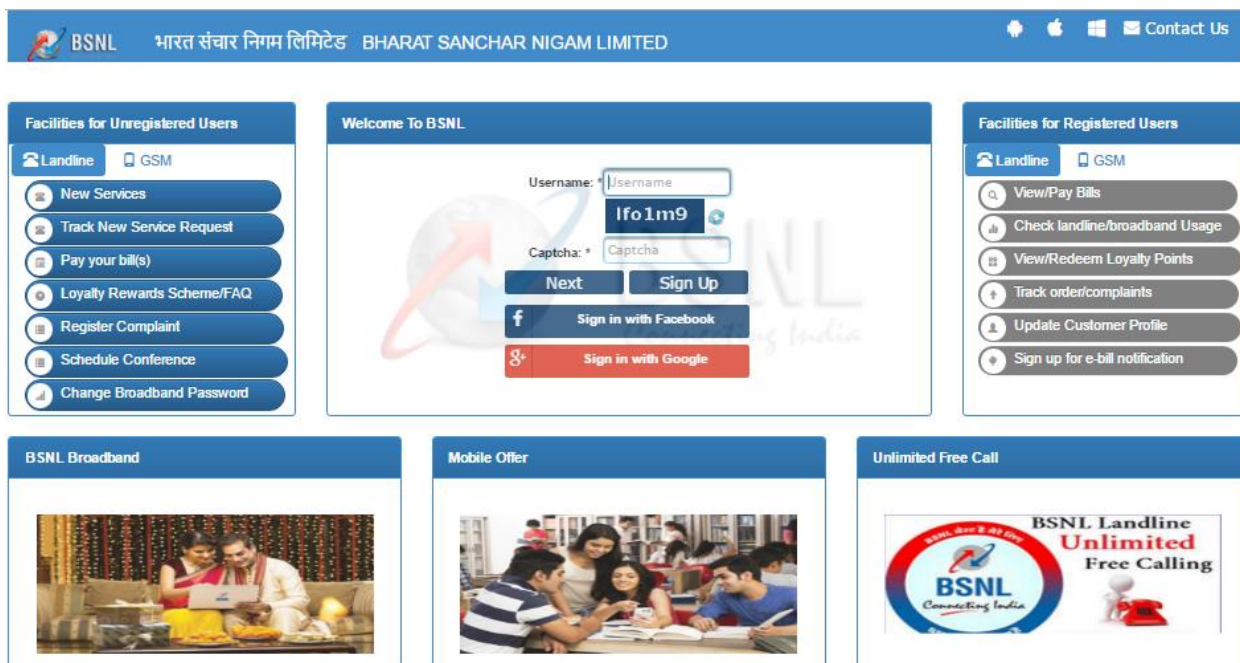
## 1.1.2. Registering an Existing WSC User

Existing WSC users need to register again with CWSC application with their username and landline number.

The users with duplicate usernames due to the consolidation of user data from all four zones into a common database, need to change their username.

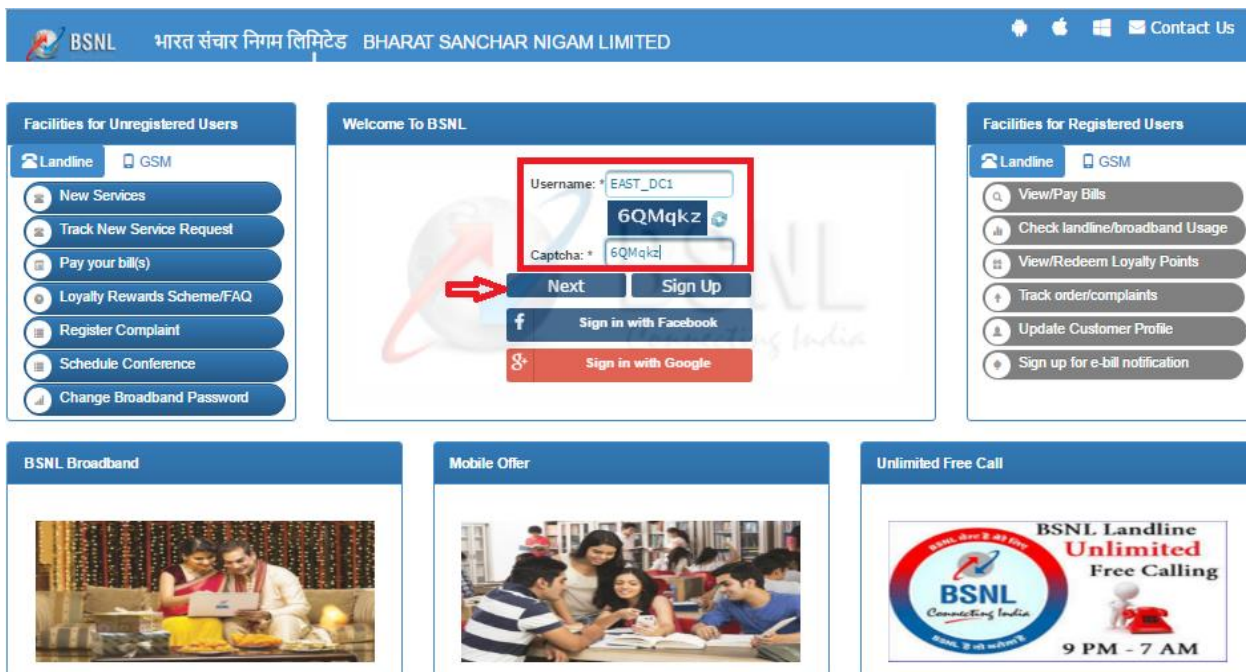
A WSC registered user performs the following steps:

- Open CWSC portal. The Welcome page displays.

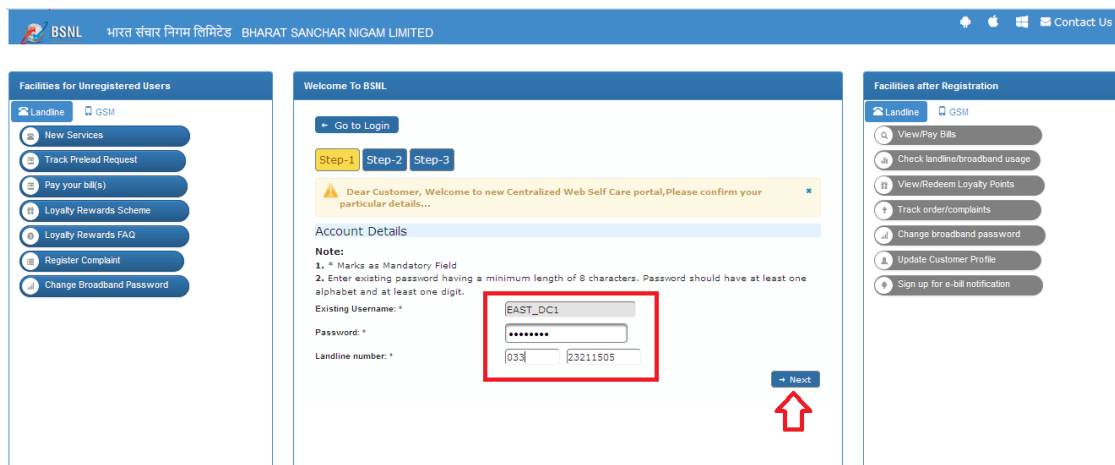


- Enter the **Username and Captcha** and click **Next**. Registration page appears where WSC user can register.





- Provide the following **Account** details:
  - Existing Username (Username will auto populate)
  - Enter Landline Number (in form of STD code and number)
  - Password: Enter correct WSC password



- Provide the following **Contact** details like email id and mobile number.

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Facilities for Unregistered Users

- Landline GSM
- New Services
- Track Prelead Request
- Pay your bill(s)
- Loyalty Rewards Scheme
- Loyalty Rewards FAQ
- Register Complaint
- Change Broadband Password

Welcome To BSNL

Go to Login

Step-1 Step-2 Step-3

Contact Details

Note:  
Email Id will be username now onwards to login with central wsc

Existing Email Id: \* NA

New Email Id: \* [redacted]

Confirm Email Id: \* pallavi.sareen@tcs.cor

Mobile Number: \* 9855633235

Back Next

Facilities after Registration

- Landline GSM
- View/Pay Bills
- Check landline/broadband usage
- View/Redeem Loyalty Points
- Track order/complaints
- Change broadband password
- Update Customer Profile
- Sign up for e-bill notification

- Enter a valid 4 digit OTP. OTP is invalid or expired, then it will display an error message.
- Click **Resend OTP** to resend the OTP, if required.

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Facilities for Unregistered Users

- Landline GSM
- New Services
- Track Prelead Request
- Pay your bill(s)
- Loyalty Rewards Scheme
- Loyalty Rewards FAQ
- Register Complaint
- Change Broadband Password

Welcome To BSNL

Go to Login

Step-1 Step-2 Step-3

Dear Customer, OTP is sent on your Mobile.

Validate OTP

OTP: \* [redacted] Resend OTP

Submit Back

Facilities after Registration

- Landline GSM
- View/Pay Bills
- Check landline/broadband usage
- View/Redeem Loyalty Points
- Track order/complaints
- Change broadband password
- Update Customer Profile
- Sign up for e-bill notification

- Click **Submit**. A verification link is sent to the user's email id. After successful verification of email id, user is able to log on to the CWSC application through that email id.

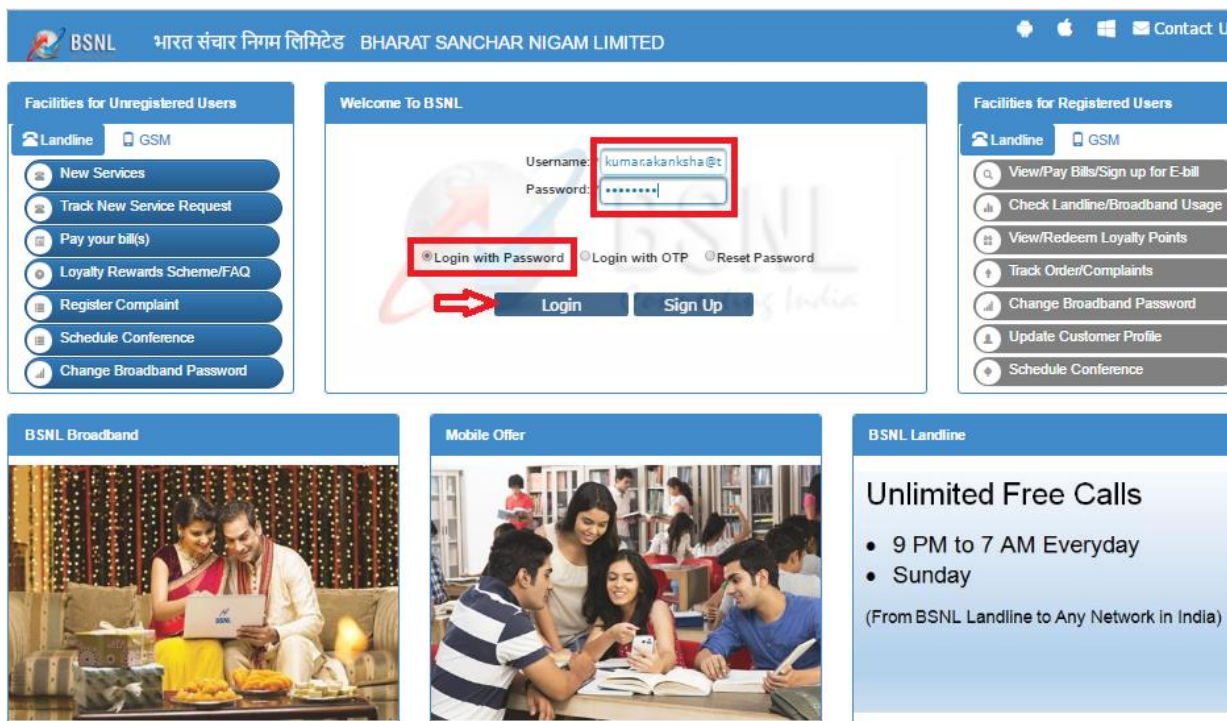
### 1.1.3. Logging In

On the Welcome page, registered user enters the **Username** and **Captcha** and clicks "**Next**".



1. Login with password

- User can login with the password already set. Enter password and click on login.



## 2. Login with OTP

- If user wants to login with OTP, user needs to select **Login with OTP** option, will display the below page An OTP will be sent to the registered mobile and email Id (same for both) for the user to login.

The screenshot shows the BSNL login interface. At the top, the header includes the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. The main content area is titled 'Welcome To BSNL' and contains a message: 'Dear Customer, OTP is sent on your Mobile.' Below this, there is a login form with the following fields and options:

- Username: kumarakanksha@t
- OTP: \* (masked with dots)
- Radio buttons:  Login with Password,  Login with OTP,  Reset Password
- Buttons: Login, Sign Up

The 'Login with OTP' option is highlighted with a red box, and a red arrow points to the 'Login' button. The page also features sidebars for 'Facilities for Unregistered Users' and 'Facilities for Registered Users', and promotional banners for 'BSNL Broadband', 'Mobile Offer', and 'BSNL Landline'.

- Enter OTP and click on Login

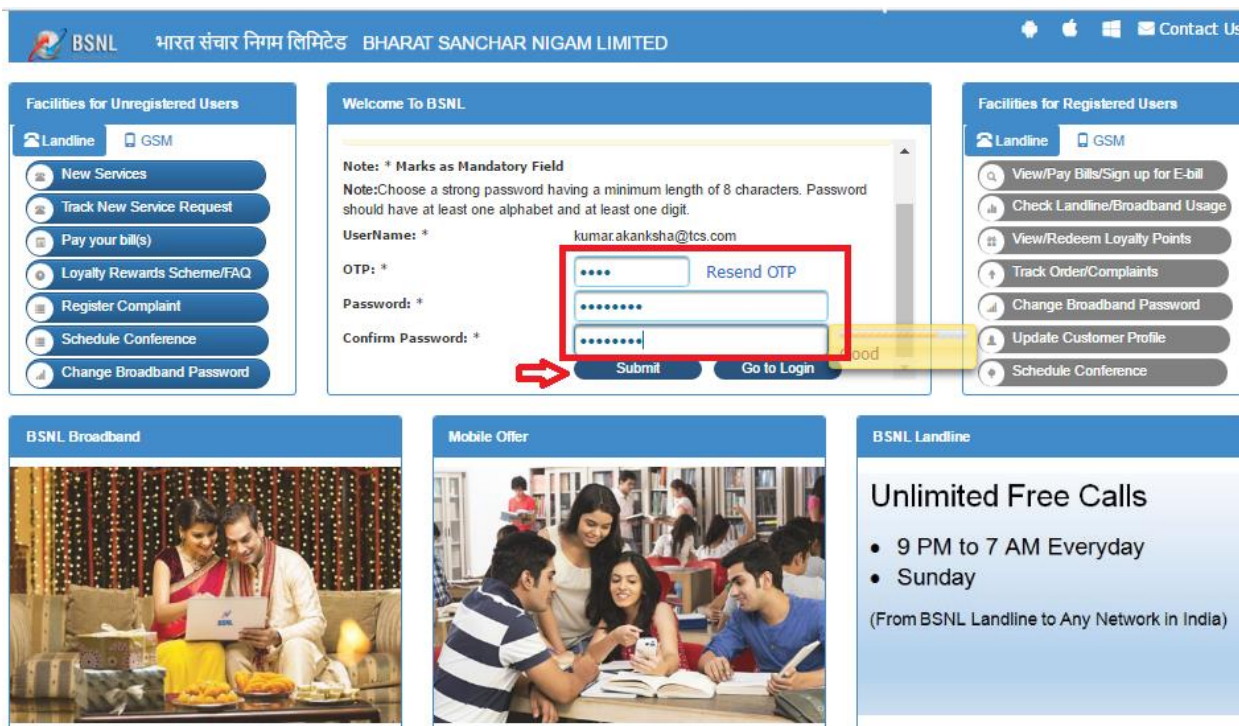
Note: If user clicks **Login with OTP** more than three times within five minutes

## 3. Reset Password

To reset password user needs to select “ **Reset Password**” option .



- After selecting “Reset Password” reset password page will be displayed where user has to provide the OTP, new password and confirm password, and click **Submit**.



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- If there is no validation error, a message **password has been reset successfully** will appear, otherwise an error message will be displayed. After successfully resetting the password, user will be redirected to the login page.



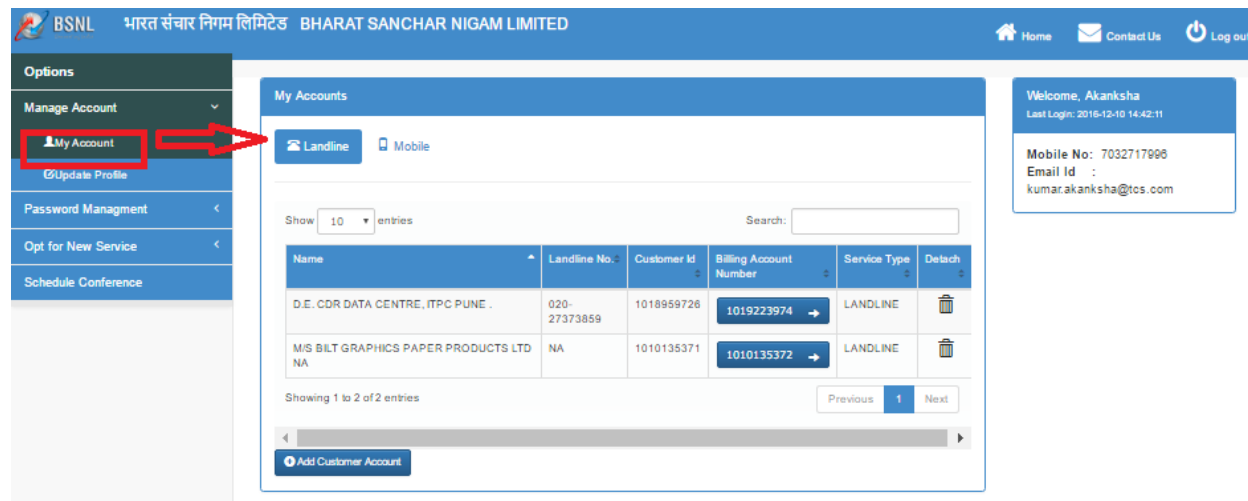
## 1.2. Linking Accounts

After successful registration and login, the user will be redirected to the **Account Linking** homepage where the following two tabs will be available:

- **Landline tab:** The tab displays the list of Landline/Broadband connections owned by the customer along with the corresponding Billing Account Number (BA) and Customer Account Number (CA).
- **Mobile tab:** The tab displays the list of Prepaid/Postpaid mobile connections owned by the customer along with corresponding Mobile Number and Account Number.

The following options are available on the homepage:

- Add Account (Landline/Broadband)
- Add Account (Mobile)
- Detach Account



### 1.2.1. Adding a Landline/Broadband Account

On **My Account** page, click on “**Add Customer Account**” button it will be shown the below page:

The screenshot shows the BSNL user interface. At the top, there is a navigation bar with the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. On the right side of the navigation bar, there are links for 'Home', 'Contact Us', and 'Log out'. Below the navigation bar, there is a sidebar with 'Options' and a list of menu items: 'Manage Account', 'Password Management', 'Opt for New Service', and 'Schedule Conference'. The main content area is titled 'My Accounts' and has two tabs: 'Landline' and 'Mobile'. Below the tabs, there is a search bar and a table of accounts. The table has columns for 'Name', 'Landline No.', 'Customer Id', 'Billing Account Number', 'Service Type', and 'Detach'. There are two entries in the table. Below the table, there is a 'Showing 1 to 2 of 2 entries' message and 'Previous' and 'Next' buttons. At the bottom of the 'My Accounts' section, there is a red box around the 'Add Customer Account' button, with a red arrow pointing to it.

- To add normal landline account, select **Connection** as **Landline**, **Customer Category** as **Normal**, enter valid **Customer Id**, **Billing Account Number**, **landline Number** with proper **STD code** and click on **Next** button.

The screenshot shows the 'Add Accounts' form. The form is divided into three steps: Step-1, Step-2, and Step-3. Step-1 is active. The form contains the following fields:

- Select Connection:** \* Landline (dropdown menu)
- Select Customer Category:** \* Normal (dropdown menu)
- Customer Id:** \* 10 Digit Customer Id (text input field with a question mark icon)
- Billing Account number:** \* 10 Digit Billing Account Number (text input field with a question mark icon)
- Landline number:** \* STD Code | Number (text input field)

At the bottom right of the form, there is a red box around the 'Next' button, with a red arrow pointing to it.

- To add estapling landline account, select **Connection** as **Landline**, **Customer Category** as **Estapling**, enter valid **Customer Id**, **Billing Account Number** and click on **Next** button.

**Case 1** : If there is no any mobile number associated to Landline Account details in CRM, a pop up will be displayed to user.

The screenshot displays the 'Add Accounts' interface in a CRM system. It features a 'Step-1' indicator and a message: 'Please enter your customer id and billing account number corresponding to landline number for adding account.' Below this, there are several form fields: 'Select Connection: \*', 'Select Customer Category:', 'Customer Id: \*', 'Billing Account number: \*' (with value 9000144876), and 'Landline number: \*' (with values 040 and 24443008). A blue 'Next' button is visible at the bottom right. A modal dialog titled 'Update Mobile Number' is overlaid on the form, containing the text: 'Dear Customer, We do not have valid mobile number. Please visit nearest BSNL Customer Service Center to update mobile number. Click here to download form.' A red box highlights the link 'Click here to download form.' with a red arrow pointing to it.

- To update mobile number in CRM, download form by clicking on **Click here to download form** link.
- After downloading the form, fill the details and submit it to nearest BSNL customer care service center.
- Enter correct mobile number in **Confirm Mobile Number** textbox same as registered mobile number with **BSNL** and click on **Next** button.



**Add Accounts**

**Account Details**

Step-1 Step-2 Step-3

Kindly verify your registered mobile number.

Mobile Number: \* 94xxxxxx22

Confirm Mobile Number: \* Mobile Number

Back Next

**Case 2 :** If there is any mobile number associated to Landline Account details in CRM, user is directed to next step i.e. **Step 2**.

On confirming correct mobile number, OTP is sent to the mobile number which is valid for 10 min.

**Add Accounts**

OTP Delivered on Mobile No. +919491194222

**Account Details**

Step-1 Step-2 Step-3

**OTP Details**

OTP: \* 4 Digit OTP Resend OTP

Submit Back

- In case if OTP is expired or not delivered, click on **Resend OTP** link to get the OTP again.

The screenshot shows the 'Add Accounts' page. At the top, there is a notification: 'OTP Delivered on Mobile No.+919491194222'. Below this, the 'Account Details' section shows three steps: Step-1, Step-2, and Step-3. The 'OTP Details' section contains an 'OTP: \*' field with a placeholder '4 Digit OTP' and a 'Resend OTP' link. Below the field are 'Submit' and '← Back' buttons. A red box highlights the 'Submit' button, and a red arrow points to it from the right.

- On clicking submit button after entering correct OTP, landline account will be added to user's CWSC account.

### 1.2.2. Adding a Mobile Account

To add an account, user needs to click on **Add Customer Account** button.

The screenshot shows the BSNL user portal. The header includes the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. The main content area is titled 'My Accounts' and has tabs for 'Landline' and 'Mobile'. Below the tabs, there is a table with columns: Nick Name, Mobile Number, Account Number, Service Type, and Detach. The table contains one entry for Suman Singh with Mobile Number 9424949658 and Service Type PREPAID. At the bottom of the table, there is a red box around the 'Add Mobile Account' button, with a red arrow pointing to it from the right.

Nick Name	Mobile Number	Account Number	Service Type	Detach
Suman Singh	9424949658	NA	PREPAID	

- After clicking on Add Mobile Account, user will be redirected to Add Account page.

Add Accounts

Account Details

Step-1 Step-2

Note: \* Marks as Mandatory Field

Select Connection: \* Mobile

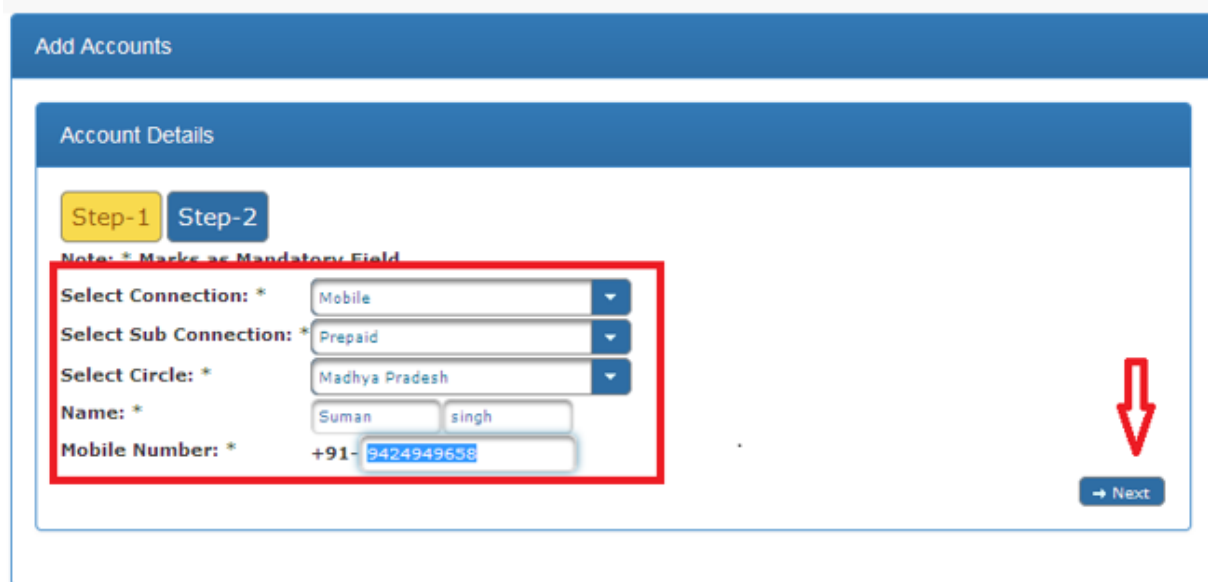
Select Sub Connection: \* Prepaid

Select Circle: \* Madhya Pradesh

Name: \* Suman singh

Mobile Number: \* +91- 9424949658

→ Next



- Select **Connection Type** as **Mobile**.
- Select sub connection (Prepaid/Postpaid).
- Select circle.
- Enter customer name.(In case of Prepaid user has to enter the name and in case of Postpaid he/she has to enter account number).
- Enter 10 digit mobile number and click **Next**.

**Add Accounts**

OTP Delivered on Mobile No.: 9424949658

**Account Details**

Step-1 Step-2

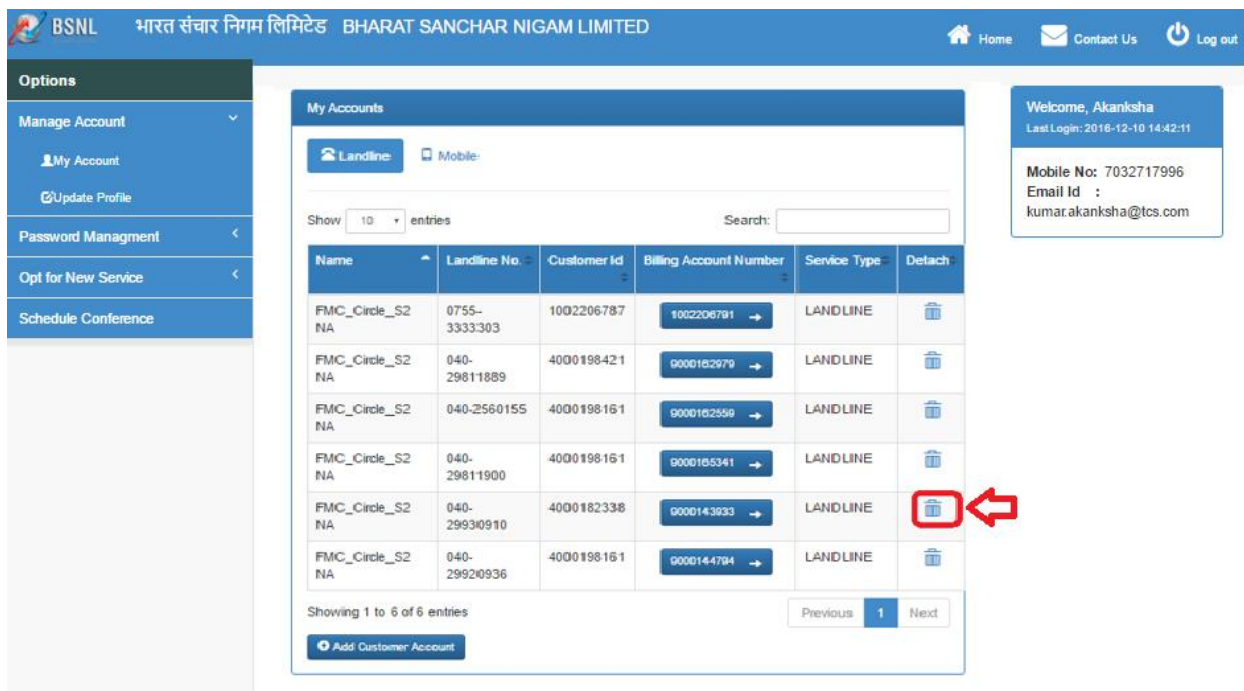
OTP: \*  Resend OTP

Submit ← Back

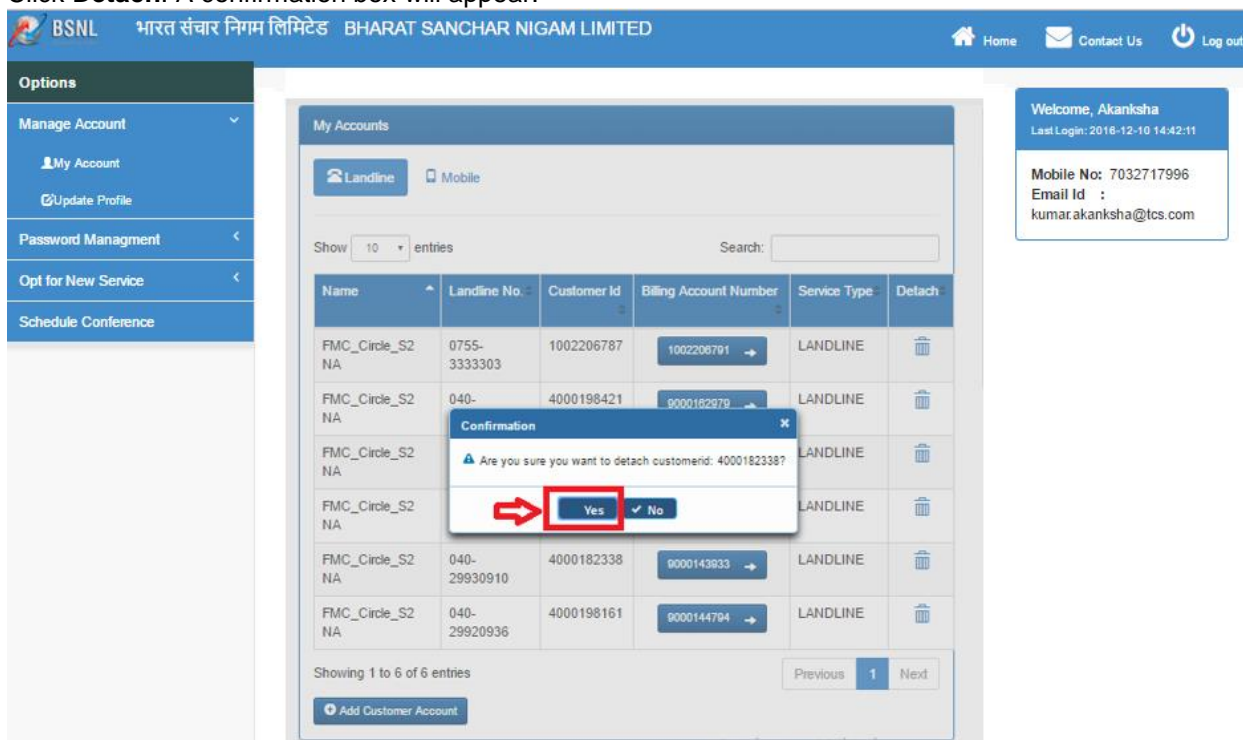
- Enter valid 4 digit OTP. If OTP is invalid or has expired, appropriate error message appears.
- Click **Resend OTP**, if required and click **Submit**.

### 1.2.3. Detaching an Account

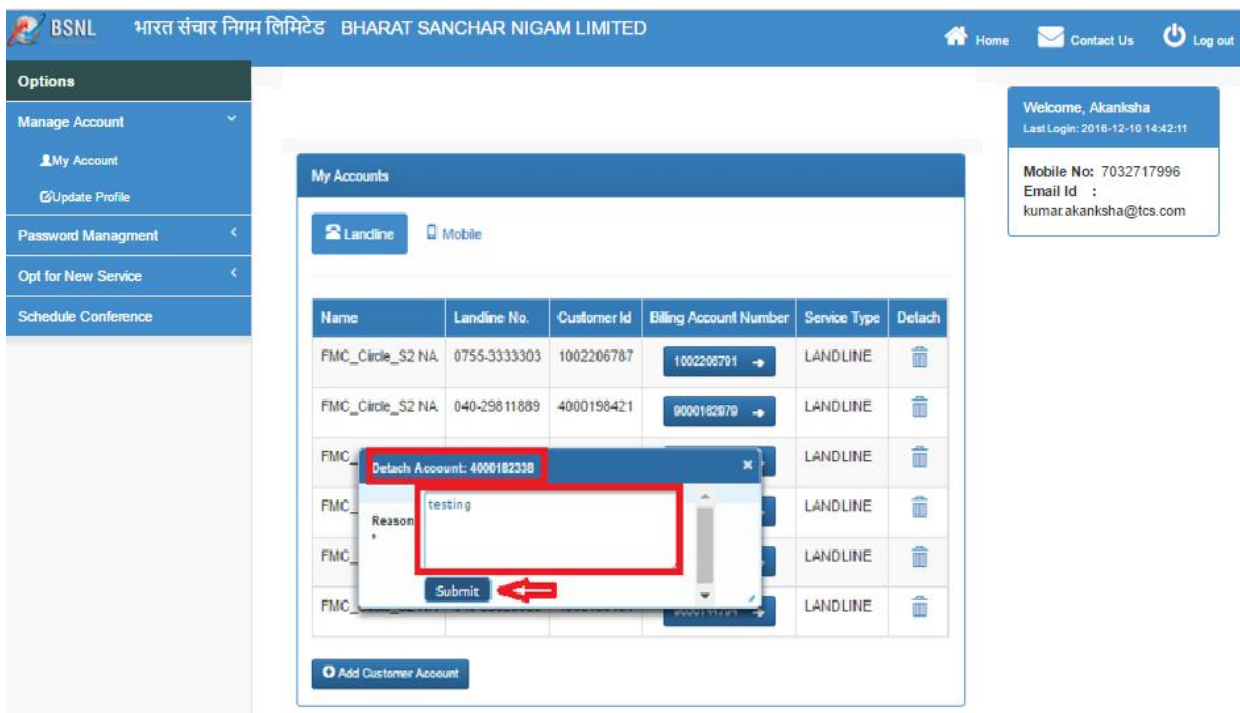
Detach option will be available only when more than one CA is available (In the screen where displayed the list of added account).



