



## **BSNL Online Payment Portal**

**User Manual v1.0**

**Creation Date: 23.04.2012**

**Created By: Information Technology Cell Calcutta Telephones**

## Introduction

This document describes step by step procedure for online payment of telephones bills of Bharat Sanchar Nigam Limited through <http://portal.bsnl.in>

## Advantages

Under a single username the user can pay their Landline / GSM / CDMA and FTTH Bills. The user can only remember his username and password and can pay their bills from anywhere in India and abroad.

## Features

Salient features of <http://portal.bsnl.in>

1. Landline / FTTH Bill Payment
2. BSNL GSM Mobile Post Paid Bill Payment
3. BSNL WLL/ EVDO / CDMA Post Paid Bill Payment
4. BSNL prepaid mobile recharge
5. INDIA TELEPHONE CARD, CALL NOW Cards – Online purchase

# BSNL Landline Bill Payment

## Online Payment Procedure

1. Visit <http://portal.bsnl.in> **Kindly note the URL. It is not <http://portal.bsnl.co.in>**

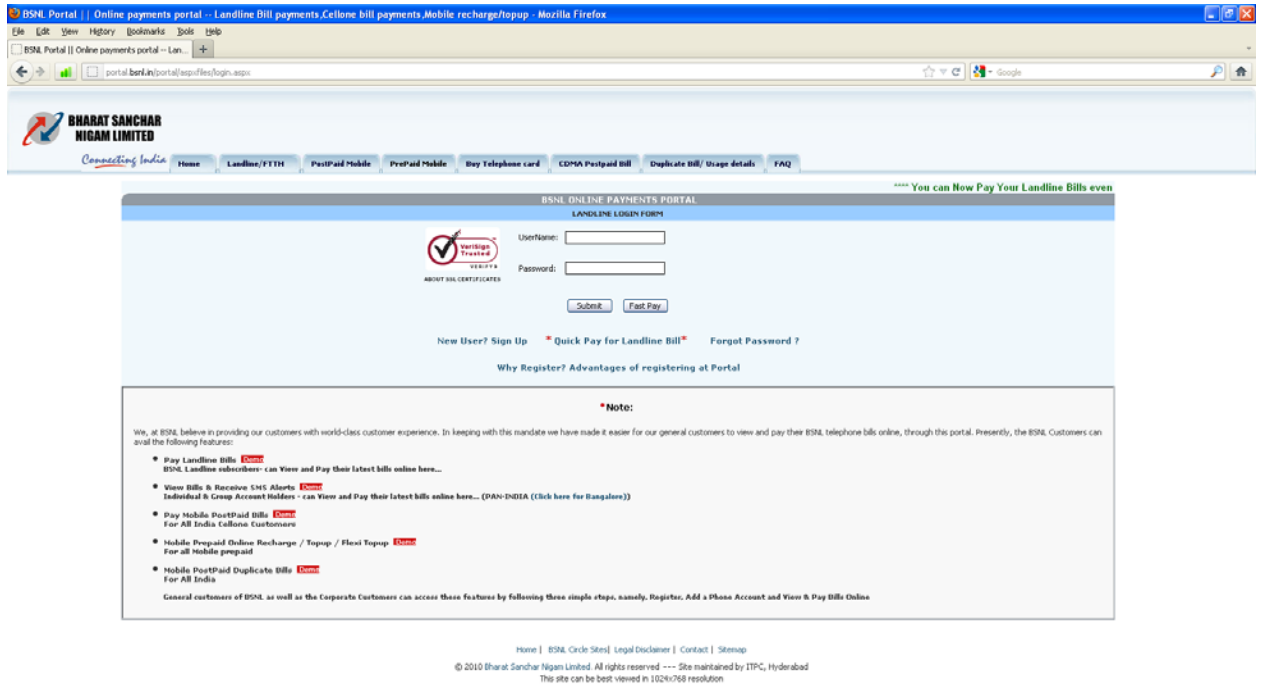
The screenshot shows the BSNL Online Payments Portal. The browser title is "BSNL Portal | Online Payments portal -- Landline/FTTH bills-Cellone Bills-Online recharge - Mozilla Firefox". The address bar shows "portal.bsnl.in/portal/asp/FILES/default.aspx". The page header includes the BSNL logo and the text "Bharat Sanchar Nigam Limited" with the tagline "Connecting India". A navigation menu contains links for Home, Landline/FTTH, PostPaid Mobile, PrePaid Mobile, Buy Telephone card, CDMA Postpaid Bill, Duplicate Bill/ Usage details, and FAQ. The main content area is titled "ONLINE PAYMENTS PORTAL" and "Welcome To BSNL's Online payments portal". It features a "Subscribe for SMS Alerts!" section and a list of services:

