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

No. 1-4/TM/BBF/BillDesk Excel/2011-12 dated 26/03/2012

To

All Heads of Telecom Circles.

SUBJECT: LAUNCH OF PREPAID CDMA RECHARGE THROUGH BSNL WEBSITE PORTAL

References: 1. This office letter No. 1-4/TM/BillDesk Excel/2011-12 dated 17/07/2008 & 19/01/2012.
2. AGM (CDMA) U.O. letter No. 69-07/2008-CDMA/Vol-II dated 30/01/2012.
3. Sr. GM (Dev), ITPC, Hyderabad letter No. ITPC/Sr. GM (D)-HYD/Prepaid CDMA/2011-12/2 dated 01/12/2011.

Kindly refer to the above letters. BSNL has proposed to launch facility to recharge Prepaid CDMA mobiles through BSNL Portal website. The operational flow/fund flow is similar to the existing flow of prepaid GSM except the IN reconciliation part where there are extra zones involved for reconciliation and as such the instructions in GSM prepaid, issued vide this office dated 17/07/2008 (see above), shall be applicable, *mutatis mutandis*.

The following are the instructions regarding action to be taken by subscriber for recharging their connection, responsibility of BSNL Portal Incharge, responsibility of CAO (CCC) and Integrators i.e. M/s IndiaIdeas.com (Billdesk) and M/s Tech Process Systems Limited (TPSL) as already endorsed and applicable for Prepaid GSM recharge services, circulated vide this office aforementioned letter. As such, similar instructions are applicable for the prepaid CDMA recharge also, subject to changes (if any), wherever deemed necessary.

1. ONLINE REGISTRATION FOR THE RECHARGE OF BSNL MOBILE THROUGH PYRO/ESTEL/BILLDESK/TPSL INTERFACE.

1.1. Registration: The customer who ops for recharge of their mobile, online, has to register in the portal website (http://www.bsnl.co.in) in value added services by entering the details like name, address, mobile number, email id, username and password etc. in the module provided for registration. This registration is useful for security reasons to identify from which user the mobile is recharged and also to keep track of number of recharges and payment history for the convenience of the user.

1.2. Authorisation/validation at Zonal Billing center: After logging into the portal with the password provided to him/her, the customer has to click the option either to 'Buy Top up Card' or "Buy Recharge coupons" and he/she has to enter his/her BSNL mobile number (based on this the respective zone will be selected for pushing the data) which is to be recharged. On entry of the mobile number, and selection of the denomination, the information will be passed by the portal to the respective Zonal C Top-up service provider (ZCTUP-SP).

**Budget, Financial Control &
Investment Division**
5th Floor, Bharat Sanchar Bhawan,
Janpath, New Delhi-110001.

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1.3.   Validation process: ZCTUP-SP shall validate the mobile number and the recharge/top up request with reference to existent business rules of BSNL. BSNL portal is to be created as a franchisee on the system of the ZCTUP-SP. The process as adopted for the current system of verification on the system shall be followed. The result for validation of the selected mobile number and the recharge/CTOP-UP values shall be passed on to the portal. Portal shall display the status of validation as success or failure to the customer. In case of success, further transaction shall be done as given in the following step. In case of validation failure, the reason shall also be displayed, and customer shall be given an option to quit the process or re-enter the parameters.

1.4.   Transaction Process: In case of successful validation in the preceding step, the information entered by customer in the previous step should be displayed to the customers for confirmation. If the customer confirms the information shown, **'make pay'** button will enable.   By clicking on 'Make Pay' button, the customer will find the option of selecting various internet banking enabled banks gateway. On selection of the required bank by the customer, redirection to that bank will be done by the portal, where he/she is authenticated by the bank, with his/he credentials provided by the bank. This screen will present the non editable parameters like Customer mobile Number, Portal transaction ID, Type of voucher (recharge/CTOPUP), actual amount of the transaction, amount to be paid (inclusive of taxes, levies, discounts) etc., and customer shall select an option to complete the transaction. The successful transactions will be automatically pushed to Central Cellone serve which in successful recharged cases will be updated back by ZCTUP-SP into the Central Cell one Server. The updated status will be shown to the customers.

1.5.   Successful recharge/top up: on successful completion of the transaction from the bank, the customer will be returned to the portal page where the customer is given online receipt from the Portal for that successful transaction and the customer will be shown the message "Your mobile 94XXXXXXXX has been recharged/top up for an amount of Rs. ..... please check for SMS in 94XXXXXXXX or Dial *123# from that mobile to know the balance." The successful transactions of South & East Zones identified by mobile number series at portal will be sent to Pyro networks for the recharge/Top up of the customer Mobile for Other zones to M/s Estel Telecom.

1.6.   Unsuccessful recharge/top up: For all transactions where he bank has detailed the amount but unsuccessful at portal (including ctopup/IN level) due to any reason M/s IndiaIdeas.com or M/s TPSL shall reverse the transactions and send the money bank to subscribers account. The procedure shall be same as that prescribed for failed transactions in ITC cards etc.

2.   ROLES AND RESPONSIBILITIES:

2.1   Role of Portal In-charge.

2.1.1.   To provide the passwords to the zonal in-charges of CMTS, CAO (CCC) and other administrative offices for viewing the reports and administrative changes, along with full details of name and location/source of the reports and forma of the reports.

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2.1.2. To generate & upload / send the Report of daily transactions and monthly transaction of the portal as per the formats available at Annexure 1 and Annexure 2.

2.1.3. To reconcile the variation statements received from CCC, with the date from M/s IndiaIdeas.com and M/s TPSL by corresponding with them and submission of modified report after reconciliation.

2.2. Role of CAO (CCC)

2.2.1. To reconcile the reports of Portal, M/s IndiaIdeas.com, M/s TPSL and ZCTUP-SP. The variations between the two reports are informed to Portal, M/s IndiaIdeas.com and M/s TPSL, detailing the Service Provider wise, date wise, bank wise difference.

2.2.2. A circle wise ATC on monthly basis should be sent to the circles on receipt of amount from M/s IndiaIdeas.com or M/s TPSL (accounting instructions are to be issued by the CA division of Corporate Office)

2.3. Role of M/s IndiaIdeas.com (BillDesk)/M/s TPSL

2.3.1. To update the portal with regular MIS statements as per report formats at Annexure 3 and Annexure 4.

2.3.2. To remit the payments at regular intervals to CAO (CCC) and send the Daily remittance report to him as per format at Annexure 5.

2.3.3. To minimise the failure rate for the customers while making payments.

(C. S. GUPTA)
Dy. General Manager (BF III)

Copy to:

1. Sr. GM (Dev.), ITPC, Hyderabad for information please.
2. CGM, ITPC, Pune.
3. GM (TRF)/Wireless Service—O&M/CMTS-Core/CMTS-Infra/IT, NWO-CDMA, BSNL CO, ND.
4. GM (IT), ITPC, Hyderabad.
5. GM (CA), BSNL CO—for information and for issuing accounting procedure/accounting heads for Prepaid CDMA recharge through Portal and transfer of remittances to the respective circles.
6. Addl. GM (NWP-CDMA), BSNL CO, ND.
7. CAO (CCC), A.P. Telecom Circle, Hyderabad for information and necessary action please.
8. AGM (CDMA), CDMA Section, 5th Floor, BSNL CO, ND, for information and procuring detailed functioning of the system, responsibility of Zonal WIN in charge or WIN centre and Zonal CTOPUP-SP (Service provider) from the concerned sections, please.