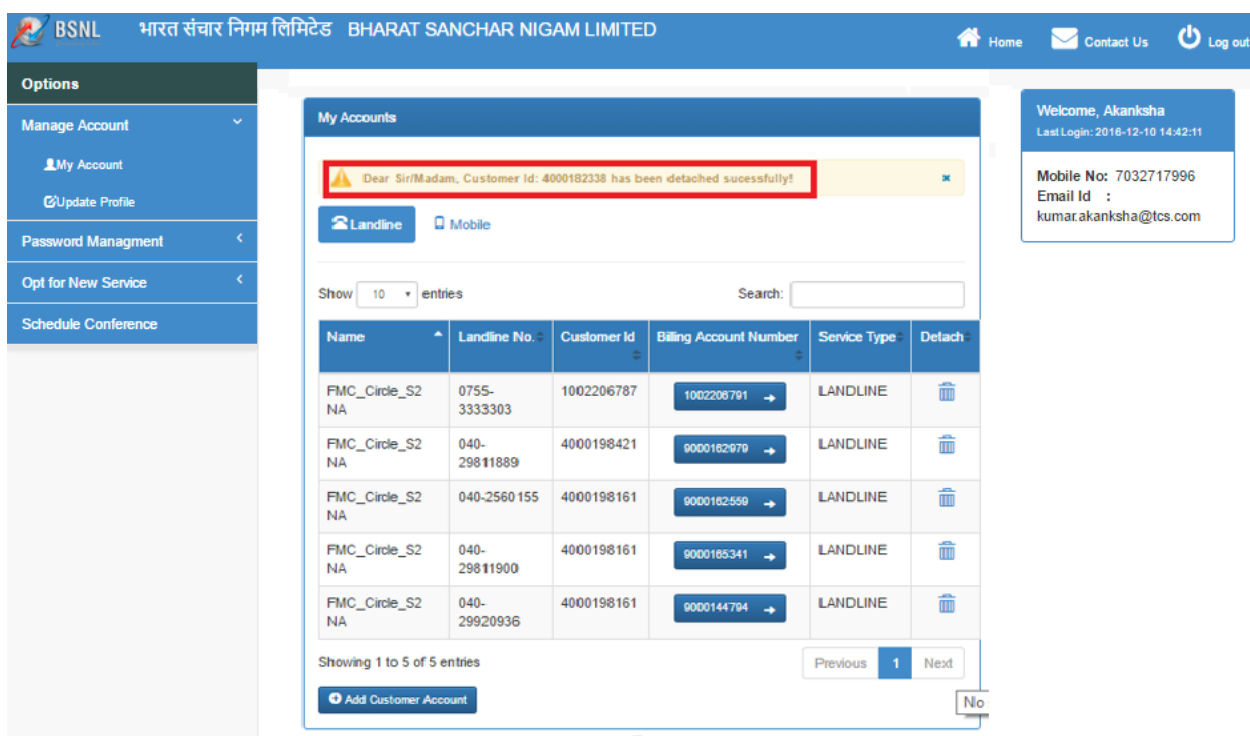
- Click **Detach**. A confirmation box will appear.



- Click on **“Yes”**. The system will ask the user to enter a reason (reason is mandatory).



- Click **Submit**. After successful detachment of the account, an appropriate success message will be displayed.



The left panel contains the Menu options and sub-menu appears on expansion as shown in the following table:

**Table 3: AccountLinking Menu**

Sr No.	Menu	Sub Menu
1	My Account	My Account
		Update Profile
2	Password Management	Change Password
3	Opt for new services	New Services

The right panel of the screen contains the following user information:

**Table 4: Customer Details on AccountLinking**

Sr. No.	User Information
1	Nick name
2	Email id
3	Mobile number
5	Last login time

### 1.3. Accessing My Account

The following two options appear on clicking **My Account** on the homepage:

- My Account
- Update Profile

#### 1.3.1. Accessing My Account

When the user clicks **My Account**, the user is redirected to the account linking homepage that displays the list of landline/broadband connections owned by the user along with the corresponding Customer Id, Billing Account Number, Landline Number, Service Type, Nickname, and Detach option in a tabular format.

#### 1.3.2. Updating Profile

User can update their profile details by clicks on **“Update Profile”** from the side menu (**My Account -- > Update Profile**). User can update the following details (Nickname, Mobile Number, Email ID and date of birth(Optional))

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Home Contact Us Log out

**Options**

Manage Account

My Account

**Update Profile**

Password Management

Opt for New Service

Schedule Conference

**Update Profile**

Name \* : Akanksha Kumar

DOB :

**Update Mobile number**

Mobile\* +91 \* : 7032717996 Edit

**Update Email Id**

E-Mail \* : kumarakanksha@tcs.com Edit

Submit

Welcome, Akanksha Kumar  
Last Login: 2016-12-10 11:44:57

Mobile No: 7032717996  
Email Id : kumar.akanksha@tcs.com

- To update name and date of birth(Optional) user needs to enter name and select date of birth and click on submit.

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Home Contact Us Log out

**Options**

Manage Account

My Account

**Update Profile**

Password Management

Opt for New Service

Schedule Conference

**Update Profile**

Name \* : Akanksha

DOB : 08/23/1992

**Update Mobile number**

Mobile\* +91 \* : 7032717996 Edit

**Update Email Id**

E-Mail \* : kumarakanksha@tcs.com Edit

Submit

Welcome, Akanksha Kumar  
Last Login: 2016-12-10 11:44:57

Mobile No: 7032717996  
Email Id : kumar.akanksha@tcs.com

**Mobile Number** – User needs to perform the following steps to update mobile number:



1. Click on Edit button.

The screenshot shows the 'Update Profile' page of the BSNL user interface. The page header includes the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. The navigation bar contains 'Home', 'Contact Us', and 'Log out' links. A left sidebar menu lists 'Options', 'Manage Account', 'Password Management', 'Opt for New Service', and 'Schedule Conference'. The main content area is titled 'Update Profile' and contains the following fields:

- Name \*: Akanksha
- DOB : 08/23/1992
- Update Mobile number section: Mobile\* +91 \* : 7032717996, Edit button (highlighted with a red arrow)
- Update Email Id section: E-Mail \* : kumarakanksha@tcs.com, Edit button
- Submit button

On the right side, a user information box displays: 'Welcome, Akanksha', 'Last Login: 2016-12-10 11:44:57', 'Mobile No: 7032717996', and 'Email Id : kumarakanksha@tcs.com'.

2. Enter a new mobile number and click **Verify**. OTP message is sent on user's mobile number.

The screenshot shows the 'Update Profile' page with the mobile number field updated to '9424949658'. The 'Verify' button is highlighted with a red arrow. The rest of the page layout, including the header, sidebar, and user information box, remains the same as in the previous screenshot.

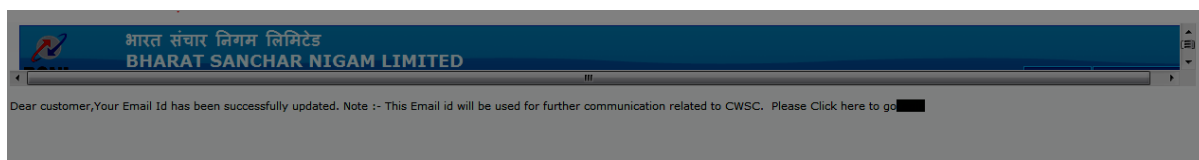
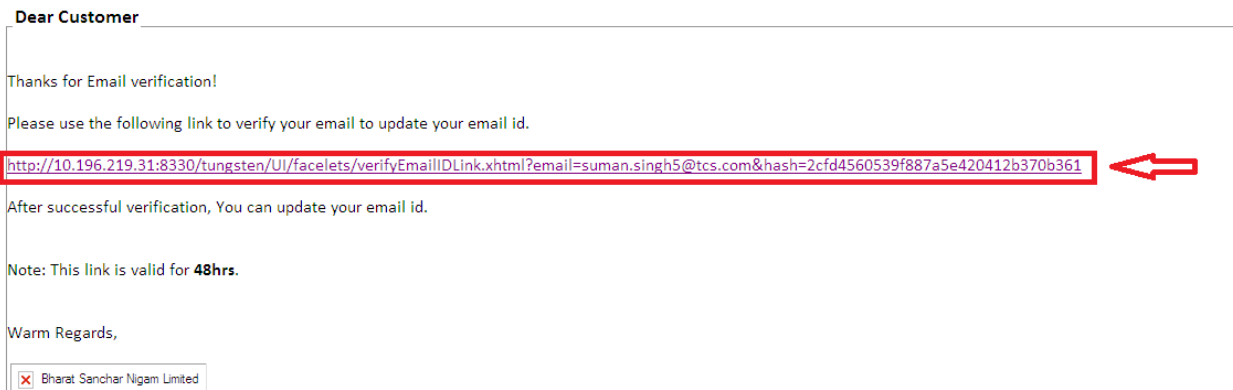
3. Enter the received valid OTP and click **Submit**. Mobile number will get updated and appropriate success message will be displayed.

**Email Id-** User needs to perform the following steps to update the Email id:

1. Click on Edit button.

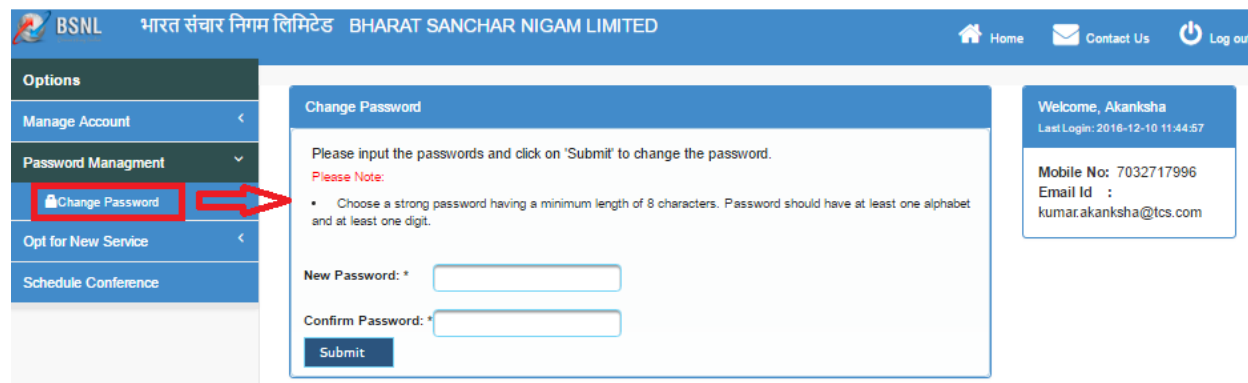
2. Enter a new email id and confirm email id and click **Verify**. (If entered mail id has been already verified, then an appropriate message conveying that the mail id is already verified and can be updated by clicking **Submit**, appears). A verification link is sent to the entered email id.

- Click on the verification link (within 48 hours). Email id is verified and an appropriate success message is displayed. A link to the login page is also displayed to the user, where user can click and navigate to the login page.



## 1.4. Change Password

When user clicks **Change Password** from the side menu (**Password Management > Change Password**), user will be redirected to the **Change Password** page, where user can change their CWSC password.



- Enter **Password**. Provide a strong password as per password policy (that is, password should be minimum eight characters and should contain alphanumeric characters).
- Enter password in the **Confirm Password** field. Ensure that the password entered matches with the password entered in the **Password** field.

- And click on “Submit”.

The screenshot displays the BSNL user portal interface. At the top, the header includes the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. Navigation links for 'Home', 'Contact Us', and 'Log out' are present. A left-hand menu titled 'Options' lists 'Manage Account', 'Password Management', 'Change Password' (highlighted with a red box), 'Opt for New Service', and 'Schedule Conference'. The main content area is titled 'Change Password' and contains the following text: 'Please input the passwords and click on 'Submit' to change the password.' Below this is a 'Please Note' section with a red asterisk and a bullet point: 'Choose a strong password having a minimum length of 8 characters. Password should have at least one alphabet and at least one digit.' There are two input fields: 'New Password: \*' and 'Confirm Password:'. Both fields contain masked characters (dots). A red box highlights the 'Submit' button, and a red arrow points to it. On the right side, a user profile box shows 'Welcome, Akanksha', 'Last Login: 2016-12-10 11:44:57', 'Mobile No: 7032717996', and 'Email Id : kumar.akanksha@tcs.com'.

## 1.5. Opting for New Services

The user can initiate various types of new services by inputting required data.

The users can raise requests for new services by clicking New Services form side menu (**Opt For New Services > New Service**).

- Enter all mandatory details. And click on submit.

**Apply for a New Connection**

**Note:**  
1. \* Marks as Mandatory Field  
2. Please Select State for the selection of Service Type

**Lead Details**

State: \*

District: \*

Service Type: \*

Channel of Approach: \*

**Your Personal Details**

Customer Name: \*

Mobile Number: \* +91

Email ID: \*  Example: abc@gmail.com

Landline number: \*   Example: 040 25262321

**Address Details**

Locality:

Sub Locality:

Address Line1:

Address Line2:


Address Line3:

Remarks:

[Home](#) [Submit](#) [Reset](#)

- After successful submission message will display with the pre-lead/Reference number.

Apply for a New Connection

 **Your request has been booked by BSNL with Pre-Lead/Reference Number: 13895049192 .BSNL Sales Team will get back to you, Thank You.** ✕

**Note:**

- \* Marks as Mandatory Field
- Please Select State for the selection of Service Type

Lead Details

State: \*

District: \*

Service Type: \*

Channel of Approach: \*

Your Personal Details

Customer Name: \*

Mobile Number: \* +91

Email ID: \*  **Example: abc@gmail.com**

Landline number:   **Example: 040 25262321**

On clicking **Billing Account Number**, the user is redirected to a screen with the following details:

**Table 1: Dashboard Menu**

Sr No	Left Panel Menu	Sub Menu
1	My Services	My Facilities
2	New Services	Request for a New Services Track My New Services
3	Modify Services	Change of Tariff Plan Change of Features Change BB Password

		Shift a Landline Track My Service Change
4	Register Complaints	Raise Billing Complaint Raise Technical Complaint Track My Complaints
5	Update Billing Profile	Bill Media Type Bill Statement Type Billing Address Update Billing Frequency Update Method Of Payment Track My Service Request
6	Bills & Payments	View Bills Make a Payment Payment History
7	My Usage	Landline Usage Broadband Usage
8	Manage Loyalty points	Redeem Loyalty Points Loyalty Redeem History
9	Account Profile	My Profile Edit Profile Change Password
10	Voluntary Closure	Voluntary Closure
11	Schedule Conference	Schedule Conference

Right panel contains the following user information:

**Table 5: Customer Details on Dashboard**

S No	User Information
1	Customer Id
2	Customer Name

3	Landline No
4	Mobile Number
5	Email Id
6	Account Type
7	Account Subtype
8	Preferred Comm. Method

## 1.6. Accessing My Services

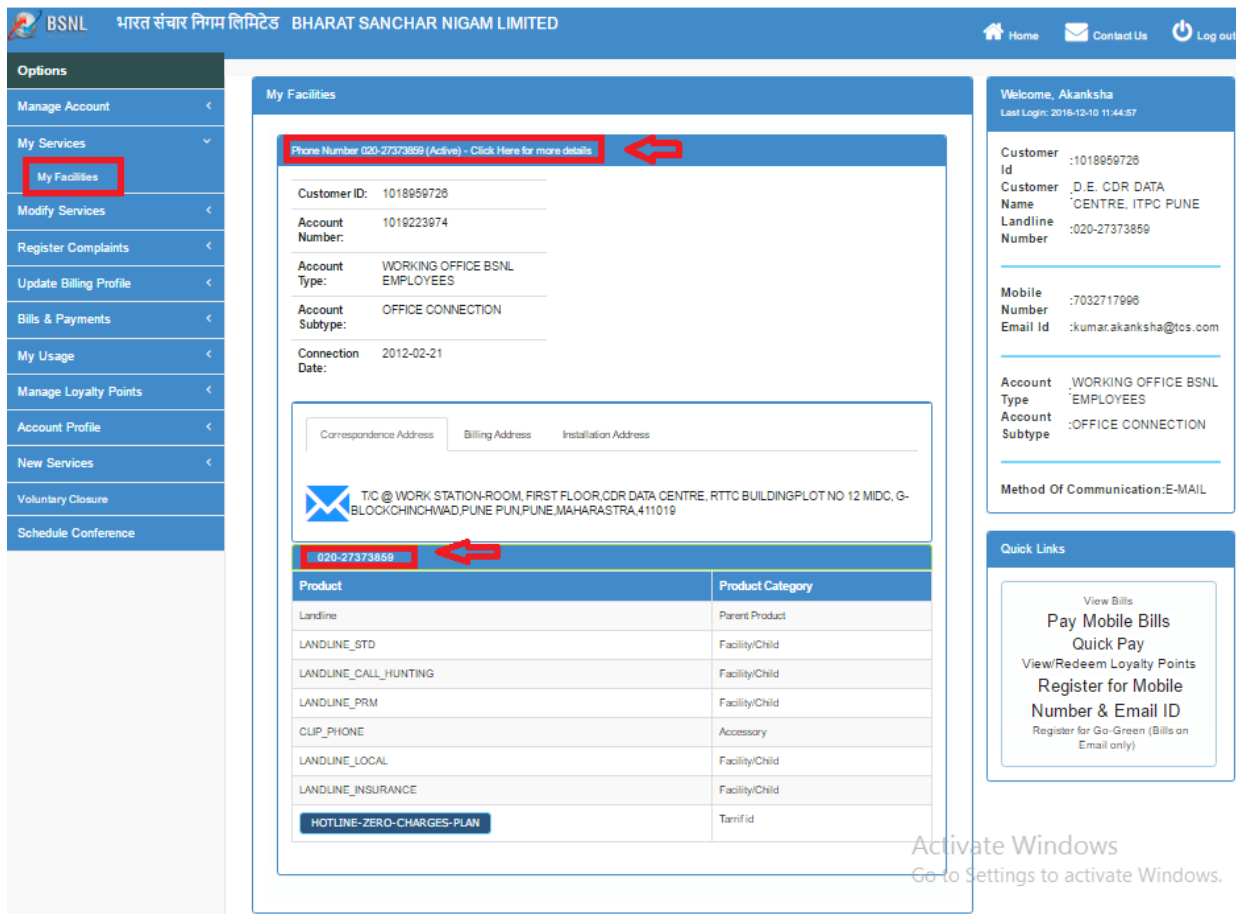
**My Services** tab includes the Landline Plan, Broadband Plan, Address Details (Correspondence address, Billing address, and Installation address), Plan Description, Facilities and Features present corresponding to the service id. Users can have a quick look on them.

- The user can view all the active facilities on a BA by clicking on my facilities from the side menu(My Services → My Facilities)

The screenshot shows the BSNL user portal interface. At the top, there is a header with the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. Navigation links for Home, Contact Us, and Log out are present. On the left, a vertical sidebar contains various options, with 'My Facilities' highlighted in a red box and an arrow pointing to the main content area. The main content area displays 'My Facilities' with a button for 'Phone Number 020-27373859 (Active) - Click Here for more details'. On the right, a user profile section for 'Akanksha' shows details like Customer Id, Name, Landline Number, Mobile Number, Email, and Account information. Below this is a 'Quick Links' section with options like 'View Bills', 'Pay Mobile Bills', and 'Register for Mobile Number & Email ID'.



- To view the particular details of the LL the user needs to click on the LL.



- To view the plan details the user needs to click on the plan button show in the figure :

The screenshot displays the BSNL user interface. The top navigation bar includes the BSNL logo, the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED', and links for Home, Contact Us, and Log out. A left sidebar menu lists various options, with 'My Facilities' highlighted in red. The main content area is titled 'My Facilities' and shows account information for phone number 020-27373859. A 'Plan Description' pop-up window is open, showing details for the 'FTTH LL - SV RES DE/CAO equivalent URBAN' plan, including 1050 free calls per month, a charge of 1Rs/Minute, and 0 rental per month. Below this, a table lists various products and their categories. The 'HOTLINE-ZERO-CHARGES-PLAN' is highlighted in red, with a red arrow pointing to it. On the right side, a 'Welcome, Akanksha' panel displays customer details and quick links for services like 'Pay Mobile Bills' and 'Quick Pay'.

**Options**

- Manage Account <
- My Services >
  - My Facilities**
- Modify Services <
- Register Complaints <
- Update Billing Profile <
- Bills & Payments <
- My Usage <
- Manage Loyalty Points <
- Account Profile <
- New Services <
- Voluntary Closure
- Schedule Conference

**My Facilities**

Phone Number 020-27373859 (Active) - Click Here for more details

Customer ID: 1018959728  
 Account Number: 1019223974  
 Account Type: WORKING OFFICE BSNL EMPLOYEES  
 Account Subtype: OFFICE CONNECTION  
 Connection Date: 2012-02-21

Correspondence Address: T/C@WORK S... BLOCKCHINCHY... IT NO 12 MIDC, G-

**Plan Description**

Plan Name	FTTH LL - SV RES DE/CAO equivalent URBAN
Free Calls	1050 Units Per Month
Charge	1Rs /Minute
Rental	0 Per Month

Product	Product Category
Landline	Parent Product
LANDLINE_STD	Facility/Child
LANDLINE_CALL_HUNTING	Facility/Child
LANDLINE_PRM	Facility/Child
CLIP_PHONE	Accessory
LANDLINE_LOCAL	Facility/Child
LANDLINE_INSURANCE	Facility/Child
<b>HOTLINE-ZERO-CHARGES-PLAN</b>	Tariff id

**Welcome, Akanksha**  
 Last Login: 2016-12-10 11:44:57

Customer Id :1018959728  
 Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
 Landline Number :020-27373859

Mobile Number :7032717998  
 Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE BSNL EMPLOYEES  
 Account Subtype :OFFICE CONNECTION

Method Of Communication:E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

## 1.7. New Services

In this section, the user can initiate various types of new services by inputting required data. For this the user needs to click on the 'Billing Account Number' under which you want to raise the New Service Request.

The screenshot displays the 'My Accounts' section of the BSNL user portal. It features a navigation menu on the left with options like 'Manage Account', 'Password Management', 'Opt for New Service', and 'Schedule Conference'. The main content area shows a table of accounts. The first table has two entries, with the first entry's 'Billing Account Number' (1019223974) highlighted by a red box and a red arrow. The second table shows a single entry for 'M/S BILT GRAPHICS PAPER PRODUCTS LTD' with a 'Billing Account Number' (1010135372) also highlighted by a red box. A 'New Services' button is visible in the top right corner of the main content area.

- After Clicking on the Billing Account Number it will be redirected to the concerned dashboard page. Then click on the “New Services” module.

### 5.7.1 Request for New Service

After Clicking on the “New Services” module select the option “Request for the New Service” from the dropdown.

The screenshot shows the BSNL user portal interface. The top navigation bar includes the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. The left sidebar contains a list of options, with 'New Services' highlighted in a red box and an arrow pointing to the 'Request for a New Services' option. The main content area displays the 'New Service Request' form, which includes a note about mandatory fields, dropdown menus for 'Service Type' and 'Installation Address', a text input field for 'Lead Name/Remarks' (with a 30-character limit), and a dropdown for 'Usage Code'. The form has 'Submit' and 'Reset' buttons. The right sidebar shows a welcome message for 'Akanksha' and a list of user details including Customer ID, Name, Landline Number, Mobile Number, and Email ID. Below this is a 'Quick Links' section with buttons for 'View Bills', 'Pay Mobile Bills', 'Quick Pay', 'View/Redeem Loyalty Points', 'Register for Mobile Number & Email ID', and 'Register for Go-Green (Bills on Email only)'.

- After Clicking on the “Request for the New Services” option, select and enter all the details such as Installation Address, Service Type, Usage Code and enter the remarks and finally click on the “submit” button.

BSNL भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED

Home Contact Us Log out

**Options**

- Manage Account <
- My Services <
- Modify Services <
- Register Complaints <
- Update Billing Profile <
- Bills & Payments <
- My Usage <
- Manage Loyalty Points <
- Account Profile <
- New Services >
  - Request for a New Services**
  - Track My New Services
- Voluntary Closure
- Schedule Conference

**New Service Request**

Note: \* Marks as Mandatory Field

Service Type:\* Landline & Broadband

Installation Address\* T/C @ WORK STATION-ROOM

LandLine

Lead Name/Remark:\* (Lead Name/Remarks should be unique.)

22 characters remaining.

Usage Code:\* Residential

Submit Reset

Welcome, Akanksha  
Last Login: 2016-12-10 12:16:15

Customer Id :1018959726  
Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717998  
Email Id :kumar.akanksha@tcs.com

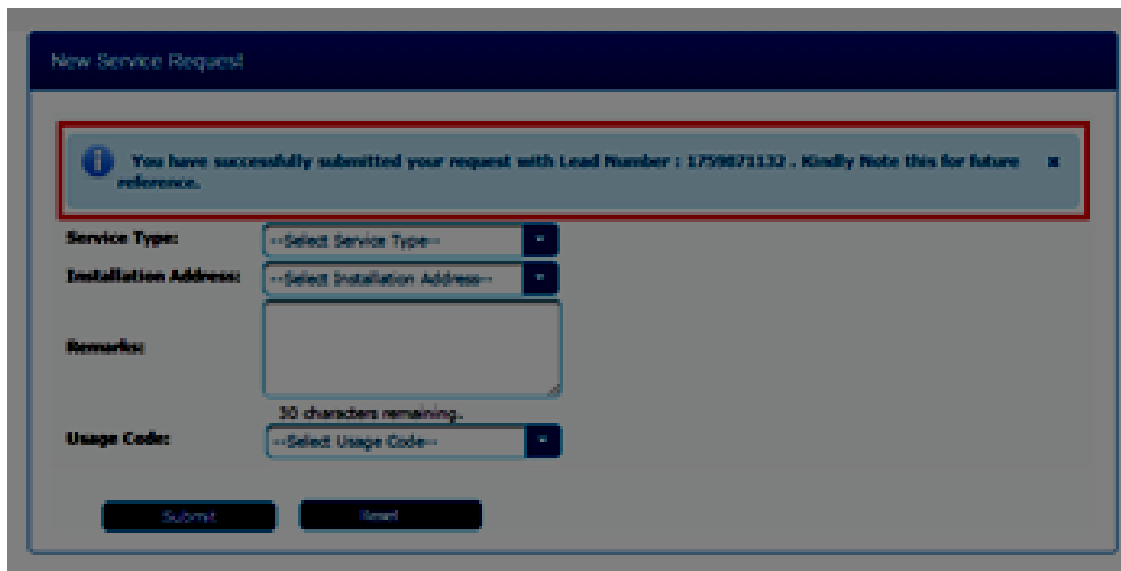
Account Type :WORKING OFFICE BSNL EMPLOYEES  
Account Subtype :OFFICE CONNECTION

Method Of Communication:E-MAIL

**Quick Links**

View Bills  
Pay Mobile Bills  
Quick Pay  
View/Redeem Loyalty Points  
Register for Mobile Number & Email ID  
Register for Go-Green (Bills on Email only)

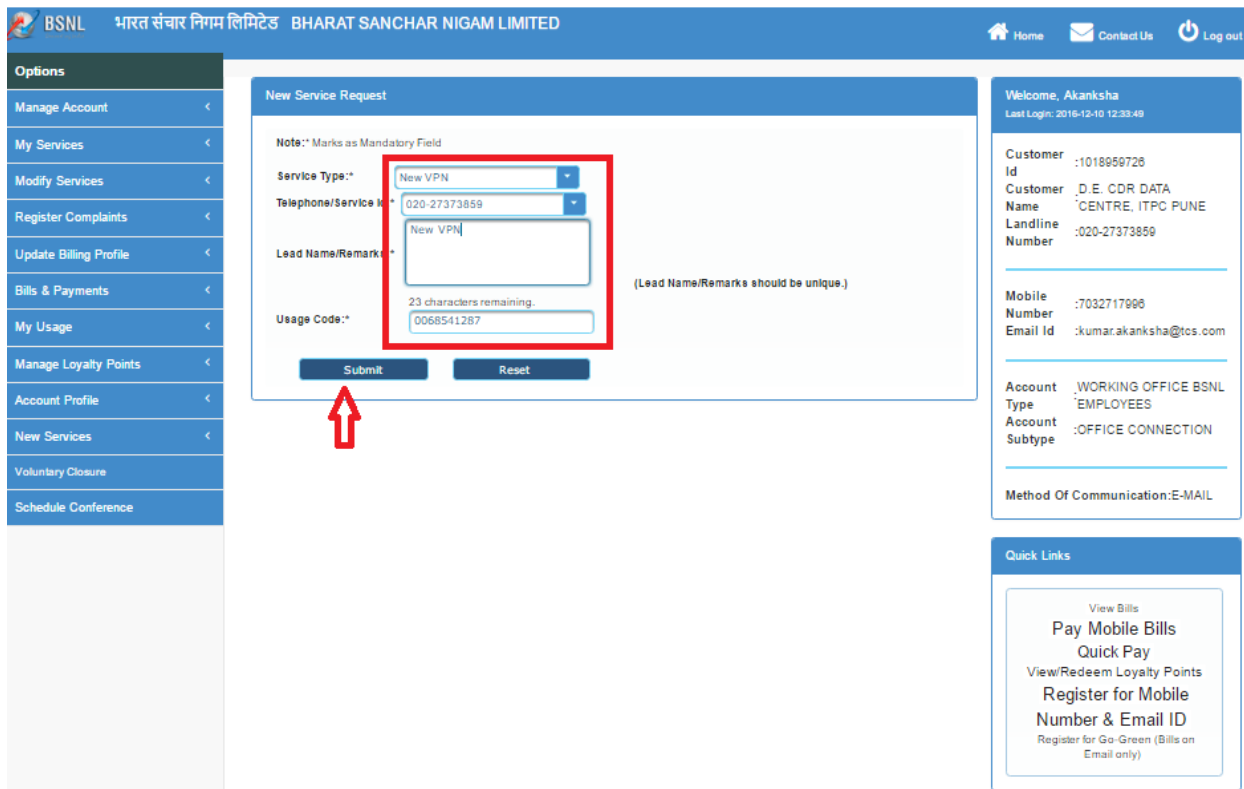
After Clicking on the “Submit” button a notification will be generated and displays the generated Lead Number.



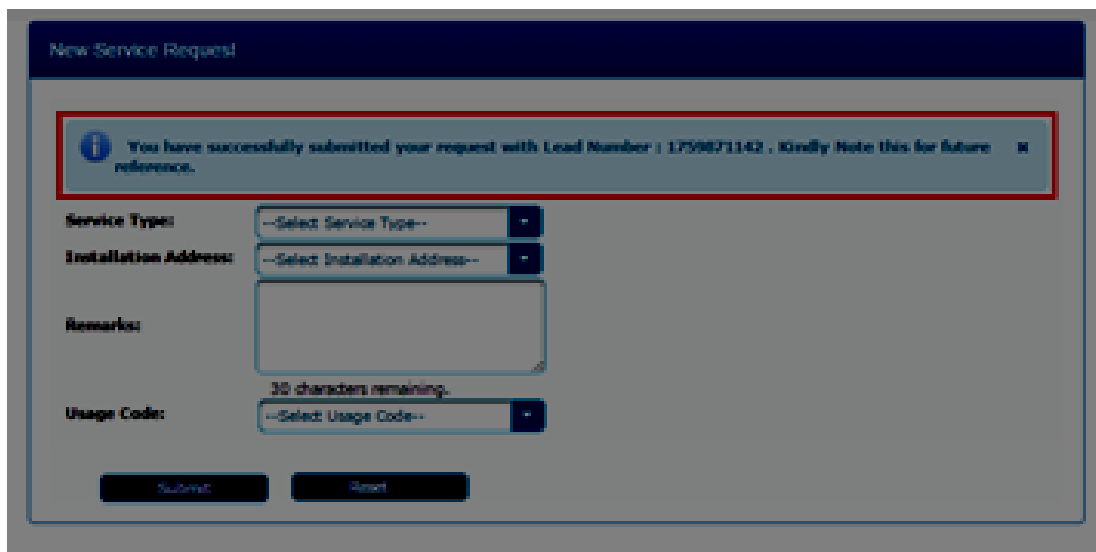
The screenshot displays a web form titled "New Service Request". At the top, a dark blue header contains the title. Below the header, a notification box with a red border and a blue information icon contains the text: "You have successfully submitted your request with Lead Number : 1759871132 . Kindly Note this for future reference." Below the notification, the form includes several input fields: "Service Type" with a dropdown menu showing "--Select Service Type--"; "Installation Address" with a dropdown menu showing "--Select Installation Address--"; "Remarks" with a text area; and "Usage Code" with a dropdown menu showing "--Select Usage Code--" and a character count of "30 characters remaining.". At the bottom of the form, there are two buttons: "Submit" and "Reset".

### 5.7.1 VPN (Virtual Private Network)

- Select “New VPN Connection” and fill the required details such as Service Type, Telephone/ Service Id and Remarks. After filling the details finally Click on the “Submit button”.



After Clicking on the “Submit” button a notification will be generated and displayed with Lead Number



### 1.7.1. Tracking New Services

User can Track the status of their New Services Request and previous requests. For this click on “Opt New Services “from the side menu (Opt for New Services → Track My New Services)

The screenshot displays the BSNL user portal interface. At the top, the header includes the BSNL logo, the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED', and navigation links for Home, Contact Us, and Log out. On the left, a vertical menu lists various options such as 'Manage Account', 'My Services', 'Modify Services', 'Register Complaints', 'Update Billing Profile', 'Bills & Payments', 'My Usage', 'Manage Loyalty Points', 'Account Profile', and 'New Services'. The 'New Services' section is expanded, showing 'Request for a New Services' and 'Track My New Services', with the latter button highlighted by a red rectangle and a red arrow pointing to it. The main content area features a 'New Service Request' form with fields for 'Service Type', 'Installation Address', 'Lead Name/Remarks', and 'Usage Code'. A note indicates that asterisks mark mandatory fields. The form includes 'Submit' and 'Reset' buttons. On the right side, a user profile section for 'Akanksha' displays personal and account details, including Customer ID, Name, Landline Number, Mobile Number, Email ID, Account Type, and Subtype. Below this is a 'Quick Links' section with buttons for 'View Bills', 'Pay Mobile Bills', 'Quick Pay', 'View/Redeem Loyalty Points', 'Register for Mobile Number & Email ID', and 'Register for Go-Green (Bills on Email only)'.

- After clicking on the “Track My New Services” button a table showing the status of the 'Service Requests' is displayed and we can track the status of the required New Service Request.



The screenshot shows the BSNL user portal interface. The top navigation bar includes the BSNL logo, the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED', and navigation icons for Home, Contact Us, and Log out. The left sidebar contains a menu with 'Options' (Manage Account, My Services, Modify Services, Register Complaints, Update Billing Profile, Bills & Payments, My Usage, Manage Loyalty Points, Account Profile) and 'New Services' (Request for a New Services, Track My New Services, Voluntary Closure, Schedule Conference). The 'Track My New Services' option is highlighted with a red box and a red arrow. The main content area is titled 'Track My Services (Billing Account Number: 1019223974)'. It features a search bar and a table of service requests. The table has the following data:

Opportunity Number	Service Type	Status	Created Date	Closing Date
2000141336		Order Cancelled	2016-11-24 15:23:35	
2000138653		Assigned to Sales Team Lead	2016-11-14 20:25:23	
2000138460		Assigned to Sales Team Lead	2016-11-08 20:15:08	

Below the table, it says 'Showing 1 to 3 of 3 entries' and 'Previous 1 Next'. On the right side, there is a 'Welcome, Akanksha' section with user details: Customer Id: 1018959726, Customer Name: D.E. CDR DATA CENTRE, ITPC PUNE, Landline Number: 020-27373850, Mobile Number: 7032717998, Email Id: kumar.akanksha@tcs.com, Account: WORKING OFFICE BSNL, Type: EMPLOYEES, Subtype: OFFICE CONNECTION, and Method Of Communication: E-MAIL. Below this is a 'Quick Links' section with options like View Bills, Pay Mobile Bills, Quick Pay, View/Redeem Loyalty Points, Register for Mobile Number & Email ID, and Register for Go-Green (Bills on Email only).

