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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: 64-44/05-Broadband

Dated 09/01/2007

Sub: Launch of Games on Demand services for BSNL Broadband customers

**To:
Heads of All Telecom Circles/ Districts**

Games on Demand Services are proposed to be launched on 13th of January, 2007 by BSNL for its Broadband customers in association with M/s Indiagames on non –exclusive, revenue sharing and franchisee basis.

A brief note on the services, billing of subscribers and invoice settlement with the franchisee is furnished in the attached annexure.

The services are available to BSNL Broadband customers. Registration for the services by the subscribers may be done online through the Dataone/ BSNL portal.

**P.K. Shah
Jt. DDG (BS)**

Endor. No. CGMT/HR/Broadband/563/

Date:-24-6-2011

To

All SSA Heads

Copy is forwarded for your kind information

**-sd-
Somchand
AD (BB-OPN)
0171-2603257**

Network Planning - Broadband
Bharat Sanchar Bhawan, BSNL C.O.
Janpath, New Delhi- 110001
Ph. 011-23722377, Fax: 011-23734052



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No: 64-44/06-Broadband/ (Pt-2)

Dated: 21/06/2011

To

CGMs (All Telecom Circles & Telephone Districts)

Sub: - Indiagames MIS portal for field units for addressing customer complaints.

BSNL is providing Games on Demand (GOD) services to its customers in association with M/s Indiagames Ltd. This service is deployed, operated and maintained in M/s Indiagames's systems on the basis of a revenue sharing agreement.

Since the billing feed file is the only information available with the SSAs for dealing with the services of M/s Indiagames, addressing customer level issues related to billing, provisioning and deactivation has become a difficult task for the field units. To overcome this problem one portal <http://godmis.indiagames.com/bsnlssa> is now hosted by M/s Indiagames exclusively for BSNL field officers.

Some of the salient features of the portal are given below.

1. Designated BSNL officers dealing with the customers using the services of M/s Indiagames can avail the services of this portal.
2. The prospective users need to register in this portal to avail the services. The details presented in this portal while registration will undergo a validation process and necessary roles will be given to the users. The important roles available to the field units are
 - a) SSA billing user – SSA level officers dealing with billing related issues
 - b) SSA Commercial user – SSA level officers dealing with commercial and provisioning related issues.
 - c) Circle coordinators – Circle level officers (mostly DGM level officer in circles).
 - d) National coordinators – Officers dealing with PAN India issues (one from ITPC & one from Corp. Office).

The important details/facilities available in the portal are

- a. Account Details - Customer Account Details, Customer Service History.
 - b. Billing Details - Month wise and period wise Customer billing details with export to MS Excel/PDF facility.
 - c. Monthly Circle-wise/ SSA-wise billing report- details for all customers.
 - d. Facility to request for deactivation of the service on behalf of the customer.
3. A detailed procedure for registration and operation of the portal is given in Annexure-I. (BSNL-Indiagames SSA Portal - user guide.pdf).

Wide publicity may be given to the field officers dealing with customer complaints for the timely settlement of complaints related to these services.

Encl- A/a

Vishwa Mohan
(Vishwa Mohan)
Addl. GM (BBO)

Copy to

1. CGM (ITPC), Pune for kind information please.
2. M/s Indiagames Ltd. for kind information please.

BSNL Games on Demand MIS

Guide for SSA /Circle Coordinator/National
Coordinator/Portal Admin



How to start

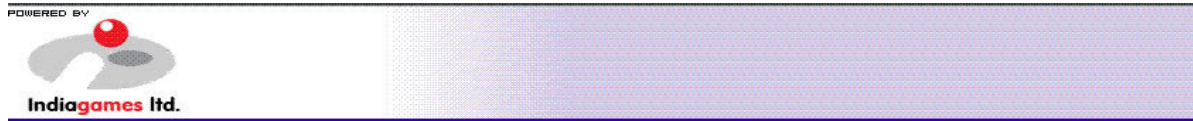
- MIS is compatible with all the major Internet browsers like IE, Firefox, Chrome, Opera.
- Please Open following link in any of the above mentioned internet browser

<http://godmis.indiagames.com/bsnlssa>



How to Access the Portal?

