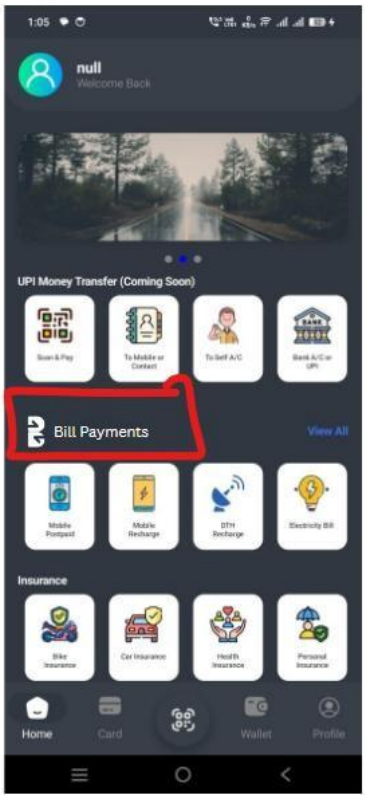
Frontend demo for MOB

Kindly find enclosed herewith the revised Bharat Connect Brand Guidelines. Key aspects are delineated below:

1. Bharat Connect “B” mnemonic to be placed at the entry of Connect section or Pay Bills sections (across all channels and respective Agent-Institutions). This will help consumer to identify with the brand as they look to begin their journey to pay their bills on the app/website/other channels. (Enclosed B Mnemonic). Below B mnemonic logo use words like Bill Pay/ Pay Bill/ Bill Payment.

Home Screen



2. Please display all BBPS categories with the Bharat Connect logo as follows:
   1. Broadband Postpaid
   2. Cable TV
   3. Clubs and Associations
   4. Credit Card

5. Donation
6. DTH
7. E-Challan
8. Education Fees
9. Electricity
10. Fastag
11. Gas
12. Housing Society
13. Insurance
14. Landline Postpaid
15. Loan Repayment
16. LPG Gas
17. Mobile Postpaid
18. Mobile Prepaid
19. Municipal Services
20. Municipal Taxes
21. Recurring Deposit
22. Rental
23. Subscription
24. Water
25. NCMC
26. NPS
27. Prepaid Meter
28. Life Insurance
29. Health Insurance

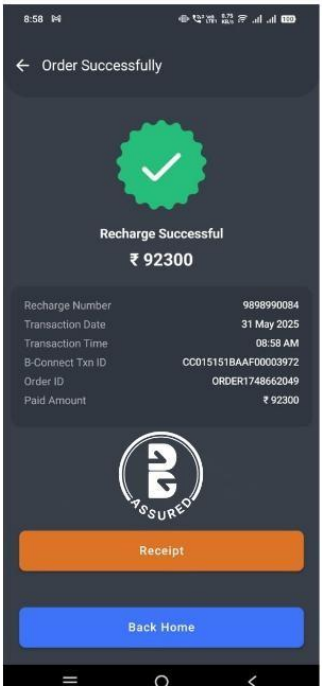
3. We would like to inform you that the UAT billers, "OTME00005XXZ43" for Fetch and Pay and "OTNS00005XXZ43" for Quick Pay, need to be listed on your frontend.
   Upon selecting a biller, the system should redirect to the “Bill Fetch” page. On this page, customers can obtain bill details by providing the following information:
   Mobile number:
   - 9898990084 for Bill Fetch and Pay
   - 9898990083 for Quick Pay
   Input Parameters:
   a) Param Name: `a`, Param Value: `10`
   b) Param Name: `a b`, Param Value: `20`
   c) Param Name: `a b c`, Param Value: `30`
   d) Param Name: `a b c d`, Param Value: `40`
   e) Param Name: `a b c d e`, Param Value: `50`

4. Please note that this scenario is for UAT. For production, the field names should be as follows: “Mobile number,” “Biller name,” “CA number,” “Email,” “Customer name,” etc., depending on the biller.
   On the fetched Bill Page, the following fields should be displayed: Biller Name, Customer Name, Customer Number, Bill Date, Bill Period, Bill Number, Due Date, Bill Amount, Customer Convenience Fees, Total Amount, Payment Mode, and Multiple Amount Option.
   The Amount Options include parameters like "Base Bill Amount," "Late Payment Fee," "Additional Charges," and "Fixed Charges," with customers able to select one or multiple amounts, while the "Total Amount" combines the Bill Amount and Customer Convenience Fees, and all amounts should be displayed in Rupees, not Paise.

