

# User Manual

## InstaPay Portal Application for Lease Line Customer

(Payment of Lease Circuit bills By NEFT/RTGS to allotted Virtual account number - (VAN))

Version 1

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## **STEP by STEP Procedure for using BSNL Instpay Portal for Lease Circuit Bill Payment:**

BSNL is offering facility to pay Lease Circuit bills through NEFT/RTGS based payment using Virtual Account Number (VAN) which will be allotted to customer once registered.

Each BSNL Lease Circuit account will be assigned a unique VAN.

Your Virtual Account Number will be like BSNLLC + (10-Digit of your account number) eg. BSNLLC1234567890

For availing the facility to use NEFT/RTGS payment following steps need to follow:

### **One time process includes below steps for getting Virtual Account number:**

Step 1: Customer should Registration to the Instapay Portal

Step: 2 Login to Registered account

Step: 3 Virtual Account Number details and Profile information will be available

### **For doing the actual Online payment below steps will be executed:**

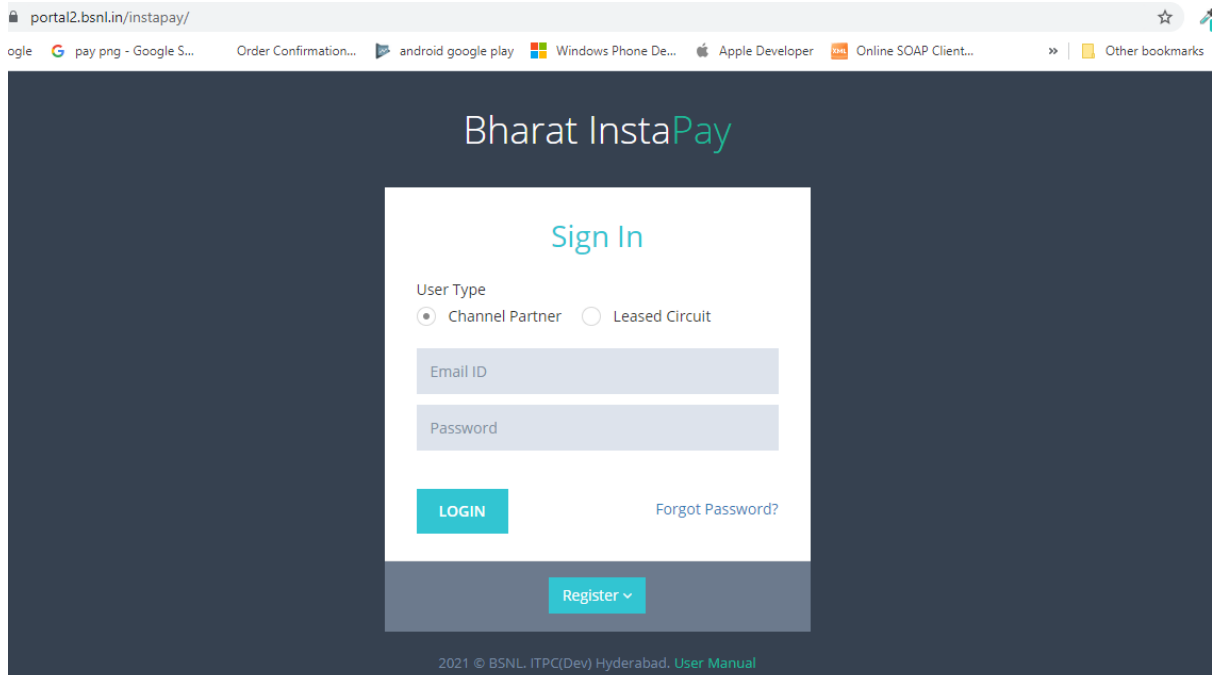
Step: 4 NEFT/RTGS payment transfer should be made to the allotted Virtual account number

Step: 5 Receipt for the payment will be communicated through SMS/Email.