- LAND LINE/FTTH BILL PAYMENTS (all India)**: BSNL Individual & Group Account Holders - Can View and Pay their latest bills online here...
- BSNL MOBILE POST PAID BILL PAYMENTS - GSM MOBILES(All India)**: Post Paid Mobile Bill Payments online...
- BSNL PREPAID MOBILE RECHARGE (All India)**: Topup/ Recharge/ Flexi Topup Prepaid Mobile online...
- Universal INDIA TELEPHONE CARD, CALL NOW Cards - BUY ONLINE (Universal ITC, New per second tariff applicable)**: Buy ITC, FLPP, CallNow Cards Online...
- Cellone Duplicate Bill/ Usage details(All India)**: View and download your Mobile Duplicate Bill/ Unbilled Usage details online...
- Pay your WLL/ EVD0 / CDMA Postpaid Bills Online(All India)**: Pay your WLL/Mobile/ CDMA Mobile / EVD0 Bill online...

At the bottom, there is a footer with links for Home, BSNL Circle Sites, Legal Disclaimer, Contact, and Sitemap. Copyright information states: "© 2010 Bharat Sanchar Nigam Limited. All rights reserved --- Site maintained by ITPC, Hyderabad. This site can be best viewed in 1024x768 resolution".

2. Click desired link

For example if user wants to pay his landline bills he should click Landline / FTTH Bills link. If user wants to pay Cellone he should click BSNL Mobile Post paid payment.



3. At this point the user is asked to provide username and password.

If the user is not registered in portal.bsnl.in they should register first.

Kindly note registration in <http://selfcare.edc.bsnl.co.in> is different than portal.bsnl.in.

Payment can only be done through <http://portal.bsnl.in>

In <http://selfcare.edc.bsnl.co.in> a link has been provided which is redirecting the user to <http://portal.bsnl.in> for online payment.

#### 4. Registration Procedure Click New User? Sign up

The screenshot shows the BSNL Portal registration page for Value Added Services. The browser window title is "BSNL Portal | Value Added Services -- Registration Page - Mozilla Firefox". The URL is "portal.bsnl.in/portal/aspx/ffes/registration.aspx". The page features the BSNL logo and navigation tabs for various services: Home, Landline/FTH, PostPaid Mobile, PrePaid Mobile, Buy Telephone card, CDMA Postpaid Bill, Duplicate Bill/ Usage details, and FAQ. A sidebar on the left contains links for "Change Password", "Update Profile", "Post Complaint", and "Logout". The main content area is titled "VALUE ADDED SERVICES" and includes instructions: "All the fields marked with \* are mandatory", "Password must be at least 8 characters long.", and "Password must contain alphanumeric characters:". The registration form is divided into two sections: "USER INFORMATION" and "LOGIN INFORMATION".

USER INFORMATION	
Name:	<input type="text"/> *
Nick Name:	<input type="text"/> *
Contact Number (Day Phone Number):	<input type="text"/> *
Mobile :	<input type="text"/>
E-mail Address:	<input type="text"/> *
Confirm E-mail Address:	<input type="text"/> *
Address:	<input type="text"/> *
City:	<input type="text"/> *
State:	<input type="text"/> *
Pin Code:	<input type="text"/> *
To get BILDetailed Subscribe for SMS Alerts: <input type="checkbox"/>	

LOGIN INFORMATION	
Desired User Name:	<input type="text"/> *
Password:	<input type="password"/> *
Confirm Password:	<input type="password"/> *
Hint Question:	<input type="text"/> *
Hint Answer:	<input type="text"/> *

Home | BSNL Circle Sites | Legal Disclaimer | Contact | Sitemap  
© 2010 Bharat Sanchar Nigam Limited. All rights reserved. --- Site maintained by ITPC, Hyderabad  
This site can be best viewed in 1024x768 resolution