- In order to access BSNL Games on Demand MIS, User should have login credentials.
- If the user does not have login credentials, he/she must Register to get one.

A screenshot of a web portal's login page. The page has a light grey background. On the left, there is a small icon of a computer monitor with a padlock, and the text "Welcome, Please enter your HRMS Number and Password." To the right of this is a login form with the title "login" in orange. The form contains two input fields: "HRMS No" and "Password". Below these fields is a "Login" button. At the bottom of the form are two buttons: "Forgot Password" and "Register". A line from the text "Forgot password" points to the "Forgot Password" button. Another line from the text "Click here to register" points to the "Register" button. At the bottom of the page, there is a footer with the text "Contact Us: servicedesk@indiagames.com" and "Copyright © IndiaGames Ltd. All rights reserved".

Registration

- All input fields on registration page are mandatory. Please input valid information to create an account on MIS.

**BSNL Games on Demand MIS**

Already have an account..[Click here](#)

First Name:	<input type="text"/>
Last Name:	<input type="text"/>
HRMS Number:	<input type="text"/>
	HRMS number should be of 9 digits only
Designation:	<input type="text"/>
BSNL Email Address:	<input type="text"/>
	BSNL Email Address should be in bsnl.co.in,dataone.in,bsnl.in eg:abc@dataone.in
Alternate Email Address:	<input type="text"/>
	Provide gmail/yahoo/rediff ID
Mobile No:	+91 <input type="text"/>
	Please provide 10 digit Mobile No.
Phone/ Office No:	<input type="text"/> STD code <input type="text"/> Phone No
	Please select valid STD Code. Your STD Code decides Circle Name and SSA Name.
Address:	<input type="text"/>
City:	<input type="text"/>
Pin Code:	<input type="text"/>
Circle Name:	<input type="text"/>
SSA Name:	<input type="text"/>
Remark (Optional):	<input type="text"/>
	<input type="button" value="Sign Up"/>



Account Verification Process

- After entering information at registration page user will get verification email with verification link in his/ her registered email ID.
- User has to click on verification link to get the account activated.
- Portal Admin will review user's request.
- After the approval of Portal Admin user will receive the login credentials via email.



Request Approval by Portal Admin

The screenshot shows the BSNL Games on Demand MIS portal. The header includes the BSNL BROADBAND logo and the title "BSNL Games on Demand MIS". The navigation menu on the left contains: ChangePassword, Verify (with sub-items: Assign Roles, Pending Users, Active Users, Inactive Users), Account Details, Billing Details, Deactivation Reports, and Feedback Report. The main content area displays "Welcome admin" and "SystemTime: Jun 14, 2011 [Logout]". A "Search Account Details" section contains a form with a "Submit" button. Annotations with lines pointing to the interface are as follows:

- Assign Roles: User with verified email address. Need to assign role
- Pending Users: User who have not verified email address
- Active Users: List of users who are using MIS
- Inactive Users: List of suspended users



How to search Games on Demand Customer details

- User can search the customer detail using Games on Demand username or BSNL landline number

The screenshot displays the BSNL Games on Demand MIS interface. The header includes the BSNL logo and the title "BSNL Games on Demand MIS". The navigation menu on the left lists options: ChangePassword, Verify, Account Details (selected), User Account Details, User Service History, Billing Details, Deactivation Reports, and Feedback Report. The main content area shows a "Search Account Details" form with two input fields: "Enter Username" (containing "FESTERGOD") and "Select Std code and Landline number". A "Submit" button is located below the second field. A text box on the left states "Search customer using Games On Demand", and a text box on the right states "Search using BSNL landline number and STD code".

