**BHARAT SANCHAR NIGAM LIMITED**

 (A Govt of India Enterprise)

***Office of the General Manager (Sales & Marketing) – Consumer Mobility,***

**16, Greams Road, Tamilnadu Circle, Chennai – 600 006.**

**[CSC SECTION]**

 **No: CSC/Project Smile/ Vol-III/2010-2011/ 46 dated 2nd FEB 2011**

To

All the Heads of SSAs.

Sub: Access of CSC web portal by CSCs - reg.

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CSC web portal can be accessed from <http://mis.bsnl.co.in/validation> or <http://210.212.237.90/validation>. This can be best viewed with a resolution of 1024\*768. The user access and facilities are provided according to the hierarchy. AGMs (CSC) of the SSAs are provided with user id and password to access the portal.

Now the access has been extended to CSCs also. The **“CSC login name”** of a CSC is its user id. The user id and password have to be obtained from the AGMs (CSC) of the SSAs. The **CSC login names** can be viewed on the portal by the AGMs (CSC). It is a unique code for each CSC and has 3 parts. The first part (3 characters) indicates the name of circle; the second part (3 characters) indicates the name of SSA; and the third part (2 digits) indicates the CSC serial number.

For example, **TNUTVL08** stands for Nanguneri (8th CSC) in Tirunelveli SSA in Tamilnadu circle.

Following are the facilities provided in the portal for CSCs:

1. **Account settings:** SDE or JTO incharge of the CSC has to enter his personal information. This profile is editable. After logging to the portal, the CSC incharge has to change the password as a security measure. This is mandatory. It may be ensured by the AGMs(CSC) that the above profile data tallies with those already collected by him.
2. **View Bulletin:** All the circulars/guidelines about CSC posted by BSNL Corporate Office, New Delhi can be viewed at the CSC end. Project Smile guidelines, Blue Book implementation guide, ambience design etc. are available.
3. **Tariff:** Tariff for landline/broadband/mobile services is posted. The tariff may be read with the current tariff in force.
4. **CSC list:** Details of CSCs in all SSAs in the circle can be viewed.
5. **Help:** A live *Lead capturing demo* is available. This is very useful for effective lead capturing at CSCs.
6. **MNP:** Details of MNP can be viewed. That is:
7. What is MNP?
8. Why BSNL?
9. Prepaid.
10. Postpaid.
11. How to change?
12. FAQ are available.

The options, viz, **Message, Data entry** and **Reports** are not provided to CSCs at present.

It is hence requested that all the incharges of all CSCs (at SDE/JTO level) may be instructed to register their profiles on the web portal immediately. They may be advised to daily visit circle intranet portal (http://61.1.197.134), its exclusive CSC domain and BSNL portal ([www.tamilnadu.bsnl.co.in](http://www.tamilnadu.bsnl.co.in)) and interact with the CSC staff and make the maximum usage of the portal for delivering the best service to the valuable customers.

 **The AGMs (CSC) of the SSAs may be directed to collect the password for the CSCs to access the web portal from the AGM (CSC) of this office.**

 Compliance report to the effect that all incharges of CSCs in the SSA have access to view the web portal may please be sent to AGM (CSC) of this office.

Sd/.. **K.SELVAKUMAR**

 **DEPUTY GENERAL MANAGER [CS]-CM**

This is posted on circle intranet.