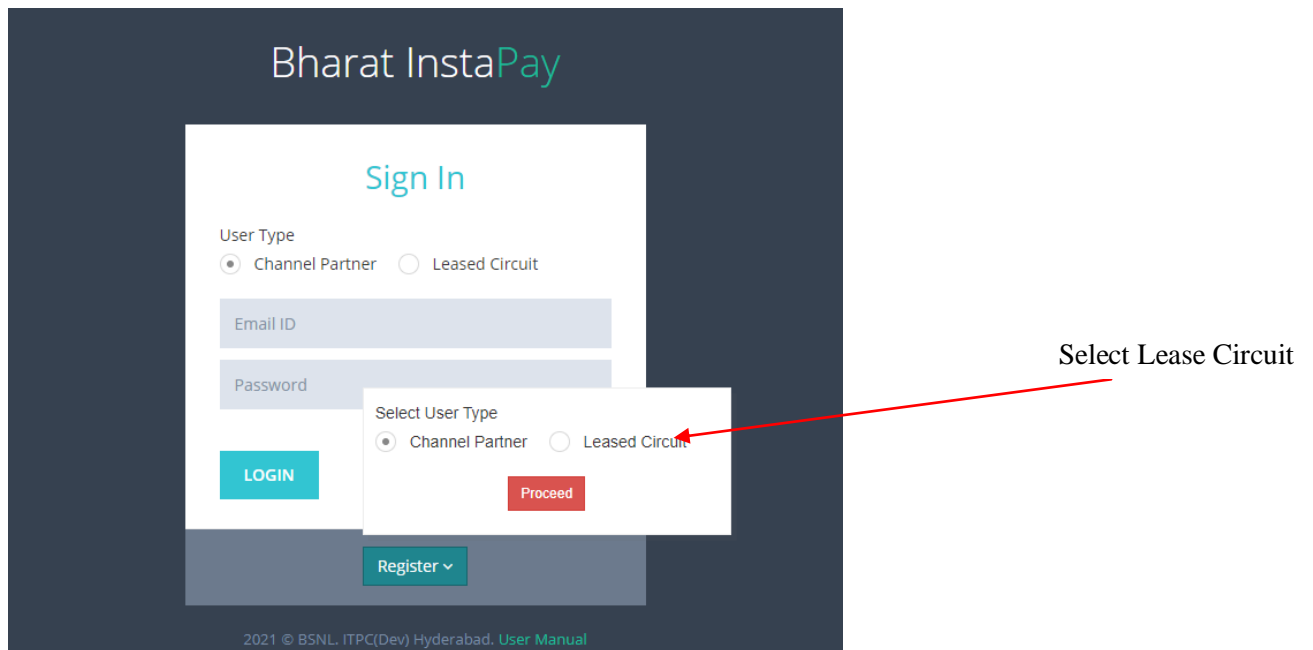
Step: 6 All the payment done can be monitored using Dashboard

## Registration to Portal

- ✚ Open the web browser in your desktop or mobile.
- ✚ Navigate to <http://portal2.bsnl.in/instapay>
- ✚ Click on Register



- ✚ Choose Lease Circuit Radio button and click Proceed



- ✚ Enter Account number and Circuit Id(optional)
- ✚ enter code and click on submit