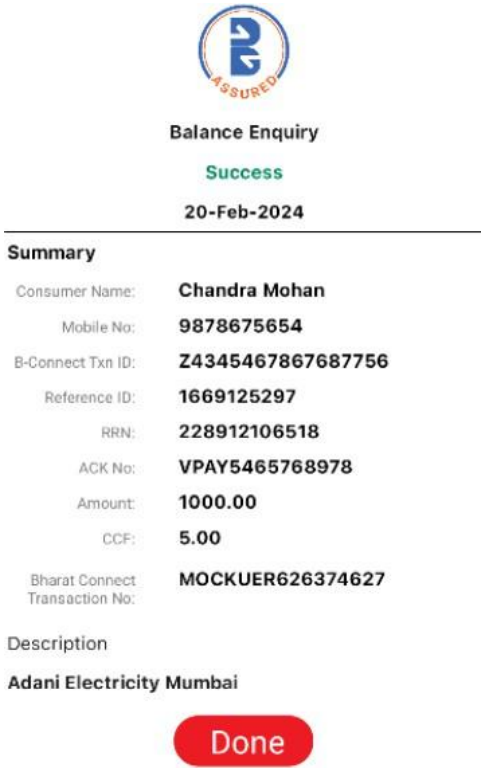
5. By clicking "Pay" on the Bill Payment page, a receipt should be generated with the Be-Assured logo prominently displayed in the top right-hand corner. The receipt should include the following fields: 20 character BBPD Transaction ID (starting with "CC01"), Biller ID, Biller Name, Customer Name, Customer Number, Bill Date, Bill Period, Bill Number, Due Date, Bill Amount, Customer Convenience Fees, Total Amount, Transaction Date and Time, Initiating Channel, Payment Mode, Transaction Status, and Approval Number.

6. To enhance user experience and reinforce our brand identity, the designated sonic branding audio clip must be played simultaneously with the display of 'B Assured' on the payment successful screen. This sonic branding element should be consistent across all platforms and devices, maintaining the same tone, tempo, and overall audio characteristics.

7. Kindly use term as BBPS Transaction ID which starts from CC01 of 20 characters in below transaction successful page and receipt page.

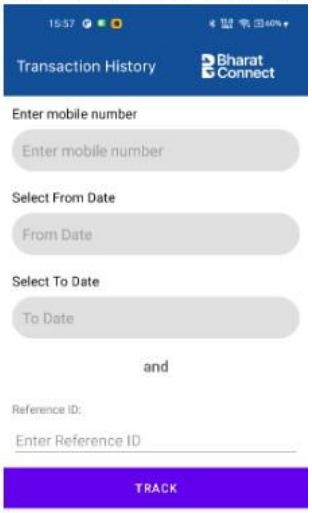


Receipt:



8. Search Transaction Screen-- should be Search By:
   a. BBPS Transaction Ref ID
   b. Mobile Number and Date Range (OTP required for mobile number)
   Response Fields should include `<agentId>`, `<amount>`, `<billerName>`, `<txnDate>`, `<txnReferenceId>`, and `<txnStatus>`.

9) Transaction History Tracking:

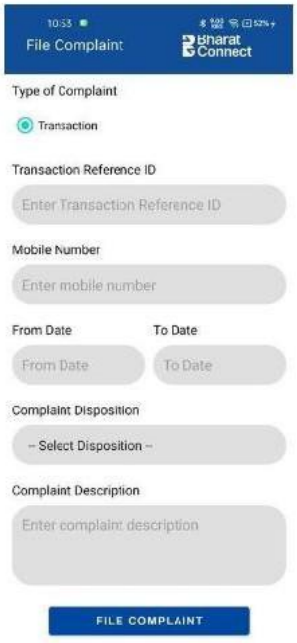


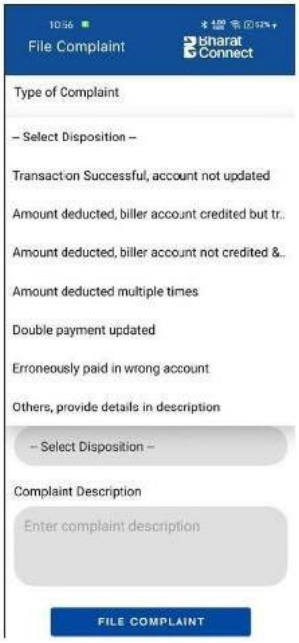
9. Complaint Registration Screen-- which should include three sections:

