



Bharat Net FTTH Portal

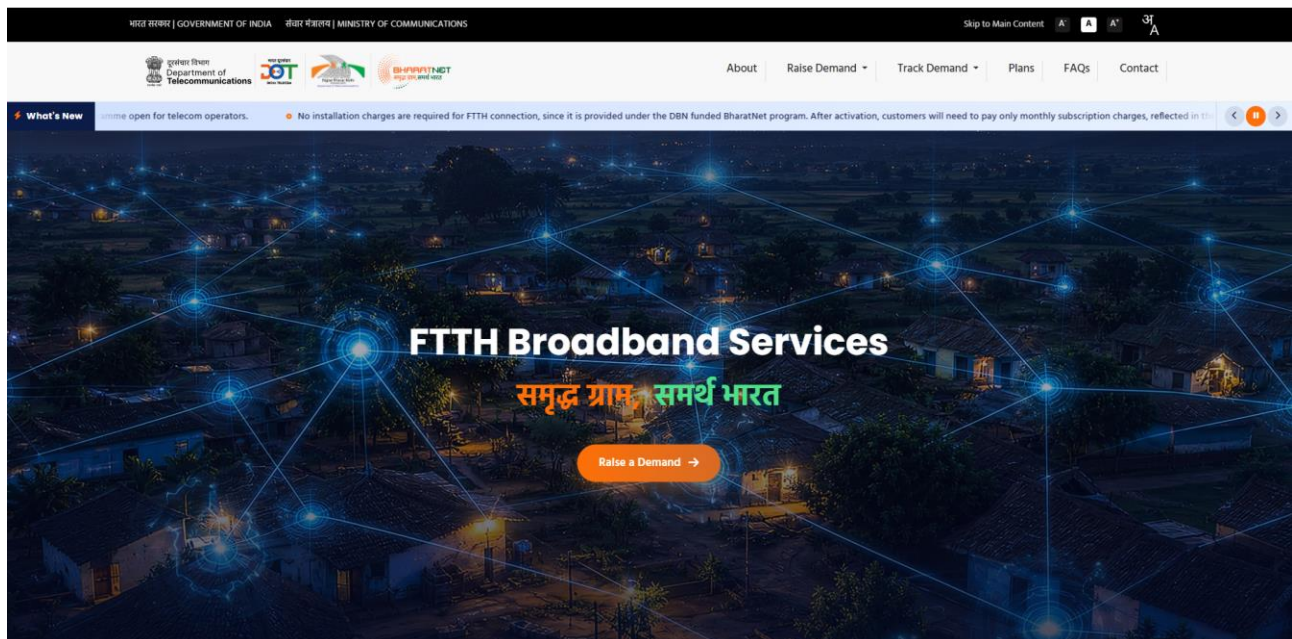


Ministry of Communications
Government of India

Raise and Track FTTH Demands under the Digital Bharat Nidhi programme

About this manual

URL: <https://bharatnet.dot.gov.in/>



This guide explains how to use the BharatNet FTTH Demand Aggregation portal to request a Fibre-to-the-Home broadband connection. The portal is available to individual households, public institutions and private enterprises across rural India under the Digital Bharat Nidhi (BharatNet) programme.

What you will learn:

- How to raise a **single FTTH demand** for one household or premises
- How to raise **bulk FTTH demand** for multiple connections (institutions / enterprises)
- How to **track** a submitted demand and read the progress chart

Before you begin – keep ready:

- A working 10-digit mobile number (used for OTP verification)
- Your 6-digit PIN code or full installation address of the location
- Optional: an email address for email OTP as an alternative

1. Getting started – the Home page

Open the BharatNet FTTH portal in your browser. The home page introduces the FTTH service and gives you three primary actions in the header:

- **Track Demand** – check the status of a request you already submitted.
- **Raise Demand** – submit a new FTTH request.
- **Nodal Login** – reserved for government nodal officers (not for citizens).