Bharat InstaPay

Sign Up

Account No\*

Enter Account No

Circuit ID

Enter Circuit ID

Code\* 8 5 6 1 4 1

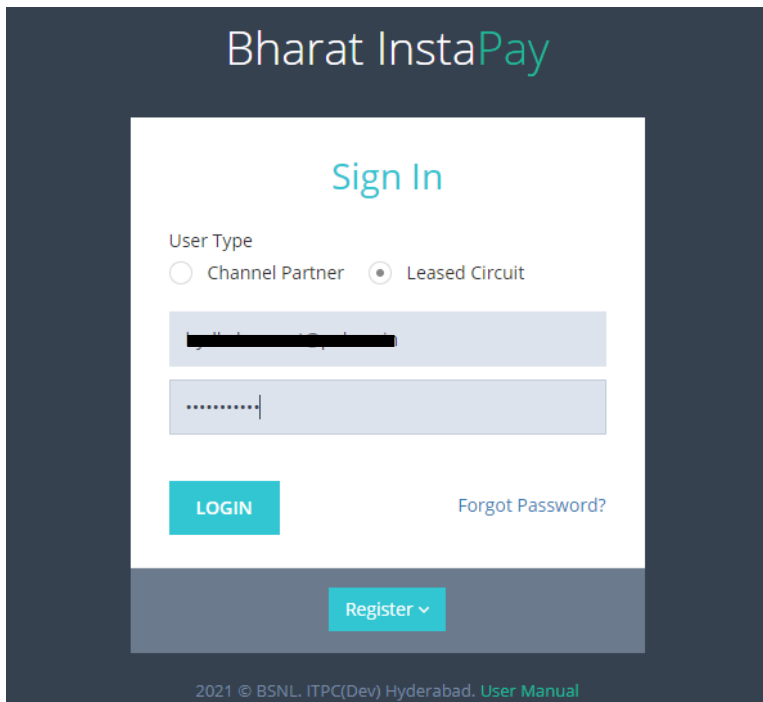
Enter the above code

Back SUBMIT

- ✚ Entered details are validated and few more inputs will be asked for registration.
- ✚ An SMS will be sent with OTP to Registered Mobile number linked to Account.
- ✚ Enter the received OTP to complete the registration.
- ✚ Registration success message will be displayed.

## Login to Dashboard

- ✚ Open the web browser in your desktop or mobile.
- ✚ Navigate to <http://portal2.bsnl.in/instapay>
- ✚ Select Lease Circuit option
- ✚ Enter your mail id and Password used while registration



- ✚ Click on Login
- ✚ On successful login, you will be navigated to Dashboard

## Options available in Dashboard

- ✚ Details required for making a RTGS/NEFT payment can be checked
- ✚ Adding Lease circuit accounts to get VAN for making bill payment
- ✚ Added Individual Virtual Account number information.
- ✚ Creating or managing Account Groups for getting single VAN for making single payment for different accounts.
- ✚ All the NEFT/RTGS Bill Payment transactions can be viewed
- ✚ Confirmation of the Distribution of payment received to accounts in group
- ✚ Profile information of the registered users
- ✚ Editing the profile information.
- ✚ Changing the password.
- ✚ Generating new password in case user forgets the password

**Bharat InstaPay** Kadaveru Srikanth

Dashboard Welcome to BSNL InstaPay Portal

**Account Details**  
 Bharat Sanchar Nigam Limited  
 Account No: BSNLLC7000403305  
 IFSC Code: SBIN0004266

**Profile**  
 Kadaveru Srikanth  
 9581881094  
 hydhclcomnet@pnb.co.in

**Accounts** New Existing  
 Account: 7000403305  
 M/S Punjab National Bank Pnb  
 VAN: BSNLLC7000403305  
 Account: 7000303158  
 M/S Punjab National Bank Pnb  
 VAN: BSNLLC7000303158

**Groups** + Add Group

Group Name	Group VAN	Date	Actions
SAMPLE GROUP11	BSNLC00000000101	09-08-21	Actions
TEST GROUP	BSNLC00000000121	31-08-21	Actions

Showing 1 to 2 of 2 rows

**Transactions**

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## Adding New LC account for getting VAN for single Lease Circuit Account

**Bharat InstaPay** Kadaveru Srikanth

Dashboard Welcome to BSNL InstaPay Portal

**Account Details**  
 Bharat Sanchar Nigam Limited  
 Account No: BSNLLC7000403305  
 IFSC Code: SBIN0004266

**Profile**  
 Kadaveru Srikanth  
 9581881094  
 hydhclcomnet@pnb.co.in

**Accounts** New Existing

Account No\*

Circuit ID

**SUBMIT**

**Groups** + Add Group

Group Name	Group VAN	Date	Actions
SAMPLE GROUP11	BSNLC00000000101	09-08-21	Actions
TEST GROUP	BSNLC00000000121	31-08-21	Actions

