

Network Planning - Broadband
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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.