Broadband Cell,
BSNL Corporate Office,
813-B, Statesman House,

Ph. 011-23730183

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)
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

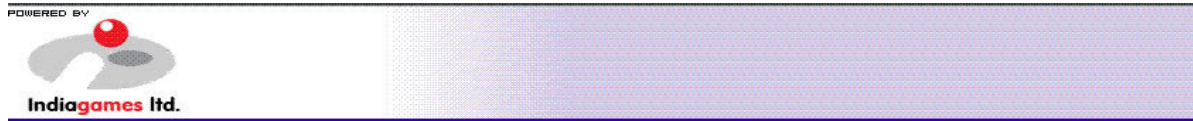Guide for SSA /Circle Coordinator/National Coordinator/Portal Admin

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

indiagames.com

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.

Registration

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

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.

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Request Approval by Portal Admin

BSNL Games on Demand MIS

BSNL BROADBAND

ChangePassword

Verify
- Assign Roles
- Pending Users
- Active Users
- Inactive Users

Account Details

Billing Details

Deactivation Reports

Feedback Report

Welcome admin

SystemTime: Jun 14, 2011   [Logout]

Search Account Details

User with verified email address. Need to assign role

User who have not verified email address

List of users who are using MIS

List of suspended users

Submit

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How to search Games on Demand Customer details

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

Customer's Plan details

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]

Click here to cancel Games On Demand subscription

[Print this Page]

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Customer's Billing details (Service History)

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

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	subirkrbose@yahoo.co.in	SUBIR0960	Ur

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.
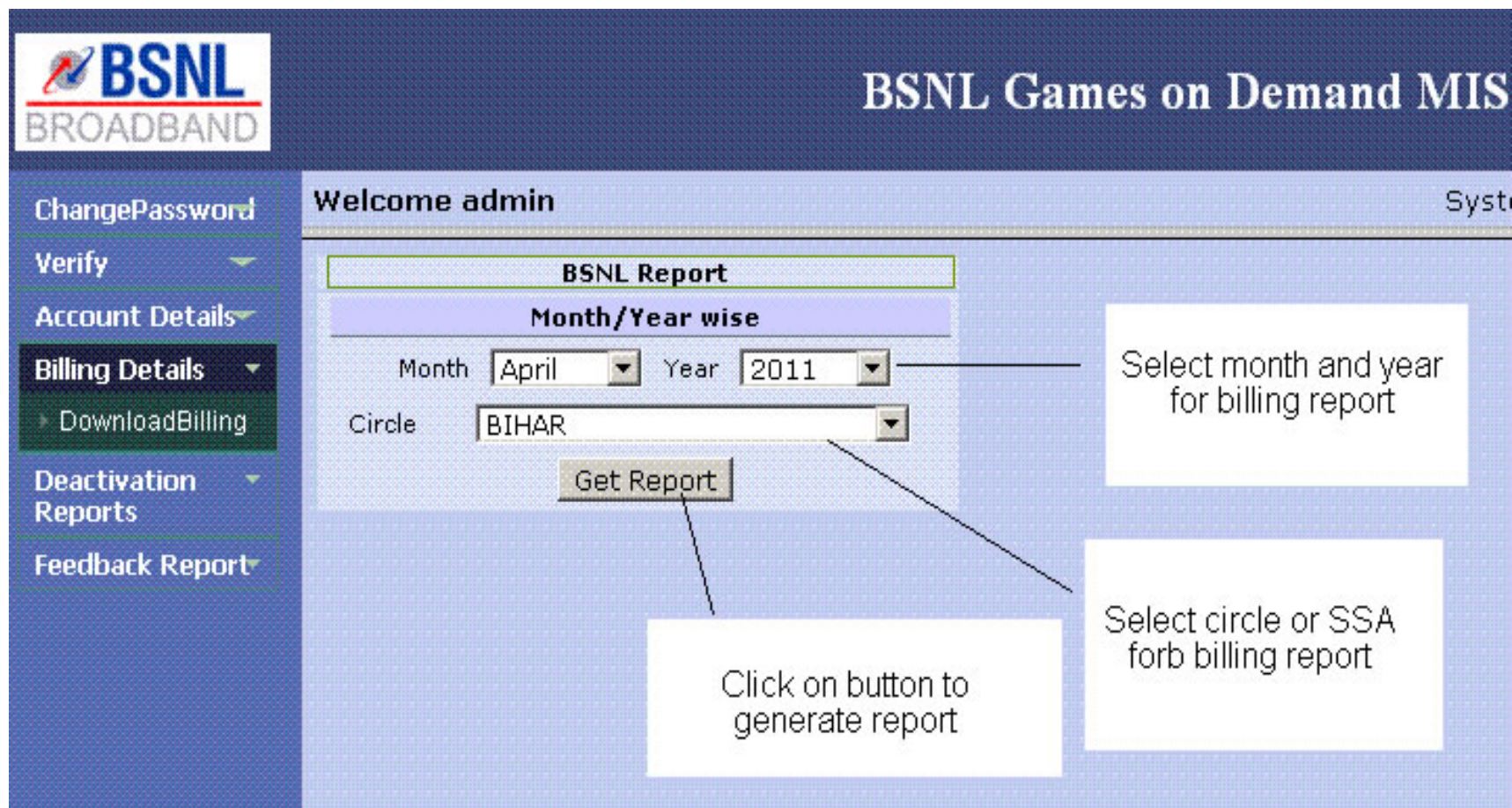
Customer Billing details

Sr.No	Bill Month	Plan Name	Bill date from	Bill date to	Bill Amount	

Print this Page   Back

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Download SSA/Circle wise Billing report

Uploading Billing Feedback to Indiagames

BSNL Games on Demand MIS

ChangePassword

Verify

Account Details

Billing Details

Deactivation Reports

Feedback Report

Upload Billing Report

Link

Welcome admin   SystemTime:Jun 13, 2011

File: [Choose File] No file chosen

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

Remarks: Remark field

[Submit]

indiagames.com

Link to track GoD unsubsription request by SSA/circle

Link to track GoD unsubsription request by SSA/circle

ContactNumber: 1800 425 0500 (Toll Free)

Email: servicedesk@indiagames.com