Showing 1 to 2 of 2 rows

**Transactions**

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Click on New tab

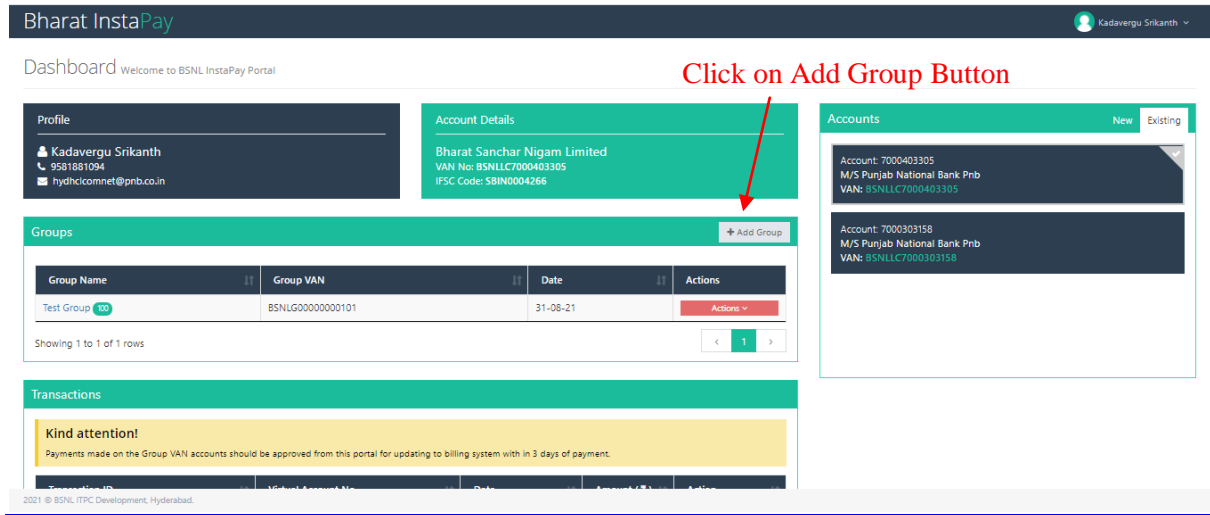
Enter Account number and Circuit id (optional)

Click on submit.

VAN will be linked to the Logged in user.

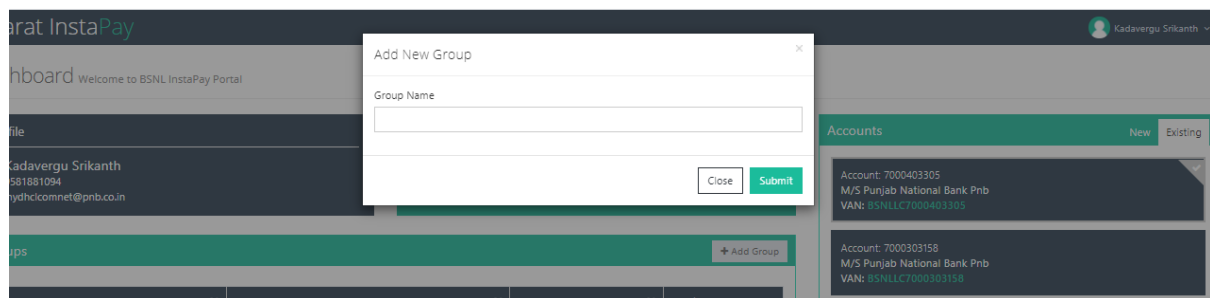
All the paid bills for the added VAN can be viewed in the user dashboard

# Adding New Group Account for doing single payment for multiple accounts:



Click on Add Group Button

Click on Add Group Button



Enter Group Name, you can choose any name. Click on submit. It will get added to the Group List.

**Group Accounts**  
**VAN to be used for NEFT RTGS**  
**Date of Creation**

**Group Name**

Group Name	Group VAN	Date	Actions
Test Group <span>100</span>	BSNLG000000001	31-08-21	Actions ▾
<b>Group1</b> <span>0</span>	BSNLG0000000141	06-09-21	Actions ▾

Showing 1 to 2 of 2 rows

**No of Lease Circuit Accounts added to group**

**Manage Group Account using Action Button Menu like Edit Group, Delete Group, Add accounts to group, Manage already added accounts**



## [Adding Accounts to the Group Account:](#)

Groups

Group Name	Group VAN	Date	Actions
Test Group <span>100</span>	BSNLG00000000101	31-08-21	Actions ▾
Group1 <span>0</span>	BSNLG00000000141	06-09-21	Actions ▾

Showing 1 to 2 of 2 rows

Kind attention!  
Payments made on the Group VAN accounts should be approved from this portal for updating to billing system with in 3 days of payment.

Transaction ID	Virtual Account No.	Date	Amount (₹)	Action
----------------	---------------------	------	------------	--------

- Edit Group Name
- Delete Group
- Add Accounts**
- Manage Accounts

Click on Add Accounts, a grid will open with list of all accounts linked to the Mobile number linked to Registered Account.