## 1.8. Modifying Services

User can request for the following service changes:

- Change of Tariff Plan
- Change of Feature
- Change of BB Password
- Shift a Landline
- Track My Service Change

Click on “Modify Services” and select the service form the dropdown.

The screenshot displays the BSNL user dashboard. The top navigation bar includes the BSNL logo, the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED', and links for Home, Contact Us, and Log out. The left sidebar, titled 'Options', lists various user actions: Manage Account, My Services, **Modify Services** (highlighted with a red box and a red arrow), Register Complaints, Update Billing Profile, Bills & Payments, My Usage, Manage Loyalty Points, Account Profile, New Services, Voluntary Closure, and Schedule Conference. The main content area is divided into several sections: 'Bills & Payments' showing account details and outstanding/unbilled amounts; 'My Usage' with a bar chart and a prompt to view usage details; 'My Complaints' with a pencil icon and a message about service improvement; 'Loyalty Management' with a gift icon and a message about the Loyalty Scheme; a 'Welcome, Akanksha' section with user profile information; and a 'Quick Links' section with buttons for 'View Bills', 'Pay Mobile Bills', 'Quick Pay', 'View/Redeem Loyalty Points', and 'Register for Mobile Number & Email ID'.

### 1.8.1. Changing Tariff Plan

The users can raise requests for Change of Tariff Plan from Dashboard by clicking **Modify Services > Change of Tariff Plan**. The user can view the current plan and also the list of all eligible plans. User can raise a request for change of plan.

- Read the terms and condition. Click on "I have understood the terms and conditions." to proceed to next step.

The screenshot displays the BSNL user interface for changing a tariff plan. On the left, a navigation menu lists various account management options, with 'Change of Tariff Plan' highlighted and a red arrow pointing to it. The main content area is titled 'Change of Tariff Plan' and features a blue header with a telephone icon and the text 'Dear Sir/Madam'. Below this, a message states: 'If you want to change your plan or concern about our Billing service, please let us know. Please note that all the fields are mandatory.' The process is divided into four steps: Declaration, Service Type, Select Plan, and Confirmation. The 'Declaration' step is currently active, showing a text box with the following terms and conditions: '1. Both Landline and Broadband plan can be changed only once-a-month. 2. You cannot cancel the raised request once it is submitted.' Below the text box, a checkbox labeled 'I have read and understood the stated terms and conditions.' is checked. A red arrow points to the 'Next' button at the bottom right of the form. On the right side of the page, a user profile sidebar for 'Akanksha' is visible, showing details such as Customer ID, Name, Landline Number, Mobile Number, and Email ID. At the bottom right, there is a 'Quick Links' section with options like 'View Bills', 'Pay Mobile Bills', and 'Quick Pay'.

- Select the "Landline Number" from the drop-down for which you wish to change the Tariff Plan

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Home Contact Us Log out

**Options**

- Manage Account <
- My Services <
- Modify Services ▾
  - Change of Tariff Plan
  - Change of Features
  - Change BB Password
  - Shift a Landline
  - Track My Service Change
- Register Complaints <
- Update Billing Profile <
- Bills & Payments <
- My Usage <
- Manage Loyalty Points <
- Account Profile <
- New Services <
- Voluntary Closure
- Schedule Conference

### Change of Tariff Plan

Dear Sir/Madam

If you want to change your plan or concern about our Billing service, please let us know. Please note that all the fields are mandatory.

Declaration Service Type Select Plan Confirmation

Please provide the change related details

Landline Number:

Landline/Broadband:

Welcome, Akanksha  
Last Login: 2016-12-10 12:35:49

Customer Id :1018959728  
Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717996  
Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE BSNL EMPLOYEES  
Account Subtype :OFFICE CONNECTION

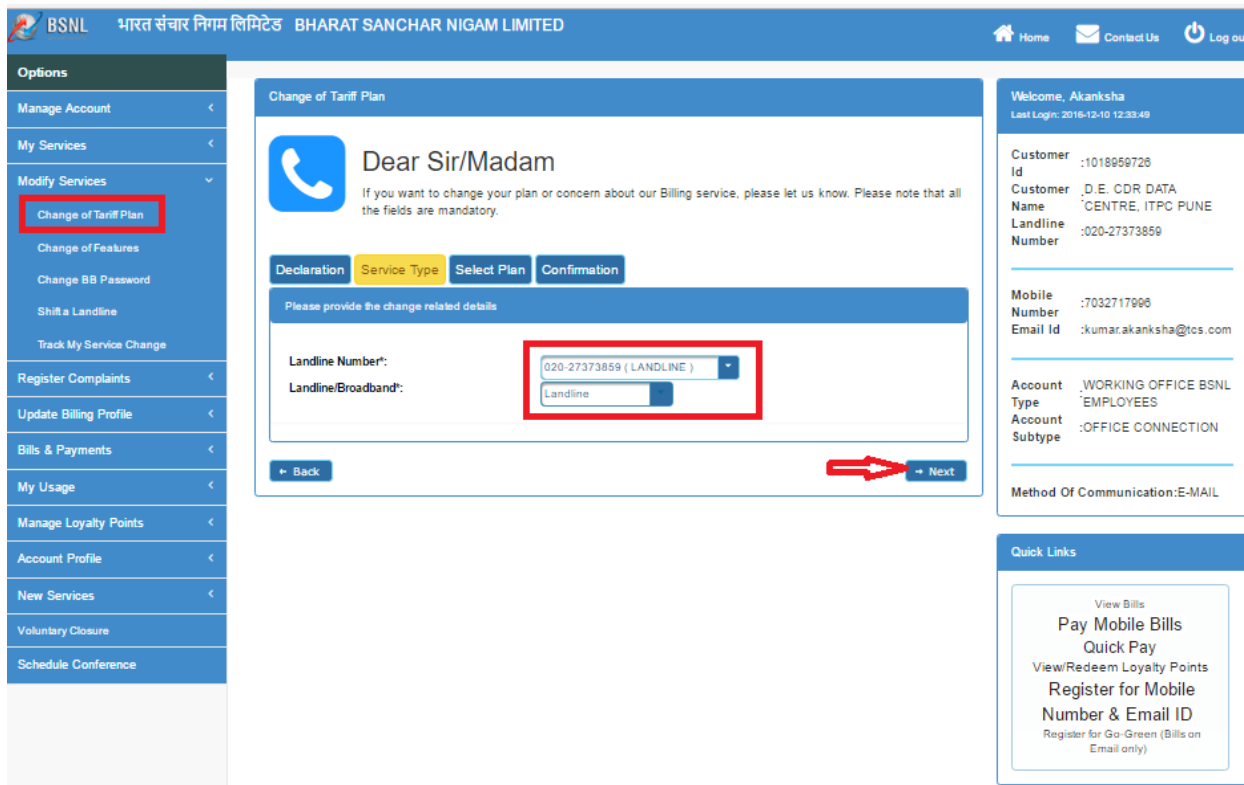
Method Of Communication:E-MAIL

#### Quick Links

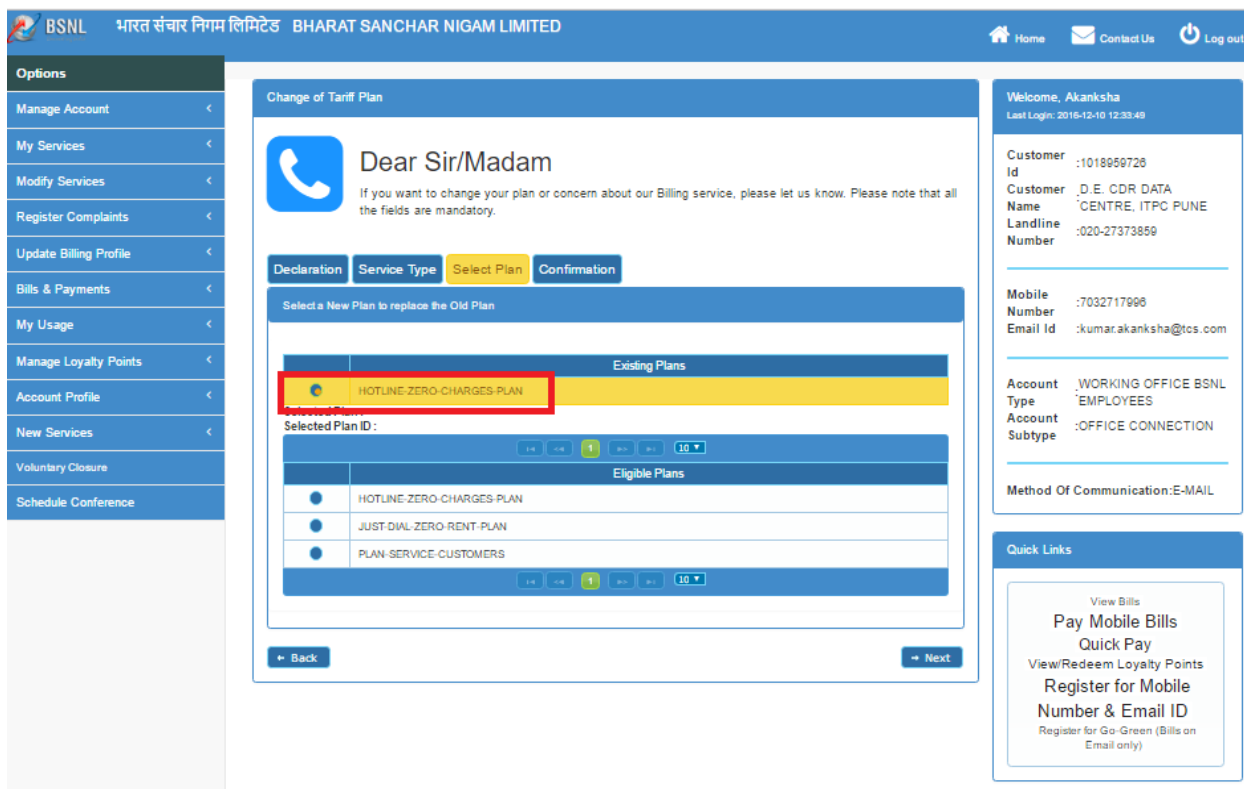
View Bills

- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

- Select the Service Type for which you want to change the Tariff Plan : Either "Landline" or Broadband".



- Select an exiting plan which you wish to replace



- Select a new plan from the list of eligible plans on the screen

Update Billing Profile <  
Bills & Payments <  
My Usage <  
Manage Loyalty Points <  
My Profile <  
Opt for New Services <

Declaration Service Type **Select Plan** Confirmation

Select a New Plan to replace the Old Plan

Your default subscription will be in the Monthly component. To change to Annual subscription, please visit the nearest BSNL Customer Service Center. To continue with Monthly component, select your plan and click on next.

Existing Plans

LL GENERAL PLAN WITH MONTHLY RENT Rs120 URBAN

Selected Plan :LL GENERAL PLAN WITH MONTHLY RENT Rs150 URBAN  
Selected Plan ID :700452

Eligible Plans

LL GENERAL PLAN WITH MONTHLY RENT Rs150 URBAN

LL GENERAL PLAN WITH MONTHLY RENT Rs50 URBAN

LL PLAN FOR STAND-ALONE BB WITH ZERO RENTAL

PLAN 1200 URBAN

PLAN 2160 URBAN

Mobile Number:8756325921  
Email Id :NA

Account Type :Individual  
Account Subtype:Others

Method Of Communication:Mobile

Quick Links

View Bills Pay Mobile Bills  
Quick Pay  
View/Redeem Loyalty Points  
Register for Mobile  
Number & Email ID  
Register for Go-Green (Bills on Email only)

- Plan Description for the selected plan will appear on the screen in a new window. Close the window when you are done reading the plan.

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Home Contact Us Log out

Options

Manage Account <  
My Services <  
Modify Services >  
Change of Tariff Plan  
Change of Features  
Change BB Password  
Shift a Landline  
Track My Service Change  
Register Complaints <  
Update Billing Profile <  
Bills & Payments <  
My Usage <  
Manage Loyalty Points <  
Account Profile <  
New Services <  
Voluntary Closure  
Schedule Conference

Change of Tariff Plan

Dear Sir/Madam

If you want to change your plan or concern about our Billing service, please let us know. Please note that all the fields are mandatory.

Declaration Service Type **Select Plan** Confirmation

Select a New Plan to replace the Old Plan

Existing Plans

HOTLINE ZERO CHARGES PLAN

Selected Plan:JUST-DIAL ZERO-RENT-PLAN

Plan Description for JUST-DIAL ZERO-RENT-PLAN

Name	Rental	Free Units	Charge	Night Concession
JUST-DIAL ZERO-RENT-PLAN	.Speed=		-	

JUST-DIAL ZERO-RENT-PLAN

PLAN-SERVICE-CUSTOMERS

Welcome, Akanksha  
Last Login: 2016-12-10 12:33:49

Customer Id :1018959726  
Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717998  
Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE BSNL  
Account :EMPLOYEES

Quick Links

View Bills  
Pay Mobile Bills  
Quick Pay  
View/Redeem Loyalty Points  
Register for Mobile  
Number & Email ID  
Register for Go-Green (Bills on Email only)

- Check the selected plan details and click on next.

The screenshot displays the BSNL user interface for changing a tariff plan. The main content area is titled 'Change of Tariff Plan' and includes a greeting 'Dear Sir/Madam' and a message: 'If you want to change your plan or concern about our Billing service, please let us know. Please note that all the fields are mandatory.' Below this, there are four tabs: 'Declaration', 'Service Type', 'Select Plan', and 'Confirmation'. The 'Select Plan' tab is active, showing a section to 'Select a New Plan to replace the Old Plan'. This section contains two tables: 'Existing Plans' and 'Eligible Plans'. The 'Existing Plans' table lists 'HOTLINE ZERO CHARGES PLAN' as the selected plan with ID 'D10330'. The 'Eligible Plans' table lists 'HOTLINE ZERO CHARGES PLAN', 'JUST-DIAL ZERO-RENT-PLAN', and 'PLAN-SERVICE-CUSTOMERS'. At the bottom of the main content area, there are 'Back' and 'Next' buttons. A red arrow points to the 'Next' button.

- Check all the selected details of the request you are about to make. Click on Submit

**BSNL** भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED

Home Contact Us Log out

**Options**

- Manage Account
- My Services
- Modify Services
  - Change of Tariff Plan
  - Change of Features
  - Change BB Password
  - Shift a Landline
  - Track My Service Change
- Register Complaints
- Update Billing Profile
- Bills & Payments
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

**Change of Tariff Plan**

Dear Sir/Madam

If you want to change your plan or concern about our Billing service, please let us know. Please note that all the fields are mandatory.

Declaration Service Type Select Plan **Confirmation**

Please Confirm your Details

Telephone No/Service ID:020-27373859  
New Plan :JUST-DIAL-ZERO-RENT-PLAN  
Old Plan :HOTLINE-ZERO-CHARGES-PLAN

Submit Change Back

**Welcome, Akanksha**  
Last Login: 2016-12-10 12:33:49

Customer Id :1018996728  
Customer Name :D.E. CDR DATA  
Landline Number :020-27373859  
Centre: ITPC PUNE

Mobile Number :7032717996  
Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE BSNL  
Account Subtype :EMPLOYEES  
Office Connection

Method Of Communication:E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

## 1.8.2. Changing Features

Users can raise request for adding new facility or disconnecting an existing facility by clicking on **Modify Services > Change of Feature**.



BSNL भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED

Home Contact Us Log out

**Options**

- Manage Account
- My Services
- Modify Services**
  - Change of Tariff Plan
  - Change of Features**
  - Change BB Password
  - Shift a Landline
  - Track My Service Change
- Register Complaints
- Update Billing Profile
- Bills & Payments
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

**Change of Features/Facilities**

Dear Sir/Madam

If you want to add/delete any features/facilities(Eg:Calling Line Identification,provision of VPN), please drop a request below. Please note that all the fields are mandatory.

Details Features/Facilities Confirmation

Service Change Related Details

Landline No: \*

Landline/Broadband: \*

Add/Remove Facilities: \*

Next

Welcome, Akanksha  
Last Login: 2016-12-10 12:33:49

Customer Id :1018959726  
Customer Name :D.E. CDR DATA  
Landline Number :020-27373859

Mobile Number :7032717996  
Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE BSNL  
Account Subtype :EMPLOYEES  
Subtype :OFFICE CONNECTION

Method Of Communication:E-MAIL

Quick Links

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

- Select the Landline No, features of which you wish to modify.

**Change of Features/Facilities**

Dear Sir/Madam

If you want to add/delete any features/facilities(Eg:Calling Line Identification,provision of VPN), please drop a request below. Please note that all the fields are mandatory.

Details Features/Facilities Confirmation

Service Change Related Details

Landline No: \*

Landline/Broadband: \*

Add/Remove Facilities:

Next

Welcome, Akanksha  
Last Login: 2016-12-10 12:33:49

Customer Id :1018959726  
Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717996  
Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE BSNL EMPLOYEES  
Account Subtype :OFFICE CONNECTION

Method Of Communication:E-MAIL

Quick Links

View Bills  
Pay Mobile Bills  
Quick Pay  
View/Redeem Loyalty Points  
Register for Mobile Number & Email ID  
Register for Go-Green (Bills on Email only)

- Select an action from drop-down menu to "Add" a new feature or "Remove" an existing one.

**Change of Features/Facilities**

Dear Sir/Madam

If you want to add/delete any features/facilities(Eg:Calling Line Identification,provision of VPN), please drop a request below. Please note that all the fields are mandatory.

Details Features/Facilities Confirmation

Service Change Related Details

Landline No: \*

Landline/Broadband: \*

Add/Remove Facilities: \*

Select Add or Remove  
Add  
Remove

Next

Welcome, Akanksha  
Last Login: 2016-12-10 12:33:49

Customer Id :1018959726  
Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717996  
Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE BSNL EMPLOYEES  
Account Subtype :OFFICE CONNECTION

Method Of Communication:E-MAIL

Quick Links

View Bills  
Pay Mobile Bills  
Quick Pay  
View/Redeem Loyalty Points  
Register for Mobile Number & Email ID  
Register for Go-Green (Bills on Email only)

- Select the feature that you wish to Add or Remove from the list shown on the screen.

The screenshot displays the 'Change of Features/Facilities' interface. At the top, there's a navigation bar with 'BSNL भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED' and user options like 'Home', 'Contact Us', and 'Log out'. A left sidebar lists various account management options. The main content area is titled 'Change of Features/Facilities' and includes a greeting 'Dear Sir/Madam' and instructions. Below this, there are tabs for 'Details', 'Features/Facilities', and 'Confirmation'. The 'Features/Facilities' tab is active, showing a 'Choose Features/Facility' section with a 'Select a Facility' dropdown and a table of available facilities. The 'Landline' facility is highlighted with a red box. At the bottom of the table, there is a 'Restricted Features' link and 'Back' and 'Next' buttons. A red arrow points to the 'Next' button. On the right side, there's a user profile section with details like 'Welcome, Akanksha', 'Customer Id', 'Customer Name', 'Landline Number', 'Mobile Number', 'Email Id', 'Account Type', and 'Account Subtype'. A 'Quick Links' section at the bottom right offers options like 'View Bills', 'Pay Mobile Bills', 'Quick Pay', 'View/Redeem Loyalty Points', and 'Register for Mobile Number & Email ID'.

- If you do not see the desired feature listed on the selection list, click on "Restricted Features" list. Features that cannot be modified from the CWSC portal can be viewed here.

**Change of Features/Facilities**

Dear Sir/Madam

If you want to add/delete any features/facilities(Eg:Calling Line Identification,provision of VPN), please drop a request below. Please note that all the fields are mandatory.

Details **Features/Facilities** Confirmation

Choose Features/Facility

Select a Facility

Facility Name	Facility Type
Landline	Facility
LANDLINE	Facility
LANDLINE_TRUNK_BOOKING	Facility
LANDLINE_ABBREVIATED_DIALING	Facility
LANDLINE_DELS_HUNT_GROUP	Facility
LANDLINE_CHANGE_PILOT_NO_HUNT	Facility
LANDLINE_CLIR	Facility
LANDLINE_3WAY_CALL_CONFERENCING	Facility
LANDLINE_CALL_FORWARD	Facility
LANDLINE_CALL_CONFERENCING	Facility

Restricted Features

Back Next

Welcome, Akanksha  
Last Login: 2016-12-10 12:33:49

Customer Id :1018959728  
Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717996  
Email Id :kumar.akanksha@tcs.com

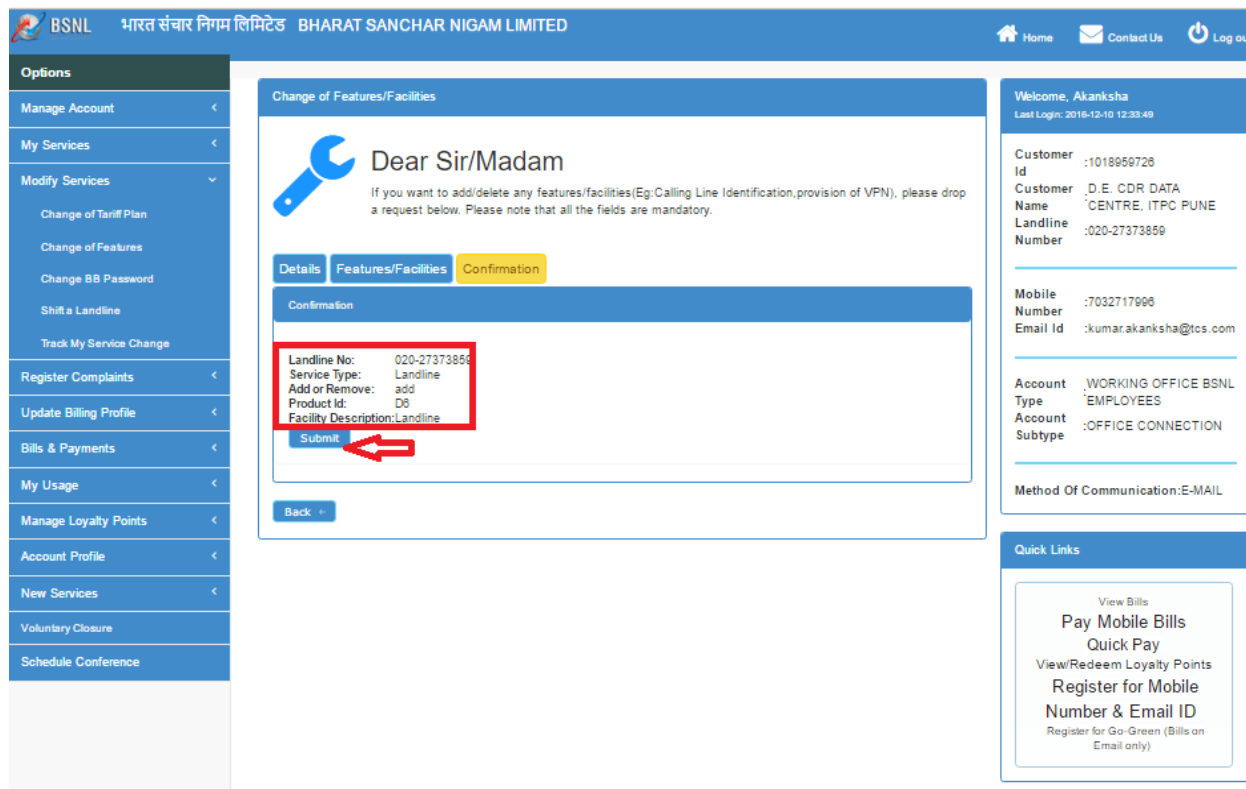
Account Type :WORKING OFFICE BSNL EMPLOYEES  
Account Subtype :OFFICE CONNECTION

Method Of Communication:E-MAIL

Quick Links

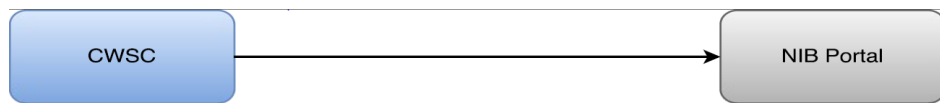
View Bills  
Pay Mobile Bills  
Quick Pay  
View/Redeem Loyalty Points  
Register for Mobile Number & Email ID  
Register for Go-Green (Bills on Email only)

- Check and verify the details selected for your request, then click on Submit.



### 1.8.3. Changing BB Password

Broadband users can change their broadband passwords (**Modify Services > Change of BB Password**).



**Figure18: Change Broadband Password**

CWSC application will redirect the user to **NIB Password Change** page where user can change the BB password.

This link will work only from **Live BB Connection** that is, users having BSNL broadband and using the same for changing BB user password.

## 1.8.4. Shifting a Landline

To shift a landline, user needs to Click **Shift a Landline(Modify Services > Shift a Landline)** from side menu.

The screenshot displays the BSNL user portal interface. The left sidebar contains a list of options, with 'Shift a Landline' highlighted in red and indicated by a red arrow. The main content area is titled 'Shift a Landline' and includes the following sections:

- Please Note:**
  - Your telephone number will be changed if telephone exchange of the new installation address is different.
  - In case of same telephone exchange, your phone number will remain the same.
- Please select a landline number to be shifted:\*** (Dropdown menu showing 020-27373859 (LANDLINE))
- Customer ID:** 1018959726
- Phone Number to be shifted:** 020-27373859
- Shift Options:\*** (Dropdown menu showing --Select Shift Options--)
- Current Installation Address:**

<b>House No:</b>	TIC @ WORK STATION-ROOM, FIRST FLOOR	<b>Street:</b>	CDR DATA CENTRE, RTTC BUILDING PLOT NO 12 MIDC, G-BLOCKCHINCHWAD
<b>City:</b>	PUNE PUN	<b>State:</b>	MAHARASTRA
<b>District:</b>	PUNE	<b>PIN Code:</b>	411019
- New Installation Address:**

<b>House No:*</b>	<input type="text"/>	<b>Street:*</b>	<input type="text"/>
<b>City:*</b>	<input type="text"/>	<b>State:*</b>	--Select State--
<b>District:*</b>	--Select District--	<b>Main Locality:*</b>	--Select Locality--
<b>Sub Locality:*</b>	--Select Sub Locality--	<b>PIN Code:*</b>	<input type="text"/>
- New Billing Address is same as above.
- Submit** and **Reset** buttons.

The right sidebar displays user information for Akanksha, including Customer ID, Name, Landline Number, Mobile Number, Email ID, Account Type, and Method of Communication (E-MAIL). A 'Quick Links' section is also visible at the bottom right.

- On clicking Shift A Landline option, Shift Landline page will appear.

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Home Contact Us Log out

**Options**

- Manage Account
- My Services
- Modify Services
  - Change of Tariff Plan
  - Change of Features
  - Change BB Password
  - Shift a Landline**
  - Track My Service Change
- Register Complaints
- Update Billing Profile
- Bills & Payments
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

**Shift a Landline**

Please Note:  
1) Your telephone number will be changed if telephone exchange of the new installation address is different.  
2) In case of same telephone exchange, your phone number will remain the same.

Please select a landline number to be shifted:\*

Select Telephone no/Service ID

020-27373859 (LANDLINE)

Current Installation Address

New Installation Address

**Welcome, Akanksha**  
Last Login: 2016-12-10 12:33:49

Customer Id :1018009728  
Customer Name :D.E. ODR DATA CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717996  
Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE BSNL EMPLOYEES  
Account Subtype :OFFICE CONNECTION

Method Of Communication:E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

- Select Landline number from the dropdown list.
- On selecting Landline number from dropdown, details related to selected landline number will appear.

- Select shift option from dropdown list.

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Home Contact Us Log out

**Options**

- Manage Account
- My Services
- Modify Services
  - Change of Tariff Plan
  - Change of Features
  - Change BB Password
  - Shift a Landline
  - Track My Service Change
- Register Complaints
- Update Billing Profile
- Bills & Payments
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

**Shift a Landline**

**Please Note:**  
 1) Your telephone number will be changed if telephone exchange of the new installation address is different.  
 2) In case of same telephone exchange, your phone number will remain the same.

Please select a landline number to be shifted:\* 020-27373859 ( LANDLINE )

Customer ID: 1018959728  
 Phone Number to be shifted: 020-27373859

Shift Options:\*  
 Shift When Feasible

Current Installation Address

House No:	Street:
City:	State:
District:	PIN Code:

New Installation Address

House No.:	Street:*
City:*	State:*
District:*	Main Locality:*
Sub Locality:*	PIN Code:*

New Billing Address is same as above.

Submit Reset

**Welcome, Akanksha**  
 Last Login: 2016-12-10 12:33:48

Customer Id :1018959728  
 Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
 Landline Number :020-27373859

Mobile Number :7032717996  
 Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE BSNL  
 Account Subtype :EMPLOYEES  
 :OFFICE CONNECTION

Method Of Communication:E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

**BSNL** भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED

Home Contact Us Log out

**Options**

- Manage Account
- My Services
- Modify Services
- Register Complaints
- Update Billing Profile
- Bills & Payments
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

**Shift a Landline**

**Please Note:**  
 1) Your telephone number will be changed if telephone exchange of the new installation address is different.  
 2) In case of same telephone exchange, your phone number will remain the same.

Please select a landline number to be shifted:\* 020-27373859 ( LANDLINE )

Customer ID: 1018959728  
 Phone Number to be shifted: 020-27373859

Shift Options:\*  
 Shift Only When Reconnecto

Current Installation Address

House No:	T/C @ WORK STATION-ROOM, FIRST FLOOR	Street:	CDR DATA CENTRE, RTTC BUILDINGPLOT NO 12 MIDC, G-BLOCKCHINHWAD
City:	PUNE PUN	State:	MAHARASTRA
District:	PUNE	PIN Code:	411019

New Installation Address

House No.:	301	Street:*	pragti petrol pump
City:*	Bhopal	State:*	MADHYA PRADESH
District:*	BHOPAL	Main Locality:*	M P NAGAR
Sub Locality:*	ZONE 2	PIN Code:*	462011

New Billing Address is same as above.

Submit Reset

**Welcome, Akanksha**  
 Last Login: 2016-12-10 13:20:00

Customer Id :1018959728  
 Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
 Landline Number :020-27373859

Mobile Number :7032717996  
 Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE BSNL  
 Account Subtype :EMPLOYEES  
 :OFFICE CONNECTION

Method Of Communication:E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)



- To reset the details entered in fields, click on Reset button.

**Shift a Landline**

**Please Note:**  
 1) Your telephone number will be changed if telephone exchange of the new installation address is different.  
 2) In case of same telephone exchange, your phone number will remain the same.

Please select a landline number to be shifted:\* 020-27373859 ( LANDLINE )

Customer ID: 1018959726  
 Phone Number to be shifted: 020-27373859  
 Shift Options:\* --Select Shift Options--

**Current Installation Address**

House No:	TIC @ WORK STATION-ROOM, FIRST FLOOR	Street:	CDR DATA CENTRE, RTTC BUILDING PLOT NO 12 MIDC, G-BLOCKCHINCHWAD
City:	PUNE PUN	State:	MAHARASTRA
District:	PUNE	PIN Code:	411019

**New Installation Address**

House No.:	<input type="text"/>	Street.:	<input type="text"/>
City.:	<input type="text"/>	State.:	--Select State--
District.:	--Select District--	Main Locality.:	--Select Locality--
Sub Locality.:	--Select Sub Locality--	PIN Code.:	<input type="text"/>

New Billing Address is same as above

Submit **Reset**

**Welcome, Akanksha**  
 Last Login: 2016-12-10 13:20:00

Customer Id :1018959726  
 Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
 Landline Number :020-27373859

Mobile Number :7032717998  
 Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE BSNL EMPLOYEES  
 Account Subtype :OFFICE CONNECTION

Method Of Communication:E-MAIL

**Quick Links**

View Bills  
 Pay Mobile Bills  
 Quick Pay  
 View/Redeem Loyalty Points  
 Register for Mobile Number & Email ID  
 Register for Go-Green (Bills on Email only)

- After selecting **Shift Option** from dropdown list, enter valid **New Installation Address** details and click on **Submit** button.
- On clicking Submit button, if all the details are valid and no any pending request are there, then a successful request for shifting landline will be raised.

### 1.8.5. Tracking My Service Change

User can track their service provision, On clicking "Track My Service Change" from side menu (Modify Services → Track My Service Change). User will get the list of Service provision request and My order request

BSNL भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED
Home Contact Us Log out

**Options**

Manage Account <

My Services <

**Modify Services** ▾

Change of Tariff Plan

Change of Features

Change BB Password

Shift a Landline

**Track My Service Change** →

Register Complaints <

Update Billing Profile <

Bills & Payments <

My Usage <

Manage Loyalty Points <

Account Profile <

New Services <

Voluntary Closure

Schedule Conference

### Track My Service Provisions

Show  entries Search:

My Service Provision Request									
Service Request Number	Phone Number	Request Type	Request subtype	Change Type	Change Subtype	Status	Created Date	Closing Date	
8018690467	020-27373859		LANDLINE_LOCAL	Shift	Shift across Exchange	Open	2016-12-09 12:40:08		
8018689441	020-27373859		Landline	Shift	Shift across Exchange	Cancelled	2016-12-09 11:47:57	2016-12-09 12:35:49	
8018687435	020-27373859		LANDLINE_LOCAL	Shift	Shift across Exchange	Cancelled	2016-12-08 18:44:47	2016-12-08 21:08:41	
8018687327	020-27373859		HOTLINE_ZERO-CHARGES-PLAN	Shift	Shift across Exchange	Cancelled	2016-12-08 18:03:49	2016-12-08 18:32:10	
8018687232	020-27373859		HOTLINE_ZERO-CHARGES-PLAN	Shift	Shift across Exchange	Cancelled	2016-12-08 17:23:05	2016-12-08 17:53:15	
8018684671	020-27373859	BILL PLAN CHNAGE	HOTLINE_ZERO-CHARGES-PLAN	Modify	Modify	Cancelled	2016-12-08 15:02:27	2016-12-08 15:41:48	
8018679795	020-27373859		PLAN-SERVICE-CUSTOMERS	Shift	Shift across Exchange	Cancelled	2016-12-07 16:55:48	2016-12-08 14:25:47	
8018605698	020-27373859		Loyalty Scheme 25 units	Shift	Shift across Exchange	Cancelled	2016-11-26 18:03:33	2016-11-30 17:43:26	
8018589788	020-27373859	FACILITY MODIFICATION	LANDLINE_INSURANCE	Modify	Modify	Service Order Completed	2016-11-24 17:22:36	2016-11-24 19:30:18	
8018587255	020-27373859	FACILITY MODIFICATION	Landline	Modify	Modify	Service Order Completed	2016-11-24 15:05:21	2016-11-24 15:20:30	

Showing 1 to 10 of 13 entries

Previous 1 2 Next

Welcome, Akanksha  
Last Login: 2016-12-10 13:20:00

---

Customer Id :1018959728  
Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
Landline Number :020-27373859

---

Mobile Number :7032717996  
Email Id :kumar.akanksha@tcs.com

---

Account Type :WORKING OFFICE BSNL EMPLOYEES  
Account Subtype :OFFICE CONNECTION

---

Method Of Communication:E-MAIL

**Quick Links**

View Bills

**Pay Mobile Bills**

**Quick Pay**

View/Redeem Loyalty Points

**Register for Mobile Number & Email ID**

Register for Go-Green (Bills on Email only)

**Track My Orders**

Show  entries Search:

**My Orders**

Order Id	Billing Account Number	Phone Number	Order Type	Order Subtype	Order Status	Created Date	Closing Date
1756747115	9000144794	040-29921417	Modify	Broadband Provision	Submission In Progress	2016-08-04 05:55:21	
1756746835	9000144794	040-29921417	New	Provision	In Progress	2016-08-04 05:43:12	
1752702933	9000165341	040-29811900	Modify	Broadband Modify	Cancelled	2016-07-22 06:40:47	
1752688880	9000144794	040-29920936	Modify	Change in Service	In Progress	2016-07-22 06:02:05	
1750906917	9000144794	040-29920936	Modify	Change in Service	Cancelled	2016-07-19 12:00:20	
1750868459	9000162559	040-2560155	Modify	Change in Service	Open	2016-07-19 11:41:18	
1690658821	9000162559	040-222299	New	Provision	Cancelled	2016-02-01 06:31:13	
1690648251	9000162559	040-222300	New	Provision	Cancelled	2016-02-01 05:55:16	
1690638513	9000165341	040-29811900	Modify	Broadband Modify	Complete	2016-01-30 12:12:25	2016-02-23 06:48:07
1690062704	9000162559	040-2560155	Transfer	Third Party without inst addr	Cancelled	2016-01-25 11:02:51	

Showing 1 to 10 of 29 entries

## 1.9. Registering Complaints

The complaints are categorized as follows:

- Technical
- Billing

The categories can be extended or sub-categorized based on the requirement.