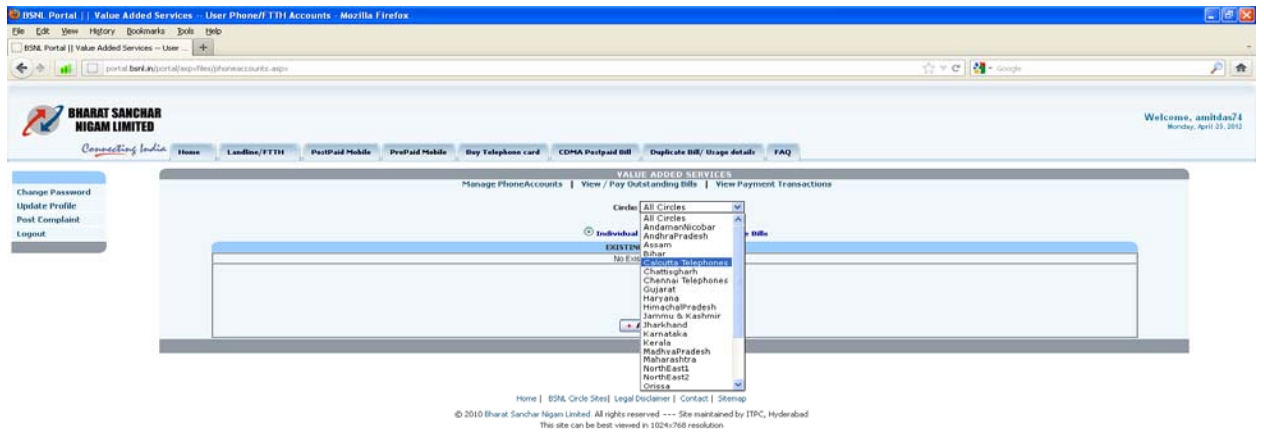
The user should fill the details and choose username according to their choice.  
In case the username is already taken it will give error and users have to change their desired username slightly

Once registered the same username – password pair may be used for all type of payment e.g Landline / Cellone / CDMA etc.

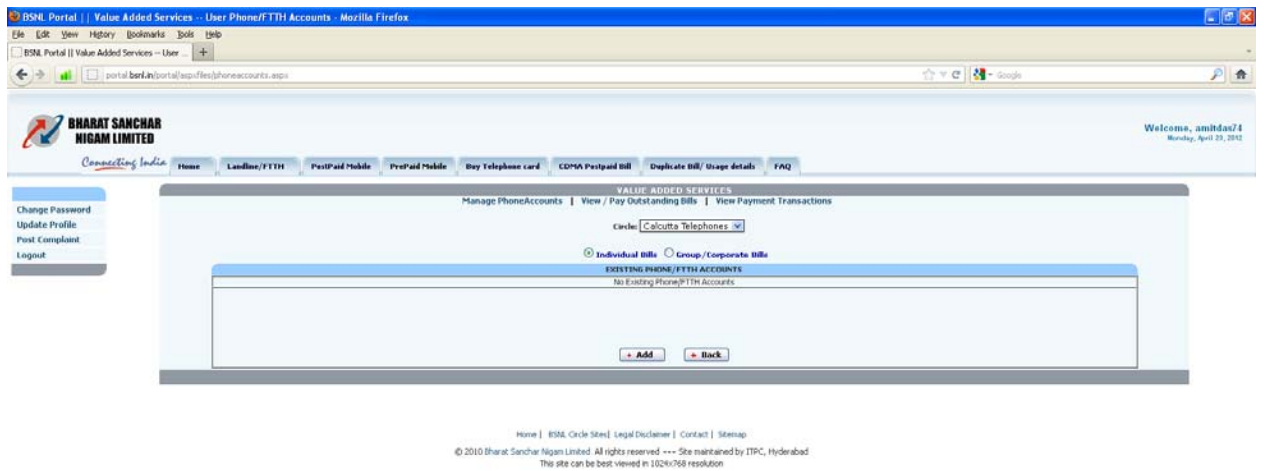
5. After Successful Registration Login to <http://portal.bsnl.in>