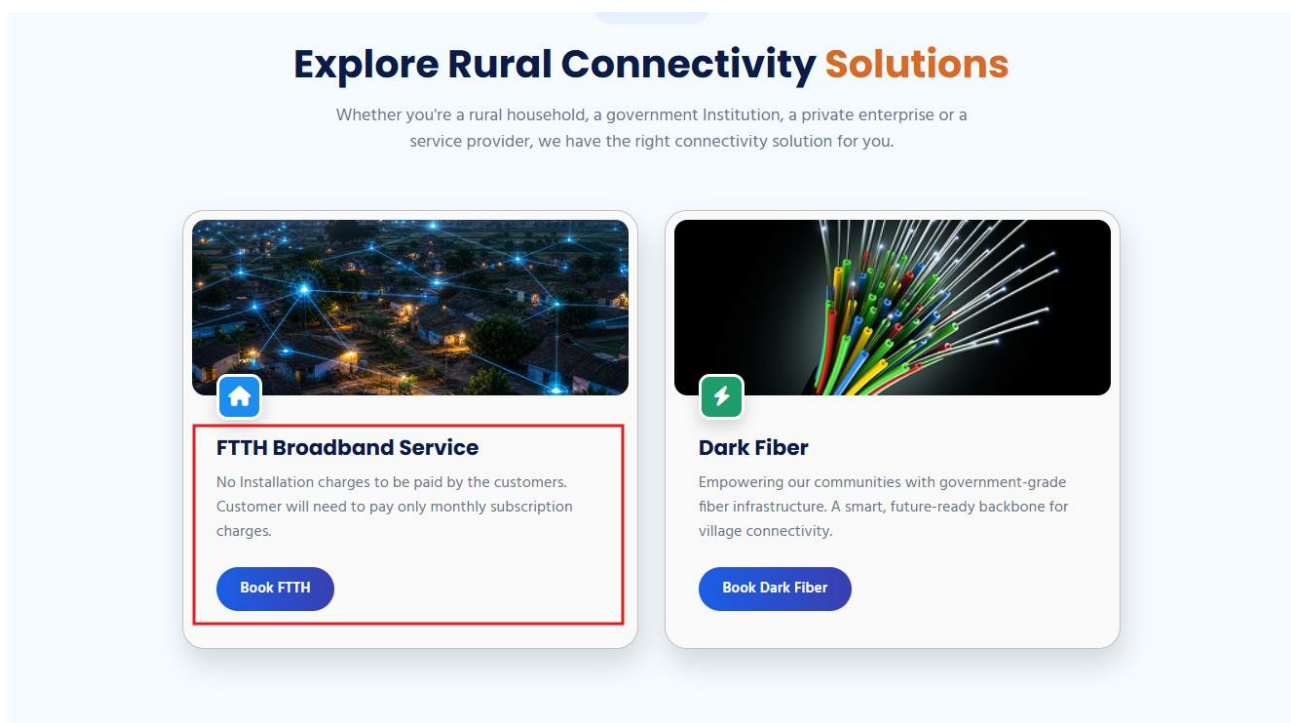


Figure 1 – BharatNet FTTH home page

Click "**Book FTTH**" option or **Raise Demand** (either in the header or the large blue button) to begin. First-time users should read the *Your Connection in 4 Simple Steps* and FAQ sections on the same page for a quick overview.