The users can raise technical complaints without logging on to the system.

The screenshot displays the BSNL user portal interface. At the top, the header includes the BSNL logo, the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED', and navigation links for Home, Contact Us, and Log out. A left-hand side menu titled 'Options' contains several items, with 'Register Complaints' highlighted in red and a red arrow pointing to it. The main content area is divided into several sections:

- Bills & Payments:** Shows Billing Account No: 1019223974, Landline No: 020-27373859, Outstanding Amount: ₹ 670.81 (due on 2016-12-27), and Unbilled Amount: ₹ 0 (till 2016-12-09). Buttons for 'Pay Now' and 'View Bills' are present.
- My Usage:** Features a bar chart and text: 'Wondering how you most use your services? You can view your usage details and export it as PDF or .xls'. A link '> Go to my usage' is provided.
- Welcome, Akanksha:** Displays user details: Customer Id: 1018959726, Customer Name: D.E. CDR DATA CENTRE, ITPC PUNE, Landline Number: 020-27373859, Mobile Number: 7032717996, and Email Id: kumar.akanksha@tcs.com.
- Account Profile:** Shows Account Type: WORKING OFFICE BSNL EMPLOYEES, Account Subtype: OFFICE CONNECTION, and Method Of Communication: E-MAIL.
- My Complaints:** Includes a pencil icon and text: 'As we constantly strive to improve our services, we do not take grievances lightly. View and Register complaints here to help us serve you better.' A link '> Go to my complaints' is included.
- Loyalty Management:** Features a gift icon and text: 'We appreciate your trust in us and provide our customers with a Loyalty Scheme. You can manage and redeem your Loyalty Points here.' A link '> Go to Loyalty' is provided.
- Quick Links:** Lists actions such as 'View Bills', 'Pay Mobile Bills', 'Quick Pay', 'View/Redeem Loyalty Points', 'Register for Mobile Number & Email ID', and 'Register for Go-Green (Bills on Email only)'.

### 1.9.1. Raising a Technical Complaint

Users can raise a technical complaint on Landline and Broadband by selecting the complaint type. On clicking **“Raise Technical Complaint”** from side menu (**Register Complaint → Raise Technical Complaint**)

BSNL भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED

Home Contact Us Log out

**Options**

- Manage Account
- My Services
- Modify Services
- Register Complaints
  - Raise Billing Complaint
  - Raise Technical Complaint**
  - Track My Complaints
- Update Billing Profile
- Bills & Payments
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

**Technical complaints**

Dear Sir/Madam

If you have a complaint or concern about our Billing service, please let us know. Please note that all the fields are mandatory.

Telephone no/Service ID Confirmation

Please select a telephone no/service ID and the reason behind the complaint

Note: \* Marks as Mandatory Field

Billing Account Number : 1019223974

Contact Number :\* 7032717996

Telephone no/Service ID:\* Select Telephone no/Service ID

Complaint Type :\* Select reason for complaint

Selected Complaint Type :

Description :\*

Next

Welcome, Akanksha  
Last Login: 2016-12-10 13:20:00

Customer Id :1018959726  
Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717996  
Email :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE  
Account Subtype :BSNL EMPLOYEES OFFICE CONNECTION

Method Of Communication :E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

https://selfcare.bsnl.co.in/tungsten/UI/facelets/raiseTechnicalComplaint.xhtml#

- Check and verify the alternate Contact details on which you can be reached for resolving the issue.
- Then select the Telephone Number /Service ID on which you wish to raise a complaint.

**Options**

- Manage Account
- My Services
- Modify Services
- Register Complaints
  - Raise Billing Complaint
  - Raise Technical Complaint**
  - Track My Complaints
- Update Billing Profile
- Bills & Payments
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

**Technical complaints**

Dear Sir/Madam

If you have a complaint or concern about our Billing service, please let us know. Please note that all the fields are mandatory.

Telephone no/Service ID Confirmation

Please select a telephone no/service ID and the reason behind the complaint

Note: \* Marks as Mandatory Field

Billing Account Number : 1019223974

Contact Number :\* 7032717996

Telephone no/Service ID:\* Select Telephone no/Service ID

Complaint Type :\* [Dropdown]

Selected Complaint Type : 020-27373859 ( LANDLINE )

Description :\*

→ Next

**Welcome, Akanksha**  
Last Login: 2016-12-10 13:20:00

Customer Id :1018959726  
Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717996  
Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE  
Account Subtype :OFFICE CONNECTION

Method Of Communication :E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

- Select the Reason from the drop-down stating the cause of complaint.

**Options**

- Manage Account
- My Services
- Modify Services
- Register Complaints
  - Raise Billing Complaint
  - Raise Technical Complaint**
  - Track My Complaints
- Update Billing Profile
- Bills & Payments
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

**Technical complaints**

Dear Sir/Madam

If you have a complaint or concern about our Billing service, please let us know. Please note that all the fields are mandatory.

Telephone no/Service ID **Confirmation**

Please select a telephone no/service ID and the reason behind the complaint

Note:\* Marks as Mandatory Field

Billing Account Number : 1016223974

Contact Number :\* 7032717996

Telephone no/Service ID:\* 020-27373859 ( LANDLINE )

Complaint Type :\* Select reason for complaint

Selected Complaint Type : Select reason for complaint

Description :\* Cable Fault, Completely Out of Order, Instrument Faulty, Low Speech, Miscellaneous Fault, No Incoming Call, No Incoming Ring, No Speech

→ Next

**Welcome, Akanksha**  
Last Login: 2016-12-10 13:20:00

Customer Id :1018959726  
Customer D.E. CDR DATA Name :CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717996  
Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE  
Type :BSNL EMPLOYEES  
Account :OFFICE  
Subtype :CONNECTION

Method Of Communication :E-MAIL

**Quick Links**

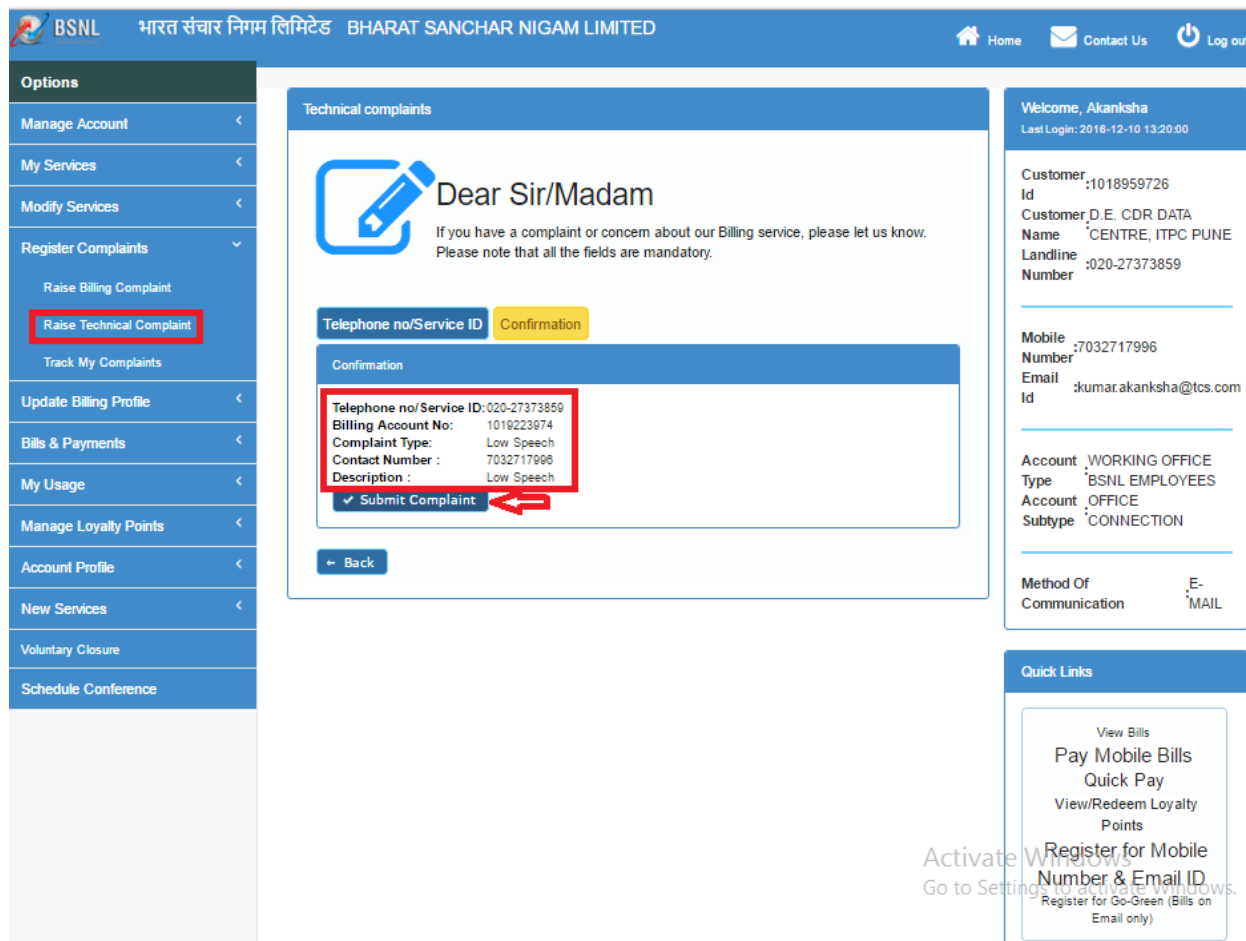
- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

- Enter the description of the problem you are facing with the service. Click on Next.

The screenshot displays the BSNL portal interface for raising a technical complaint. The header includes the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. The navigation bar contains 'Home', 'Contact Us', and 'Log out' options. A left sidebar lists various account management options such as 'Manage Account', 'My Services', and 'Register Complaints'. The main content area is titled 'Technical complaints' and features a 'Dear Sir/Madam' greeting. Below the greeting, there is a 'Confirmation' section with a 'Telephone no/Service ID' field and a 'Confirmation' button. The form prompts the user to 'Please select a telephone no/service ID and the reason behind the complaint'. It includes a note about mandatory fields and several input fields: 'Billing Account Number' (1019223974), 'Contact Number' (7032717996), 'Telephone no/Service ID' (020-27373859), and 'Complaint Type' (Low Speech). A 'Selected Complaint Type' dropdown is also present. The 'Description' field is highlighted with a red box, and a red arrow points to the 'Next' button at the bottom right of the form. On the right side, a 'Welcome, Akanksha' panel shows user details like Customer ID, Name, and Mobile Number. Below it, a 'Quick Links' section offers options like 'View Bills', 'Pay Mobile Bills', and 'Register for Mobile Number & Email ID'.

- Check and verify the details of the Complaint you are about to raise. Click on “Submit Complaint”.





### 1.9.2. Raising a Billing Complaint

The users can raise a billing complaint on Landline or Broadband, by selecting the complaint type. On Clicking “Raise Billing Complaint” from side menu (Register Complaints → Raise Billing Complaints)

BSNL भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED

Home Contact Us Log out

**Options**

- Manage Account
- My Services
- Modify Services
- Register Complaints
  - Raise Billing Complaint**
  - Raise Technical Complaint
  - Track My Complaints
- Update Billing Profile
- Bills & Payments
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

**Raise Billing Complaint**

Dear Sir/Madam

If you have a complaint or concern about our billing service, please let us know. Please note that all the fields are mandatory.

Service Type Complaint Type Confirmation

Please select a Telephone no./Service ID and the reason behind the complaint

Note: \* Marks as Mandatory Field

Billing Account Number : 1019223974

Telephone no/Service ID:\*

Latest Invoice Period :\*

Selected Invoice :

Next

Welcome, Akanksha  
Last Login: 2016-12-10 13:20:00

Customer Id :1018959726  
Customer D.E. CDR DATA Name :CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717996  
Email Id :kumarakanksha@tcs.com

Account Type :WORKING OFFICE  
Type :BSNL EMPLOYEES  
Account :OFFICE  
Subtype :CONNECTION

Method Of Communication :E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

https://selfcare.bsnl.co.in/tungsten/UI/facelets/raiseBillingComplaint.xhtml#

- Select the TelephoneNo/Service ID on which you wish you are facing an issue.

The screenshot displays the BSNL user interface for raising a billing complaint. On the left, a navigation menu lists various options, with 'Raise Billing Complaint' highlighted. The main content area is titled 'Raise Billing Complaint' and features a greeting 'Dear Sir/Madam' and a note about mandatory fields. Below this, there are three tabs: 'Service Type', 'Complaint Type', and 'Confirmation'. A section titled 'Please select a Telephone no./Service ID and the reason behind the complaint' contains several fields: 'Billing Account Number' (1019223974), 'Telephone no/Service ID' (a dropdown menu), 'Latest Invoice Period' (a dropdown menu), and 'Selected Invoice' (a dropdown menu showing '020-27373859 ( LANDLINE )'). A 'Next' button is located at the bottom right of this section. On the right side, a user profile sidebar shows the name 'Welcome, Akanksha', last login time, and various account details like Customer ID, Name, Landline Number, Mobile Number, Email, and Account Type. A 'Quick Links' section at the bottom right offers options like 'View Bills', 'Pay Mobile Bills', and 'Register for Mobile Number & Email ID'.

- Select the invoice period from the drop-down.

**Options**

- Manage Account
- My Services
- Modify Services
- Register Complaints
  - Raise Billing Complaint
  - Raise Technical Complaint
  - Track My Complaints
- Update Billing Profile
- Bills & Payments
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

**Raise Billing Complaint**

Dear Sir/Madam

If you have a complaint or concern about our billing service, please let us know. Please note that all the fields are mandatory.

Service Type | Complaint Type | Confirmation

Please select a Telephone no./Service ID and the reason behind the complaint

Note:\* Marks as Mandatory Field

Billing Account Number : 1019223974

Telephone no/Service ID:\* 020-27373859 ( LANDLINE )

Latest Invoice Period :\* Select your invoice

Selected Invoice : Select your invoice  
01-OCT-16 TO 30-NOV-16

Next

**Welcome, Akanksha**  
Last Login: 2016-12-10 13:20:00

Customer Id :1018959726  
Customer Name :D.E. CDR DATA  
Landline Number :020-27373859

Mobile Number :7032717996  
Email Id :kumarakanksha@tcs.com

Account Type :WORKING OFFICE  
Account Subtype :BSNL EMPLOYEES OFFICE CONNECTION

Method Of Communication :E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

- Corresponding InvoiceNo will appear on the screen. Verify and click on next.

- Select the Reason for Complaint from the drop-down.

**BSNL** भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED

Home Contact Us Log out

**Options**

- Manage Account
- My Services
- Modify Services
- Register Complaints
  - Raise Billing Complaint**
  - Raise Technical Complaint
  - Track My Complaints
- Update Billing Profile
- Bills & Payments
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

**Raise Billing Complaint**

Dear Sir/Madam

If you have a complaint or concern about our billing service, please let us know. Please note that all the fields are mandatory.

Service Type Complaint Type Confirmation

Please select a Complaint Type

Complaint Type :\*

Selected Complaint Type :

Contact Number :\*

Description :\*

Back Next

**Welcome, Akanksha**  
Last Login: 2016-12-10 13:20:00

Customer Id :1018959726  
Customer Name :D.E. CDR DATA  
Landline Number :020-27373859

Mobile Number :7032717996  
Email Id :kumarakanksha@tcs.com

Account Type :WORKING OFFICE  
Account :BSNL EMPLOYEES  
Account :OFFICE  
Subtype :CONNECTION

Method Of Communication :E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

- Check and verify the contact detail.
- Enter description for the problem being faced.
- Click on Next.

The screenshot displays the BSNL portal interface for raising a billing complaint. The main content area is titled 'Raise Billing Complaint' and includes a greeting 'Dear Sir/Madam' and instructions. Below this, there are three tabs: 'Service Type', 'Complaint Type', and 'Confirmation'. The 'Complaint Type' tab is active, showing a form with the following fields: 'Complaint Type' (dropdown menu set to 'Complaint in LL usage charges'), 'Selected Complaint Type' (displaying 'Complaint in LL usage charges'), 'Contact Number' (text input with '7032717996'), and 'Description' (text area with 'Billing Complaint'). A red box highlights the 'Description' field, and a red arrow points to the 'Next' button. The left sidebar contains a list of options, with 'Raise Billing Complaint' highlighted. The right sidebar shows user details for Akanksha, including Customer ID, Name, Landline Number, Mobile Number, Email, and Account Information.

- Check the Complaint details. And Click on Submit button.

**Options**

- Manage Account
- My Services
- Modify Services
- Register Complaints
  - Raise Billing Complaint**
  - Raise Technical Complaint
  - Track My Complaints
- Update Billing Profile
- Bills & Payments
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

**Raise Billing Complaint**

Dear Sir/Madam

If you have a complaint or concern about our billing service, please let us know. Please note that all the fields are mandatory.

Service Type | Complaint Type | Confirmation

Please select a Complaint Type

Telephone no/Service ID: 020-27373859  
 Billing Account No: 1019223974  
 Latest Invoice Period: 01-OCT-16 TO 30-NOV-16  
 Invoice No: 10192239740029  
 Complaint Type: Complaint in LL usage charges  
 Contact Number : 7032717996  
 Description : Billing Complaint

Submit Complaint

[← Back](#)

**Welcome, Akanksha**  
Last Login: 2016-12-10 13:20:00

Customer Id :1018959726  
 Customer Name :D.E. CDR DATA  
 Landline Number :020-27373859

Mobile Number :7032717996  
 Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE  
 Account Subtype :BSNL EMPLOYEES  
 Office :OFFICE  
 Connection :CONNECTION

Method Of Communication :E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

### 1.9.3. Tracking Complaints

User can track their complaint. On clicking “Track My Complaints” form side menu(Register Complaint → Track My Complaints)



**Track My Complaints (Billing Account Number: 1019223974)**

Show  entries Search:

Please click on the complaint ID to view Complaint Details

Complaint No	Phone Number	Complaint Type	Complaint Subtype	Created Date	Status	Closing Date	Comments	Fault Closure Confirmed By
<a href="#">1035097750</a>	020-27373859	Billing	Initial	2016-11-28 21:14:57	Billing Adjustment Rejected		Test Billing Complaint CWSC_TCS	
<a href="#">1035026372</a>	020-27373859	Billing	Initial	2016-11-24 15:08:45	Billing Adjustment Rejected		Testing .....	
<a href="#">1034885393</a>	020-27373859	Billing	Initial	2016-11-14 19:47:49	Billing Adjustment Rejected		Test CWSC_TCS	
<a href="#">1034184078</a>	020-27373859	Technical	Phone Dead	2016-10-07 07:49:50	Assigned to ITO			
<a href="#">1029151044</a>	020-27373859	Technical	Phone Dead	2016-01-29 16:29:00	Resolved on 12.02.2016			Kudale
<a href="#">1022773203</a>	020-27373859	Technical	Phone Dead	2015-03-24 17:16:44	Rejected			
<a href="#">1022773202</a>	020-27373859	Technical	Phone Dead	2015-03-24 17:16:44	Rejected			
<a href="#">1022773201</a>	020-27373859	Technical	Phone Dead	2015-03-24 17:16:43	Rejected			
<a href="#">1022773200</a>	020-27373859	Technical	Phone Dead	2015-03-24 17:16:43	Rejected			
<a href="#">1022773199</a>	020-27373859	Technical	Phone Dead	2015-03-24 17:16:43	Rejected			

**Welcome, Akanksha**  
Last Login: 2016-12-10 13:20:00

Customer Id :1018959726  
Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717996  
Email :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE BSNL EMPLOYEES  
Account Subtype :OFFICE CONNECTION

Method Of Communication :E-MAIL

**Quick Links**

View Bills  
Pay Mobile Bills  
Quick Pay  
View/Redeem Loyalty Points  
Register for Mobile Number & Email ID  
Register for Go-Green (Bills on Email only)

- User can view complaint details by clicking on particular "Complaint Id".

- My Services <
- Modify Services <
- Register Complaints ▾
  - Raise Billing Complaint
  - Raise Technical Complaint
  - Track My Complaints
- Update Billing Profile <
- Bills & Payments <
- My Usage <
- Manage Loyalty Points <
- Account Profile <
- New Services <
- Voluntary Closure
- Schedule Conference

Show 10 entries Search:

Please click on the complaint ID to view Complaint Details

Complaint No	Phone Number	Complaint Type	Complaint Subtype	Created Date	Status	Closing Date	Comments	Fault Closure Confirmed By
<a href="#">1035097750</a>	020-27373859	Billing	Initial	2016-11-28 21:14:57	Billing Adjustment Rejected		Test Billing Complaint CWSC TCS	
<a href="#">1035026372</a>	020-27373859	Billing	Initial	2016-11-24 15:08:45	Billing Adjustment Rejected		Testing .....	
<a href="#">1034885393</a>	020-27373859	Billing	Initial	2016-11-	Billing		Test	
<a href="#">1034194078</a>	020-27373859							
<a href="#">1029151044</a>	020-27373859	Technical	Phone Dead	2016-01-29 18:29:00	Resolved	12.02.2016		Kudale
<a href="#">1022773203</a>	020-27373859							
<a href="#">1022773202</a>	020-27373859							
<a href="#">1022773201</a>	020-27373859	Technical	Phone Dead	2015-03-24 17:16:43	Rejected			
<a href="#">1022773200</a>	020-27373859	Technical	Phone Dead	2015-03-24 17:16:43	Rejected			
<a href="#">1022773199</a>	020-27373859	Technical	Phone Dead	2015-03-24 17:16:43	Rejected			

Showing 1 to 10 of 14 entries

Previous 1 2 Next

Session Detail



Complaint No: 1029151044

Phone Number: 020-27373859

Complaint Type: Technical

Complaint Subtype: Phone Dead

Created Date: 2016-01-29 18:29:00

Status: Resolved on 12.02.2016

Closing Date:

Comments:

Fault Closure Confirmed By: Kudale

Customer Id :1018959726

Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE

Landline Number :020-27373859

---

Mobile Number :7032717996

Email Id :kumar.akanksha@tcs.com

---

Account Type :WORKING OFFICE

Account Subtype :BSNL EMPLOYEES OFFICE CONNECTION

---

Method Of Communication :E-MAIL

Quick Links

View Bills

Pay Mobile Bills

Quick Pay

View/Redeem Loyalty Points

Register for Mobile Number & Email ID

Register for Go-Green (Bills on Email only)

Activate Windows  
Go to Settings to activate Windows.

## 1.10. Updating Billing Profile

Click on "Update Billing Profile" from the side menu.

The screenshot displays the BSNL customer portal interface. At the top, the header includes the BSNL logo, the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED', and navigation links for 'Home', 'Contact Us', and 'Log out'. On the left, a vertical 'Options' menu lists various services, with 'Update Billing Profile' highlighted in red and a red arrow pointing to it. The main content area is divided into several sections: 'Bills & Payments' showing account details (Billing Account No: 1019223974, Landline No: 020-27373859) and amounts (Outstanding: ₹ 670.81, Unbilled: ₹ 0); 'My Usage' with a bar chart and a prompt to view usage details; 'Welcome, Akanksha' with customer information (Customer Id: 1018959726, Name: D.E. CDR DATA CENTRE, TIPC PUNE); 'My Complaints' with a pencil icon and a message about service improvement; 'Loyalty Management' with a gift icon and a message about the loyalty scheme; and 'Quick Links' with options like 'Pay Mobile Bills', 'Quick Pay', and 'Register for Mobile Number & Email ID'.

- Select any of the sub-menu options under "Update Billing Profile".

The screenshot shows the BSNL user portal dashboard. On the left, there is a sidebar with 'Options' expanded, showing 'Update Billing Profile' with a sub-menu. The main content area is divided into several sections: 'Bills & Payments' (displaying account details and amounts), 'My Usage' (with a bar chart), 'Complaints' (with a pencil icon), 'Loyalty Management' (with a gift icon), and a 'Welcome, Akanksha' section (displaying customer and account information). A red box highlights the 'Update Billing Profile' menu, and a red arrow points to the 'Complaints' section.

- You can change your selection from the "Change Type" drop-down from the form page also.

The screenshot shows the 'Update Billing Profile' form. The 'Change Type' dropdown menu is open, displaying a list of options: 'Select Change Type', 'Method Of Payment', 'Billing Address Update', 'Bill Statement Type' (highlighted in yellow), 'Billing Frequency Update', and 'Bill Media Type'. A red box highlights the dropdown menu, and a red arrow points to the 'Change Type' label.

- You can check your existing details on the top section of the screen. The form in the bottom section of the screen can be used to update the Billing Related details.

**Options**

- Manage Account <
- My Services <
- Modify Services <
- Register Complaints <
- Update Billing Profile <
- Bills & Payments <
- My Usage <
- Manage Loyalty Points <
- Account Profile <
- New Services <
- Voluntary Closure
- Schedule Conference

**My Billing Profile**

**Existing Billing Details:**

Customer ID: 1018959726  
 Billing Account Number: 1019223974  
 (BSNL) Mobile: +91 7032717996  
 (BSNL) Email: kumarakanksha@tcs.com  
 Bill Frequency: Monthly  
 Bill Media Type: Not Available  
 Bill Statement Type: All Itemization  
 Method of Payment: CASH  
 Billing Address: T/C @ WORK STATION-ROOM, FIRST FLOOR, CDR DATA CENTRE, RTTC BUILDINGPLOT NO 12MIDC, G-BLOCKCHINCHWAD, PUNEPUN, MAHARASHTRA, PUNE, 411019  
 Preferred Mode of Communication: E-MAIL

**Update Billing Profile**

**Select Details:**

Note: \* Marks as Mandatory Field

Paperless.Easy-Access.Environment-Friendly. Subscribe for Bills on Email only.

Billing Account : 1019223974  
 Telephone no : \* Select Telephone no/Service ID  
 Change Type : \* Bill Media Type  
 Change Sub Type : \* Select Change Sub Type

**GO GREEN: Recieve Bills on Email Only to save paper and earn Loyalty Points.**

**Welcome, Akanksha**  
Last Login: 2016-12-10 13:20:00

---

Customer Id :1018959726  
 Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
 Landline Number :020-27373859

---

Mobile Number :7032717996  
 Email Id :kumarakanksha@tcs.com

---

Account Type :WORKING OFFICE  
 Account Subtype :BSNL EMPLOYEES OFFICE CONNECTION

---

Method Of Communication :E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

Activate Windows  
Go to Settings to activate Windows.

- Update Billing Profile <
- Bills & Payments <
- My Usage <
- Manage Loyalty Points <
- My Profile <
- Opt for New Services <

**Billing Account Number :** 9000148978  
 (BSNL) Mobile: +91 8756325921  
 (BSNL) Email: NA  
 Bill Frequency: Monthly  
 Bill Media Type: Print Bill on Paper  
 Bill Statement Type: All Calls  
 Method of Payment: Cash  
 Billing Address: 475 , gdgf , DFGSDFG , HYDERABAD , hyderabad , 500020  
 Preferred Mode of Communication:Mobile

**Update Billing Profile**

**Select Details:**

Billing Account :9000148978  
 Telephone no : 040-27610151 ( Landline )  
 Change Type : Select Telephone no/Service ID  
 Change Sub Type : 040-27610151 ( Landline )

**Mobile Number:**8756325921  
**Email id** :NA

---

**Account Type** :Individual  
**Account Subtype:**Others

---

**Method Of Communication:**Mobile

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

- Select a Telephone Number under the selected Billing Number.

### Update Billing Profile

**Select Details:**  
Paperless.Easy-Access.Environment-Friendly. Subscribe for Bills on Email only.

Billing Account :9000148978

Telephone no : 040-27610151 ( Landline )

Change Type : Bill Media Type

Change Sub Type : Select Change Sub Type

✓ Submit

- Select Change Sub Type
- Email
- Print Bill on Paper
- Email and Print Bill on Paper

- Select Change Type as “Bill Media Type” from the drop down.
- Select the desired option from the dropdown for Change Sub Type.

For changes under Bill Media Type including Email, authentication will be verified by OTP sent on Mobile associated with Customer Account.

Update Billing Profile

Select Details:

**Please confirm OTP delivered on 8756325921.**

Paperless.Easy-Access.Environment-Friendly. Subscribe for Bills on Email only.

Billing Account :9000148978

Telephone no : 040-27610151 ( Landline )

Change Type : Bill Media Type

Change Sub Type : Email and Print Bill on Paper

Enter OTP

Existing E-Mail ID

Requesting bills on

**GO GREEN: Recieve Bills on Email Only to save paper and earn Loyalty Points.**

Submit

- Click on the blue link to authenticate the user with OTP for security.

Update Billing Profile

Select Details:

Paperless.Easy-Access.Environment-Friendly. Subscribe for Bills on Email only.

Billing Account :9000148978

Telephone no : Select Telephone no/Service ID

Change Type : Bill Media Type

Change Sub Type : Email and Print Bill on Paper

Enter OTP : [Click to enter and verify OTP](#)

Existing E-Mail ID :

Requesting bills on E-Mail ID:

**GO GREEN: Recieve Bills on Email Only to save paper and earn Loyalty Points.**

Submit

- After entering the OTP, click on the "tick" button to verify.

Update Billing Profile

**Select Details:**  
 Paperless.Easy-Access.Environment-Friendly. Subscribe for Bills on Email only.

Billing Account :9000148978

Telephone no :

Change Type :

Change Sub Type :

Enter OTP :

Existing E-Mail ID :  
 Requesting bills on E-Mail ID:

**GO GREEN: Recieve Bills on Email Only to save paper and earn Loyalty Points.**

- If OTP does not match, click the blue link to enter OTP again.

Update Billing Profile

**Select Details:**

✕ OTP did not match. Please enter correct OTP. ✕

Paperless.Easy-Access.Environment-Friendly. Subscribe for Bills on Email only.

Billing Account :9000148978

Telephone no :

Change Type :

Change Sub Type :

Enter OTP : [Click to enter and verify OTP](#)

Existing E-Mail ID :  
 Requesting bills on E-Mail ID:


**GO GREEN: Recieve Bills on Email Only to save paper and earn Loyalty Points.**



- After OTP is matched, check the existing email details or click the blue link to enter a new Email ID.

### Update Billing Profile

Select Details:

 OTP Matched. ✕

Paperless.Easy-Access.Environment-Friendly. Subscribe for Bills on Email only.

Billing Account :9000148978

Telephone no :

Change Type :

Change Sub Type :

Enter OTP :9289

Existing E-Mail ID :

Requesting bills on E-Mail ID:

E-Mail ID [Click to change/enter new Email ID](#)

**GO GREEN: Recieve Bills on Email Only to save paper and earn Loyalty Points.**

- Enter the new Email ID and click on the "tick" to confirm.

### Update Billing Profile

**Select Details:**

Paperless.Easy-Access.Environment-Friendly. Subscribe for Bills on Email only.

Billing Account :9000148978

Telephone no :

Change Type :

Change Sub Type :

Enter OTP :[Click to enter and verify OTP](#)

Existing E-Mail ID :

Requesting bills on E-Mail ID:shweta.test@yahoo.com



E-Mail ID

**GO GREEN: Recieve Bills on Email Only to save paper and earn Loyalty Points.**

- If the new Email ID is not verified with the CWSC system, OTP will be sent on it for verification.
- Click on the blue link to enter OTP for email. Click on the “tick” button to verify.

Update Billing Profile

Select Details:

 This OTP is valid for as long as you stay on the same page. OTP sent onshweta.test@yahoo.com 


Paperless.Easy-Access.Environment-Friendly. Subscribe for Bills on Email only.

Billing Account :9000148978

Telephone no :

Change Type :

Change Sub Type :

Enter OTP : Click to enter and verify OTP 



Existing E-Mail ID :  
Requesting bills on E-Mail ID:shweta.test@yahoo.com  
E-Mail ID :[Click to change/enter new Email ID](#)

**GO GREEN: Recieve Bills on Email Only to save paper and earn Loyalty Points.**

- Check all details and click on Submit to raise a Service Request for change of "Bill Media Type"

Update Billing Profile

Select Details:

 OTP Matched. 

Paperless.Easy-Access.Environment-Friendly. Subscribe for Bills on Email only.

Billing Account :9000148978

Telephone no :


Change Type :

Change Sub Type :

Enter OTP :0239

Existing E-Mail ID :  
Requesting bills on E-Mail ID:shweta.test@yahoo.com  
E-mail ID :[Click to change/enter new Email ID](#)

**GO GREEN: Recieve Bills on Email Only to save paper and earn Loyalty Points.**



### 1.10.1. Updating Billing Address

Select appropriate values from drop-downs and fill in the address in address fields.

**Update Billing Profile**

**Select Details:**

*Please confirm OTP delivered on 9876567898.*

Billing Account : 9000144876

Telephone no : 040-24443008 ( Landline )

Change Type : Billing Address Update

Change Sub Type : Billing Address Update

Enter OTP : [Click to enter and verify OTP](#)

House No :

State : --Select State--

District : --Select District--

Locality : --Select Locality--

Sub Locality : --Select Sub Locality--

City :

PIN :

- Enter OTP delivered on mobile for authentication and click on "Submit".

### Update Billing Profile

**Select Details:**

Billing Account : 9000144876

Telephone no : 040-24443008 ( Landline )

Change Type : Billing Address Update

Change Sub Type : Billing Address Update

Enter OTP : 5259

House No : House 1

State : Andhra Pradesh

District : ELURU

Locality : ELURU MANDAL

Sub Locality : MALKAPURAM

City : Hyderabad

PIN : 500072

### 1.10.2. Updating Billing Frequency

Select an option from the drop-down for Bill Frequency and click on "Submit".

### Update Billing Profile

**Select Details:**

Billing Account : 9000144876

Telephone no : 040-24443008 ( Landline )

Change Type : Billing Frequency Update

Change Sub Type : Monthly

Select Change Sub Type

Monthly

Submit

### 1.10.3. Updating Bill Statement Type

Select the choice of Bill Statement Type and click on Submit.