- Transaction Type Complaint:
  - Input Fields:

        - Type of complaint (default as "Transaction")
        - B-Connect Transaction ID or Mobile Number and Date Range
        - Complaint Disposition (from BBPS list)
        - Complaint Description
    - BBPS Dispositions:
        - Transaction Successful, Amount Debited but services not received
        - Transaction Successful, Amount Debited but Service Disconnected or Service Stopped
        - Transaction Successful, Amount Debited but Late Payment Surcharge Charges add in next bill
        - Erroneously paid in wrong account
        - Duplicate Payment
        - Erroneously paid the wrong amount
        - Payment information not received from Biller or Delay in receiving payment information from the Biller
        - Bill Paid but Amount not adjusted or still showing due amount
- Response Page Fields:
    - <complaintAssigned>
    - <complaintId>

8) Complaints Creation Screen:





10. Complaint Tracking screen—Should be tracked by using the complaint id.

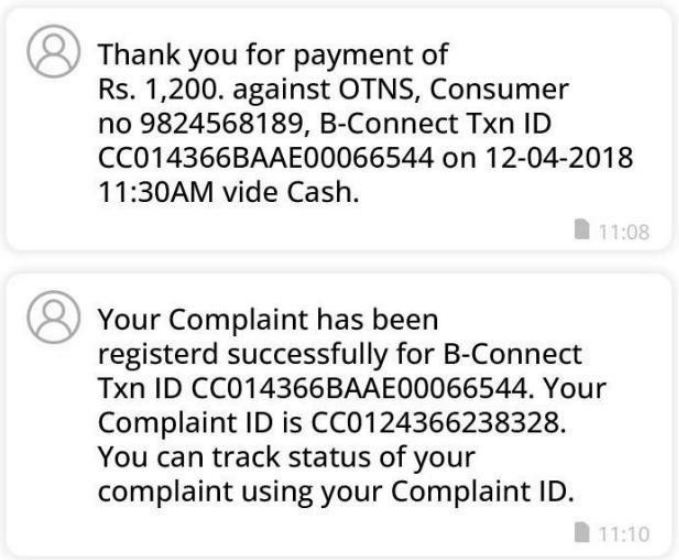
Complaints tracking screen:

11. Kindly Provide SMS for Successful Transaction & Complaint Registration. Please find below SMS Format
    SMS for Successful Transaction:

    Thank you for payment of <AMOUNT> against <BILLERNAME>, Consumer no<CONSUMERNO.>, B-Connect Txn id <12digitRefID> on <DATE&TIME> vide <PAYMENTCHANNEL>.

12. SMS for Complaint Registration:

    Your Complaint has been registered successfully for B-Connect Txn id <12digitRefID>. Your Complaint ID is XXXXXXXXXXXXXXX. You can track status of your complaint using your Complaint ID.



13. Bharat Connect logo (horizontal) to be present during selection of Biller, Bill Fetch, Bill Payment and other value added services like Transaction Query, Raise Complaint, Complaint Status etc. The Bharat Connect logo, should be present on the top right-hand corner of the page with optimum visibility.

14. Please ensure that the Be-Assured logo should be present on the top right-hand corner of the page with optimum visibility of the bill payment receipt or payment confirmation page.

NOTE:

1. The logo must remain fixed in position and should not shift across screens.

2. The logo size should be exactly 35px.

3. The logo must appear consistently and remain stagnant across all pages.

4. Either make the background color white on all screens OR use the white version of the logo and keep the background color as per your requirement for better visibility.

5. If your business module is BtoC- then you need to share us the designated sonic branding audio clip, demo has been provided, kindly refer demo video file.