The screenshot shows a Mozilla Firefox browser window with the address bar displaying `portal.bsnl.in/portal/asp/ufiles/login.aspx`. The page header includes the BSNL logo and the text "Bharat Sanchar Nigam Limited" with the tagline "Connecting India". A navigation menu contains links for Home, Landline/FTTH, PostPaid Mobile, PrePaid Mobile, Buy Telephone card, CDMA Postpaid Bill, Duplicate Bill/ Usage details, and FAQ. The user is logged in as "amitdas74" on Monday, April 23, 2012. The main content area is titled "LANDLINE PAYMENTS" and includes links for "Manage PhoneAccounts", "View / Pay Outstanding Bills", and "View Payment Transactions". There is a dropdown menu for "Circle" set to "All Circles" and radio buttons for "Individual Bills" (selected) and "Group/Corporate Bills". A message states "No Outstanding Bills" and asks "Do You want to add an Account?". A sidebar on the left contains links for "Change Password", "Update Profile", "Post Complaint", and "Logout". The footer contains links for Home, BSNL Circle Sites, Legal Disclaimer, Contact, and Sitemap, along with copyright information for 2010 Bharat Sanchar Nigam Limited and a note that the site is maintained by JTPC, Hyderabad.

6. Click Manage Phone Accounts  
Choose Calcutta Telephones



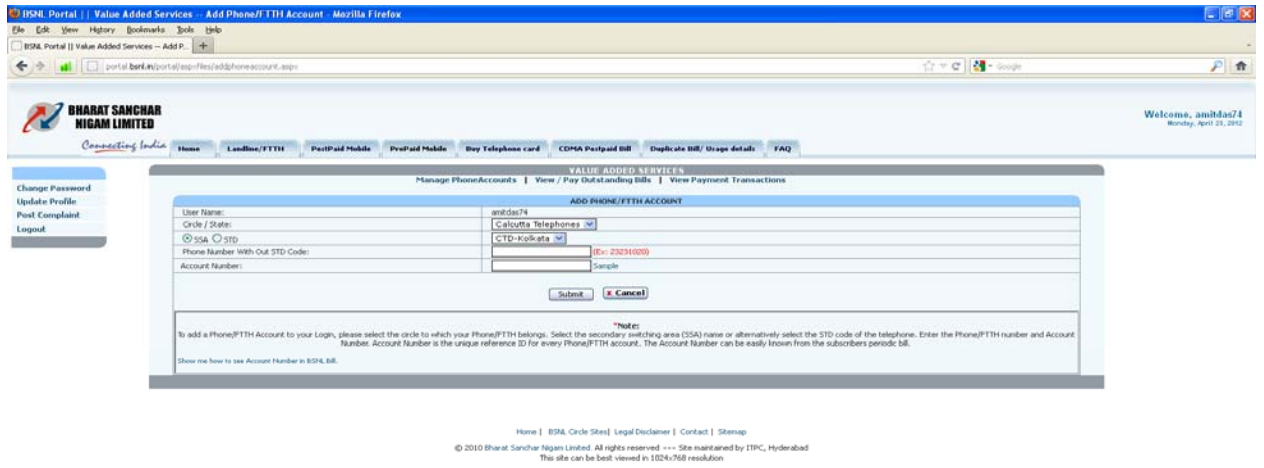
The Page will refresh. Then press Add



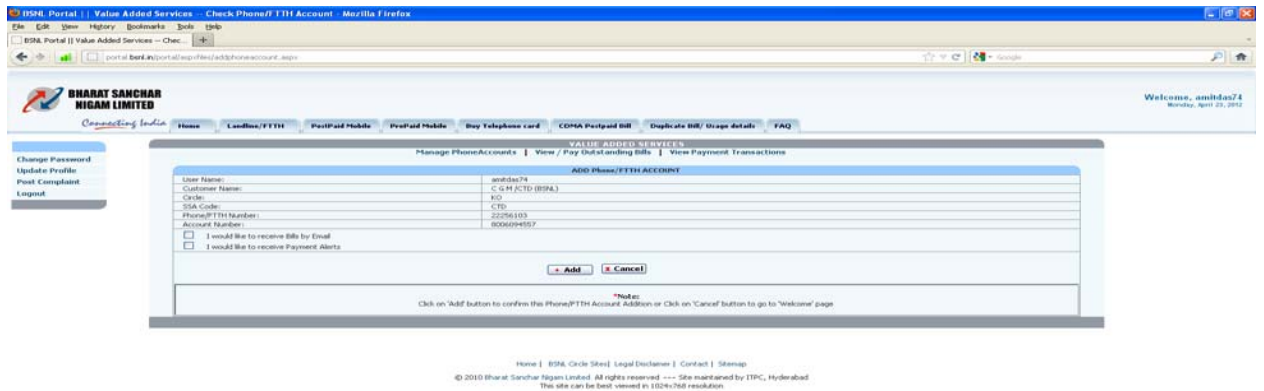
7. After pressing Add below screen will appear with Circle / State =( Calcutta Telephones ) and SSA =(CTD – KOLKATA). Do not change this

In the text box input the telephones number and Billing account Number and press Submit.

Note Bill account number is different than customer ID and in payment 10 digit bill account number is required.