BSNL BROADBAND

BSNL Games on Demand MIS

Welcome admin SystemTime:Jun 13, 2011 [Logout]

ChangePassword
Verify
Account Details
User Account Details
User Service History
Billing Details
Deactivation Reports
Feedback Report

Search Account Details

Enter Username FESTERGOD
OR
Select Std code and Landline number
Submit

Search customer using Games On Demand

Search using BSNL landline number and STD code



Customer's Plan details



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BSNL Games on Demand MIS

Welcome admin

SystemTime: Jun 13, 2011 [Logout]

ChangePassword

Verify

Account Details

User Account Details

User Service History

Billing Details

Deactivation Reports

Feedback Report



Account Details

GoDUsername	testergod
BBId/PhoneNo.	test
Name	TEST
Address	
City	
State/Circle	()
Phone	
LandlineNo.	
Email	ashutosh.lcl@rediffmail.com
Status	Subscribed
Package	BSNLPremium
Verified Status	Pending
RegistrationTime	2008-03-27 14:33:00.0

Button to send Games On Demand username and password to customer

Send Username/Password to God user

Request Deactivation for this user

Print this Page

Click here to cancel Games On Demand subscription




Customer's Billing details (Service History)



BSNL Games on Demand MIS

Welcome admin
SystemTime: Jun 13, 2011 [Logout]

Summary of Indiagames - Games on Demand Service

Customer Name	SSA Name	Circle	City	Phone number with STD	Mobile No	Email - ID	GoDusername
Subir bose	KOLKATA	KOLKATA TELECOM DISTRICT	Kolkata	033 - 25470960	9874197568	subirkbose@yahoo.co.in	SUBIR0960

Customer Service History

Sr.No	Plan Name	Service Started on	Service Ended on	Activated by *	Deactivated By*
1	BSNLPremium	2011-05-03	2011-06-11	BSNL-ORG	

Note: BSNL-ORG represents user signed up directly from BSNL Portal.

