

# **User Manual**

## **BSNL Special Mobile Application**

Version 2

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# **Defaulter Bill collection through Special App**

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## Who can use for collection?

- Cluster Partners (GSM Agents with existing CBP wallet)
- Cluster Partners (Non- GSM agents without existing CBP Wallet)
- Retired employee willing to Register as Special Partners
- Already registered Special Partners

## How to collect Defaulter Bills?

Step 1: Install BSNL Special app using link

<https://bit.ly/3qDde6s>

Step 2: Register using App based on type of agent for the First time

Step 3: Login to App

Step 4: If new wallet created, Add amount to CBP wallet by paying Online using net banking or UPI Payment

Step 5: Search the defaulters bill details based on Pincode / number/ address.

Step 6: See the details of the bills, Enter amount to collect (minimum 1/3<sup>rd</sup> should be collected)

Step 7: Bill amount will be deducted from CBP Wallet balance.

# Registration based on the Type of Agent

## Cluster Partners (GSM Agents with existing CBP wallet)

Click on Register

**Sign Up**

Select Type:

Special Partners

Cluster Partner(GSM- Existing CBP wallet)

Cluster Partner(Non-GSM -No CBP wallet )

Customer Code\*

Enter ERP Customer Code

Master CTOPOP No.\*

Enter Master CTOPOP No.

Circle\*

-----Select Circle-----

SSA\*

-----Select SSA-----

Channel type\*

Franchisee

Code\* 9 5 7 7 2 7

Enter the above code

Back SUBMIT

Select Check box “Cluster Partner(GSM-Existing CBP wallet)”

Enter  
ERP Customer Code  
CTOP UP no

Select  
Circle  
SSA  
Channel Type  
Enter Code and click Submit

CTOPUP Number will be validated using OTP. On successful validation, the number will be registered.

Existing CTOPOP number’s CBP wallet balance will be used for any transaction from this registered account.

# Cluster Partners (Non- GSM agents without existing CBP Wallet)

Click on Sign Up

**Sign Up**

Select Type:

- Special Partners
- Cluster Partner(GSM- Existing CBP wallet)
- Cluster Partner(Non-GSM -No CBP wallet )

Cluster ID\*

Enter Cluster ID.

Circle\*

----Select Circle----

SSA\*

----Select SSA----

Code\* 2 7 2 2 5 5

Enter the above code

Back SUBMIT

Select Cluster Partner (Non-GSM-No CBP wallet - option)

Enter Cluster ID  
Select Circle, SSA  
Enter Code and click Submit

You will be asked to validate the details and enter a BSNL Mobile Number which will be validated using OTP. On successful validation, the number will be created as a CBP wallet number. CBP stock can be purchased online using this App(refer BSNL Special user manual) The Registered number's CBP wallet balance will be used for any transaction from this registered account

# Retired employee willing to Register as Special Partners

Click on Sign Up

## Sign Up

Select Type:

Special Partners

Cluster Partner(GSM- Existing CBP wallet)

Cluster Partner(Non-GSM -No CBP wallet )

HRMS / Personnel Number\*

Enter BSNL HRMS/Personnel No.

Circle\*

----Select Circle----

SSA\*

----Select SSA----

Code\* **8 9 7 8 9 1**

Enter the above code

[Back](#) [SUBMIT](#)

Select – Special Partners option

Enter  
Personnel No  
Select Circle, SSA  
Enter Code and Click Submit

You will be asked to validate the details Number attached to your HRMS will be fetched. It will be validated using OTP. On successful validation, the number will be created as a CBP wallet number. The Registered number's CBP wallet balance will be used for any transaction from this registered account

# Login to Special App

Select the type of user

Enter the Registered Mobile Number and Password

16:04 0.5KB/s 35%

## BSNL Special

### Sign In

Special Partners

Cluster Partner(GSM- Existing CBP wallet)

Partner(Non-GSM -No CBP wallet)

Registered Mobile No.