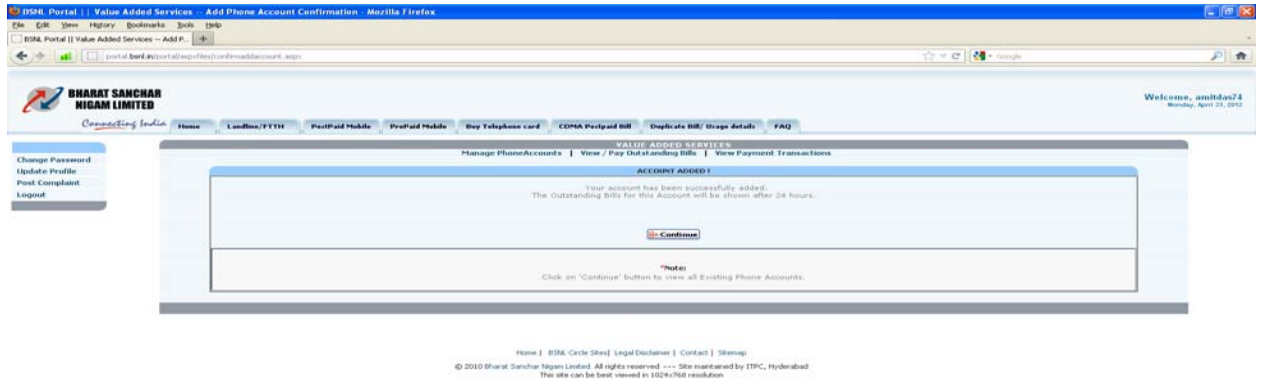


8. After Submitting the following screen will come

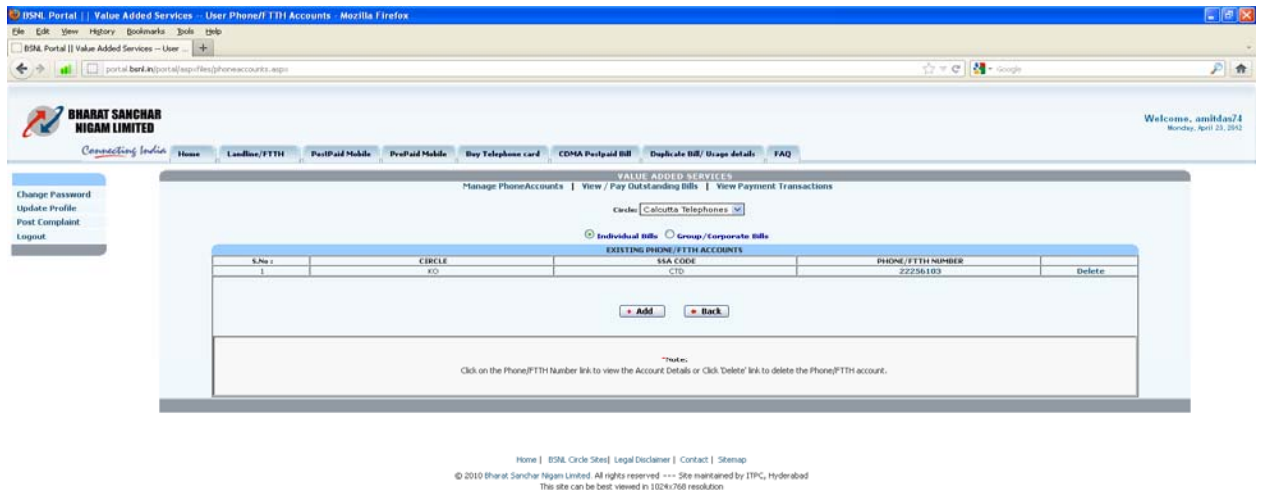




9. Choose two checkboxes ( I would like to receive Bills by Email) and ( I would like to receive Payment Alerts) and once again press add button. For successful registration of telephone number the following screen will appear

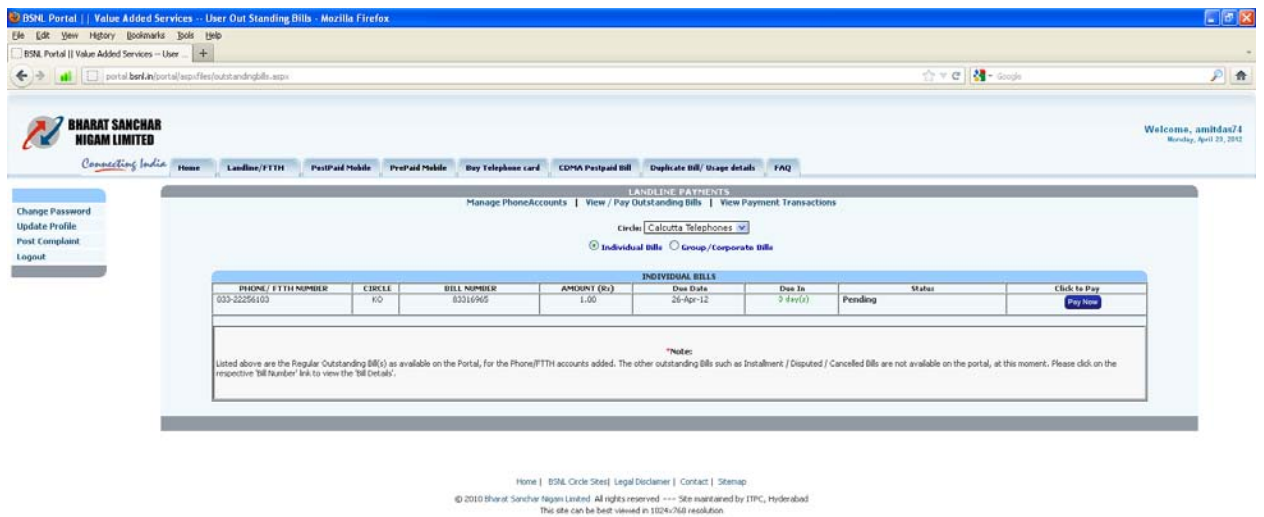


10. Press continue and the following screen will come



The user can add multiple Billing account number against a single username.

## 11. For payment Click View and Pay Outstanding Bill



The screenshot shows the BSNL Portal interface for viewing and paying outstanding bills. The page title is "User Out Standing Bills". The user is logged in as "amhdax71" on Monday, April 23, 2012. The page features a navigation menu with options like "Home", "Landline/FTTH", "PostPaid Mobile", "PrePaid Mobile", "Buy Telephone card", "CDMA Postpaid Bill", "Duplicate Bill/ Usage details", and "FAQ". A sidebar on the left contains links for "Change Password", "Update Profile", "Post Complaint", and "Logout". The main content area is titled "PENDING PAYMENTS" and includes links for "Manage PhoneAccounts", "View / Pay Outstanding Bills", and "View Payment Transactions". The user is currently viewing bills for the "Circle: Calcutta Telephones IN". There are two radio buttons for "Individual Bills" (selected) and "Group/Corporate Bills". A table of individual bills is displayed with the following data:

PHONE / FTTH NUMBER	CIRCLE	BILL NUMBER	AMOUNT (Rs)	Due Date	Due In	Status	Click to Pay
023-22294193	NO	8334965	1.00	28-Apr-12	3 day(s)	Pending	<a href="#">Pay Now</a>

A note below the table states: "Listed above are the Regular Outstanding Bill(s) as available on the Portal, for the Phone/FTTH accounts added. The other outstanding bills such as Installment / Disputed / Cancelled bills are not available on the portal, at this moment. Please click on the respective 'Bill Number' link to view the 'Bill Details'."