Add Accounts to Group

Search: ALL COLUMNS Go

<input type="checkbox"/>	Account No ↕	<input checked="" type="checkbox"/> Include TDS	Circuit ID	BCA SSA	Owning SSA	Address	Address-1
<input type="checkbox"/>	7000403305	<input checked="" type="checkbox"/>	1000288327	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input type="checkbox"/>	7000403307	<input checked="" type="checkbox"/>	1000288328	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input type="checkbox"/>	7000403361	<input checked="" type="checkbox"/>	1000289264	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input type="checkbox"/>	7000403403	<input checked="" type="checkbox"/>	1000288329	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input type="checkbox"/>	7000403406	<input checked="" type="checkbox"/>	1000288906	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input type="checkbox"/>	7000403409	<input checked="" type="checkbox"/>	1000288907	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input type="checkbox"/>	7000403442	<input checked="" type="checkbox"/>	1000288330	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input type="checkbox"/>	7000403447	<input checked="" type="checkbox"/>	1000288908	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input type="checkbox"/>	7000403490	<input checked="" type="checkbox"/>	1000288336	HYD	WGL	M/S Punjab National Bank PNB	Punjab National Bank
<input type="checkbox"/>		<input checked="" type="checkbox"/>	1000288331	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank

Page 1 of 1 View 1 - 24 of 24

Close Submit

Choose the Circuit/Circuits you want added in the group and Click Submit

Columns in the view are listed below along with value indicating in the column

Column Name	Value Indicates
Account No	BSNL Account number for LC
Include TDS	Choose to pay total bill amount or amount without TDS  Checked – Total Bill amount  Unchecked – Amount without TDS
Circuit ID	BSNL Circuit ID for LC
BCA SSA	SSA to which Circuit belongs
Owning SSA	SSA to which Circuit belongs
Address	Address as per System
Address 1	Address as per System
Address 2	Address as per System
Address 3	Address as per System
Zip code	Zip Code as per System

Circuit can be search from the list using Filter on any of the listed field

The screenshot shows a window titled "Add Accounts to Group" with a search bar and a table. The search bar contains "ALL COLUMNS". The table has the following data:

include GST	Circuit ID	BCA SSA	Owning SSA	Address	Address-1
<input checked="" type="checkbox"/>	1000288327	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input checked="" type="checkbox"/>	1000288328	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input checked="" type="checkbox"/>	1000289264	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input checked="" type="checkbox"/>	1000288329	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input checked="" type="checkbox"/>	1000288906	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input checked="" type="checkbox"/>	1000288907	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input checked="" type="checkbox"/>	1000288330	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input checked="" type="checkbox"/>	1000288908	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank
<input checked="" type="checkbox"/>	1000288336	HYD	WGL	M/S Punjab National Bank PNB	Punjab National Bank
<input checked="" type="checkbox"/>	1000288331	HYD	HYD	M/S Punjab National Bank PNB	Punjab National Bank

At the bottom right of the window, there are "Close" and "Submit" buttons. The page number is "Page 1 of 1" and the view count is "View 1 - 24 of 24".

## [View the Accounts added in Group Account](#)

The screenshot shows the Bharat InstaPay interface. At the top, there is a header with the email 'hydhicometnet@pnb.co.in' and the IFSC Code 'BSIN0004266'. Below this, there is a 'Groups' section with a '+ Add Group' button. A table lists two groups:

Group Name	Group VAN	Date	Actions
Test Group 100	BSNLG00000000101	31-08-21	Actions v
Group1 4	BSNLG00000000141	06-09-21	Actions v

Below the table, it says 'Showing 1 to 2 of 2 rows'. A red arrow points to the 'Group1' row with the text 'Click on Group Name'. To the right, there is a sidebar with account details: 'VAN: BSNLLC7000403305', 'Account: 7000303158', 'M/S Punjab National Bank Pnb', and 'VAN: BSNLLC7000303158'. Below the groups section, there is a 'Transactions' section with a 'Kind attention!' message: 'Payments made on the Group VAN accounts should be approved from this portal for updating to billing system with in 3 days of payment.' Below this is a table with columns: Transaction ID, Virtual Account No., Date, Amount (₹), and Action.

Click on the Group name.