### Update Billing Profile

**Select Details:**

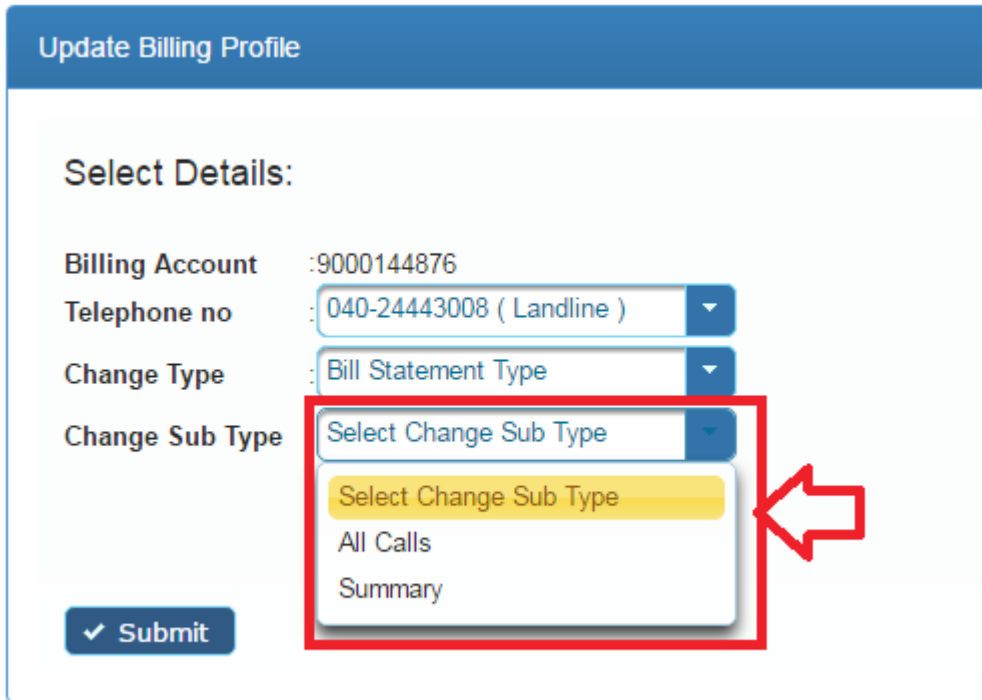
**Billing Account** : 9000144876

**Telephone no** : 040-24443008 ( Landline )

**Change Type** : Bill Statement Type

**Change Sub Type** : Select Change Sub Type

- Select Change Sub Type
- All Calls
- Summary



#### 1.10.4. Updating Method of Payment

Select the Method of Payment as either Cash or ECS.

**Update Billing Profile**

**Select Details:**

**Note:** To select Method of Payment as ECS, please take a printout of the ECS form and submit it in the nearest BSNL Customer Service Center after getting it sealed and signed from the bank manager.

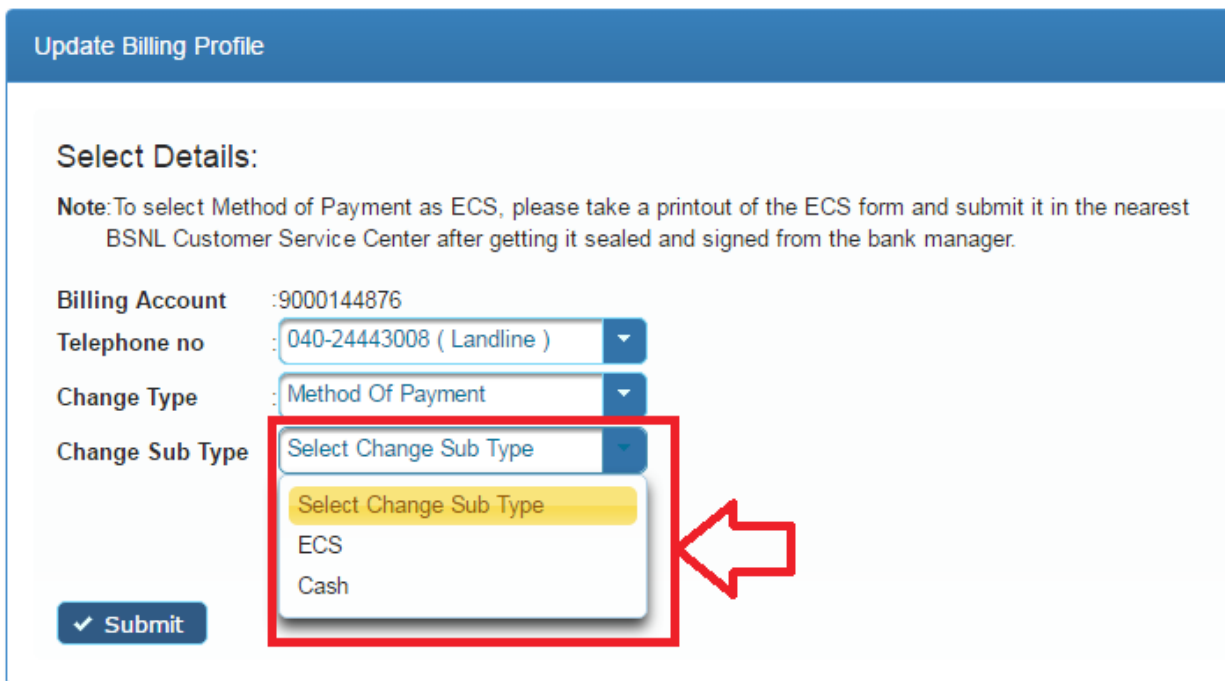
Billing Account : 9000144876

Telephone no : 040-24443008 ( Landline )

Change Type : Method Of Payment

Change Sub Type : Select Change Sub Type

- Select Change Sub Type
- ECS
- Cash



Download the ECS form to be submitted at Customer Care to change the Method of Payment as ECS.

**Update Billing Profile**

**Select Details:**

**Note:** To select Method of Payment as ECS, please take a printout of the ECS form and submit it in the nearest BSNL Customer Service Center after getting it sealed and signed from the bank manager.

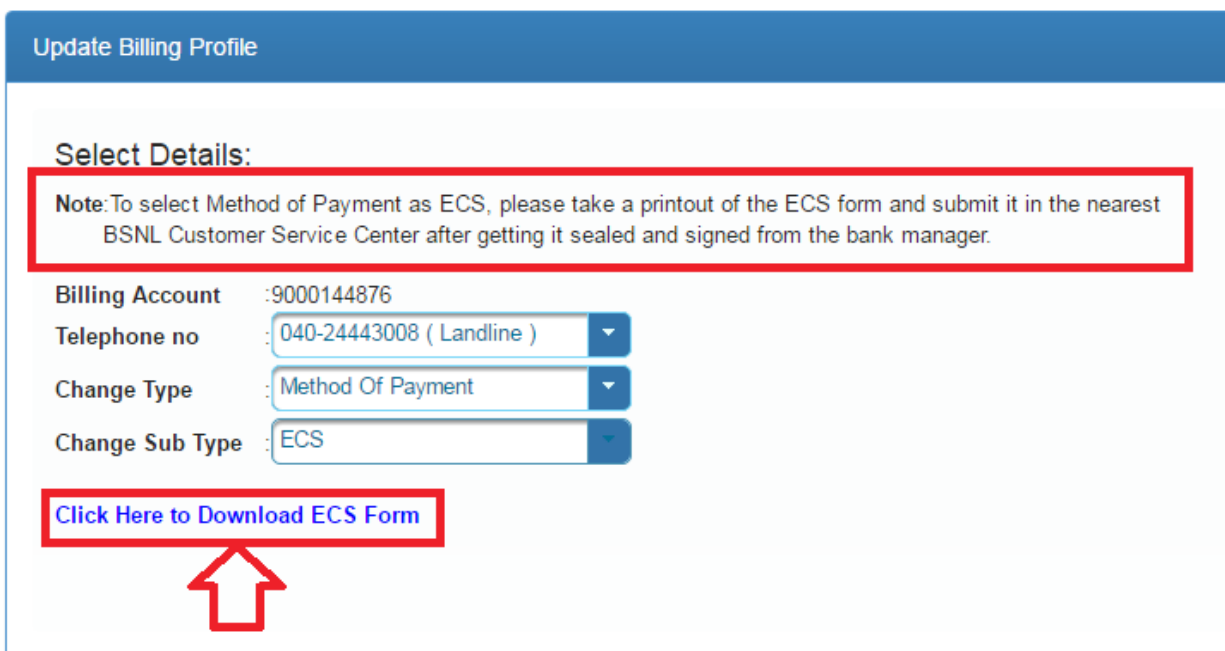
Billing Account : 9000144876

Telephone no : 040-24443008 ( Landline )

Change Type : Method Of Payment

Change Sub Type : ECS

[Click Here to Download ECS Form](#)





## 1.10.5. Tracking My Service Requests

User can track their service request. On clicking “Track My Service Request” from side menu (Update Billing Profile → Track My Service Request)

**Options**

- Manage Account
- My Services
- Modify Services
- Register Complaints
- Update Billing Profile**
  - Bill Media Type
  - Bill Statement Type
  - Billing Address Update
  - Billing Frequency Update
  - Method Of Payment
  - Track My Service Request**
- Bills & Payments
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

**Track My Service Request ( Billing Account Number: 1019223974 )**

Show 10 entries Search:

Service Request No.	Phone No.	Request Type	Change Type	Change Subtype	Status	Created Date	Closed Date
8018694960	020-27373859	BILLING RELATED	Bill Statement Type	All Calls	Rejected	2016-12-09 18:29:50	
8018694879	020-27373859	BILLING RELATED	Bill Media Type	Email	Rejected	2016-12-09 18:08:05	
8018687602	020-27373859	BILLING RELATED	Bill Media Type	Paper and Email	Closed	2016-12-08 20:48:39	
8018687438	020-27373859	BILLING RELATED	Bill Media Type	Email	Closed	2016-12-08 19:45:32	
8018687240	020-27373859	BILLING RELATED	Bill Statement Type	All Calls	Closed	2016-12-08 17:35:15	
8018684099	020-27373859	ACCOUNT RELATED	Prefered Method of Contact	Email	Closed	2016-12-08 14:41:47	
8018684098	020-27373859	BILLING RELATED	Bill Media Type	Bill On Paper	Rejected	2016-12-08 14:40:18	
8018684093	020-27373859	ACCOUNT RELATED	Prefered Method of Contact	Mobile	Closed	2016-12-08 14:37:05	
8018676203	020-27373859	BILLING RELATED	Bill Media Type	Bill On Paper	Closed	2016-12-07 12:38:52	
8018675280	020-27373859	BILLING RELATED	Bill Media Type	Bill On Paper	Closed	2016-12-07 12:04:21	

Showing 1 to 10 of 33 entries

Previous 1 2 3 4 Next

**Welcome, Akanksha**  
Last Login: 2016-12-10 13:20:00

Customer Id :1018959726  
Customer Name :D.E. CDR DATA  
Landline Number :CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717996  
Email Id :kumarakanksha@tcs.com

Account Type :WORKING OFFICE  
Account Subtype :BSNL EMPLOYEES OFFICE CONNECTION

Method Of Communication :E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

https://selfcare.bsnl.co.in/tungsten/UI/facelets/trackMyServiceRequest.xhtml#

## 1.11. Viewing Bills and Payments

The CWSC system will provide a user interface to view the billing and payment details. The invoices will also be provided which can be downloaded. The invoice and payment history will be displayed for a pre-defined period. Online bill payment will be provided through CWSC by integrating with Bill desk system.

### 1.11.1. Viewing Bills

User can view bill their bills . On clicking “View Bills” from side menu (Bills & Payments → View Bills)

The screenshot displays the BSNL user interface for viewing bills. The top navigation bar includes the BSNL logo, the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED', and navigation links for Home, Contact Us, and Log out. The left sidebar menu is expanded to 'Bills & Payments', with 'View Bills' highlighted in a red box and an arrow pointing to it. The main content area is divided into three sections:

- My Current Bill:** Shows Customer Account (1018959726), Billing Account (1019223974), and Outstanding Amount (₹670.81) with a 'Pay Now' button. A note states: '\*Note: Successful payment details will be updated after 24 hours.' Below this is a search bar and a 'Show 10 entries' dropdown.
- Current Bill Details:** A table with columns: Invoice No., Bill Date, Start Date, End date, Bill Amt, Due date, and Download Bill. It contains one entry for Invoice No. 10192239740029, Bill Date 01-12-2016, Start Date 01-10-2016, End date 30-11-2016, Bill Amt ₹5.36, and Due date 27-12-2016. A 'Download' button is present for this entry.
- Showing 1 to 1 of 1 entries:** Navigation buttons for Previous, 1, and Next.
- Previous Bill Details:** A table with the same columns as above. It contains two entries:
 

Invoice No.	Bill Date	Start Date	End date	Bill Amt	Due date	Download Bill
10192239740028	01-10-2016	01-08-2016	30-09-2016	₹0	26-10-2016	Download
10192239740027	01-08-2016	01-06-2016	31-07-2016	₹0	26-08-2016	Download
- Showing 1 to 2 of 2 entries:** Navigation buttons for Previous, 1, and Next.

The right sidebar shows user information for Akanksha, including Customer Id (1018959726), Name (CENTRE, ITPC PUNE), Landline Number (020-27373859), Mobile Number (7032717996), Email (kumar.akanksha@tcs.com), and Account details (WORKING OFFICE, BSNL EMPLOYEES, OFFICE, CONNECTION). It also shows the Method of Communication as E-MAIL. A 'Quick Links' section at the bottom right includes links for View Bills, Pay Mobile Bills, Quick Pay, View/Redeem Loyalty Points, Register for Mobile Number & Email ID, and Register for Co-Green (Bills on Email only).

The URL at the bottom of the page is <https://selfcare.bsnl.co.in/tungsten/UI/facelets/viewBills.xhtml#>.

User can download their bill by clicking on “Download” button.

The screenshot displays the BSNL self-care portal interface. The left sidebar contains a menu with 'View Bills' highlighted. The main content area shows 'My Current Bill' and 'Previous Bill Details' sections. The 'Previous Bill Details' table has a 'Download' button highlighted for the bill with Invoice No. 10192239740028.

**My Current Bill**

Customer Account: 1018959726  
 Billing Account: 1019223974  
 Outstanding Amount: ₹670.81 [Pay Now](#)

\*Note: Successful payment details will be updated after 24 hours.

Show 10 entries Search:

**Current Bill Details**

Invoice No.	Bill Date	Start Date	End date	Bill Amt	Due date	Download Bill
10192239740029	01-12-2016	01-10-2016	30-11-2016	₹5.36	27-12-2016	<a href="#">Download</a>

Showing 1 to 1 of 1 entries Previous 1 Next

Show 10 entries Search:

**Previous Bill Details**

Invoice No.	Bill Date	Start Date	End date	Bill Amt	Due date	Download Bill
10192239740028	01-10-2016	01-08-2016	30-09-2016	₹0	26-10-2016	<a href="#">Download</a>
10192239740027	01-08-2016	01-06-2016	31-07-2016	₹0	26-08-2016	<a href="#">Download</a>

Showing 1 to 2 of 2 entries Previous 1 Next

**Welcome, Akanksha**  
 Last Login: 2016-12-10 13:20:00

Customer Id: 1018959726  
 Customer Name: D.E. CDR DATA CENTRE, ITPC PUNE  
 Landline Number: 020-27373859

Mobile Number: 7032717996  
 Email Id: kumar.akanksha@tcs.com

Account Type: WORKING OFFICE BSNL EMPLOYEES  
 Account Subtype: OFFICE CONNECTION

Method Of Communication: E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

https://selfcare.bsnl.co.in/tungsten/UI/facelets/viewBills.xhtml#

### 1.11.2. Making a Payment

The users can make a payment based on phone number and billing account number. To make a Payment, Click on the “Bills & Payments” module from the left side tab (Bills & Payment → Make A Payment) of the 'dashboard' Page.

- Now Click on the “Make A Payment” button from the dropdown appeared on clicking 'Bills & Payments' module.

The screenshot shows the BSNL user portal dashboard. The top navigation bar includes the BSNL logo, the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED', and links for Home, Contact Us, and Log out. The left sidebar contains a menu with the following items: Options, Manage Account, My Services, Modify Services, Register Complaints, Update Billing Profile, Bills & Payments (expanded), View Bills, **Make a Payment** (highlighted with a red box and a red arrow), Payment History, My Usage, Manage Loyalty Points, Account Profile, New Services, Voluntary Closure, and Schedule Conference. The main content area is divided into several sections: Bills & Payments (showing Billing Account No: 1019223974, Landline No: 020-27373859, Outstanding Amount: ₹ 670.81, and Unbilled Amount: ₹ 0), My Usage (with a bar chart and text about viewing usage details), Welcome, Akanksha (with customer details like Customer Id: 1018959726, Name: D.E. CDR DATA CENTRE, ITPC PUNE, and Mobile Number: 7032717996), My Complaints (with a pencil icon and text about submitting complaints), Loyalty Management (with a gift icon and text about the Loyalty Scheme), and Quick Links (with links for View Bills, Pay Mobile Bills, Quick Pay, View/Redeem Loyalty Points, Register for Mobile Number & Email ID, and Register for Go-Green).

- After clicking on “Make A Payment” button “verify the Details” page will be displayed and select the “Service ID” for which you are going to make the payment.

BSNL भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED

Home Contact Us Log out

**Options**

- Manage Account
- My Services
- Modify Services
- Register Complaints
- Update Billing Profile
- Bills & Payments
  - View Bills
  - Make a Payment**
  - Payment History
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

**Verify The details**

\*Note: Successful payment details will be updated after 24 hours.

Service ID: --select Service ID--

020-27373859

Welcome, Akanksha  
Last Login: 2016-12-10 13:20:00

Customer Id :1018959726  
Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717996  
Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE  
Account :BSNL EMPLOYEES OFFICE  
Subtype :CONNECTION

Method Of Communication :E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

- After selecting the “Service ID”, the Invoice Amount and other details of the selected Service ID are fetched and displayed. User should verify the details and submit for payment. Thereafter the user will be redirected to Payment Portal.

BSNL भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED Home Contact Us Log out

**Options**

- Manage Account <
- My Services <
- Modify Services <
- Register Complaints <
- Update Billing Profile <
- Bills & Payments
  - View Bills
  - Make a Payment
  - Payment History
- My Usage <
- Manage Loyalty Points <
- Account Profile <
- New Services <

**Verify The details**

\*Note: Successful payment details will be updated after 24 hours.

Service ID: 020-27373859

Billing Account: 1019223974

Outstanding Amount: ₹671

Payment Due Date: 27-Dec-2016

**Pay Now** ←

**Welcome, Akanksha**  
Last Login: 2016-12-10 13:20:00

Customer Id :1018959726  
Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717996  
Email Id :kumarakanksha@tcs.com

Account Type :WORKING OFFICE BSNL EMPLOYEES  
Account Subtype :OFFICE CONNECTION

Method Of Communication :E-MAIL

### 1.11.3. Viewing Payment History

The users can view payment history. When the user clicks “Payment History” from side menu (Bills & Payments → Payment History)

BSNL भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED

Home Contact Us Log out

**Options**

- Manage Account <
- My Services <
- Modify Services <
- Register Complaints <
- Update Billing Profile <
- Bills & Payments**
  - View Bills
  - Make a Payment
  - Payment History**
- My Usage <
- Manage Loyalty Points <
- Account Profile <
- New Services <
- Voluntary Closure
- Schedule Conference

Payment History ( Billing Account Number: 8007259944 )

Show 10 entries Search:

**My Past Payments**

Payment Receipt Number	Amount Paid	Payment Date	Payment Status	Payment Mode	Payment Channel	
CTD6901124101600371	281	24-10-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901122081601625	282	22-08-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901122081601625	282	22-08-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901122071601273	594	22-07-2016	PAID	CASH	FRANCHISEE	Download
CTD6901121111601656	340	21-11-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901121091601231	514	21-09-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901120061601272	281	20-06-2016	PAID	CASH	FRANCHISEE	Download
CTDPOR0120051600857	281	20-05-2016	PAID	ATC	ALL INDIA PORTAL	Download

Showing 1 to 8 of 8 entries Previous 1 Next

Payment Modes And Payment Channels

Welcome, AS  
Last Login: 2016-12-10 14:10:06

Customer Id :3007229428  
Customer Name :GM/IITPC/BSNL/KOLKATA  
Landline Number :033-23347878

Mobile Number :8902000889  
Email Id :deepthi.kankanala@tcs.com

Account Type :INDIVIDUAL  
Account :BSNL  
Subtype :RESIDENTIAL

Method Of Communication:Email

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Go-Green (Bills on Email only)

- User can download duplicate payment receipt by clicking on “Download” button.

BSNL भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED

Home Contact Us Log out

Options

- Manage Account
- My Services
- Modify Services
- Register Complaints
- Update Billing Profile
- Bills & Payments
- My Usage
- Manage Loyalty Points
- Account Profile
- New Services
- Voluntary Closure
- Schedule Conference

Payment History ( Billing Account Number: 8007259944 )

Show 10 entries Search:

My Past Payments

Payment Receipt Number	Amount Paid	Payment Date	Payment Status	Payment Mode	Payment Channel	Download
CTD6901124101600371	281	24-10-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901122081601625	282	22-08-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901122081601625	282	22-08-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901122071601273	594	22-07-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901121111601656	340	21-11-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901121091601231	514	21-09-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901120061601272	281	20-06-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTDPOR0120051600857	281	20-05-2016	PAID	ATC	ALL INDIA PORTAL	Download

Showing 1 to 8 of 8 entries Previous 1 Next

Payment Modes And Payment Channels

Welcome, AS  
Last Login: 2016-12-10 14:13:20

Customer Id :3007229426  
Customer Name :GM/ITPC/BSNL/KOLKATA  
Landline Number :033-23347878

Mobile Number :8902000889  
Email Id :deepthi.kankanala@tcs.com

Account Type :INDIVIDUAL  
Account :BSNL  
Subtype :RESIDENTIAL

Method Of Communication :Email

Quick Links

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile

Do you want to open or save 8007259944\_CTD6901122081601625.pdf from selfcare.bsnl.co.in?

Open Save Cancel

- To view payment mods and payment channel user need to click on “payment mods and payment channel”



Payment History ( Billing Account Number: 8007259944 )

Show 10 entries Search:

Payment Receipt Number	Amount Paid	Payment Date	Payment Status	Payment Mode	Payment Channel	
CTD6901124101600371	281	24-10-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901122081601625	282	22-08-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901122081601625	282	22-08-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901122071601273	594	22-07-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901121111601656	340	21-11-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901121091601231	514	21-09-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTD6901120061601272	281	20-06-2016	PAID	CASH PAYMENT	FRANCHISEE	Download
CTDPOR0120051600857	281	20-05-2016	PAID	ATC	ALL INDIA PORTAL	Download

Showing 1 to 8 of 8 entries Previous 1 Next

Payment Modes And Payment Channels

Welcome, AS  
Last Login: 2016-12-10 14:10:05

Customer Id :3007229426  
Customer Name :GM/ITPC/BSNL/KOLKATA  
Landline Number :033-23347878

Mobile Number :8902000889  
Email Id :deepthi.kankanala@tcs.com

Account Type :INDIVIDUAL  
Account Subtype :BSNL RESIDENTIAL

Method Of Communication:Email

Quick Links

View Bills  
Pay Mobile Bills  
Quick Pay  
View/Redeem Loyalty Points  
Register for Mobile Number & Email ID  
Register for Go-Green (Bills on Email only)

- After clicking on “Payment mods and payment channel”, user will get the below shown details.

Payment Modes And Payment Channels in PMS

Payment Mode	Payment Channels
CASH	Bank
CHK	Post Office
DD	Any Time Payment
EFT	Kiosk
CC	AP ONLINE
DC	E SEVA
ECS	FRIENDS
BD	Online Counter
ATC	Bill Desk(DD)
TDS	Delta
NACH	Franchisee
	Local Portal
	Bill Desk
	N/RS
	All India Portal
	CBPCTLL
	EAU
	External Accounting Unit
	TDS

Payment Modes And Payment Channels

Welcome, AS  
Last Login: 2016-12-10 14:10:05

Customer Id :3007229426  
Customer Name :GM/ITPC/BSNL/KOLKATA  
Landline Number :033-23347878

Mobile Number :8902000889  
Email Id :deepthi.kankanala@tcs.com

Account Type :INDIVIDUAL  
Account Subtype :BSNL RESIDENTIAL

Method Of Communication:Email

Quick Links

View Bills Pay Mobile Bills  
Quick Pay  
View/Redeem Loyalty Points  
Register for Mobile Number & Email ID  
Register for Go-Green (Bills on Email only)

## 1.12. Viewing Usage Details

The users can view the following types of billed and unbilled usage details for landline:

- Land line
- Broad band

### 1.12.1. Landline Usage

The users can view the following types of billed and unbilled usage details for landline.

#### 1.12.1.1. Cumulative Billed Usage

To view cumulative billed usage details, user needs to select “Cumulative Billed Usage” from side menu (My Usage→ Cumulative Billed Usage).

- After clicking on Cumulative Billed usage user will be redirected to the cumulative billed usage page where user needs to select the Landline Number, from date and to date for which the user wants the usage details and click on “Go”.

The screenshot displays the BSNL user portal interface. The top navigation bar includes the BSNL logo, the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED', and navigation links for Home, Contact Us, and Log out. The left sidebar contains an 'Options' menu with items like 'Manage Account', 'My Services', 'Modify Services', 'Register Complaints', 'Update Billing Profile', 'Bills & Payments', 'My Usage', 'Landline Usage', 'Cumulative Billed Usage', 'Cumulative Unbilled Usage', 'Billed Call Details', 'Unbilled Call Details', 'Broadband Usage', 'Manage Loyalty Points', 'Account Profile', 'New Services', 'Voluntary Closure', and 'Schedule Conference'. The 'Cumulative Billed Usage' option is highlighted with a red box and an arrow.

The main content area is titled 'Landline Cumulative Billed Usage'. It features a form with the following fields:
 

- Landline No: 033-23347878 (highlighted with a red box)
- From: 11/01/2016
- To: 12/01/2016
- A 'Go' button

 To the right of the form is a pie chart titled 'Cumulative Billed(TypeOfCall vs Total Units)' showing a legend for LOCAL (blue) and STD (orange). Below the form is a summary table:
 

Gross Duration(HH:MM:SS)	Gross Units	Gross Amount(INR)
09:28:47	492	492

 Below this is a note: '\*Please click on the icons to Download the data in excel or pdf respectively'. Underneath is a table titled 'Cumulative Billed usage details' with a pagination control showing '10' items and '(1 of 1)'.
 

From Date	To Date	Total Duration(HH:MM:SS)	Total Units	Total Amount(INR)	Call Type
2016-11-01	2016-11-30	00:10:11	16	16	LOCAL
2016-11-01	2016-11-30	09:18:36	476	476	STD

The right-hand sidebar contains user information:
 

- Welcome, AS
- Last Login: 2016-12-10 14:55:16
- Customer Id: 3007229426
- Customer Name: GM/ITPC/BSNL/KOLKATA
- Landline Number: 033-23347878
- Mobile Number: 8902000889
- Email Id: deepthi.kankanala@tcs.com
- Account Type: INDIVIDUAL
- Account: BSNL
- Subtype: RESIDENTIAL
- Method Of Communication: Email

 At the bottom of the sidebar is a 'Quick Links' section with buttons for 'View Bills', 'Pay Mobile Bills', 'Quick Pay', 'View/Redeem Loyalty Points', and 'Register for Mobile Number & Email ID'.

### 1.12.1.2. Cumulative Unbilled Usage

To view cumulative Unbilled usage details, user needs to select “Cumulative Unbilled Usage” from side menu (My Usage→ Cumulative Unbilled Usage).

- After clicking on Cumulative Unbilled usage user will be redirected to the cumulative unbilled usage page where user needs to select the Landline Number, from date and to date for which the user wants the usage details and click on “Go”.

The screenshot shows the BSNL web portal interface. The top navigation bar includes the BSNL logo, the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED', and links for Home, Contact Us, and Log out. The left sidebar menu is expanded to 'My Usage', with 'Landline Usage' selected and 'Cumulative Unbilled Usage' highlighted. The main content area is titled 'Landline Cumulative Unbilled Usage'. It features a form with a dropdown for 'Landline Number' (033-23347878), 'From' date (11/01/2016), and 'To' date (12/01/2016), along with a 'Go' button. A chart area shows 'Cumulative Unbilled (TypeOfCall vs Total Units)' with a single data point for 'STD'. Below the chart is a table with columns 'Gross Duration(HH:MM:SS)' and 'Gross Units', showing '00:12:08' and '8' respectively. A message prompts the user to download data in Excel or PDF. A table titled 'Cumulative Unbilled usage details' shows one entry for '2016-12-01' with a total duration of '00:12:08' and '8' units. The right sidebar displays user information for 'AS', including Customer ID, Name, Landline Number, Mobile Number, Email, Account Type, and Subtype.

### 1.12.1.3. Billed Call Details

To view the Billed Call Details user needs to select “Billed Call Details” from side menu (My Usage → Billed Call Details).

- After clicking on Billed call details user will be redirected to the Billed call details page, where user needs to select the Landline Number, Type of Call and Invoice Number for which the user wants the usage details.

The screenshot displays the BSNL user portal interface. The top navigation bar includes the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. The left sidebar contains various options such as 'Manage Account', 'My Services', and 'Landline Usage'. The main content area is titled 'Landline Billed Call Details' and features a search form with fields for 'Landline No.', 'Type of Call', and 'Invoice Number'. Below the search form is a summary table showing 'Gross Duration', 'Gross Units', and 'Gross Amount'. A table of 'Billed Call details' follows, with columns for 'Transaction Date', 'Called Number', 'Called Network', 'Duration', 'Units', and 'Amount'. The 'Billed Call Details' option in the left sidebar is highlighted with a red box and a red arrow.

**Landline Billed Call Details**

Landline No: \* 033-23347878  
 Type of Call: \* STD  
 Invoice Number: \* NOV 185387250  
 Go

Gross Duration(HH-MM-SS)	Gross Units	Gross Amount(INR)
09:18:36	476	476

\*Please click on the icons to Download the data in excel or pdf respectively

Transaction Date	Called Number	Called Network	Duration(HH-MM-SS)	Units	Amount(INR)
30-11-2016 10:31:34 AM	08832470276	BSNL LL	00:00:24	1	1
30-11-2016 09:27:18 AM	08832439799	BSNL LL	00:09:28	5	5
27-11-2016 08:14:12 AM	08832439799	BSNL LL	00:10:08	6	6
27-11-2016 07:56:43 AM	08832439799	BSNL LL	00:13:10	7	7
26-11-2016 08:14:56 PM	09014735885	Others	00:44:16	45	45

Welcome, AS  
 Last Login: 2016-12-10 14:55:16

Customer Id :3007229426  
 Customer Name :GM/ITPC/BSNL/KOLKATA  
 Landline Number :033-23347878

Mobile Number :8902000889  
 Email Id :deepthi.kankanala@tcs.co

Account Type :INDIVIDUAL  
 Account :BSNL  
 Subtype :RESIDENTIAL

Method Of Communication:Email

Quick Links  
 View Bills

#### 1.12.1.4. Unbilled Call Details

To view the Unbilled Call Details user needs to select "Unbilled Call Details" from side menu (My Usage → Unbilled Call Details).

- After clicking on Unbilled call details user will be redirected to the Unbilled call details page, where user needs to select the Landline Number, Type of Call and from date, to date for which the user wants the usage details.

**Landline Unbilled Call Details**

Landline No.: 033-23347878  
 Type of Call: All Calls  
 From: 11/01/2016  
 To: 12/01/2016  
 Go

Gross Duration(HH:MM:SS)	Gross Units
00:12:08	8

\*Please click on the icons to Download the data in excel or pdf respectively

Transaction Start Date	Called Number	Called Network	Duration(HH:MM:SS)	Units	Call Type
01-12-2016 06:58:11 PM	09440147799	BSNL Mobile	00:02:40	3	LL STD Call
01-12-2016 06:46:26 PM	08832470276	BSNL LL	00:09:26	5	LL STD Call

**Unbilled Call Details**

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Green (Bills on Email only)

## 1.12.2. Broadband Usage

The users can view the following types of billed and unbilled usage details for broadband.

### 1.12.2.1. Cumulative Billed Usage

To view the Cumulative Billed Usage user needs to select “Cumulative Billed Usage” from side menu (My Usage → Cumulative Billed Usage).

- After clicking on Cumulative Billed Usage user will be redirected to the Cumulative Billed Usage page .
- The user needs to select the landline number, if the landline number has a Broadband service then the user will be able to select the from date and to date.
- After clicking on “Go”, user will get the Cumulative Billed Usage details.

The screenshot shows the BSNL user portal interface. The top navigation bar includes the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. The left sidebar contains various options, with 'Cumulative Billed Usage' highlighted in red. The main content area displays the 'BB Cumulative Billed Usage' page. It features a form with a 'Landline No.' dropdown set to '033-23347878', 'From:' date '11/01/2016', and 'To:' date '12/01/2016'. A red box highlights these fields, and a red arrow points to the 'Go' button. Below the form, a table titled 'Cumulative Billed Usage details' shows usage statistics. The table has columns for Total Upload Vbl(KB), Total Download Vbl(KB), Total Vbl(KB), Total Chargeable Units(KB), Total Amount(INR), and BB Plan. The data row shows 1921883 KB upload, 13193581 KB download, 15115444 KB total, 0 chargeable units, 0 INR amount, and BB Home ULD 545 plan. The right sidebar contains user information for 'AS', including customer ID, name, landline number, mobile number, email, and account type. A 'Quick Links' section is also visible at the bottom right.

Total Upload Vbl(KB)	Total Download Vbl(KB)	Total Vbl(KB)	Total Chargeable Units(KB)	Total Amount(INR)	BB Plan
1921883	13193581	15115444	0	0	BB Home ULD 545

### 1.12.2.2. Cumulative Unbilled Usage

To view the Cumulative Unbilled Usage user needs to select “Cumulative Unbilled Usage” from side menu (My Usage → Cumulative Unbilled Usage).

- After clicking on Cumulative Unbilled Usage user will be redirected to the Cumulative Unbilled Usage page.
- The user needs to select the landline number, if the landline number has a Broadband service then the user will be able to select the from date and to date.
- After clicking on “Go”, user will get the Cumulative Unbilled Usage details.

The screenshot displays the BSNL user portal interface. The top navigation bar includes the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. The main content area is titled 'BB Cumulative Unbilled Usage'. It features a form with the following fields:

- Landline No: 033-23347878
- From: 11/01/2016
- To: 12/01/2016
- Go button

Below the form, there is a table titled 'Cumulative Unbilled Usage details' with the following data:

Total Upload Vb(KB)	Total Download Vb(KB)	Total Vb(KB)	Total Chargeable Units(KB)	Total Duration	BB Plan
47622	466015	513637	0	14:40:37	BB Home ULD 545

The right-hand sidebar contains user information for 'AS', including Customer Id, Name, Landline Number, Mobile Number, and Email Id. It also lists account details and quick links such as 'View Bills', 'Pay Mobile Bills', and 'Quick Pay'.

### 1.12.2.3. Session Billed Usage

To view the Session Billed Usage user needs to select "Session Billed Usage" from side menu (My Usage → Session Billed Usage).

- After clicking on Session Billed Usage user will be redirected to the Session Billed Usage page .
- The user needs to select the landline number, if the landline number has a Broadband service then the user will be able to select the Invoice number.
- After clicking on "Go", user will get the Session Billed Usage details.

**BB Session Billed Usage**

Landline No:

Invoice Number:

Gross Upload(KB)	Gross Download (KB)	Gross Units(KB)	Gross Amount(INR)
1921883	13193581	15115444	0

\*Please click on the icons to Download the data in excel or pdf respectively

Session Billed usage details

Session Start Date & Time	Session End Date & Time	Upload(KB)	Download (KB)	Total Units(KB)	Total Amount(INR)	Mac Address Id
01-11-2016 00:20:48	01-11-2016 00:50:48	23	31	54	0	00:08:5c:ed:16:
01-11-2016 00:50:48	01-11-2016 01:20:20	23	45	68	0	00:08:5c:ed:16:
01-11-2016 01:20:20	01-11-2016 01:50:20	52	100	152	0	00:08:5c:ed:16:
01-11-2016 01:50:20	01-11-2016 02:00:00	1792	90	1882	0	00:08:5c:ed:16:
01-11-2016 02:00:00	01-11-2016 02:20:21	3772	191	3963	0	00:08:5c:ed:16:

**Welcome, AS**  
Last Login: 2016-12-10 14:55:16

Customer Id :3007229426  
Customer Name :GM/ITPC/BSNL/KOLKATA  
Landline Number :033-23347878

Mobile Number :8902000889  
Email :deepthi.kankanala@tcs.com

Account Type :INDIVIDUAL  
Account :BSNL  
Subtype :RESIDENTIAL

Method Of Communication:Email

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points
- Register for Mobile Number & Email ID
- Register for Green (Bills on Email only)

#### 1.12.2.4. Session Unbilled Usage

To view the Session Unbilled Usage user needs to select “Session Unbilled Usage” from side menu (My Usage → Session Unbilled Usage).