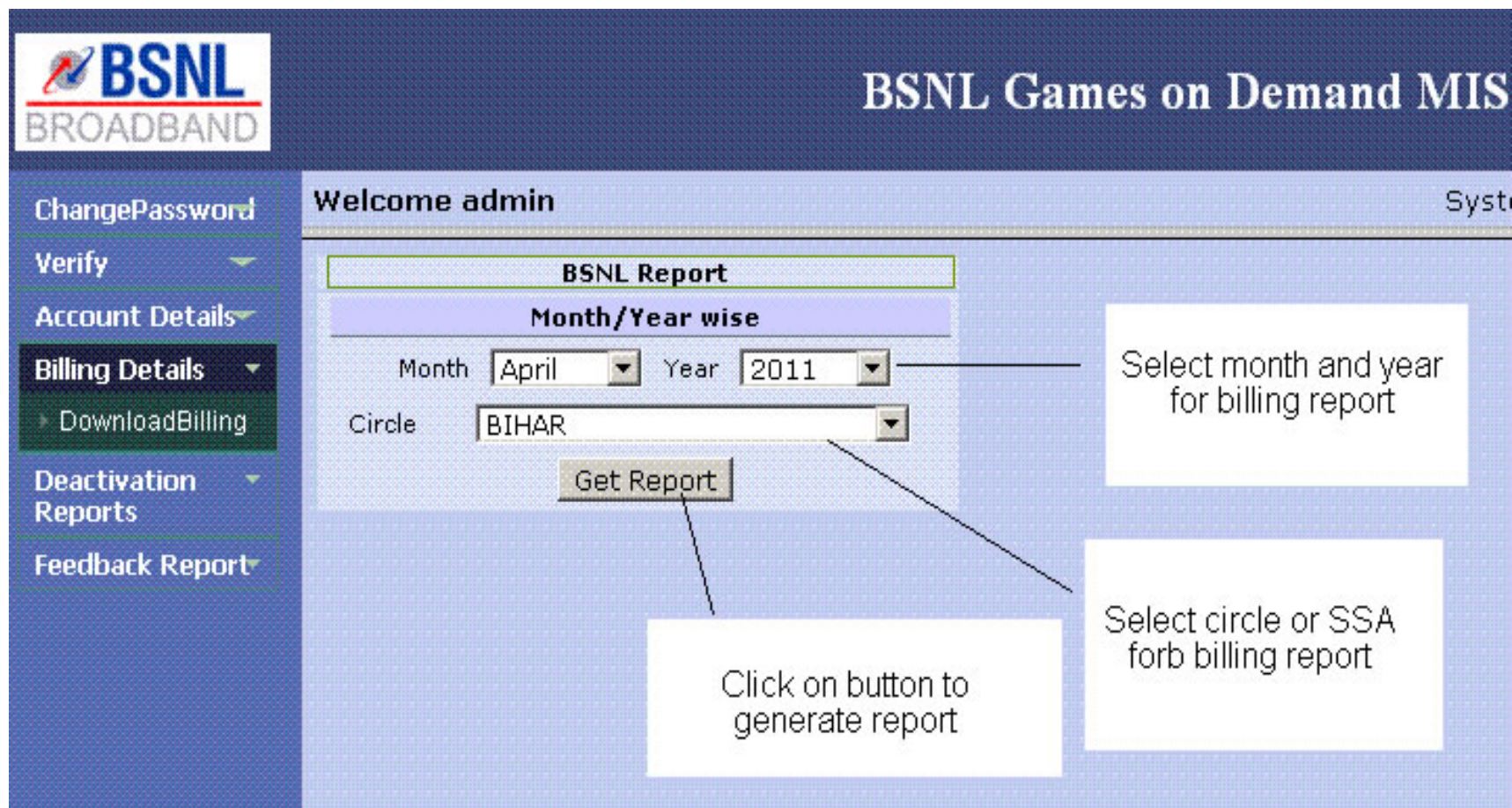
Customer Billing details

Sr.No	Bill Month	Plan Name	Bill date from	Bill date to	Bill Amount
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Print this Page
Back



Download SSA/Circle wise Billing report



The screenshot displays the BSNL Games on Demand MIS interface. On the left is a navigation menu with options: ChangePassword, Verify, Account Details, Billing Details (selected), DownloadBilling, Deactivation Reports, and Feedback Report. The main content area is titled 'Welcome admin' and 'BSNL Report'. Below this, there's a section for 'Month/Year wise' reporting. It includes dropdown menus for 'Month' (set to April) and 'Year' (set to 2011), and a 'Circle' dropdown menu (set to BIHAR). A 'Get Report' button is positioned below these fields. Three callout boxes provide instructions: one points to the Month and Year dropdowns with the text 'Select month and year for billing report', another points to the Circle dropdown with 'Select circle or SSA for billing report', and a third points to the Get Report button with 'Click on button to generate report'.

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BSNL Games on Demand MIS

Welcome admin

BSNL Report

Month/Year wise

Month Year

Circle

Select month and year for billing report

Select circle or SSA for billing report

Click on button to generate report

Uploading Billing Feedback to Indiagames



BSNL Games on Demand MIS

[ChangePassword](#)
[Verify](#)
[Account Details](#)
[Billing Details](#)
[Deactivation Reports](#)
[Feedback Report](#)
[Upload Billing Report](#)

Welcome admin

SystemTime: Jun 13, 2011

File: No file chosen

Remarks:

Remark field

Click on button to select billing report from user's pc

Link



Link to track GoD unsubscribe request by SSA/circle



BSNL
BROADBAND

BSNL Games on Demand MIS

Welcome admin SystemTime: Jun 14, 2011 [Logout]

ChangePassword
Verify
Account Details
Billing Details
Deactivation Reports
Report-Datewise
Report-HRMSwise
Deactivations
Summary
Feedback Report

Search Report On Current Date

Today Date 14/06/2011

Today
Month
Specific date

GoDUsername	Plan	Date/Time	SHORT_REASON	HRMSNO	EM
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Links to track Games On Demand service unsubscribe request done by users



Link to track GoD unsubscribe request by SSA/circle



BSNL
BROADBAND

BSNL Games on Demand MIS

Welcome admin SystemTime: Jun 14, 2011 [Logout]

ChangePassword
Verify
Account Details
Billing Details
Deactivation Reports
Report-Datewise
Report-HRMSwise
Deactivations
Summary
Feedback Report

Search Report On Current Date

Today Date 14/06/2011

Today
Month
Specific date

GoDUsername	Plan	Date/Time	SHORT_REASON	HRMSNO	EM
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Links to track Games On Demand service unsubscribe request done by users



ContactNumber: 1800 425 0500 (Toll Free)
Email: servicedesk@indiagames.com