The screenshot shows a dialog box titled 'Manage Accounts - Group1'. It has a search bar with 'Search: Account No' and buttons for 'Go', 'Update', and 'Delete'. Below the search bar is a table with columns: Account No and Include TDS. The table lists four accounts:

Account No	Include TDS
7000403624	<input checked="" type="checkbox"/>
7000403623	<input checked="" type="checkbox"/>
7000403622	<input checked="" type="checkbox"/>
7000413178	<input checked="" type="checkbox"/>

At the bottom of the dialog box, there are navigation buttons and the text 'Page 1 of 1' and 'View 1 - 4 of 4'. A 'Close' button is located at the bottom right.

List of all added accounts will be shown

## [Edit already added Account in the Group Account](#)

Bharat InstaPay  
hydhicomnet@pnb.co.in

IFSC Code: BSIN0004266

Kadavergu Srikanth

VAN: BSNLLC7000403305

Account: 7000303158  
M/S Punjab National Bank Pnb  
VAN: BSNLLC7000303158

**Groups** + Add Group

Group Name	Group VAN	Date	Actions
Test Group 100	BSNLG0000000101	31-08-21	Actions
Group1 4	BSNLG0000000141	06-09-21	Actions

Showing 1 to 2 of 2 rows

[Edit Group Name](#)  
[Delete Group](#)  
[Add Accounts](#)  
[Manage Accounts](#)

**Transactions**

**Kind attention!**  
Payments made on the Group VAN accounts should be approved from this portal for updating to billing system with in 3 days of payment.

Transaction ID	Virtual Account No.	Date	Amount (₹)	Action
----------------	---------------------	------	------------	--------

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Click Action and Click on Manage Accounts

List of account for the Group Account will be shown in the grid.

Manage Accounts - Group1

Search: Account No Go Update Delete

<input type="checkbox"/>	Account No	<input checked="" type="checkbox"/> Include TDS
<input type="checkbox"/>	7000403624	<input checked="" type="checkbox"/>
<input type="checkbox"/>	7000403623	<input checked="" type="checkbox"/>
<input type="checkbox"/>	7000403622	<input checked="" type="checkbox"/>
<input type="checkbox"/>	7000413178	<input checked="" type="checkbox"/>

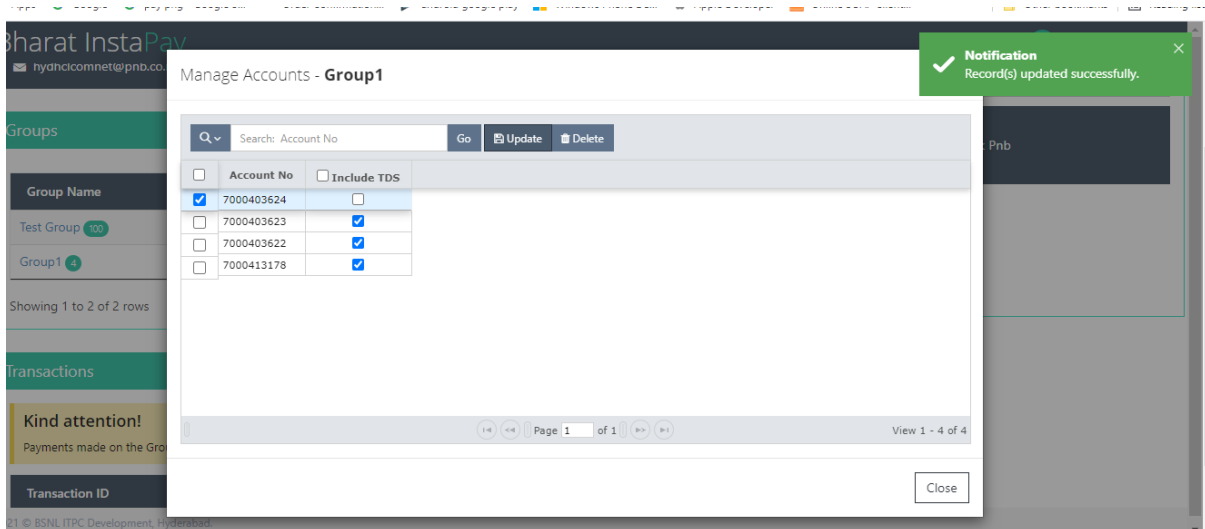
Page 1 of 1 View 1 - 4 of 4

Close

**Click on Update button after selecting the desired account and Modifying the selected Account.**

**Click on Delete button after selecting the desired account**

Select the account number to update or delete from Group.