- After clicking on Session Unbilled Usage user will be redirected to the Session Unbilled Usage page.
- The user needs to select the landline number, if the landline number has a Broadband service then the user will be able to select the from date and to date.
- After clicking on “Go”, user will get the Session Unbilled Usage details.



**BB Session Unbilled Usage**

Landline No: \* 033-23347878

From: \* 11/01/2016

To: \* 12/01/2016

Chart

Go

Gross Upload(KB)	Gross Download(KB)	Gross Units(KB)
47822	468015	513637

\*Please click on the icons to Download the data in excel or pdf respectively

Session Unbilled Usage details

Session Start Date & Time	Session End Date & Time	Upload(KB)	Download(KB)	Total Units(KB)	Mac Address Id
01-12-2016 23:31:49	02-12-2016 00:01:50	180	829	809	00:08:5c:ed:18:70
01-12-2016 23:01:47	01-12-2016 23:31:49	2407	56205	58612	00:08:5c:ed:18:70
01-12-2016 22:31:45	01-12-2016 23:01:47	458	6535	6991	00:08:5c:ed:18:70
01-12-2016 22:01:43	01-12-2016 22:31:45	354	2307	2661	00:08:5c:ed:18:70
01-12-2016 21:31:40	01-12-2016 22:01:43	304	704	1008	00:08:5c:ed:18:70

Welcome, AS  
Last Login: 2016-12-10 14:55:18

Customer Id :3007229426  
Customer Name :GM/ITPC/BSNL/KOLKATA  
Landline Number :033-23347878

Mobile Number :8902000889  
Email Id :deepthi.kankanala@tcs.com

Account Type :INDIVIDUAL  
Account :BSNL  
Subtype :RESIDENTIAL

Method Of Communication:Email

Quick Links

View Bills  
Pay Mobile Bills  
Quick Pay  
View/Redeem Loyalty Points  
Register for Mobile Number & Email ID  
Register for Go Green (Bills on Email only)  
Go to Settings to activate Windows.

## 1.13. Managing Loyalty Points

The user can perform the following activities:

- Redeem Loyalty Points
- View Loyalty History

### 1.13.1. Redeeming Loyalty Points


The users can view the loyalty redeem history. On clicking “Loyalty Redeem History” from the side menu (Manage Loyalty History → Redeem Loyalty History)

The screenshot displays the BSNL user portal interface. At the top, the header includes the BSNL logo and the text "भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED". A left-hand navigation menu is titled "Options" and lists several services: Manage Account, My Services, Modify Services, Register Complaints, Update Billing Profile, Bills & Payments, My Usage, Manage Loyalty Points, Redeem Loyalty Points (highlighted with a red box and a red arrow), Loyalty Reedeem History, Account Profile, New Services, Voluntary Closure, and Schedule Conference. The main content area is divided into four panels: "Bills & Payments" showing account details (Billing Account No: 8007259044, Landline No: 033-23347878) and amounts (Outstanding: ₹ 281, Unbilled: ₹ 505.00); "My Usage" with a bar chart and text about viewing usage details; "My Complaints" with a pencil icon and text about registering complaints; and "Loyalty Management" with a gift icon and text about the Loyalty Scheme.

- Click on Terms & Conditions to understand the scheme of Loyalty Points.

Redeem Loyalty Points

0 Loyalty Points present in your account.



\* You need to have minimum 25 points for Redemption

Select a Connection

Billing Account No: 9000168691

Landline No: \* 040-24443092 ( Landline )

Loyalty Point Scheme: \* Select Loyalty Point Scheme

✓ Redeem

Terms & Conditions

- Select the scheme to enable and click on Redeem.

Select a Connection

Billing Account No: 9000168691

Landline No: \* 040-24443092 ( Landline )

Loyalty Point Scheme: \* Select Loyalty Point Scheme

✓ Redeem

Select Loyalty Point Scheme

- 25 points redemption for MCUs
- 100 points redemption for MCUs
- 50 points redemption for MCUs
- 75 points redemption for MCUs

### 1.13.2. Viewing Loyalty Redemption History

The users can view the loyalty redeem history. On clicking “Loyalty Redeem History” from the side menu (Manage Loyalty History → Redeem Loyalty History)

The screenshot shows the BSNL user portal interface. The top navigation bar includes the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. The left sidebar menu is expanded to show 'Manage Loyalty Points', with 'Loyalty Redeem History' highlighted in a red box and a red arrow pointing to it. The main content area displays the 'Loyalty Redeem History (Billing Account Number: 8007259944)' page. It features a search bar and a table titled 'My Loyalty Requests' with the following data:

Request No.	Posting Date	Redemption Scheme	Scheme Description	Status
13954073542	2016-12-08 17:00:54	25 points redemption for MCUs	25 points redemption for MCUs	Closed
13953970992	2016-12-08 16:24:12	25 points redemption for MCUs	25 points redemption for MCUs	Closed
13953898401	2016-12-08 15:55:42	25 points redemption for MCUs	25 points redemption for MCUs	Submitted to Billing
13933478342	2016-11-23 16:17:15	25 points redemption for MCUs	25 points redemption for MCUs	Closed
13910850312	2016-11-03 21:22:03	25 points redemption for MCUs	25 points redemption for MCUs	Closed
13881514872	2016-10-17 12:49:54	25 points redemption for MCUs	25 points redemption for MCUs	Closed

Below the table, it indicates 'Showing 1 to 6 of 6 entries' and includes 'Previous' and 'Next' navigation buttons. The right sidebar shows user profile information for 'AS' (Last Login: 2016-12-10 14:10:05):

- Customer Id :3007228426
- Customer Name :GM/ITPC/BSNL/KOLKATA
- Landline Number :033-23347878
- Mobile Number :8902000889
- Email Id :deepthi.kankanala@tcs.com
- Account Type :INDIVIDUAL
- Account Subtype :BSNL RESIDENTIAL
- Method Of Communication:Email

The 'Quick Links' section includes: View Bills, Pay Mobile Bills, Quick Pay, View/Redeem Loyalty Points, and Register for Mobile.

### 1.14. Account Profile

The users can perform the following three activities:

- View Profile
- Edit Profile
- Update Method of Communication

### 1.14.1. View Profile

When the user clicks **View Profile** from the side menu (My Profile → View Profile).

The screenshot displays the BSNL user interface. The top navigation bar includes the BSNL logo, the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED', and links for Home, Contact Us, and Log out. A left sidebar menu lists various options, with 'View Profile' under the 'Account Profile' section highlighted by a red box and a red arrow. The main content area is divided into several sections: 'Bills & Payments' showing account numbers and amounts; 'My Usage' with a bar chart; 'My Complaints' with a pencil icon; 'Loyalty Management' with a gift icon; and a 'Welcome, AS' section with user details. A 'Quick Links' section at the bottom right provides shortcuts for viewing bills, paying mobile bills, and registering for mobile services.

- On clicking View Profile tab, view profile page will appear with user account details.

The screenshot shows the BSNL Self Care portal interface. At the top, there is a navigation bar with the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. Below this is a sidebar menu with various options. The main content area is titled 'Account Profile' and displays the following information:

Account Profile

Dear GM/ITPC/BSNL/KOLKATA

Welcome to your BSNL Self Care account. You may view and change your profile details below. An up-to-date profile will help us serve you better. Be sure to update us with your latest details by clicking on 'Edit Profile' button.

User ID :deepthi.kankanala@tcs.com  
 Customer ID :3007229426  
 Name :GM/ITPC/BSNL/KOLKATA NA  
 Communication Address :21,AROBINDA BUILDING,,KOLKATA,CALCUTTA TELEPHONES,500012  
 Mobile :8902000889  
 Email :deepthi.kankanala@tcs.com  
 Preferred Mode of Communication :Email

Buttons: **Edit Profile** (highlighted with a red box and arrow), **View Profile** (highlighted with a red box and arrow).

Right sidebar: Welcome, AS (Last Login: 2016-12-10 14:10:05)

Customer Id :3007229426  
 Customer Name :GM/ITPC/BSNL/KOLKATA  
 Landline Number :033-23347878

Mobile Number :8902000889  
 Email Id :deepthi.kankanala@tcs.com

Account Type :INDIVIDUAL  
 Account :BSNL  
 Subtype :RESIDENTIAL

Method Of Communication:Email

Quick Links

View Bills  
 Pay Mobile Bills  
 Quick Pay  
 View/Redeem Loyalty Points  
 Register for Mobile Number & Email ID  
 Register for Go-Green (Bills on Email only)

- Click on **Edit Profile** button.
- On clicking Edit Profile button, edit profile page will appear where user can edit account related details.

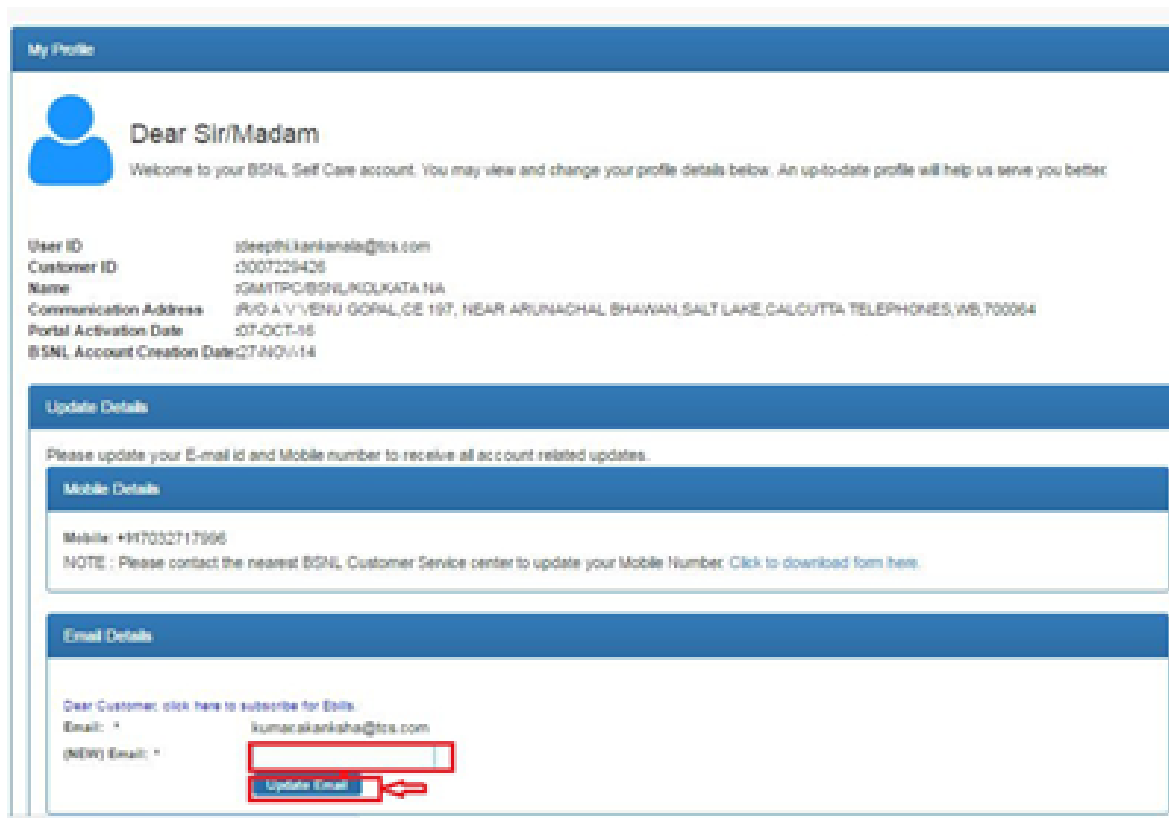
### 1.14.2. Editing Profile

Users can update their email ids from the CWSC portal. Click on **Edit Profile** tab under **My Profile** option in left menu panel.

- On clicking Edit Profile tab, edit profile page will appear.
- **To Edit Mobile Number:** Click on **Click here to download form** link.

Activate Windows  
Go to Settings to activate Windows.

- On clicking link, Mobile updation form will appear. User needs to download the form from there and submit to nearest customer care service center after filling all details to update mobile number.
- **To Edit Email Id:** Enter valid email id and click on **Update Email** button.




- On clicking Update Email button, an OTP will be sent to the entered email id if it is valid, and the user will have to verify the email by entering the correct OTP sent in the mail.

Click on **Re-Send OTP** button to send OTP again.




**My Profile**

 **Dear Sir/Madam**  
Welcome to your BSNL Self Care account. You may view and change your profile details below. An up-to-date profile will help us serve you better.

**User ID** :deepthi.kankarala@tcs.com  
**Customer ID** :3007229426  
**Name** :GM/ITPC/BSNL/KOLKATA,NA  
**Communication Address** :R/O A V VENU GOPAL,CE 197, NEAR ARUNACHAL BHAWAN,SALT LAKE,CALCUTTA TELEPHONES,WB,700084  
**Portal Activation Date** :07-OCT-16  
**BSNL Account Creation Date**:27-NOV-14

**Update Details**

 OTP sent to tulika.4@tcs.com.NOTE: OTP valid for 24 hours.  
Request Submitted to update email for Customer Account and Billing Account systems.Verify OTP.\*Note:Changes will take 2-3 business days to reflect.

Please update your E-mail id and Mobile number to receive all account related updates.


**Mobile Details**

**Mobile:** +917032717996  
NOTE : Please contact the nearest BSNL Customer Service center to update your Mobile Number. Click to download form here.

**Email Details**

Dear Customer, click here to subscribe for Ebills.

**Email:** \* kumar.akanksha@tcs.com  
**(NEW) Email:** \* tulika.4@tcs.com

**New Contact:** tulika.4@tcs.com  
**Update Requested on:** 2016-10-19 12:06:06.0  
**Update Status:** NOT UPDATED  
**Verified Status:** **Verify Now**    

Activate Windows  
Go to Settings to activate Windows

- Enter correct OTP and click on **Submit OTP** button.

**My Profile**

Dear Sir/Madam  
Welcome to your BSNL Self Care account. You may view and change your profile details below. An up-to-date profile will help us serve you better.

User ID :deepthi.kankanala@tcs.com  
Customer ID :3007229420  
Name :GM/ITPC/BSNL/KOLKATA NA  
Communication Address :R/O A V VENU GOPAL CE 197, NEAR ARUNACHAL BHAWAN, SALT LAKE, CALCUTTA TELEPHONES, WB, 700064  
Portal Activation Date :07-OCT-10  
BSNL Account Creation Date:27-NOV-14

**Update Details**

OTP sent to tulka.4@tcs.com.NOTE: OTP valid for 24 hours.  
Request submitted to update email for Customer Account and Billing Account systems.Verify OTP.\*Note:Changes will take 2-3 business days to reflect.

Please update your E-mail id and Mobile number to receive all account related updates.

**Mobile Details**

Mobile: +917032717990  
NOTE : Please contact the nearest BSNL Customer Service center to update your Mobile Number. Click to download form here.

**Email Details**

Dear Customer, click here to subscribe for E-bills.  
Email: \* kumar.akanksha@tcs.com  
(NEW) Email: \* tulka.4@tcs.com  
Update Email

New Contact: tulka.4@tcs.com  
Update Requested on:2016-10-19 12:06:05.0  
Update Status: NOT UPDATED  
Verified status: Verify New Enter OTP Submit OTP Re-Send OTP

- On clicking “Submit” OTP button, then Email will be verified if OTP is correct and request to update email will go under process. It will take 2-3 business days to reflect the changes.

### 1.14.3. Method of Communication

Users can update their Method of Communication from the CWSC portal. On clicking “**Method of Communication**” from side menu, the user will be redirected to the **Method of Communication** page.

- Select My Profile and desired sub-menu under that

The screenshot displays the BSNL user portal interface. At the top, the header includes the BSNL logo and the text "भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED". Navigation links for Home, Contact Us, and Log out are present. A left sidebar menu lists various options, with "Method of Communication" highlighted in red and an arrow pointing to the main content area. The main content area is titled "My Account Details" and contains two sections: "Account Details" and "Preferred Method Of Communication".

**Account Details:**

Customer ID:	1018959728
Customer Name :	D.E. CDR DATA CENTRE, ITPC PUNE .
Mobile: +91	7032717998
Email:	kumar.akanksha@tcs.com
Preferred Mode of Communication:	E-MAIL

**Preferred Method Of Communication**

Update Details:

Preferred Mode of Communication:

**Welcome, Akanksha**  
Last Login: 2016-12-10 14:28:22

Customer Id :1018959728  
Customer Name :D.E. CDR DATA CENTRE, ITPC PUNE  
Landline Number :020-27373859

Mobile Number :7032717998  
Email Id :kumar.akanksha@tcs.com

Account Type :WORKING OFFICE BSNL EMPLOYEES  
Account Subtype :OFFICE CONNECTION

Method Of Communication:E-MAIL

**Quick Links**

- View Bills
- Pay Mobile Bills
- Quick Pay
- View/Redeem Loyalty Points

- Select the Mode of Communication you would like to have with BSNL.

My Account Details

Account Details:

Customer ID:	4000202845
Customer Name :	Dhanke R NA
Mobile: +91	9876567898
Email:	t.sindhu@tcs.com
Telephone:	
Preferred Mode of Communication:	Mail

Preferred Method Of Communication

Update Details:

Preferred Mode of Communication: -Select a method-

-Select a method-

Email

Mobile

- Select the choice of Email of Mobile from the drop down that you would like to use as preferred method of communication and click on Submit

Preferred Method Of Communication

Update Details:

Preferred Mode of Communication: Email

Email: t.sindhu@tcs.com

✓ Set Preferred Method of contact as E-Mail

suman.singh5@tcs.com

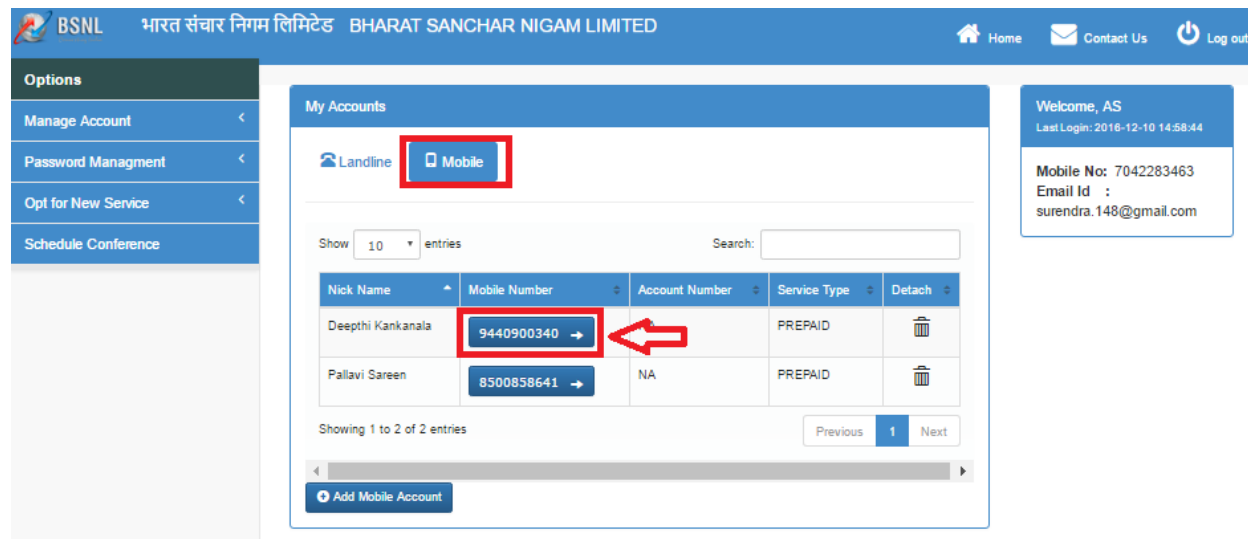
t.sindhu@tcs.com

## 1.15. Accessing GSM Services

**Mobile** tab provides the following two service types:

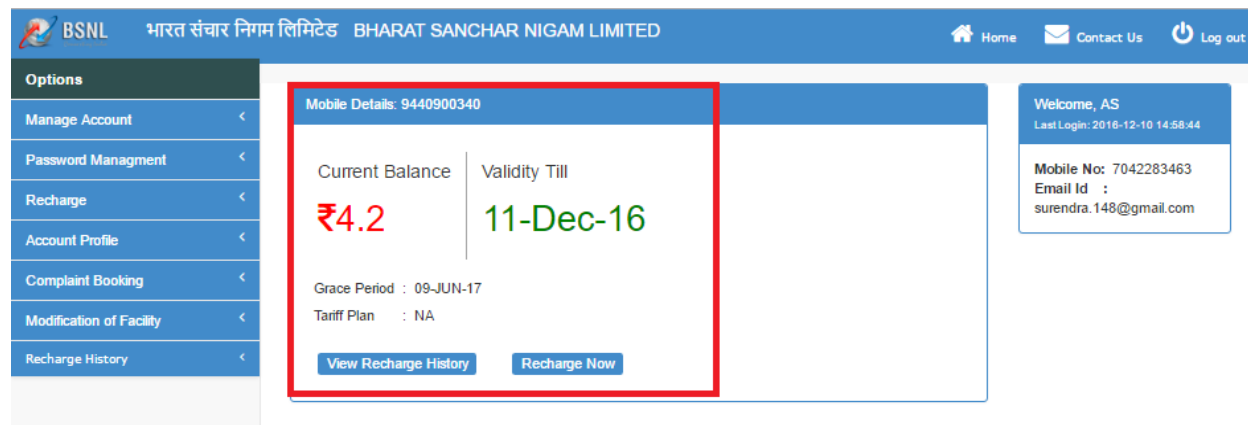
- Prepaid
- Postpaid

Mobile Number is a hyperlink so when the user clicks the Mobile Number, the user is redirected to the screen which shows following details.



### 1.15.1. Prepaid

When user clicks a prepaid mobile number, the user is redirected to the screen that shows their **Current Balance, Validity, Grace Period, Tariff Plan.**



The left panel contains the main menu and sub-menu appears on expansion.

**Table 7: Prepaid Menu**

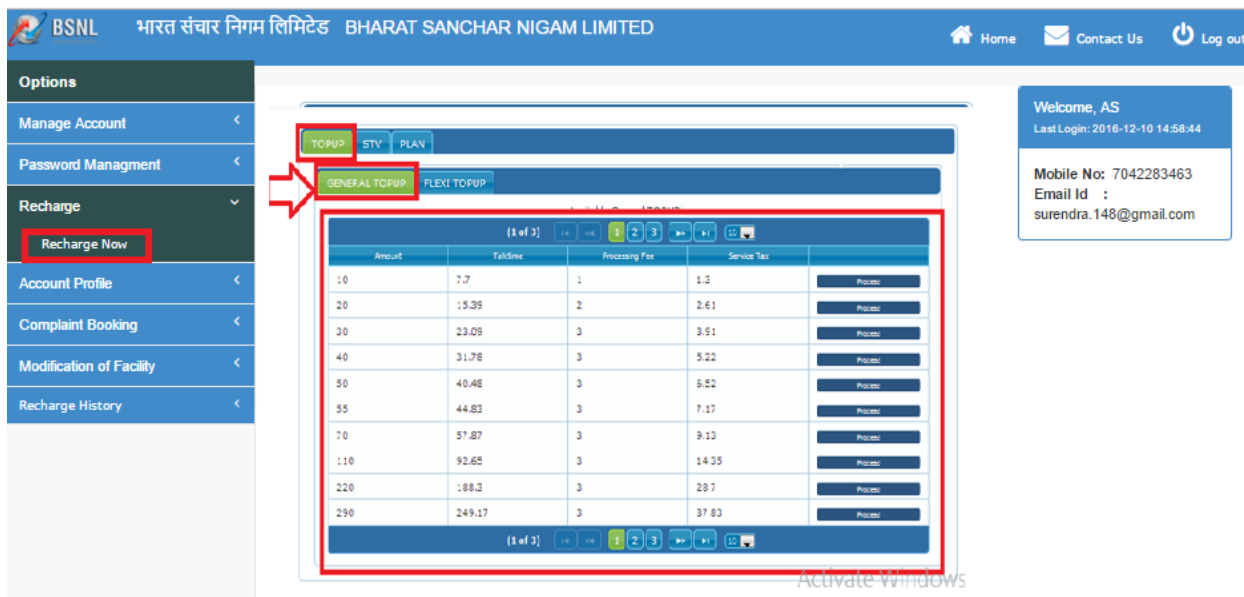
Sr No.	Left Panel Menu	Sub Menu
1	My Account	My Account Update profile
2	Password Management	Change password
3	Recharge	Recharge Now
4	My Profile	View Profile
5	Complaint Booking	Billing Complaint Booking
6	Modification of Facility	Facility Modification
7	Recharge History	Recharge History

- **Recharge:** On clicking **Recharge Now** from side menu (**Recharge → Recharge Now**), user is redirected to the recharge now page where Topup, STV, and plans list appear.

The screenshot shows the BSNL user interface. On the left, a sidebar menu has 'Recharge Now' highlighted with a red box and a red arrow pointing to the main content area. The main content area displays a table of 'GENERAL TOPIUP' plans. The table has columns for Amount, Talktime, Processing Fee, and Service Tax, with a 'Proceed' button for each row. The table is paginated, showing 1 of 3 pages.

Amount	Talktime	Processing Fee	Service Tax	
10	7.7	1	1.3	Proceed
20	15.39	2	2.61	Proceed
30	23.09	3	3.91	Proceed
40	31.78	3	5.22	Proceed
50	40.48	3	6.52	Proceed
55	44.83	3	7.17	Proceed
70	57.87	3	9.13	Proceed
110	92.65	3	14.35	Proceed
220	186.3	3	28.7	Proceed
290	249.17	3	37.83	Proceed

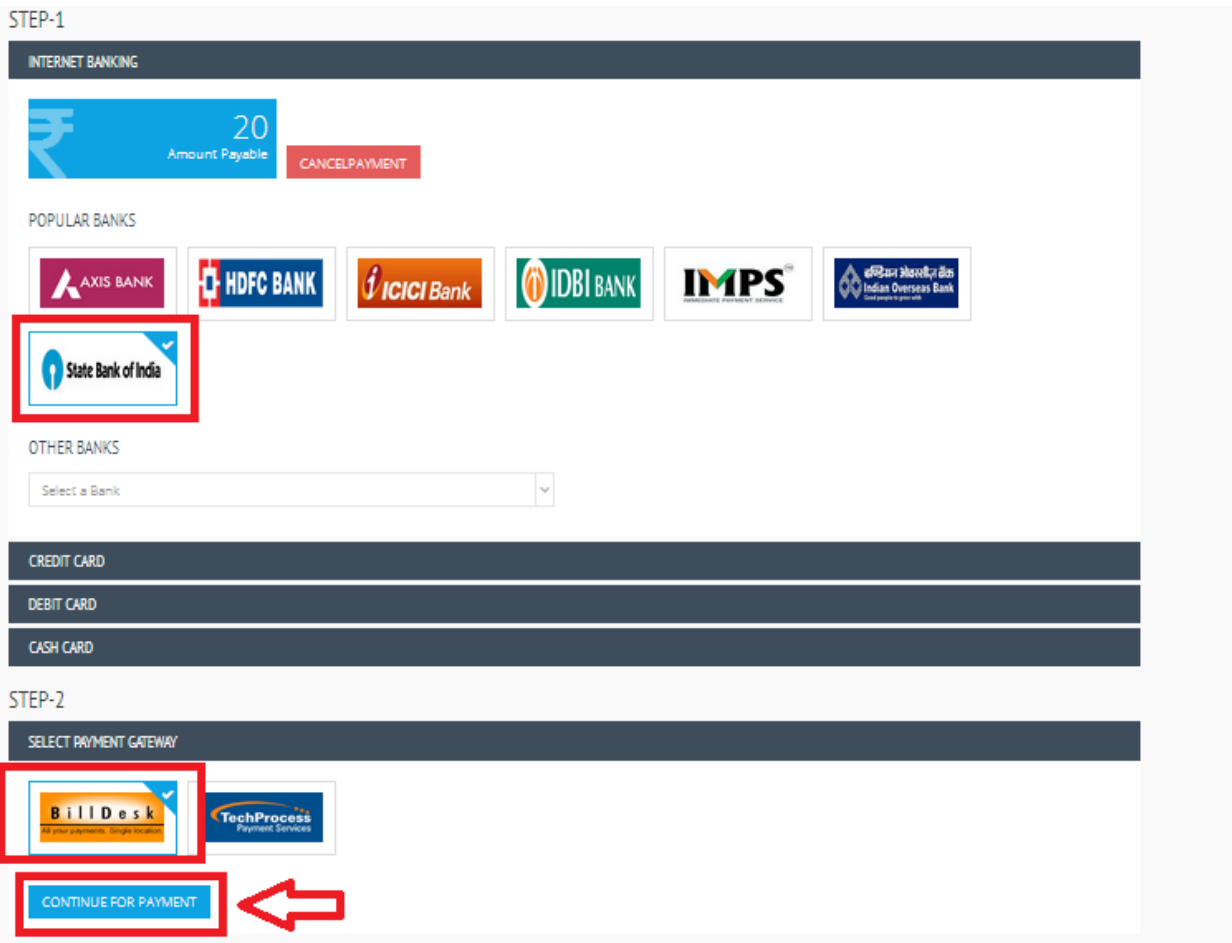
- **TopUp:** User will get the General Topup and flexi topup list.



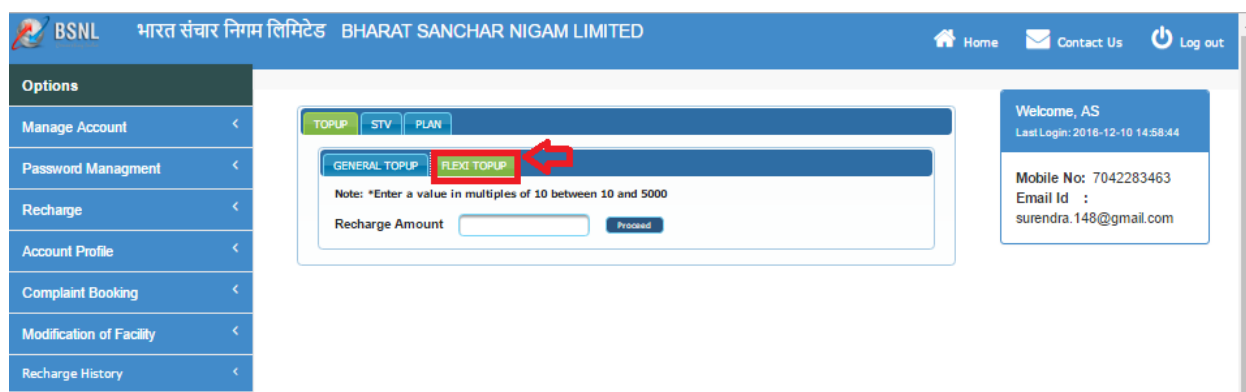
- User can select any general plan and click on “Proceed”.



- After clicking on “Proceed” button, user will be redirected to BSNL Payment Portal Page. Where user needs to select bank, select payment gateway and click on “Continue For Payment”.



- After clicks on “Continue for Payment ” button user will be redirected to the selected bank site.
- **Flexi Recharge:** Click on flexi recharge tab.



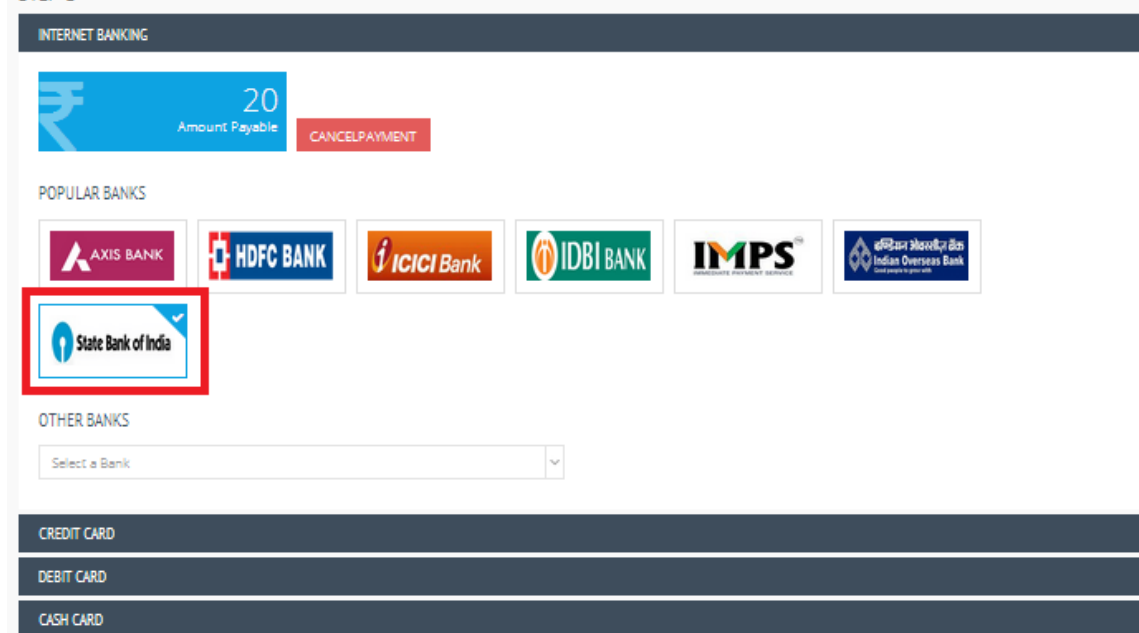
- Enter recharge amount (enter a value in multiple of 10 between 10 and 5000). And click on “Proceed”.



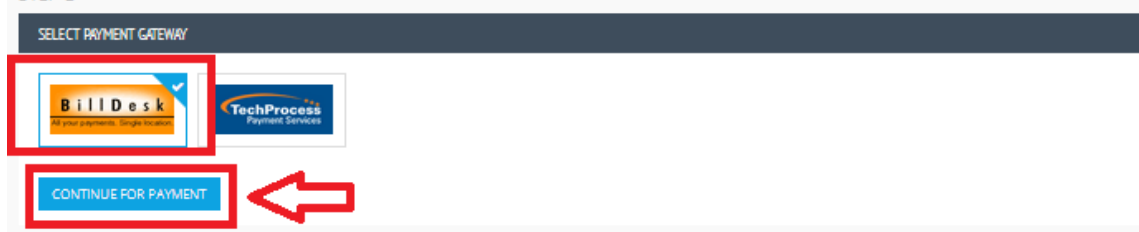


- After click on proceed user will be redirected to “BSNL Payment Portal” page.

STEP-1



STEP-2



- After clicks on “Continue for Payment ” button user will be redirected to the selected bank site.

Note: Same scenario needs to follow for STV and Plans.