Password

**LOGIN** [Forgot Password?](#)

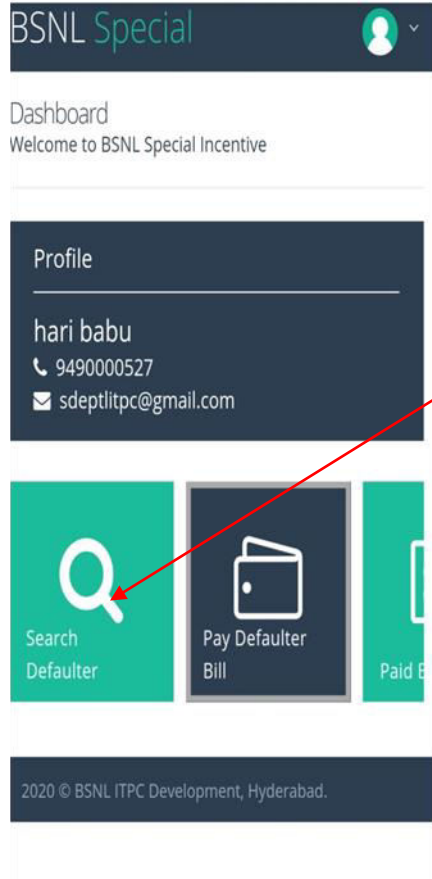
**REGISTER**

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# Search Defaulter Bills

After Login, Click on Search Defaulter



Click on Search Defaulter

### Search Bills

Search by\*

Phone  Pincode

Search Keyword\*

Enter 10 Digit Phoneno

Amount Range\*

Any Range

Search

Cancel

Select Search Criteria as Phone/Pin code  
Enter Phone no or pin code  
Select the Amount range of the bill  
Click on Search

### Search Bills

Back

Showing 1 to 1 of 1 entries

Customer Details	
06742581883	₹413
Name: BRAJA KISHORE PATNAIK	
Account: 8000000061	
Incentive: 124	
QR.NO.BL-113V.S..S.NAGAR BHUBANESWAR	

Showing 1 to 1 of 1 entries

List of numbers matching the Criteria will be displayed  
Click on the listed number for checking the details of the Bill

Close

< 1 > Showing 1 to 3 of 3 entries

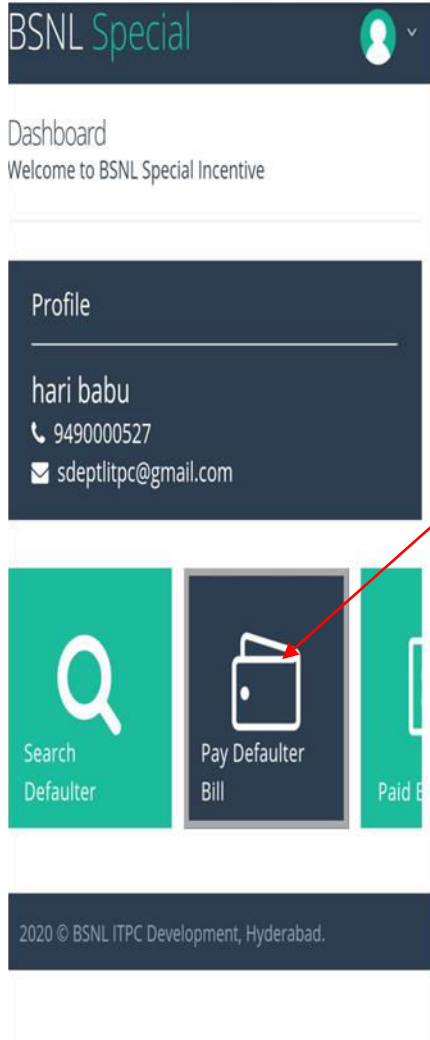
Invoice Details	
06742581883	₹230
Account: 8000000061 Invoice Date: 01-09-16	
06742581883	₹171.77
Account: 8000000061 Invoice Date: 06-06-16	
06742581883	₹11.5
Account: 8000000061 Invoice Date: 06-07-16	

< 1 > Showing 1 to 3 of 3 entries

Details of the Bills



# Pay Bill using CBP wallet



Click on Pay Defaulter Bill

BSNL Special Home

### Pay Defaulter Bill

Phone No \*

Account No \*

Contact No

[Continue](#)

[Cancel](#)

Enter the details of the customer to collect the bill like Phone no, Account no, Contact no  
Click Continue  
Bill details will be displayed