## Payment Status

All the bill payment transaction for VAN added to the user can be checked in the transaction section of the Dashboard

**Bharat InstaPay**

M/S Pur VAN: BS

Group Name	Group VAN	Date	Actions
Test Group <span>100</span>	BSNLG00000000101	31-08-21	Actions ▾
Group1 <span>4</span>	BSNLG00000000141	06-09-21	Actions ▾

Showing 1 to 2 of 2 rows

Transactions

**Kind attention!**  
Payments made on the Group VAN accounts should be approved from this portal for updating to billing system with in 3 days of payment.

Transaction ID	Virtual Account No.	Date	Amount (₹)	Action
<span>+</span> BSNLTESTING100000	BSNLG00000000101	26-Aug-2021	6163634.32	Approve

Showing 1 to 1 of 1 rows

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## Confirmation of Total amount distribution for Group payment:

For all the payments done on any Group Account, User should Approve the distribution of the amount for each Lease Circuit account, so that the approved amount can be updated to respective BSNL billing account

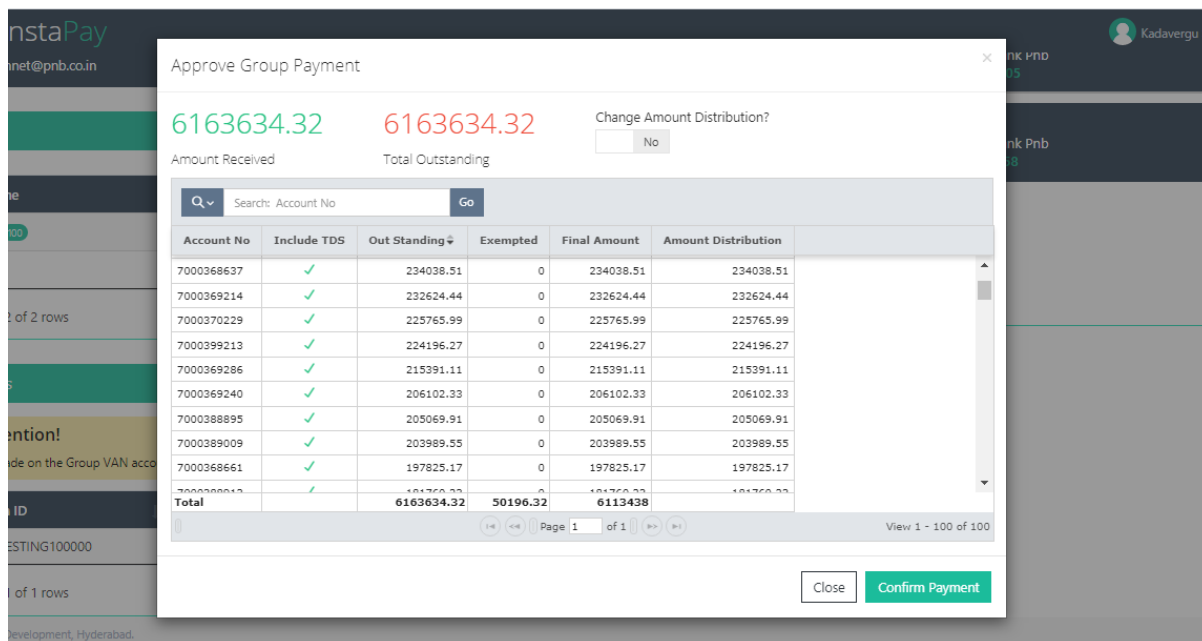
### For Approving the Amount Distribution

