BSNL-Hungama SSA Portal – User Guide

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Registration

New User; Sign Up here

First Name:

Last Name:

HRMS Number:

Designation:

BSNL Email Address:

Alternate Email Address:

Mobile No: +91

Please provide 10 digit Mobile No.

Phone/ Office No: STD code   Phone No

Please select valid STD Code. STD Code does NOT start with Zero.
Your STD Code decides Circle Name and SSA Name.

Address:

City:

Pin Code:

Circle Name:
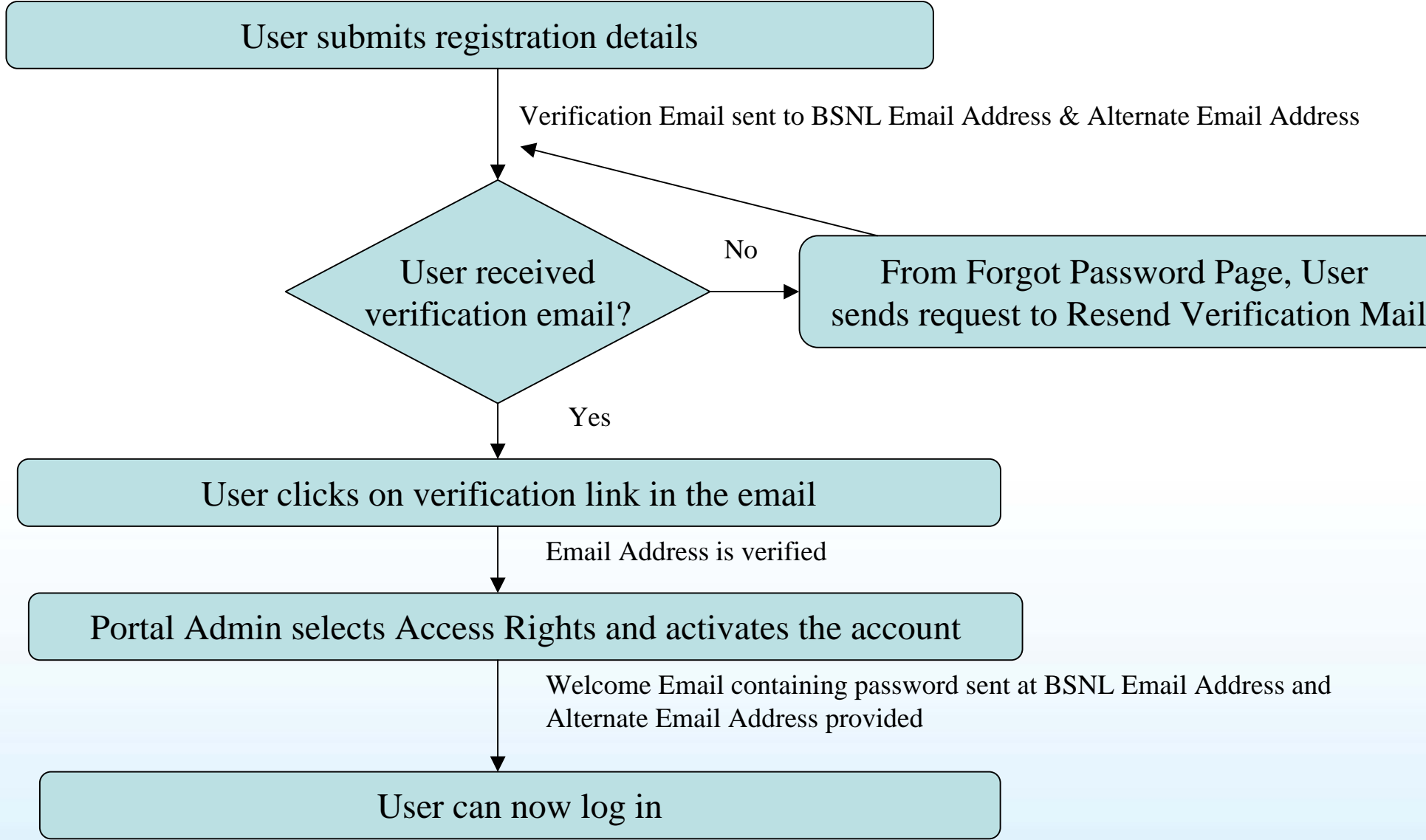
SSA Name:

Remark (Optional):

Sign Up

Enter valid 9 digit HRMS Number

Select valid STD code

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Registration Flow

User submits registration details

Verification Email sent to BSNL Email Address & Alternate Email Address

User received verification email?

No

From Forgot Password Page, User sends request to Resend Verification Mail

Yes

User clicks on verification link in the email

Email Address is verified

Portal Admin selects Access Rights and activates the account

Welcome Email containing password sent at BSNL Email Address and Alternate Email Address provided

User can now log in

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Type of users and activity

Types of users	Billing	Commercial	Circle Co-ordinator	National Co-ordinator
Can change password	Yes	Yes	Yes	Yes
View account details	Yes, for particular SSA	Yes, for particular SSA	Yes, for particular Circle	Yes, for all Circles
View service history	Yes, for particular SSA	Yes, for particular SSA	Yes, for particular Circle	Yes, for all Circles
View customer bill	Yes, for particular SSA	Yes, for particular SSA	Yes, for particular Circle	Yes, for all Circles
View billing report	Yes, for particular SSA	Yes, for particular SSA	Yes, for particular Circle	Yes, for all Circles
Request Deactivation of Customer's Service	Yes	Yes	Yes	yes

List of pages

1. Change Password

2. Customer Account Details

3. Customer Service History

4. Customer Bill

5. Billing Report

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Change Password

Do not miss to change password when you will login for first time

Change Password

Current Password:

New Password:

(Minimum 5 characters & Maximum 15 characters)
New Password should be combination of alphabet, number and special character.