At the bottom of the page, there is a footer with links for "Home", "BSNL Circle Sites", "Legal Disclaimer", "Contact", and "Sitemap". The copyright notice reads: "© 2010 Bharat Sanchar Nigam Limited. All rights reserved. --- Site maintained by ITPC, Hyderabad. This site can be best viewed in 1024x768 resolution."

If the bill is already paid Click to pay button will be disabled.

## 12. Click Pay Now. Choose desired payment Gateway and Pay online

billdetails - Mozilla Firefox

portal.bsnl.in/portal/asp/FILES/billdetails.aspx

**BHARAT SANCHAR NIGAM LIMITED**  
Connecting India

Welcome, amitdas74  
Monday, April 23, 2012

Home | Landline/FTTH | PostPaid Mobile | PrePaid Mobile | Buy Telephone card | CDMA Postpaid Bill | Duplicate Bill/ Usage details | FAQ

VALUE ADDED SERVICES  
Manage PhoneAccounts | View / Pay Outstanding Bills | View Payment Transactions

Pay your bill online before Due Date and Enjoy 1% discount in sul

BILL DETAILS			
Customer's Name	C G M (CTD) (BSNL)	Bill Number	83316965
Circle/ SSA	KO-Calcutta Telephones / CTD	Bill Date	04 Apr 12
Telephone Number	22256103	Pay By Date	26 Apr 12
Account Number	8006094557	Bill Amount	1.00

Please select the Payment option.

All Credit cards / Debit cards / Internet banking / Cash cards

TRUST Cash Card

<input type="radio"/> Allahbad Bank	<input type="radio"/> AXIS Bank	<input type="radio"/> Bank Of Bahrain And Kuwait
<input type="radio"/> Bank of Baroda	<input type="radio"/> Bank Of India	<input type="radio"/> Bank of Rajasthan
<input type="radio"/> Corporation Bank	<input type="radio"/> Deutsche Bank	<input type="radio"/> Dhanlaxmi Bank
<input type="radio"/> Federal Bank	<input type="radio"/> HDFC Credit Card	<input type="radio"/> ICICI Bank
<input type="radio"/> IDBI Bank	<input type="radio"/> Indian Overseas Bank	<input type="radio"/> Indian OverSeas Bank Debit Card
<input type="radio"/> Karnataka Bank	<input type="radio"/> Oriental Bank Of Commerce	<input type="radio"/> South Indian Bank
<input type="radio"/> Standard Chartered Bank	<input type="radio"/> State Bank Of India	<input type="radio"/> Union Bank Of India
<input type="radio"/> Vijaya Bank	<input type="radio"/> YES Bank	

**\*Note:**

The displayed Outstanding Bills, can be paid online, even after Pay-by-Date.

Updating a Payment to the billing system may take atleast 2 Working days.

Click on Make Pay button to Pay the bill online.

If your payment is successful the BANK website will automatically re-direct you to BSNL Portal, where you can view the DigitalReceipt of the Bill. This will complete the bill payment transactions at Portal. You can view all your payments, by clicking View Payment Transaction link at the top.

There is a possibility of link getting disconnected, during returning from the BANK after successful Bill Payment. In that case, you will not be able to see the 'Digital Receipt' of the Bill Payment made since the Portal system will not know the details of the transaction made. If this occurs, PLEASE DO NOT ATTEMPT to pay the bill again. The portal system, will shortly, receive the confirmation from the BANK, through alternative backup channel.

If you have already paid your bill offline, please ignore this bill.

In case your previous bill amount had already been paid and not updated here please visit our nearest BSNL cash counter to pay the current bill amount above or else pay the total amount and excess paid amount would be automatically adjusted in your next bill.

**For Detailed billing information and clarifications regarding billing dial 1500**

For any complaints on bill payment through BSNL PORTAL please click [Post Complaint](#)

\*\*\* Thank You \*\*\*