- **My Profile:** The user can view their profile details, on clicking “**View Profile**”, form side menu (**My Profile → View Profile**)

BSNL भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED Home Contact Us Log out

Options

- Manage Account <
- Password Management <
- Recharge <
- My Profile ▾
  - View Profile**
  - Complaint Booking <
  - Modification of Facility <
  - Recharge History <

**My Profile**

Name	: VASANTHA RAO NARNE
Email Id	: NA
HouseNo	: D NO 7277
Street	: SUJATHANAGAR 2ND LINE
Locality	: SUJATHANAGAR 2ND LINE
City	: ONGOLE PRAKSAM

**Welcome, tulika 1**  
Last Login: 2016-10-18 11:12:11.0

**Mobile No:** 8802132335  
**Email Id :** suman.singh5@tcs.com  
**DOB :** 01/20/1992

- **Complaint Booking:** The user can book billing complaint, on clicking “**Billing Complaint Booking**” from side menu (**Complaint Booking** → **Billing Complaint Booking**), user is redirected to the BSNL complaint booking portal where user can raise their complaint.

BSNL भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED Home Contact Us Log out

Options

- Manage Account <
- Password Management <
- Recharge <
- Account Profile <
- Complaint Booking ▾
  - Billing Complaint Booking**
  - Modification of Facility <
  - Recharge History <

**Mobile Details: 9440900340**

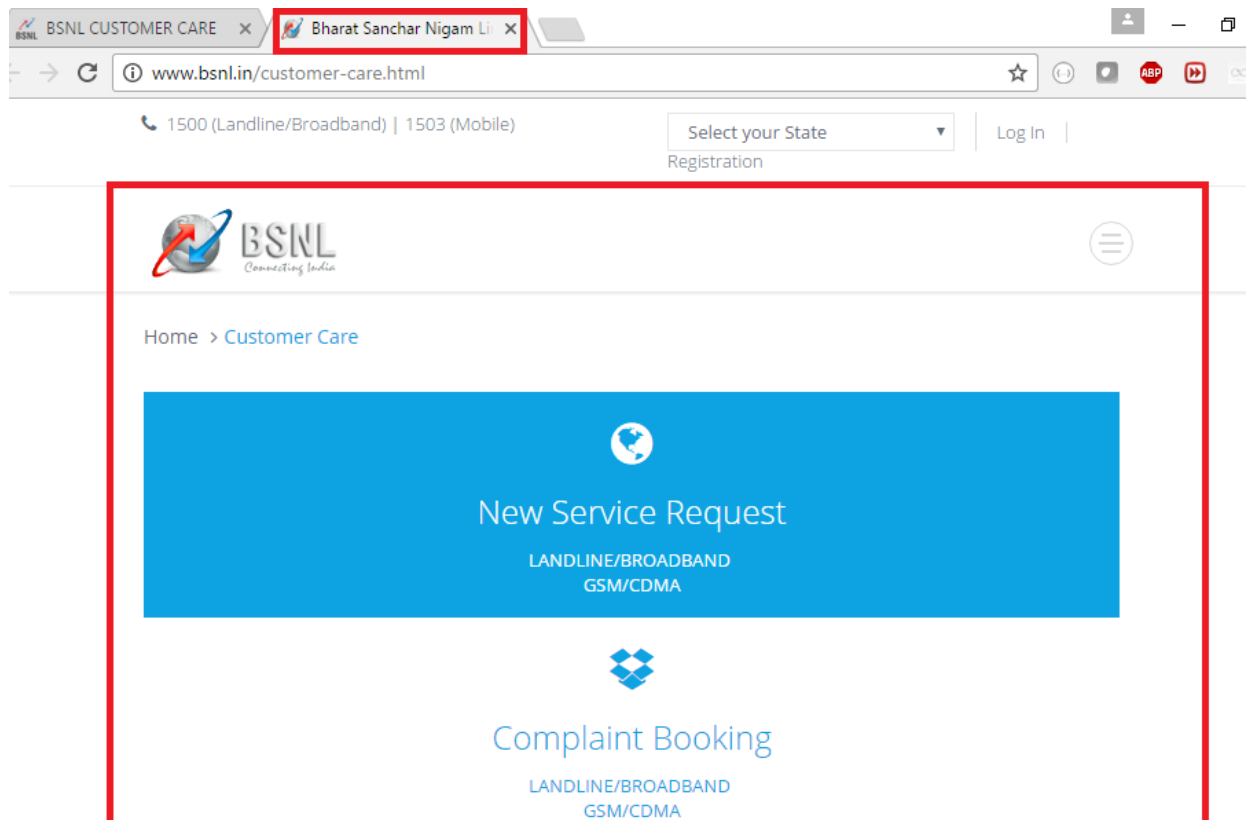
Current Balance	Validity Till
<b>₹4.2</b>	<b>11-Dec-16</b>

Grace Period : 09-JUN-17  
Tariff Plan : NA

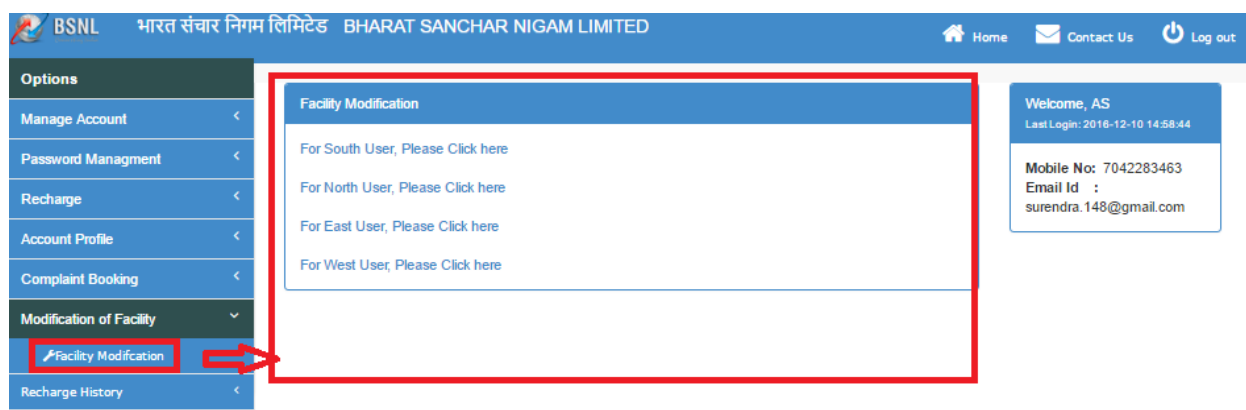
[View Recharge History](#) [Recharge Now](#)

**Welcome, AS**  
Last Login: 2016-12-10 14:58:44

**Mobile No:** 7042283463  
**Email Id :** surendra.148@gmail.com



- **Modification of Facility:** On clicking **Modification of Facility**, user is redirected to Facility Modification page where displayed the link for their respective zone.



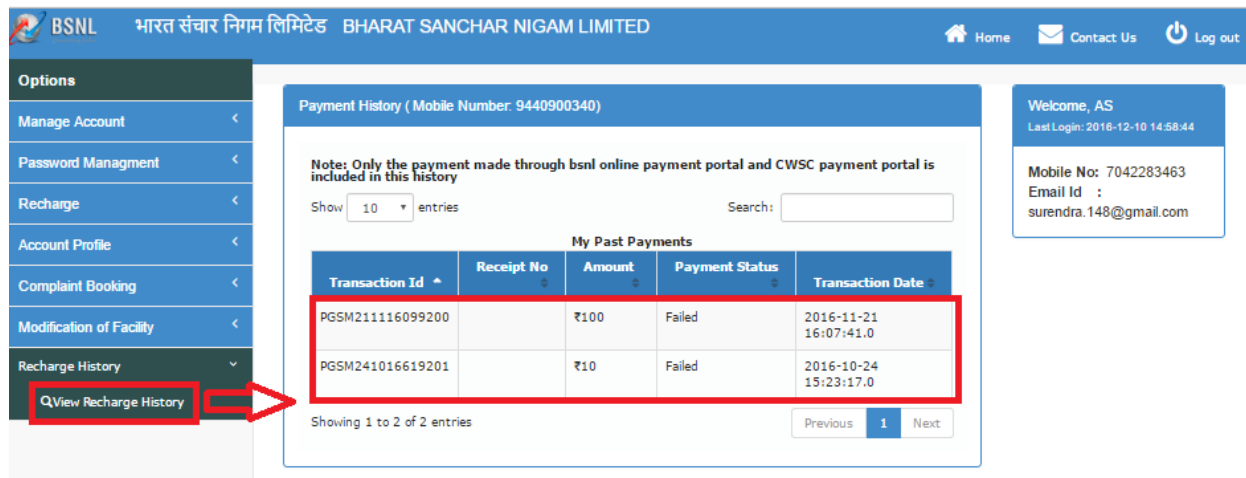
- As user clicks on that link of his/her own zone the user will be redirected to the BSNL Modification of Facility portal of the corresponding zone.



- Otherwise if the user clicks on any other zone except his/her own zone, he is displayed a “Message” please visit your nearest CSC center.



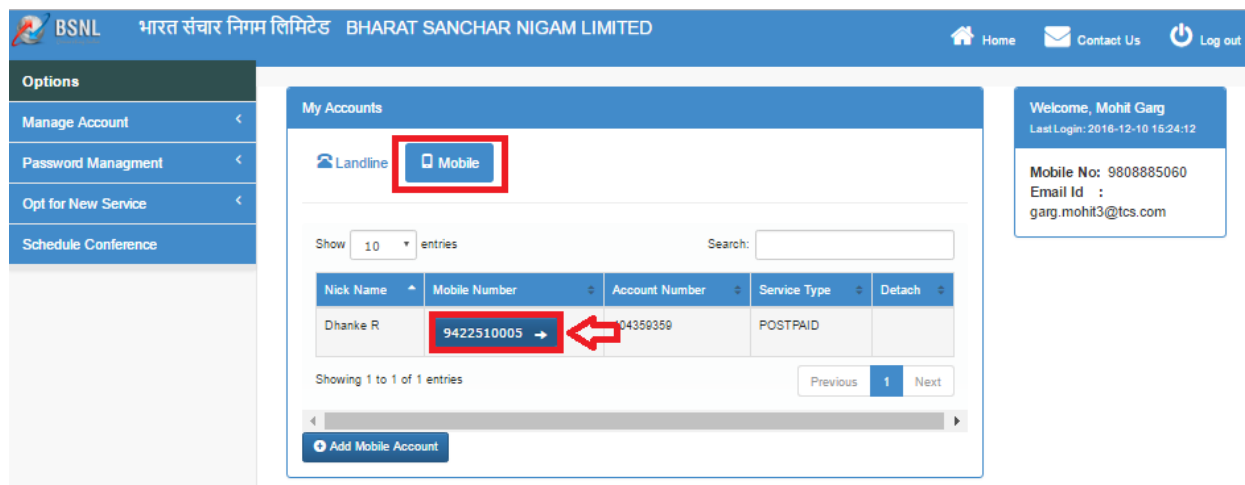
**Recharge History:** User can view payment history for only those payments which were made through the BSNL portal payment page.



### 1.15.2. Postpaid

On clicking a postpaid mobile number, the user is redirected to a screen that displays the **current bill** and the **unbilled amount**. The user has the following options:

- **Download:** to download the current bill
- **Pay Now:** to pay the bill.



The screenshot displays the BSNL user portal interface. At the top, the header includes the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. Navigation links for 'Home', 'Contact Us', and 'Log out' are present. A left sidebar lists 'Options' such as 'Manage Account', 'Password Management', 'Account Profile', 'Complaint Booking', 'Payment History', and 'Plan Change'. The main content area shows 'Mobile Details: 9422510005' and a 'Bill Details' tab. The bill information includes: Account No: 404359359, Invoice No: 342295818, Invoice Date: 05-DEC-2016, and Circle Code: MH. It displays 'Current Bill Amount' as ₹ 0.0 Paid (due on 20-DEC-2016) and 'Unbilled Amount' as ₹ 0.0. A 'Download Latest Invoice' button is visible. A right sidebar shows a welcome message for Mohit Garg and contact information: Mobile No: 9808885060, Email Id: garg.mohit3@tcs.com.

- On clicking “**Pay Now**”, the user is redirected to the BSNL payment portal for paying the current bill amount.
- The user can download current bill, on clicking “**Download Latest Invoice**”

The screenshot displays the BSNL self-care portal interface. At the top, the header includes the BSNL logo, the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED', and navigation links for Home, Contact Us, and Log out. A left sidebar menu is expanded, showing options like Manage Account, Password Management, Account Profile, Complaint Booking, Payment History, and Plan Change. The main content area shows 'Mobile Details: 9422510005' with tabs for 'Bill Details' and 'Unbilled Usage Details'. Under 'Bill Details', it lists Account No: 404359359, Invoice No: 342295818, Invoice Date: 05-DEC-2016, and Circle Code: MH. It also shows 'Current Bill Amount' as ₹ 0.0 Paid (due on 20-DEC-2016) and 'Unbilled Amount' as ₹ 0.0. A 'Download Latest Invoice' button is highlighted with a red box and an arrow. A Windows file dialog is open at the bottom, asking to open or save 'DuplicateInvoice.pdf' from selfcare.bsnl.co.in.

The left panel of the screen contains the main menu and sub-menu appears on expansion.

**Table 8: Postpaid Menu**

Sr No.	Left Panel Menu	Sub Menu
1	My Account	My Account
		Update profile
2	Password Management	Change password
3	My Profile	View Profile
4	Plan Change	Plan Change
5	Complaint Booking	Billing Complaint Booking
6	Payment History	View payment history

**Plan Change:** On clicking **Plan Change** following message will be displayed: “Dear Customer, For postpaid plan change, please visit the nearest CSC”.

The screenshot shows the BSNL user portal interface. The top navigation bar includes the BSNL logo, the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED', and links for Home, Contact Us, and Log out. On the left, a side menu lists various options, with 'Plan Change' highlighted in red. The main content area shows a message box with the text: 'Dear customer, please contact the nearest BSNL Customer Service center to avail this facility.' On the right, a user profile box displays 'Welcome, Mohit Garg', 'Last Login: 2016-12-10 15:24:12', 'Mobile No: 9808885060', and 'Email Id : garg.mohit3@tcs.com'.

**Payment History:** The user can view their payment history, on clicking “View Payment History” from side menu (Payment History → View Payment History). Users can view payment history only for those payments which the user had made through the BSNL payment portal.

The screenshot shows the BSNL user portal interface with the 'Payment History' page. The side menu on the left has 'View Payment History' selected, indicated by a red arrow. The main content area is titled 'Payment History ( Mobile Number: 9422510005)'. It includes a note: 'Note: Only the payment made through bsnl online payment portal and CWSC payment portal is included in this history'. Below the note, there is a 'Show' dropdown set to '10' entries and a search box. The table 'My Past Payments' is displayed with the following data:

Transaction Id	Receipt No	Amount	Payment Status	Transaction Date
MGSM1005163144097		₹1229	Failed	2016-05-10 16:49:48.0
MGSM1005163144098	711605102630896	₹1229	Success	2016-05-10 16:49:48.0
MGSM1806163691888	711606183124140	₹1909	Success	2016-06-18 17:24:29.0

Below the table, it says 'Showing 1 to 3 of 3 entries' and 'Previous 1 Next'.

## 1.16. E-Stapling

Clicking on the E-Stapled Billing Account Number in the account linking page, it will be redirected to the dashboard page with the following details. (An E-Stapled Account will not have a Landline Number)



**Options**

- Manage Account <
- Password Management <
- Opt for New Service <
- Schedule Conference

**My Accounts**

Landline Mobile

Show 10 entries Search:

Name	Landline No.	Customer Id	Billing Account Number	Service Type	Detach
D.E. ODR DATA CENTRE, ITPC PUNE.	020-27373859	1018059728	1019223974	LANDLINE	
M/S BILT GRAPHICS PAPER PRODUCTS LTD NA	NA	1010135372	1010135372	LANDLINE	

Showing 1 to 2 of 2 entries

Previous 1 Next

[Add Customer Account](#)

**Welcome, Akanksha**  
Last Login: 2016-12-10 15:33:09

**Mobile No:** 7032717996  
**Email Id :** kumar.akanksha@tcs.com

- After Clicking on the E-Stamped Billing Account Number, it will be redirected to the dashboard page of that particular Billing Account and there Click on the menu “Estapling” in the left panel.

**Options**

- Manage Account <
- Estapling <

**My Current Bill**

Customer Account Number: 1010135371 Mobile Number: NA  
Customer Account Name: M/S BILT GRAPHICS PAPER PRODUCTS LTD NA Email Id: ganes.h.warade@bilt.com  
Billing Account Number: 1010135372

Show 10 entries Search:

**E-Stamped Child Accounts : 37**

Customer Account Number	Billing Account Number	Billing Period	Activation Date	Zone
1009970471	1010047833	1	2008-12-26 00:00:00.0	WEST
1009970476	1010047847	1	2008-12-26 00:00:00.0	WEST
1009970478	1010047849	1	2008-12-26 00:00:00.0	WEST
1009970480	1010047851	1	2008-12-26 00:00:00.0	WEST
1009970485	1010047854	1	2008-12-26 00:00:00.0	WEST
1009970588	1010047939	1	2008-12-26 00:00:00.0	WEST
1009970590	1010047940	1	2008-12-26 00:00:00.0	WEST
1009970604	1010047953	1	2008-12-26 00:00:00.0	WEST
1009970689	1010048044	1	2008-12-26 00:00:00.0	WEST
1009970697	1010048062	1	2008-12-26 00:00:00.0	WEST

Showing 1 to 10 of 37 entries

Previous 1 2 3 4 Next

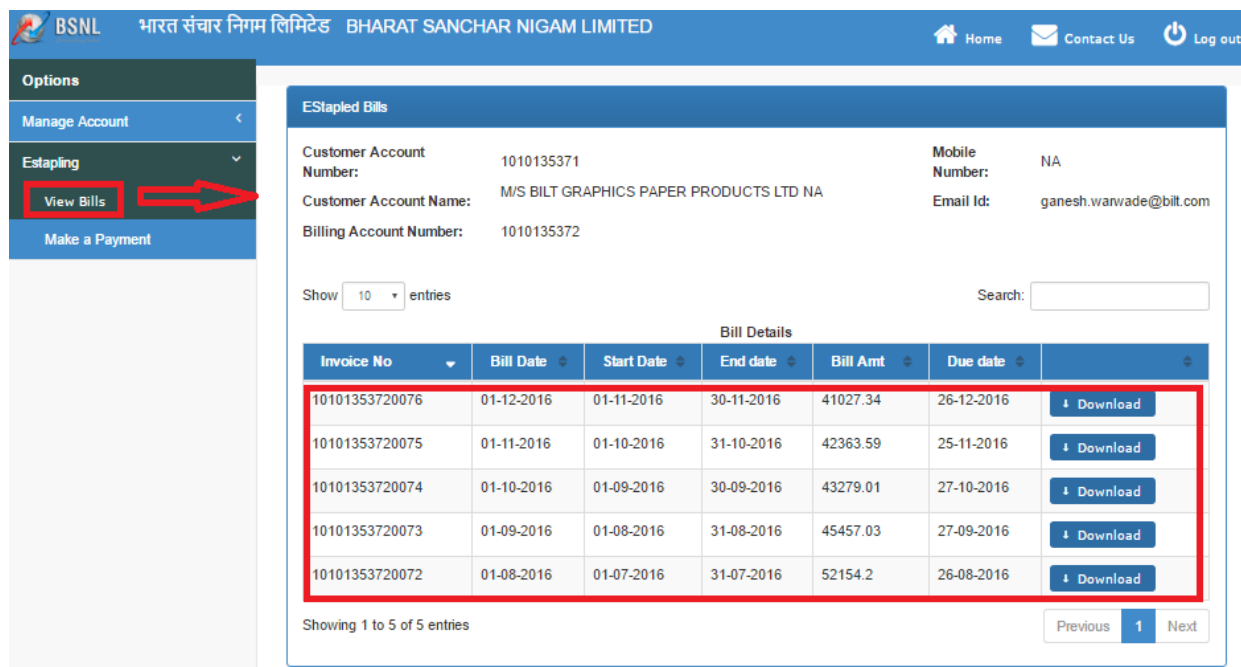
Show 10 entries Search:

Landline Number	Billing Account Number	Tariff Plan Name
07172240080	1010047833	ONE INDIA
07172240082	1010047847	ONE INDIA
07172240083	1010047849	ONE INDIA
07172240084	1010047851	ONE INDIA
07172240086	1010047854	ONE INDIA
07172240163	1010048044	RENT-FREE-SECOND-PHONE
07172240184	1021835918	BBG-COMBO-ULD-845-MONTHLY
07172240200	1010047939	ONE INDIA
07172240201	1010047940	ONE INDIA
07172240211	1010047953	ONE INDIA

Showing 1 to 10 of 48 entries

Previous 1 2 3 4 5 Next

5.16.1 **View Bills:** After clicking on the menu 'Estapling', Click on the sub-menu "View Bills" from the dropdown



The screenshot displays the BSNL user interface. The top navigation bar includes the BSNL logo, the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED', and links for Home, Contact Us, and Log out. A left sidebar menu shows 'Options' with sub-items: 'Manage Account', 'Estapling', 'View Bills' (highlighted with a red box and an arrow), and 'Make a Payment'. The main content area is titled 'ESTapled Bills' and shows customer details: Customer Account Number (1010135371), Mobile Number (NA), Customer Account Name (M/S BILT GRAPHICS PAPER PRODUCTS LTD NA), Email Id (ganesh.warwade@bilt.com), and Billing Account Number (1010135372). Below this is a search bar and a 'Show 10 entries' dropdown. A table titled 'Bill Details' contains five rows of bill information, with the first row highlighted by a red box. Each row includes an invoice number, bill date, start and end dates, bill amount, due date, and a 'Download' button.

Invoice No	Bill Date	Start Date	End date	Bill Amt	Due date	
10101353720076	01-12-2016	01-11-2016	30-11-2016	41027.34	26-12-2016	Download
10101353720075	01-11-2016	01-10-2016	31-10-2016	42363.59	25-11-2016	Download
10101353720074	01-10-2016	01-09-2016	30-09-2016	43279.01	27-10-2016	Download
10101353720073	01-09-2016	01-08-2016	31-08-2016	45457.03	27-09-2016	Download
10101353720072	01-08-2016	01-07-2016	31-07-2016	52154.2	26-08-2016	Download

Showing 1 to 5 of 5 entries

Then the table containing the details of Estapled Bills will be displayed and the Estapled bill can be downloaded by Clicking on the "Download" button.

The screenshot shows the BSNL self-care portal interface. The header includes the BSNL logo and the text 'भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED'. The navigation bar contains 'Home', 'Contact Us', and 'Log'. A sidebar menu under 'Options' includes 'Manage Account', 'EStapling', 'View Bills' (highlighted with a red box), and 'Make a Payment'. The main content area is titled 'EStapled Bills' and displays account details: Customer Account Number: 1010135371, Mobile Number: NA, Customer Account Name: M/S BILT GRAPHICS PAPER PRODUCTS LTD NA, Billing Account Number: 1010135372, and Email Id: ganesh.warwade@bilt.com. Below this is a search bar and a 'Show 10 entries' dropdown. A table titled 'Bill Details' lists five invoices with columns for Invoice No, Bill Date, Start Date, End date, Bill Amt, and Due date. The first row's 'Download' button is highlighted with a red box and a red arrow. At the bottom, a Windows file dialog is open, asking 'Do you want to open or save 1010135372.pdf from selfcare.bsnl.co.in?' with 'Open', 'Save', and 'Cancel' buttons.

Invoice No	Bill Date	Start Date	End date	Bill Amt	Due date	
10101353720076	01-12-2016	01-11-2016	30-11-2016	41027.34	26-12-2016	Download
10101353720075	01-11-2016	01-10-2016	31-10-2016	42363.59	25-11-2016	Download
10101353720074	01-10-2016	01-09-2016	30-09-2016	43279.01	27-10-2016	Download
10101353720073	01-09-2016	01-08-2016	31-08-2016	45457.03	27-09-2016	Download
10101353720072	01-08-2016	01-07-2016	31-07-2016	52154.2	26-08-2016	Download

5.16.2 **Make A Payment:** To make a Payment Click on the “EStapling” menu and then select sub-menu “Make a Payment” from dropdown.

The screenshot shows the BSNL user portal interface. On the left sidebar, under the 'Options' menu, the 'Make a Payment' link is highlighted with a red box and a red arrow pointing to it. The main content area displays 'EStapled Bills' for a customer with account number 1010135371. Below the account details, there is a table of bills with columns for Invoice No, Bill Date, Start Date, End date, Bill Amt, and Due date. The 'Download' button for the first bill (Invoice No: 10101353720076) is highlighted with a red box. The table contains 5 entries, and the page shows 'Showing 1 to 5 of 5 entries'.

Invoice No	Bill Date	Start Date	End date	Bill Amt	Due date	Download
10101353720076	01-12-2016	01-11-2016	30-11-2016	41027.34	26-12-2016	Download
10101353720075	01-11-2016	01-10-2016	31-10-2016	42363.59	25-11-2016	Download
10101353720074	01-10-2016	01-09-2016	30-09-2016	43279.01	27-10-2016	Download
10101353720073	01-09-2016	01-08-2016	31-08-2016	45457.03	27-09-2016	Download
10101353720072	01-08-2016	01-07-2016	31-07-2016	52154.2	26-08-2016	Download

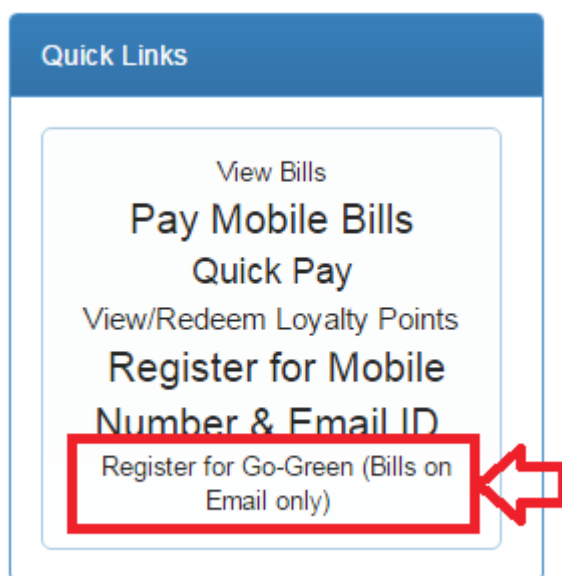
After Clicking on the sub-menu “Make a Payment”, it will be redirected to the “Payment Portal” where you can proceed for your Payment.

The screenshot shows the BSNL mobile app home screen. The top navigation bar includes links for Home, Landline, Mobile, Recharge, Transactions, View Bills, Book Complaint, Customer Care, and Sign In. The main content area features a large banner with the BSNL logo and the text 'Enjoy Free Roaming One Number One Nation'. Below the banner, there are several sections for 'ABOUT US', 'OUR CONTACTS', 'CUSTOMER CARE', and 'BSNL IN NEWS'.

## 1.17. Accessing Quick Links

The right panel of the **Dashboard** contains the following **Quick Links**:

- **View Bills:** On clicking **View Bills**, the user is redirected to the **View Bills** page.
- **Pay Mobile Bills:** On clicking **Pay Mobile Bills**, the user is redirected to the BSNL payment portal.
- **Quick Pay:** On clicking **Quick Pay**, the user is redirected to **Make a Payment** page.
- **View/Redeem Loyalty Point:** On clicking **View/Redeem Loyalty Point**, the user is redirected to **Redeem Loyalty point** page.
- **Register for Mobile Number and Email ID:** On clicking this link, the user is redirected to **Edit Profile** page.
- **Register for Go-Green (Bill on Email Only):** Select the 'Register for Go-Green (Bills on Email only)' option from Quick Links



- Select the Email you wish to receive bills on. In case the email is not a verified one, please verify with OTP delivered on your mail and click the 'Tick' button to verify. Then click on submit to submit request.

Register For E-Bill

**Select Details:**

i Verify with OTP sent on your Email ID t.sindhu@tcs.com ✕

**GO GREEN: Recieve Bills on Email Only to save paper and earn Loyalty Points.**  
 Paperless.Easy-Access.Environmental-Friendly. Subscribe for Bills on Email only.

**Billing Account:** 9000144876

**Telephone No/Service ID:** 040-24443008 ( Landline ) ▼

**E-Mail ID:** t.sindhu@tcs.com ▼

To Add another Email ID Click Here!

Enter OTP :   ✓ ✕

✓ Submit

## 1.18. Accessing Links (Login Page)

User can perform the following activities without logging on to the system:

- New Services
- Pay Your Bills
- Loyalty Rewards Scheme FAQ
- Loyalty Redeem Scheme
- Register Complaint
- Landline
- Mobile
- Directory Enquiry
- Android
- Track New Service Request.
- Change Broadband Password

### 1.18.1. New Services

On clicking **New Services**, the user is redirected to the Udaan Registration page. Refer **Opt for New services (Account Linking)** module.

### 1.18.2. Pay Your Bills

Clicking **Pay Your Bills** invokes BSNL payment portal.

### 1.18.3. Loyalty Rewards FAQ

User can download the document related to Loyalty Rewards FAQ.

### 1.18.4. Loyalty Redeem Scheme

User can download the document related to Loyalty Redeem Scheme.

### 1.18.5. Register Complaints

User can register a technical complaint without logging on to the CWSC application. On clicking **Register Complaint**, the user is redirected to the **Register Complaint** page. To register a complaint, the user needs to follow the following steps:

1. Enter a valid STD code (like 0755, 0657).
2. Enter the landline number (like: 2228424).
3. Select the Complaint Type.
4. Enter the Captcha.
5. Click **Submit**.

**Note:** A user cannot register a new complaint in case the previous complaint is pending for resolution.



The screenshot displays the "Register Complaint" form. At the top, there is a "Home" button. The form contains the following fields:

- STD Code:** A text input field with the placeholder "(Example: 0657, 040)".
- Landline Number:** A text input field with the placeholder "(Example: 2228424)".
- Complaint Type:** A dropdown menu with the text "Select reason for complaint".
- Captcha:** A text input field with the placeholder "Captcha" and an "OPPHZM" logo to its right.

Below the input fields is a "Submit Complaint" button with a checkmark icon. A red box highlights the four input fields, and a red arrow points to the "Submit Complaint" button.

\*Note: Complaints can be raised only for Landline and Broadband.

### 1.18.6. Contact Us

Clicking Contact Us, will displays contact details for Landline/Broadband and Mobile.

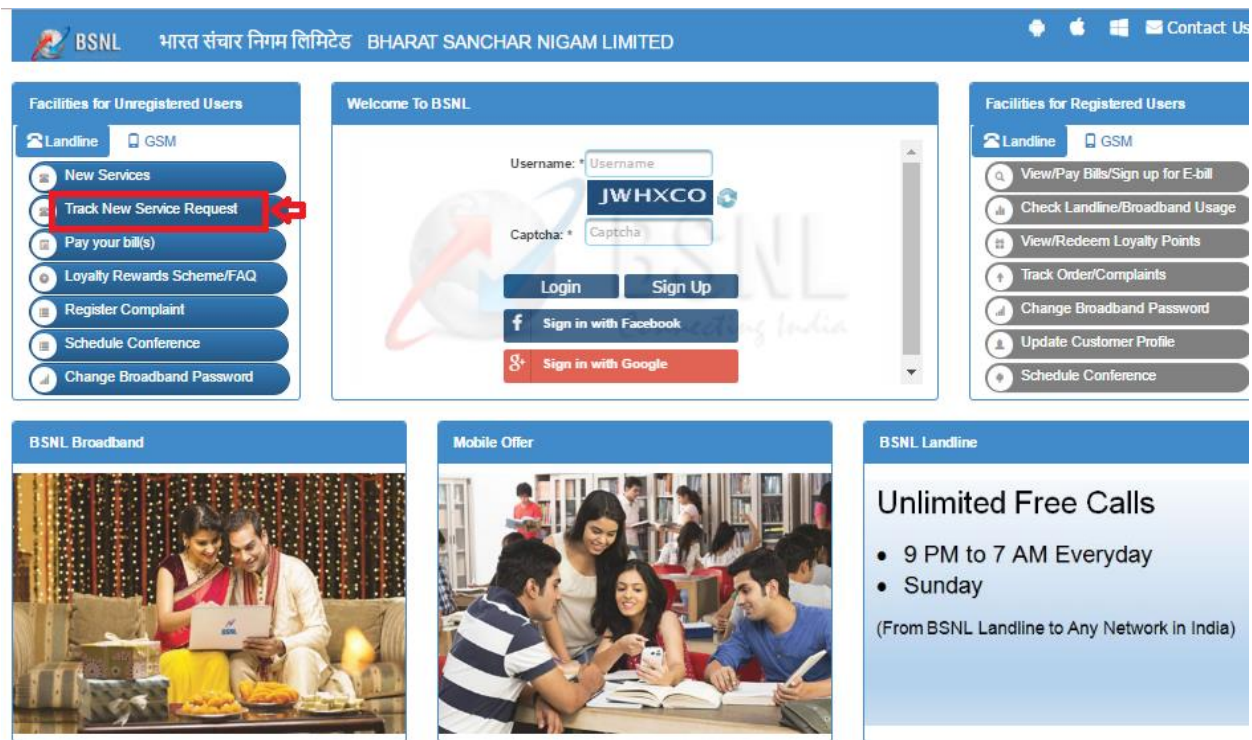
### 1.18.7. Android

Clicking **Android** redirects the user to Google play where the user can download the BSNL App.

### 1.18.8. Track New Service Request

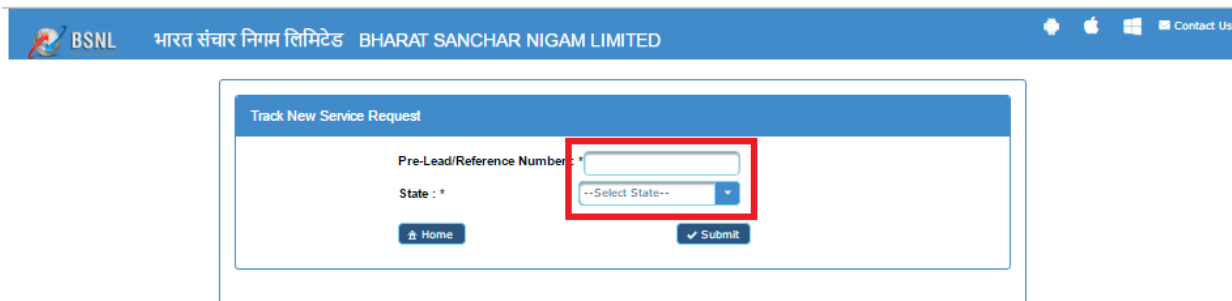
In BSNL home page,click on **Track New Service Request** option under **Landline** tab in left panel.



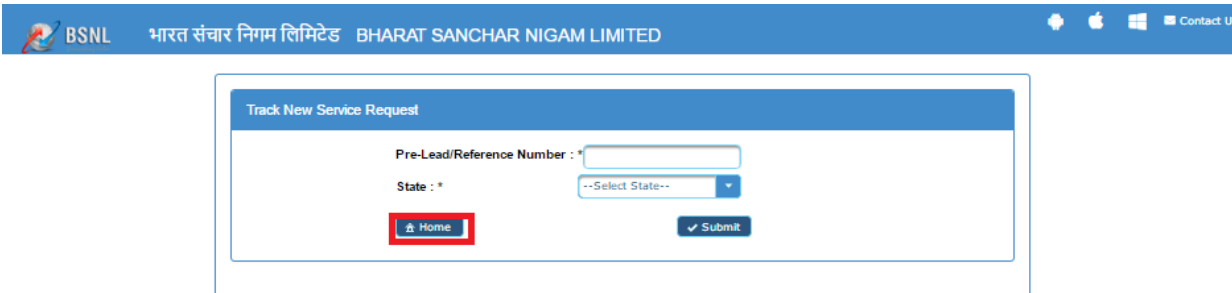


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- On clicking Track My Service Request, “Track New Service” page will appear.



