

BSNL-Hungama SSA Portal – User Guide

Registration

Enter valid 9 digit HRMS Number



Select valid STD code

New User; Sign Up here

First Name:

Last Name:

HRMS Number:

Designation:

BSNL Email Address:

Alternate Email Address:

Mobile No:

Please provide 10 digit Mobile No.

Phone/ Office 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:

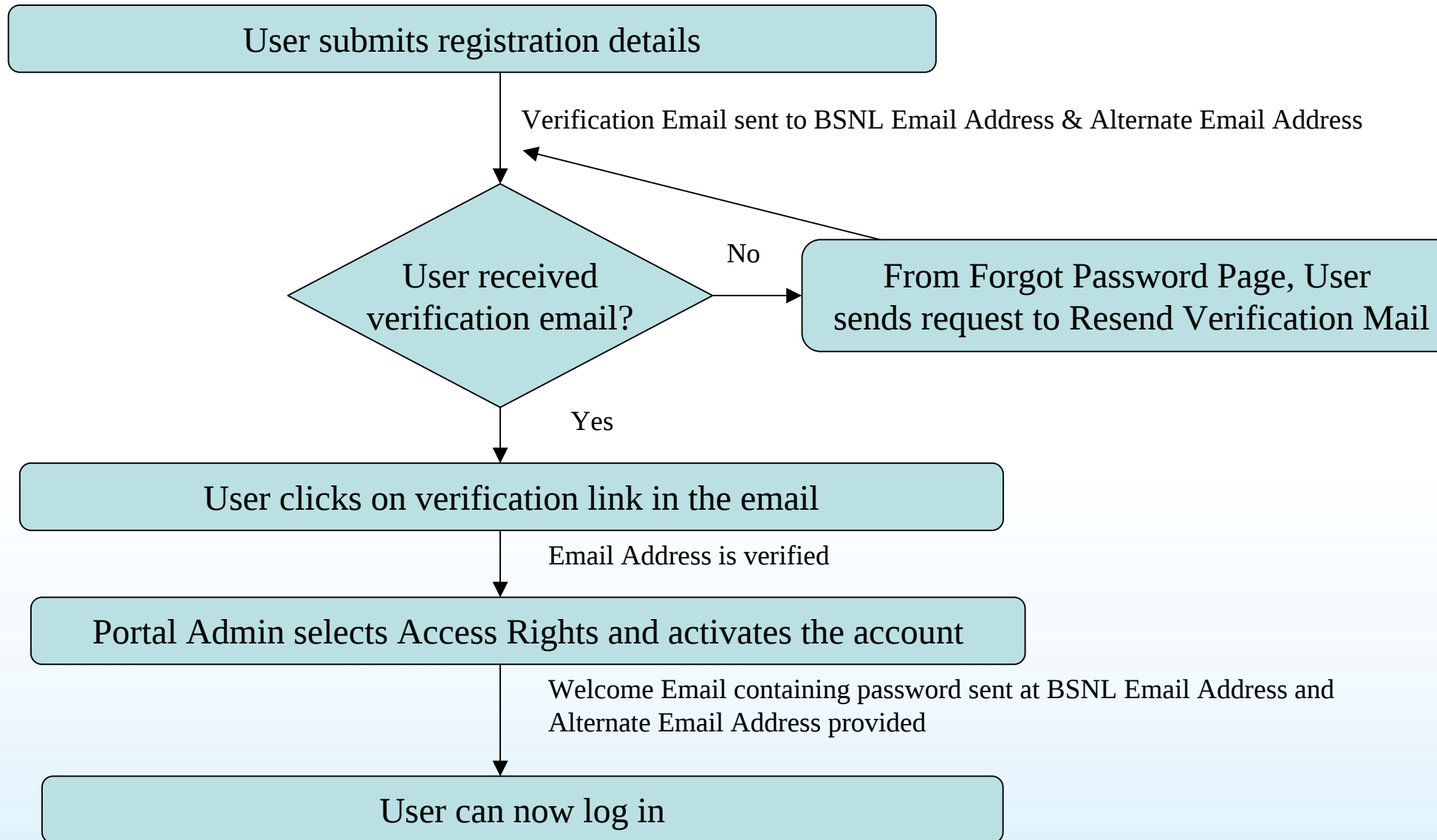
Circle Name:

SSA Name:

Remark (Optional):

Sign Up

Registration Flow



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

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 Account 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

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	☐

Customer Account Details

Customer Account Details

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

Select: ☐ Phone No.

STD Code

Phone No.

☐ Email Address

The page at bsnl.hungama.com says:

Please provide reason for deactivation ?

OK

Cancel

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	☒

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

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

The customer service history will be downloaded in excel

Customer Service History

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

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. ☐ Email Address

Choose Bill Duration: ☐ One Month ☐ More than a Month

Submit

Customer Account Details

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

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

Choose either Phone No. or Email Address

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

The customer bill will be downloaded in excel

Billing Report

Billing Report

Circle Name

Select Circle

SSA Name

Select SSA

Select your Circle Name and SSA Name

Month

Month

Feb

Year

2011

Select month for which report to be generated

Plan Name

Select Plan

Generate Report

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

The billing report will be downloaded in excel

Export to excel