Pay Defaulter Bill

04752270601

Bill Not Paid

Lalithakumari Amma . S

Invoice No: SDCKL0049252259

Account No: 9026902486

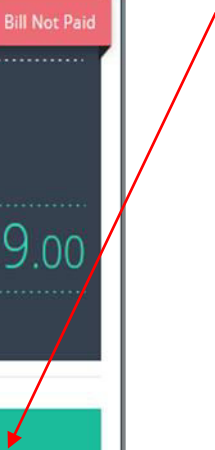
Incentive: 0

₹529.00

Continue

Cancel

Verify the details and Click on Continue



### Pay Defaulter Bill

Amount to be paid

₹529.00

Enter Amount to Pay

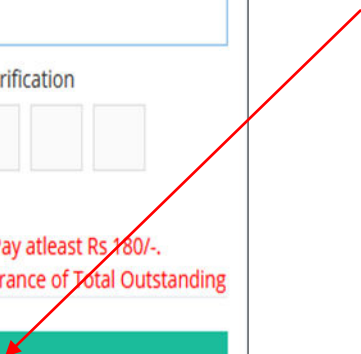
Enter MPIN for verification

**Note:** Installment Allowed. Pay atleast Rs 180/-.  
Incentive will be received After Clearance of Total Outstanding


Confirm Payment

Cancel

Enter the Amount to collect  
(Enter Amount should be at least 1/3  
rd of the Total outstanding amount)  
Enter MPIN number  
Click Confirm Payment to complete  
the payment



# Paid Bills Details

BSNL Special 


Dashboard  
Welcome to BSNL Special Incentive

---


Profile

---


suresh  
📞 9490000766  
✉ lsksure@gmail.com



Search  
Defaulter



Pay Defaulter  
Bill



Paid Bills

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[Click on Paid Bills Details](#)



BSNL Special Home

Defaulter Bills History

	DCDR0501210002124 Failed	₹1 05-01-21
	DCDR2212200002112 Failed	₹670 22-12-20
	DCDR2112200002105 Failed	₹1 21-12-20
	DCDR2112200002104 Failed	₹1 21-12-20
	DCDR2112200002103 Failed	₹1 21-12-20

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Paid bills details with the status of transaction will be displayed

## Incentive payment

Incentive will be credited to the wallet in 2 parts:

**Part 1** – Equivalent to OTF eligibility of the agent based on the amount collected will be credited to his wallet on the same day

**Part 2** - Remaining amount will be credited to wallet on the T+2 day

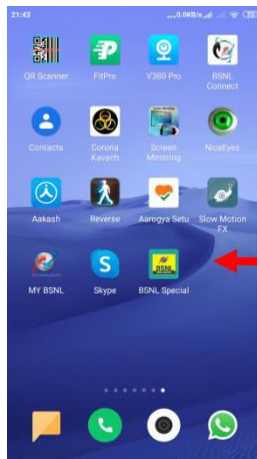
Report will to be made available for cluster partners to claim GST via Circle Nodal.

Circle nodal will be able to download and see the report in Instapay Admin Portal

# How to Install App?

Download BSNL Special Mobile App using <http://tinyurl.com/3qDde6s>

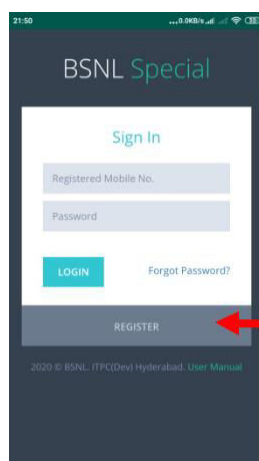
An .apk file will be downloaded in your phone. Install the apk using Package Installer.