- Enter valid **Pre-lead Number** and select **State** in which pre-lead has been generated. Click on **Submit** button.
- On clicking submit button, if inputs are valid status of pre-lead number will be displayed.
- Click on **Home** button.



On clicking home, BSNL home page will appear.

### 1.18.9. Change Broadband Password

To change the broadband password, user clicks **Change Broadband Password** link from the registered account. The user is redirected to the NIB system. Else, an error page appears.

### 1.18.10. Directory Enquiry

Clicking **Directory Enquiry** redirects the user to BSNL online telephone directory page.

### 1.18.11. User Manual

User can download the User Manual by clicking on “Help”.

## 1.19. Login through Social Network (Facebook/G++)

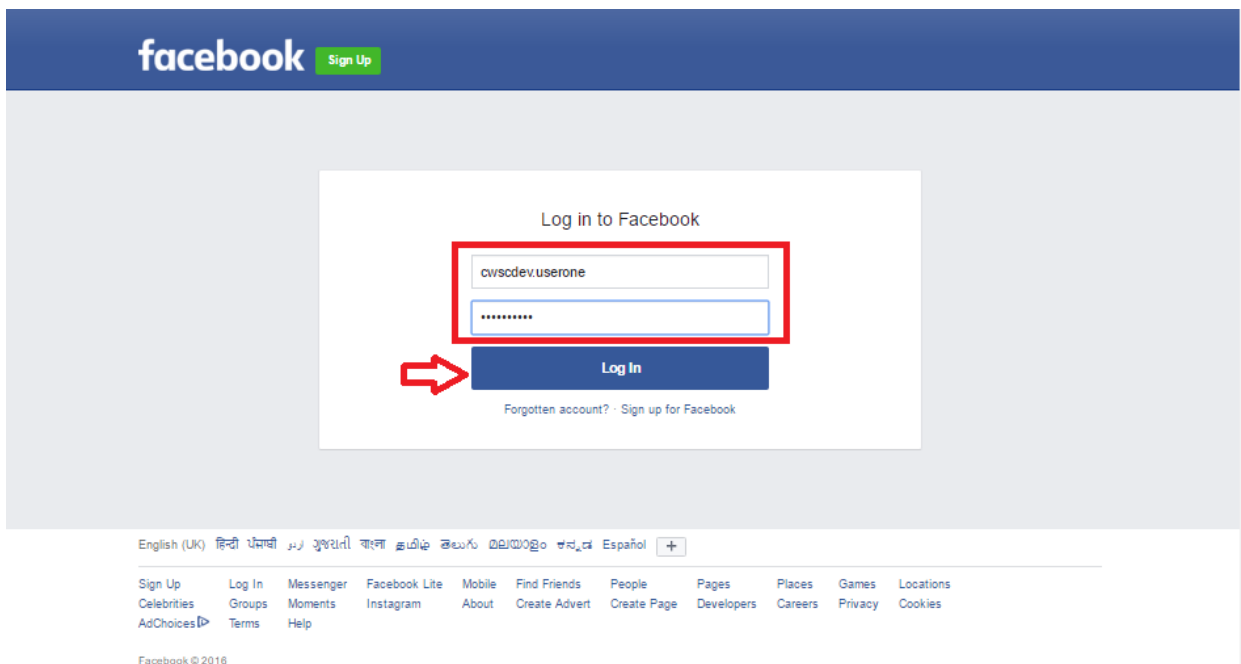
A user can log on to the CWSC application through social networks such as Face book and G+ by using their Facebook/Gmail credential.

**5.19.1. Login with Facebook:** Login with facebook in CWSC portal user needs to follow the following steps:

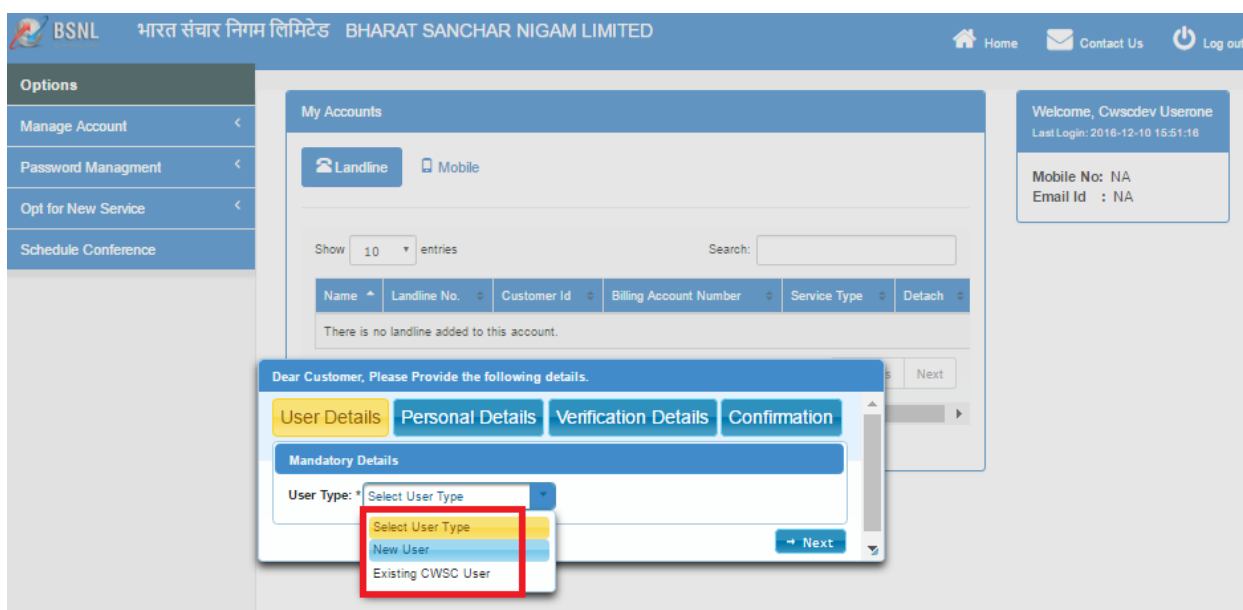
1. Open CWSC portal. The Welcome page displays.
2. Click on **“Sign in with facebook”**. The **facebook login** page will be display.



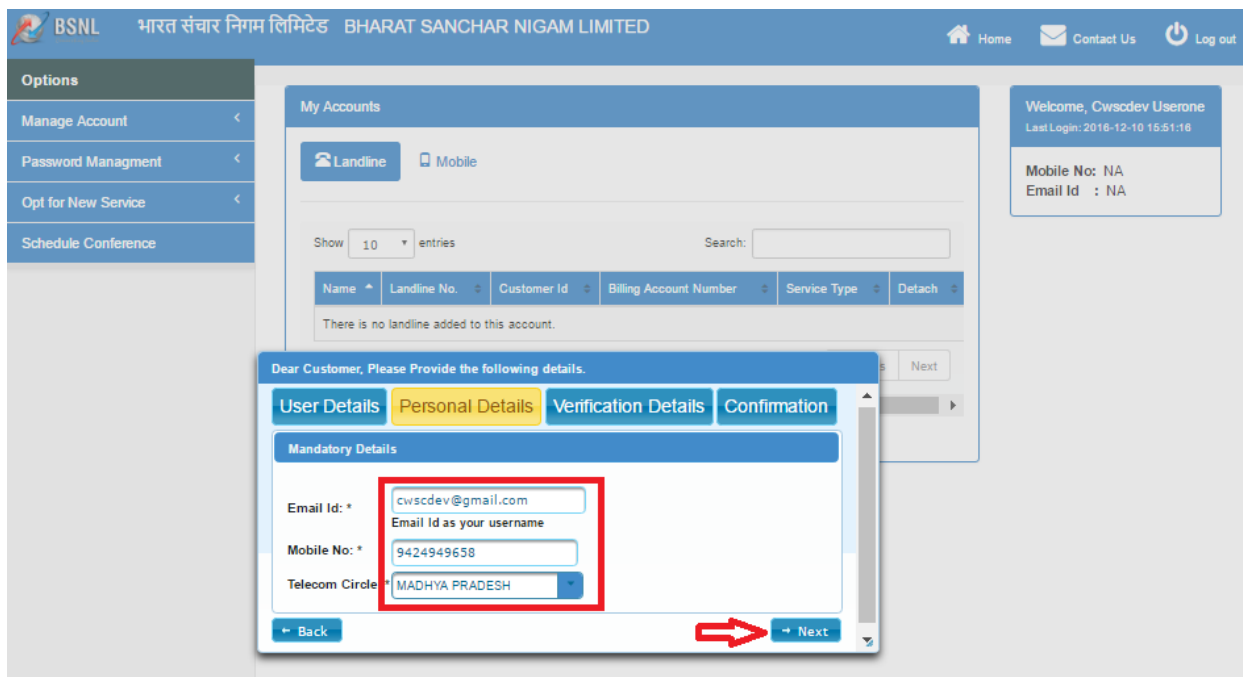
3. Enter facebook **Username and Password** and click on login.



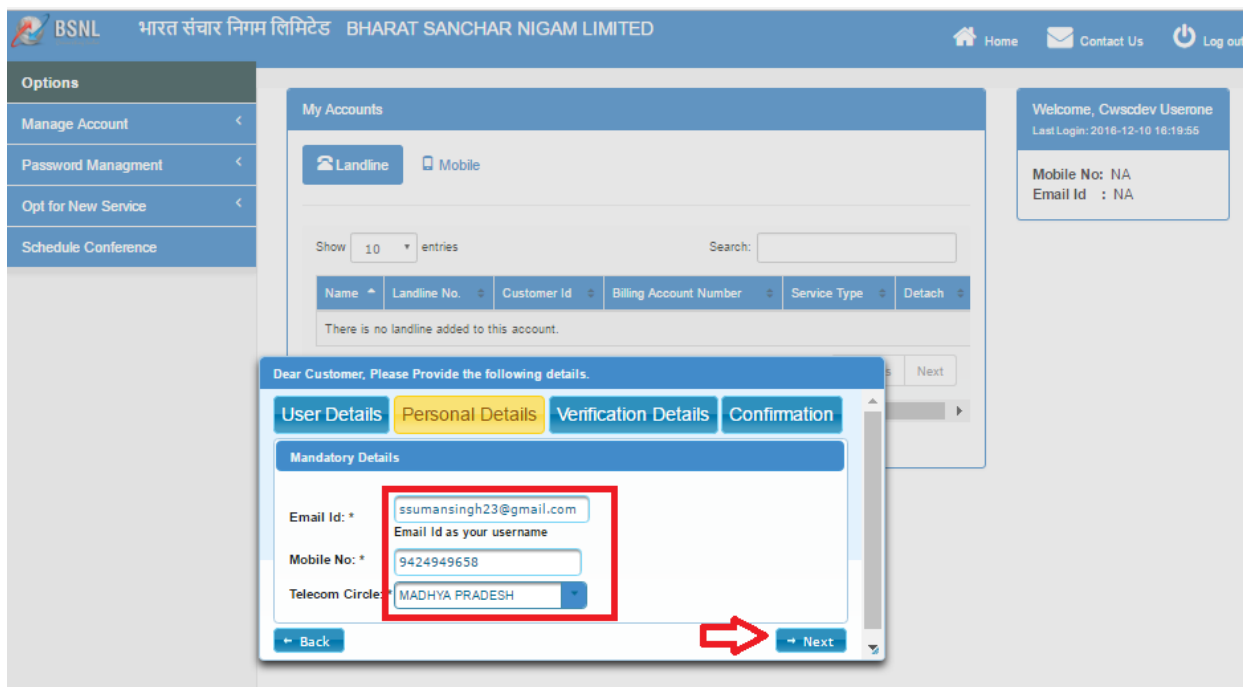
4. When user login for first time, a popup will be shown that will ask the user CWSC portal wants to access your facebook details. If user clicks on deny it will redirect to CWSC welcome page. If the user clicks on allow it will be redirected to **Home Page (AccountLinking page)**.
5. **System will ask for user details. Select New User/Existing User and click on Next.**



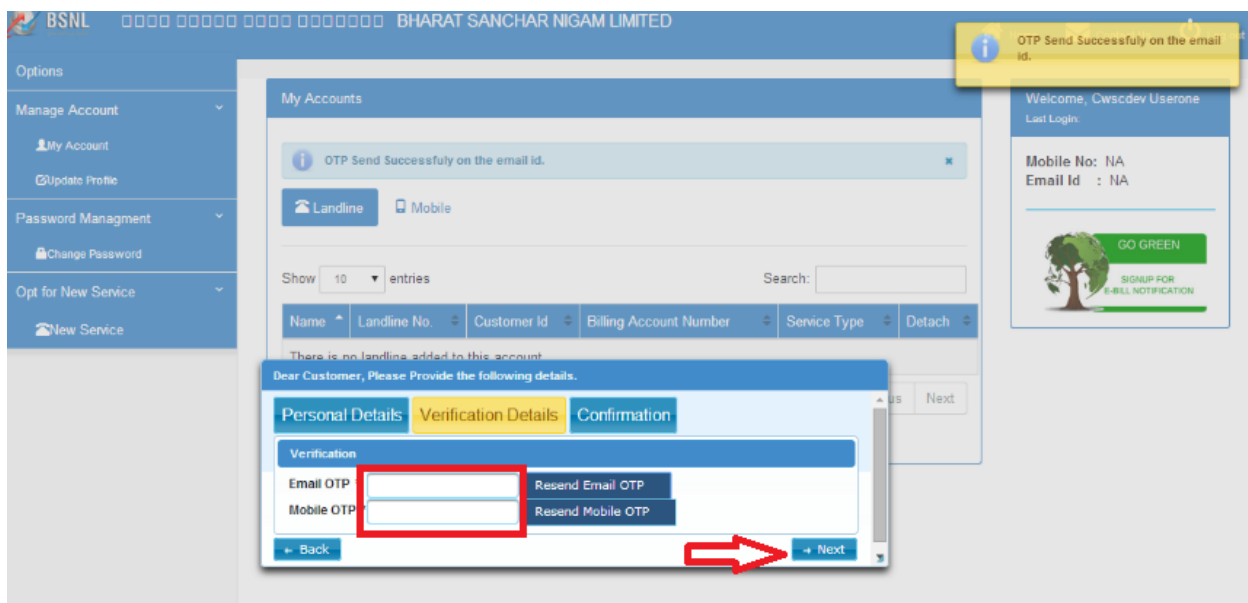
6. Enter email id, mobile number and select circle and click on next.



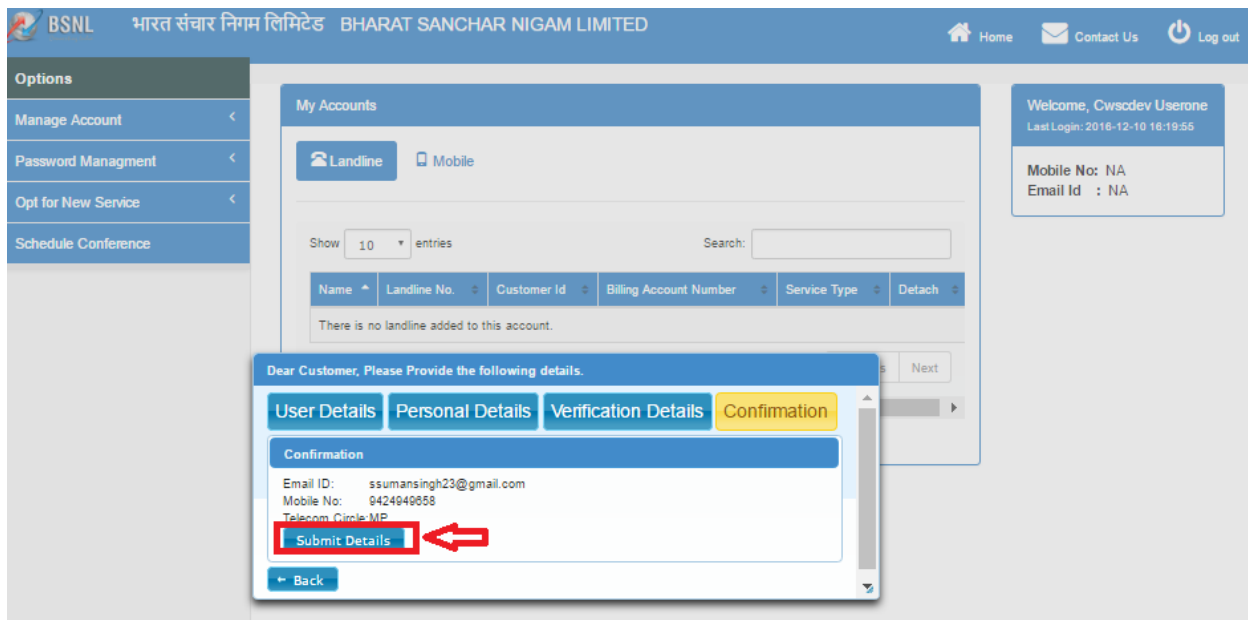
7. System will ask to enter **Zone location**, **Email Id**(If not received from the facebook), **Mobile no.** and click on next.



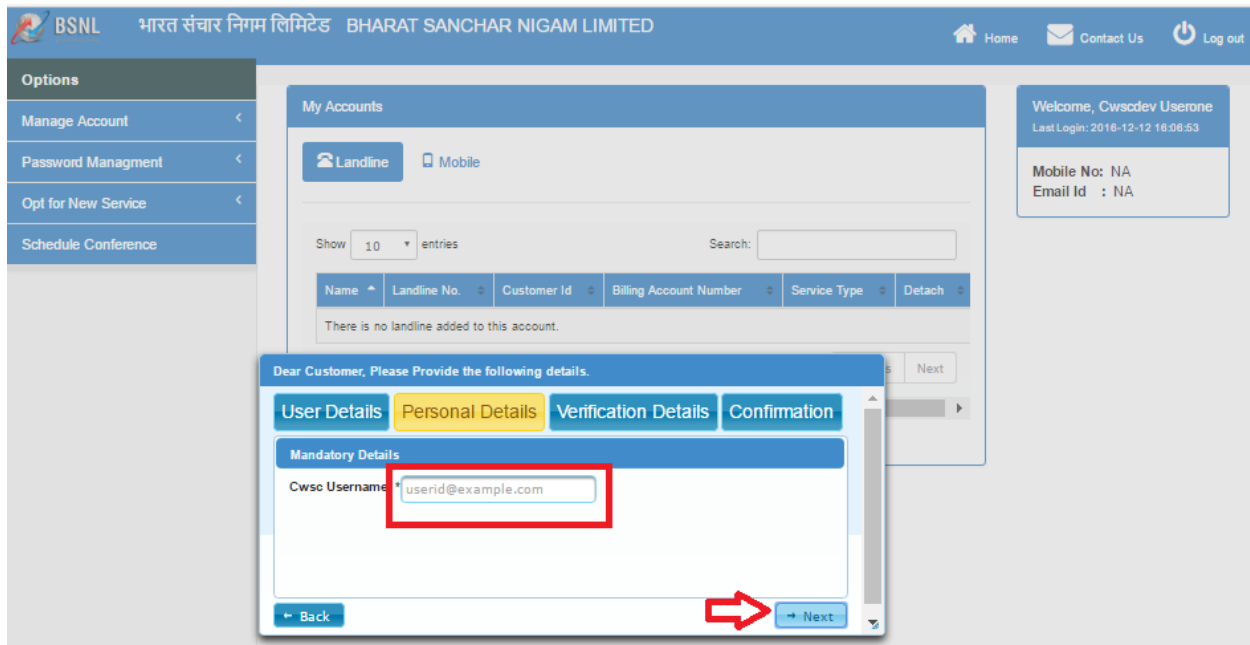
8. Enter Email and mobile OTP and click on Next.



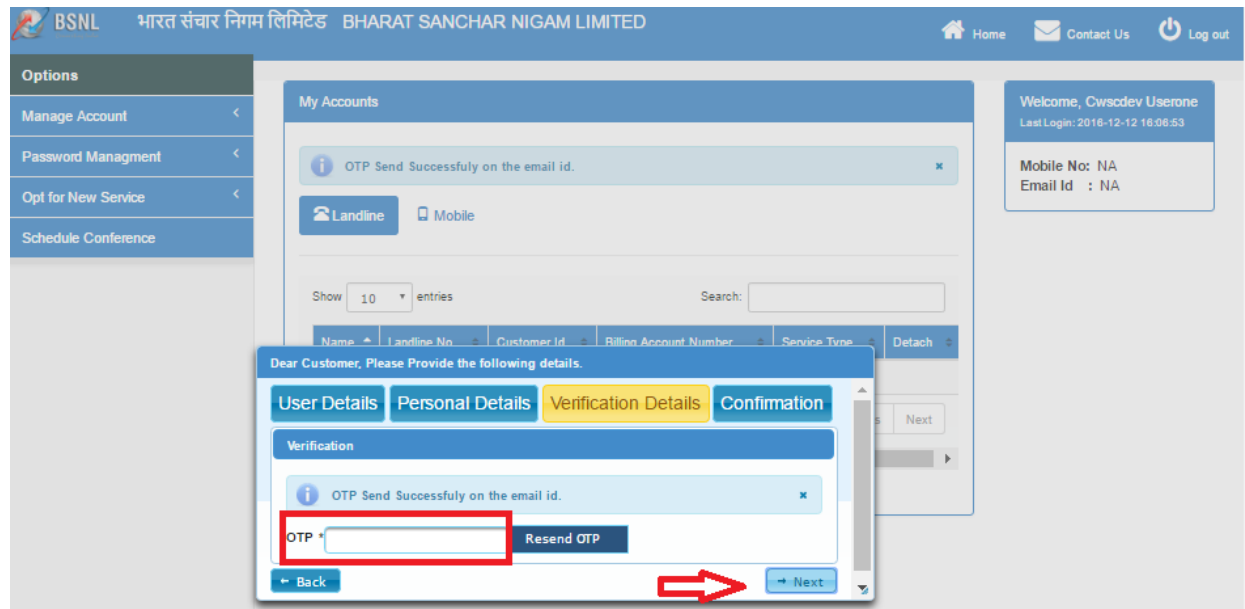
9. Click on submit. User can update their profile details through 'Update Profile' option.



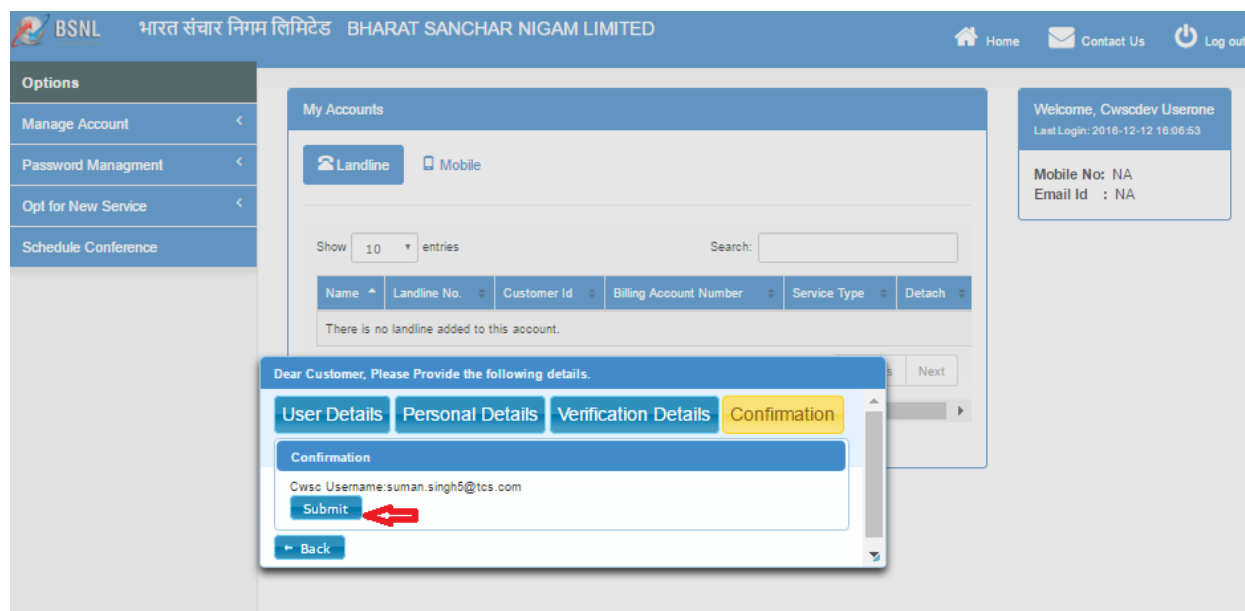
- If user select Existing user, he/she needs to enter existing CWSC user name in personal Details tab



- Enter OTP and click on next.

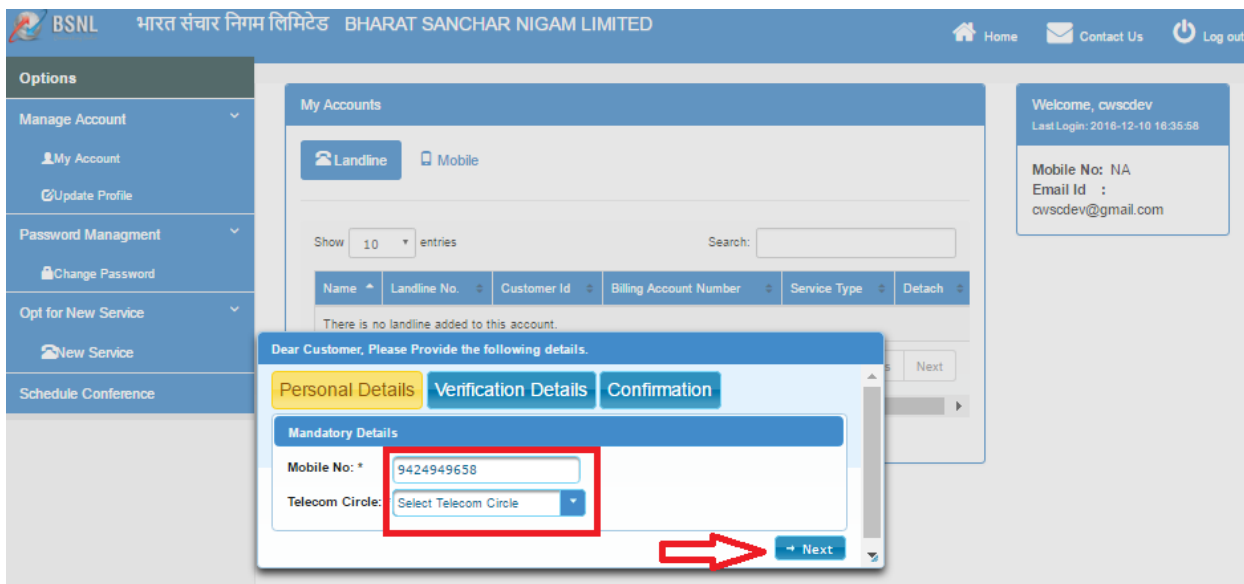


- Click on submit. User can update their profile details through 'Update Profile' option.

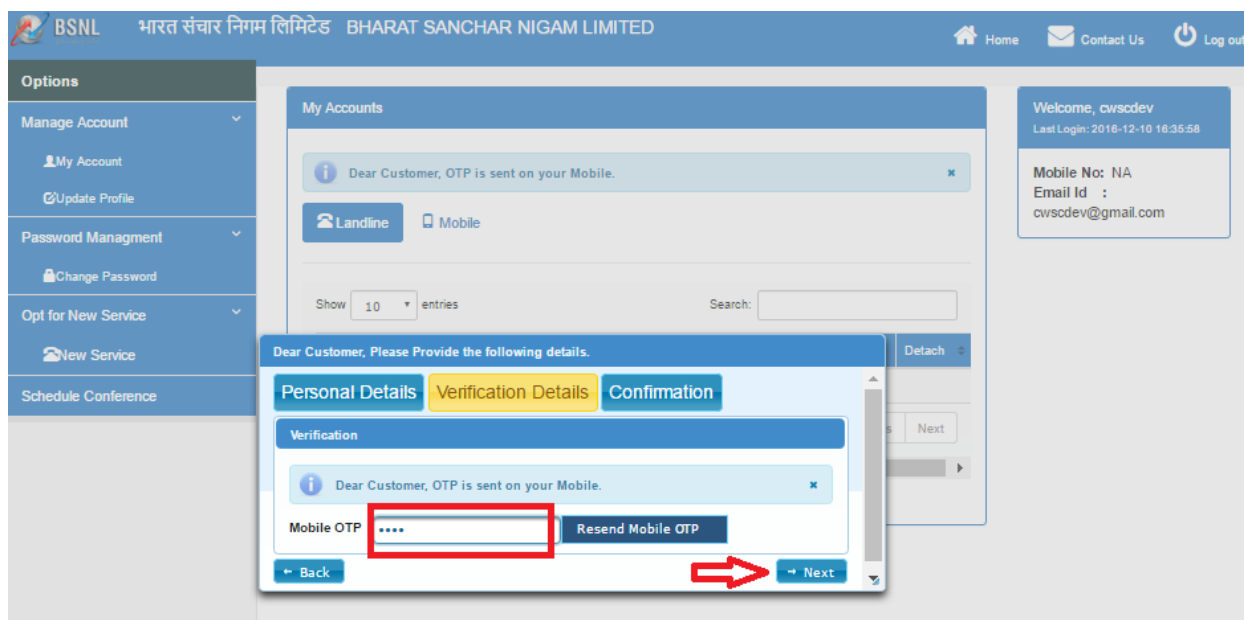


**15.19.2. Login with Google:** Login with Google in CWSC portal user needs to follow the following steps:

1. Open CWSC portal. The Welcome page displays.
2. Click on “**Sign in with Google**”. The **Google login** page will be display.
3. Enter Google **Username and Password** and click on login.
4. When user login for first time, a popup will be shown that will ask the user CWSC portal wants to access your Google details. If user clicks on deny it will redirect to CWSC welcome page. If the user clicks on allow it will be redirected to Home Page (AccountLinking page).
5. System will ask to enter user details.

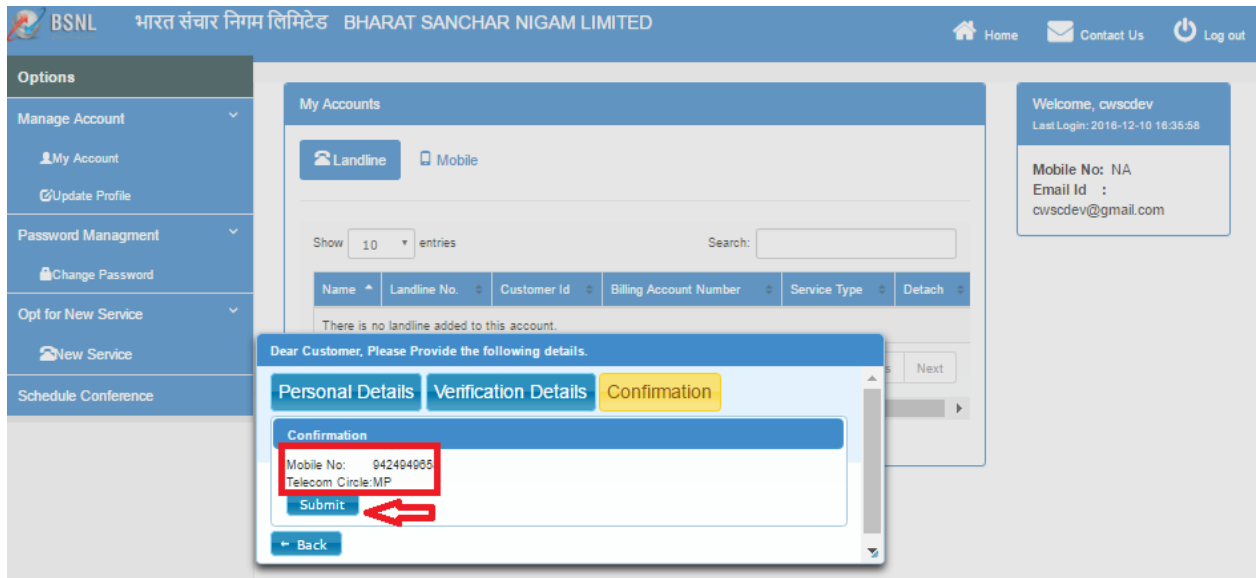


6. Enter Mobile number and select circle and click on Next.



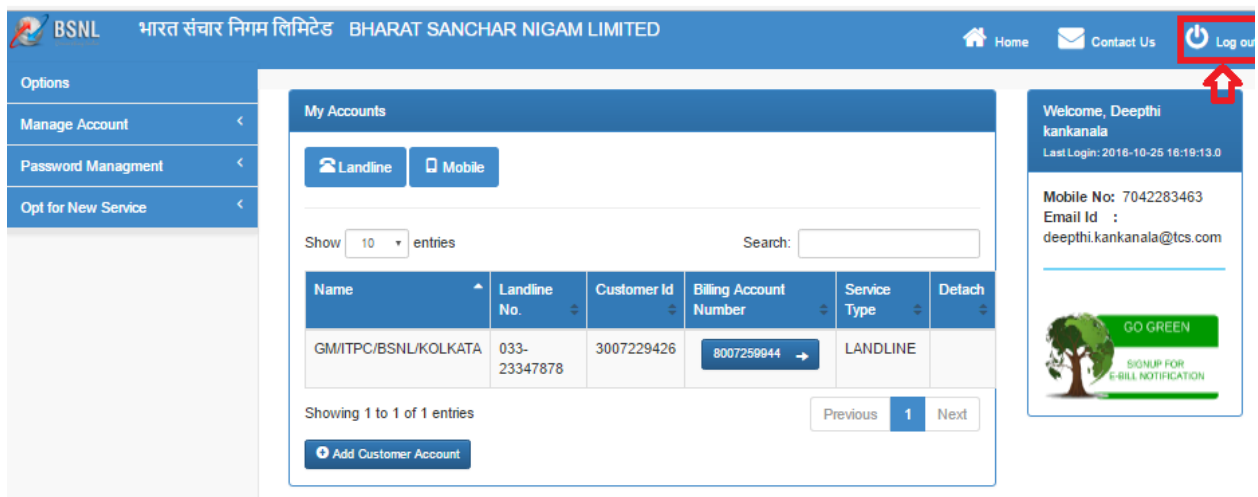
7. Click on submit. User can update their profile details through 'Update Profile' option.





## 1.20. Logout

To logout from the CWSC Application. Click on logout button.



After clicking on logout, CWSC welcome page will appear.

BSNL भारत संचार निगम लिमिटेड BHARAT SANCHAR NIGAM LIMITED

Facilities for Unregistered Users

- New Services
- Track New Service Request
- Pay your bill(s)
- Loyalty Rewards Scheme/FAQ
- Register Complaint
- Schedule Conference
- Change Broadband Password

Welcome To BSNL

Username: \*

Captcha: \*


Login Sign Up

Sign in with Facebook Sign in with Google

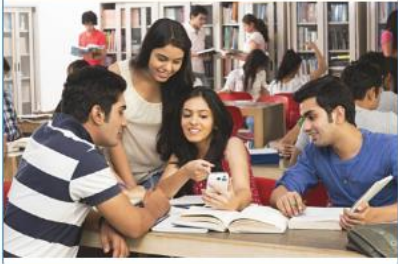
Facilities for Registered Users

- View/Pay Bills/Sign up for E-bill
- Check Landline/Broadband Usage
- View/Redeem Loyalty Points
- Track Order/Complaints
- Change Broadband Password
- Update Customer Profile
- Schedule Conference

BSNL Broadband



Mobile Offer



BSNL Landline

### Unlimited Free Calls

- 9 PM to 7 AM Everyday
- Sunday

(From BSNL Landline to Any Network in India)

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