2. Choose the type of request

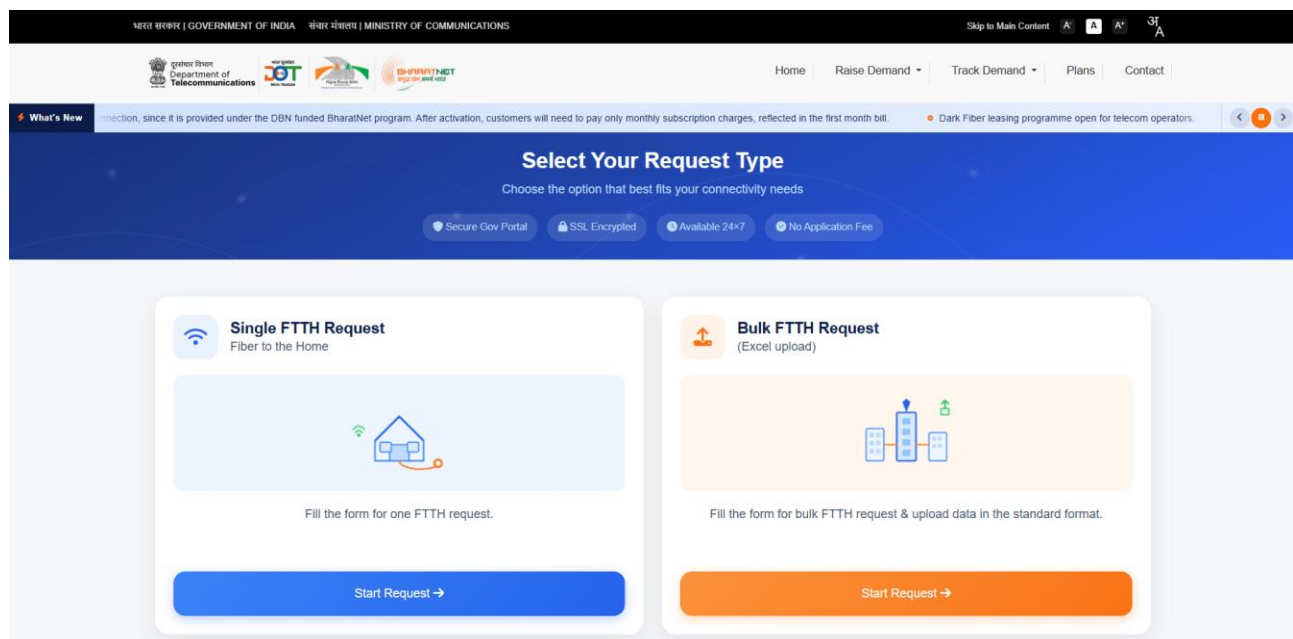
The Raise Demand page offers two options. Pick the one that matches your situation:

FTTH request – for a single connection

Use this if you are an individual household, a home office, or a single premises that need one FTTH connection.

Bulk – for multiple connections

Use this if you represent a public institution (school, PHC, panchayat office) or a private enterprise that needs many connections at one or several addresses, entered in a table.



The screenshot shows the 'Select Your Request Type' page on the BharatNet portal. The page has a dark blue header with the Government of India and Ministry of Communications logos. Below the header, there's a navigation bar with links to Home, Raise Demand, Track Demand, Plans, and Contact. A 'What's New' section highlights a new feature. The main content area is titled 'Select Your Request Type' and includes a sub-header 'Choose the option that best fits your connectivity needs'. Below this, there are two main options: 'Single FTTH Request' (Fiber to the Home) and 'Bulk FTTH Request' (Excel upload). Each option has a corresponding icon, a description, and a 'Start Request' button. The 'Single FTTH Request' option is highlighted with a blue background, while the 'Bulk FTTH Request' option has an orange background. The page also features a 'Secure Gov Portal' badge and a 'Dark Fiber leasing programme open for telecom operators' announcement.

Figure 2 – Choose between Single or Bulk request

3. Raising a single FTTH demand

Step 3.1 – Fill the FTTH Request form

Enter the applicant details, complete installation address and location. The PIN Code auto-fills State, District, Block and Gram Panchayat wherever possible. Fields marked with * are mandatory.

1800 XXX XXXX (Toll Free)

support_bharatnet@gov.in

New Delhi, India

HomeRaise DemandTrack DemandPlansContact

What's New

under the DBN funded BharatNet program. After activation, customers will need to pay only monthly subscription charges, reflected in the first month bill.

Dark Fiber leasing programme open for telecom operators.

No installation charges

Home > Raise Demand > Single FTTH Connection

Single FTTH Broadband Request Form

Complete the form below to request BharatNet FTTH Broadband connectivity for your location.