An icon will be displayed on screen.  
Click it to launch the app

# How to Register?

Launch the App. Then click on Register Button



Click on Register

**Enter HRMS NO**

**Select Circle**

**Select SSA**

**Enter Code**

**Then Click Submit**

**OTP will be sent to registered Mobile number in ERP system**

**Confirm the details shown**

**Enter OTP received via SMS**

**Enter desired password in Password and Confirm Password field**

**Verify all the details and click on submit**

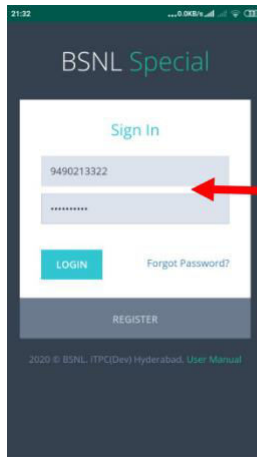
**On clicking submit you will be successfully registered as Special Partner.**

**You Mobile number will be converted to CTOP Up number with CBP wallet**

**Your Mobile number will be the User name for Login and Password will be as chosen you while registration**

**MPIN will be send to Registered Number over SMS**

# How to Login?



Enter You Mobile number as User name

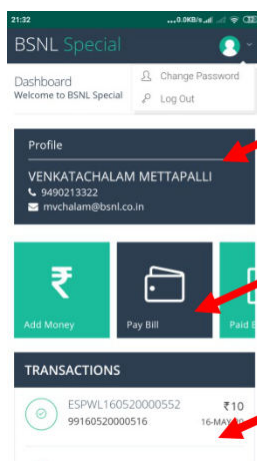
Enter Password in Password

Click on Login

You will be able to see Dashboard after successful Login

# Dashboard

After Successful Login, Dashboard will be displayed

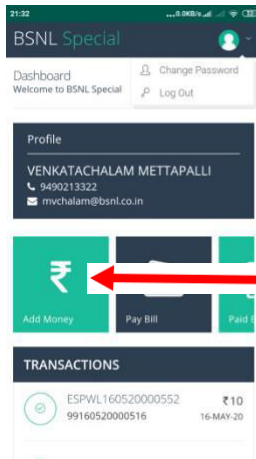


This section shows your account details like Name, Mobile No and Email id

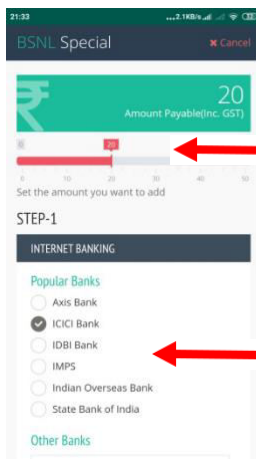
This section contains buttons used for various operations of app like Add money to wallet, Pay Bill using CBP Wallet, Paid bills History etc

This section shows the Transaction History for all Stock Purchase Transactions History with information like date, amount, Transaction id, Amount and status

# How to Purchase Stock online?

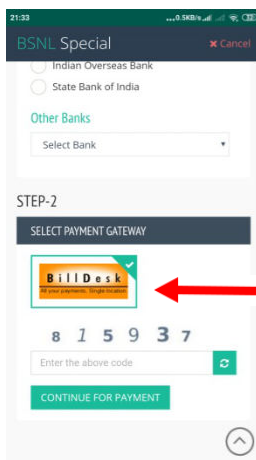


Click on Add Money



Select Amount using Slider, Selected Amount will be display above

Select Mode of Payment like Internet Banking or UPI.

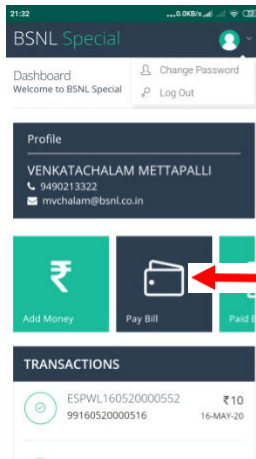


Select Payment Gateway

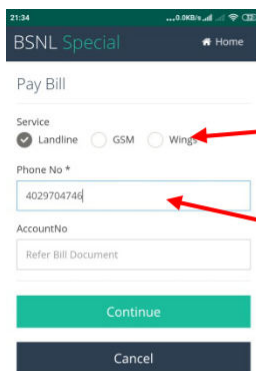
Enter Code and then Click on Continue for Payment button

Complete the Online Payment and After Successful Payment Stock will be credited to CBP wallet.