Please click on Approve Button next to the transaction

The screenshot displays the Bharat InstaPay interface. At the top, there is a header with the logo and a user profile section on the right showing 'M/S Purn...' and 'VAN: BS...'. Below the header is a table with columns: Group Name, Group VAN, Date, and Actions. The table contains two rows: 'Test Group' (100) with VAN 'BSNLG00000000101' and date '31-08-21', and 'Group1' (4) with VAN 'BSNLG00000000141' and date '06-09-21'. Below this table is a pagination control showing 'Showing 1 to 2 of 2 rows' and a page number '1'. Below the table is a 'Transactions' section with a yellow warning box that reads: 'Kind attention! Payments made on the Group VAN accounts should be approved from this portal for updating to billing system with in 3 days of payment.' Below the warning box is a table with columns: Transaction ID, Virtual Account No., Date, Amount (₹), and Action. The table contains one row: Transaction ID 'BSNLTESTING100000', Virtual Account No. 'BSNLG00000000101', Date '26-Aug-2021', Amount '6163634.32', and Action 'Approve'. A red arrow points to the 'Approve' button. Below this table is a pagination control showing 'Showing 1 to 1 of 1 rows' and a page number '1'. At the bottom left, there is a footer: '2021 © BSNL ITPC Development, Hyderabad.'

By Default amount will be distributed to all the accounts added to the group, based on Invoice amount and Account is Choose for payment excluding TDS or including TDS.

If you agree for the distribution, please click Confirm Payment Button. If not, Switch Change Amount Distribution? Option to Yes



Do the desired changes and Click on ‘Confirm Payment’. System will ensure that total amount should always be equal to sum of amount against each account.

Column Name	Value Indicates
Account No	BSNL Account number for LC
Include TDS	Amount is distributed with or without TDS as per the option given for added the account
Outstanding Amount	Outstanding amount as per Invoice
Exempted	If opted for Including TDS it will be Zero. If not then 10% of the Outstanding account for that Account
Final Amount	Outstanding Amount - Exempted
Amount Distribution	Amount after edit by user

**Note:**

If you have opted for Payment excluding TDS, please submit the TDS certification to BSNL Accounts Officer for extending the discount to the Lease Circuit Account. If not submitted the amount will remain as outstanding against the account

Approve Group Payment

6163634.32      6163634.32      Change Amount Distribution?

Amount Received      Total Outstanding

Account No	Include TDS	Out Standing	Exempted	Final Amount	Amount Distribution
7000368626	✗	263850.88	26385.09	237465.79	237465.79
7000369677	✗	238112.32	23811.23	214301.09	214301.09
7000375592	✓	238112.2	0	238112.2	238112.2
7000388788	✓	235662.38	0	235662.38	235662.38
7000368637	✓	234038.51	0	234038.51	234038.51
7000369214	✓	232624.44	0	232624.44	232624.44
7000370229	✓	225765.99	0	225765.99	225765.99
7000399213	✓	224196.27	0	224196.27	224196.27
<b>Total</b>		<b>6163634.32</b>	<b>50196.32</b>	<b>6113438</b>	

Page 1 of 1      View 1 - 100 of 100

Close      Confirm Payment

On successful submission, the amount will be updated to respective BSNL lease circuit account.

## Important Points to remember:

- ✚ Virtual Account Number will be of 16 digits. First four Digits will
- ✚ be BSNL, followed by next two Digits as LC followed by 10 digit BSNL Lease circuit Account number
- ✚ For Example For LC customer with account number 1234567890 the Dedicated Account number will be  
For Individual LC account - BSNLLC1234567890  
For Group account - BSNLLG1234567890
- ✚ Bill payment to be done using only NEFT / RTGS bank transfer to the registered VAN
- ✚ Amount transferred for payment should be less than or equal to the nearest 100 of bill amount.
- ✚ Once NEFT / RTGS amount transfer is done the amount will be credited to Lease circuit account as bill paid.
- ✚ If for any reason the transaction is failed, the amount will be returned back to the source account from which transaction was initiated.



## Steps for doing NEFT/RTGS Payment:

- ✚ User need to go to Bank page for doing the NEFT/RTGS Payment
- ✚ User should login to the Bank account using internet banking
- ✚ For the first time user need to Add Payee the details mentioned below to be used for adding Payee to the account
  - Beneficiary Name: BHARAT SANCHAR NIGAM LIMITED
  - IFSC CODE: SBIN0004266
  - Account Number: (Dedicated Account number shared after registration)
  - Type of Account: Current Type
- ✚ After successfully adding the Payee, user can make a NEFT/ RTGS amount transfer to the added Account.
- ✚ After successful payment, the amount will be credited as Bill paid for the lease circuit account.