Confirm New Password:

Update Password

Customer Account Details

Customer Account Details

Select Phone No. or Email Address to get Customer Acount Details.

Select: ○ Phone No.

STD Code
79 ∨ AND 22850034 Phone No.

○ Email Address

[Submit]

Choose either Phone No. or Email Address to retrieve data

Customer Account Details

Email Address: viralpatel021@gmail.com   **Phone No.:** 79-22850034

First Name: Viral   **Last Name:** Patel   **Mobile No:** 9714048550

Date Of Birth: 15/08/1986   **City:** Ahmedabad

User Status: Not Blocked

List of Subscription Plans

Sr.No	Subscription Plan	Price(Rs.)	Service Start Date	Service End Date	Service Status	Request for deactivation
1	Unlimited Music Rs. 149/- pm	149	2009-07-18 12:59:01	NULL	Verified	☐

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Customer Account Details

Customer Account Details

Select Phone No. or Email Address to get Customer Acount Details.

Select: ○ Phone No.   STD Code   Phone No.

○ Email A...

The page at bsnl.hungama.com says:

Please provide reson for deactivation ?

[   ]

[OK]   [Cancel]

Request for deactivation can be sent by selecting checkbox. Reason for deactivation to be provided while submitting the request.

Email Address:	viralpatel021@gmail.com		Phone No.:	79-22850034
First Name:	Viral	Last Name: Patel	Mobile No:	9714048550
Date Of Birth:	15/08/1986		City:	Ahmedabad
User Status:	Not Blocked			

List of Subscription Plans

Sr.No	Subscription Plan	Price(Rs.)	Service Start Date	Service End Date	Service Status	Request for deactivation
1	Unlimited Music Rs. 149/- pm	149	2009-07-18 12:59:01	NULL	Verified	☑

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Customer Service History

Customer Service History

Select Phone No. or Email Address to get Customer Service History Details.

Select: ○ Phone No.

STD Code [79 ▼] AND Phone No. [22850034]

○ Email Address [   ]

[Submit]

Choose either Phone No. or Email Address to retrieve data

Customer Account Details

Email Address:	viralpatel021@gmail.com	**Phone No.:**	79-22850034
First Name: Viral	**Last Name:** Patel	**Mobile No:**	9714048550
Date Of Birth:	15/08/1986	**City:**	Ahmedabad
User Status:	Not Blocked		

Customer Service History

The customer service history will be downloaded in excel

Sr.No	Subscription Plan	Date & Time	Service Status	Action Taken By
1	Unlimited Music Rs. 149/- pm	2009-07-18 12:59:01	Verified	CC

[Export to excel]

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Customer Bill

Customer Bill

Select valid Customer Details (Phone No. Or Email Address) and Bill Duration (One Month Or more than a Month) to get Customer Bill.

Choose Customer Details: ○ Phone No.

STD Code [Select ▼] AND [   ] Phone No. [   ]

○ Email Address [   ]

Choose Bill Duration: ○ One Month [Select ▼] [2011 ▼]

○ More than a Month From [Jul ▼] [2010 ▼] To [Jan ▼] [2011 ▼]

[Submit]

Choose either Phone No. or Email Address

Choose either One Month or More than a Month to retrieve data

Customer Account Details

Email Address	rsnagar@rediffmail.com	**Phone No.**	79-22867213
Full Name	Major Nagar	**Mobile No**	917922867213
City	AHMEDABAD		

The customer bill will be downloaded in excel

Customer Bill

Month	Plan Name	Charge From	Charge To	Billed Amount
Jul 2010	MoD149	2010-07-02	2010-07-31	144.19
Aug 2010	MoD149	2010-08-01	2010-08-31	149
Sep 2010	MoD149	2010-09-01	2010-09-30	149
Oct 2010	MoD149	2010-10-01	2010-10-31	149
Nov 2010	MoD149	2010-11-01	2010-11-30	149
Dec 2010	MoD149	2010-12-01	2010-12-31	149
Jan 2011	MoD149	2011-01-01	2011-01-31	149

[Export to excel]

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Billing Report

Billing Report

Circle Name [Select Circle ⌄]   SSA Name [Select SSA ⌄]

Select your Circle Name and SSA Name

Month	Year
Feb ⌄	2011 ⌄

Month [Feb ⌄] [2011 ⌄]   Plan Name [Select Plan ⌄]

[Generate Report]

Select month for which report to be generated

To generate report for a particular plan; select plan

STD Code	Phone No.	Full Name	Charge From	Charge To	Billed Amount
2713	223977	Mr Pratik	2011-01-01	2011-01-31	49
2714	225599	Kc Pandya	2011-01-01	2011-01-31	49
2715	230280	Ashish Mistry	2011-01-01	2011-01-31	49
2716	233530	Mr Manthan	2011-01-01	2011-01-31	49
2716	268034	Mr Ronak	2011-01-01	2011-01-31	49
2717	235544	Janki Patel	2011-01-01	2011-01-31	49
2718	262366	Neeraj Goel	2011-01-01	2011-01-31	49
79	22148379	Hetal Shah	2011-01-01	2011-01-31	49
79	22162976	Jignesh Kumar	2011-01-01	2011-01-31	49
79	22850819	Neha Modi	2011-01-01	2011-01-31	49

[Export to excel]

The billing report will be downloaded in excel

«Previous [1] [2] [3] [4] [5] [6] [7] ... [46] [Next»] [All]

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