# How to pay bill using Wallet balance?



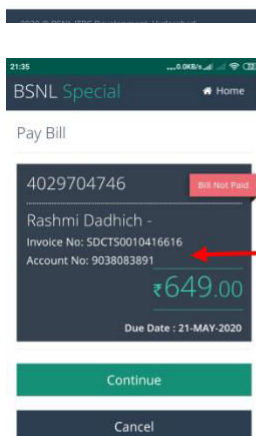
Click on Pay Bill Button



Select the type of Bill as any one

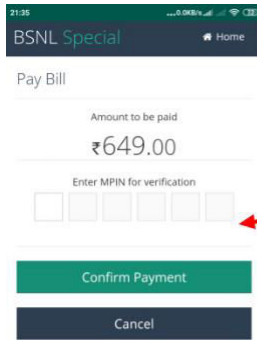
Enter the Number in Phone No Field

Account No is optional, then Click on Continue Button



Confirm the Bill details like Name, Amount

etc Then Click on Continue Button



**Enter MPIN**

**Click on Confirm Payment**

**Amount will be deducted from CBP wallet for the Bill paid amount**

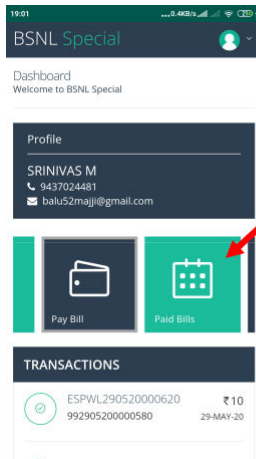


**Response and Receipt will be generated**

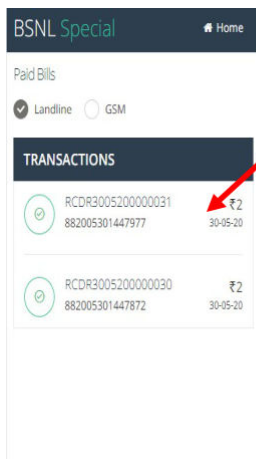
Acknowledgement for Payment of Bills/Demand notes.

Acknowledgement No	882005301446606
Transaction ID	RCDR3005200000029
Transaction Date	Sat May 30 14:15:24 IST 2020
Amount	₹2
Phone No	7442428800
Account No	1025808191
Invoice No	NDCRj2000656320
Payment Status	SUCCESS
Pyro RefID	4753262471

# How to check Paid bills?



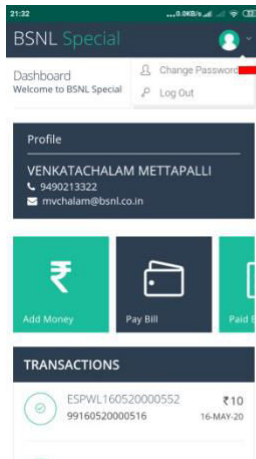
Click on Pay Bill Button



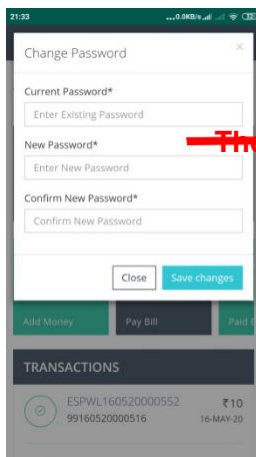
Select with service type bills you want to see



# How to change Password?



Click on Change Password Button

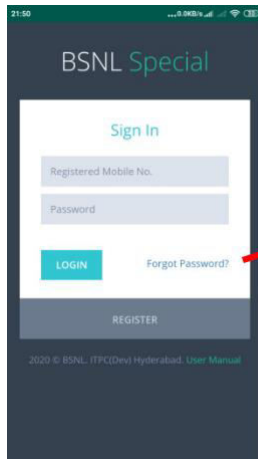


Enter your Current Password,

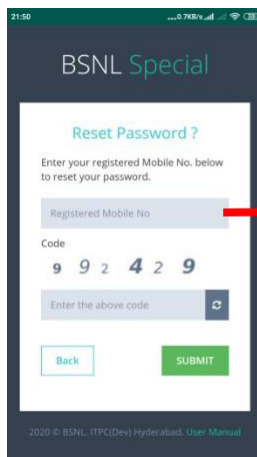
Then enter New Password in New Password and Confirm Password field

Click on Save Changes Button

# How to Reset Password?



**Click on Forgot Password Link**



**Enter Your Registered Mobile Number**

**Enter Code**

**Then Click on Submit**

**New password will be sent to you through  
SMS on Registered Mobile Number**