Important Information

Government Supported Scheme

No Installation Charges

No installation charges are required for FTTH connection, since it is provided under the DBN funded BharatNet program. After activation, customers will need to pay only monthly subscription charges, reflected in the first month bill.

SECTION 1

Personal Information

Your contact details for this FTTH request

First Name *

Enter first name

Last Name

Enter last name

Mobile Number *

10-digit mobile number

Used for OTP verification — must be active

Email ID

name@example.com

Optional — for confirmation email

SECTION 2

Installation Address

Where the fiber connection will be installed

Installation Address *

House No., Street, Mohalla / Colony

Landmark

Near landmark, building name...

SECTION 3

Location Details

Geographic details — enter your PIN to auto-fill

PIN Code

Enter PIN Code

State *

Select State

District *

Select District

Block *

Select Block first

Gram Panchayat *

Select Gram Panchayat first

Village *

Select Village

SECTION 4

Connection Details

Specify the type of FTTH connection required

User Type *

Household

Select the category that best describes you

User Sub Type

Select Sub Type

Select user type first

Above given details are required only to forward your FTTH demand to the appropriate service provider.

Before You Submit — Quick Checklist

Mobile number is active and correct

Installation address is complete and accurate

State, District, Block and GP are correctly selected

I confirm that the information provided in this form is correct and complete. I understand that incorrect details may result in delay or rejection of the FTTH request.

All data secured with SSL encryption

Raise Demand

Need Help?

Our helpline is available Mon-Sat, 9 AM – 6 PM.

1800-XXX-XXXX (Toll Free)

support_bharatnet@gov.in

Empowering Rural India through Digital Connectivity

A digital India initiative powered by BharatNet. Connecting Households, Government Institutions and Private Enterprises with high-speed fiber.

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Figure 3 – Single FTTH request form

Step 3.2 – User Type and Sub Type

At the end of the form, choose your **User Type**:

- **Household** – Sub Type is fixed as *Home*.
- **Public Institution** – choose a Sub Type from the list; if you pick *Other*, a text box appears where you must specify the institution type.
- **Private Enterprise** – the Sub Type field is hidden, you must enter your **Enterprise Name** in the text box that appears.

Step 3.3 – Raise Demand and verify OTP

Click the **Raise Demand** button at the bottom of the form. The portal will:

1. Send a 6-digit OTP to your registered mobile number (you can switch to **Email OTP** if you provide an email address).
2. On successful OTP verification, run a live **feasibility check** across all telecom service providers (TSP/ISP) serving your PIN area.

Step 3.4 – Select a service provider

Available providers for your location are displayed on the same page. Select any one provider from the list. If no provider is feasible, your demand is still recorded and forwarded for the next rollout phase.

Step 3.5 – View Plans (optional)

Once a provider is selected, the **View Plans** button becomes active. Click it to see the popular plans offered by that provider so you know what monthly charges to expect.

Step 3.6 – Review and submit

Click **Review & Submit** to see a preview of everything you entered. Verify the details and click **Submit Demand**.

The portal shows a success message with your unique **Demand ID** in the format `DBNMMYYxxxxxx` (e.g. `DBN0720123456`).

A confirmation SMS and email are sent automatically.

Save your Demand ID. You will need it to track your request later.

Note on charges: There are no installation charges — the connection is provided under the Digital Bharat Nidhi (BharatNet) programme. You will pay only the monthly subscription of the plan you choose, from your first bill after activation.

4. Raising Bulk FTTH demand

The bulk flow is designed for institutions and enterprises that need many connections at once. You submit one form for the requested organization, followed by a table listing each end-user premises.

Step 4.1 – User Details

Enter the requesting officer's name, mobile, email, State, Number of Connections, Department name and Designation.

The screenshot shows the 'Bulk FTTH Connections' form on the BharatNet portal. The header includes the Government of India and Ministry of Communications logos, along with navigation links like Home, Raise Demand, Track Demand, Plans, and Contact. A 'What's New' section highlights the DBN funded BharatNet program. The main form area is titled 'Bulk FTTH Connections' and includes a sub-header 'Bulk FTTH Connections' and a description 'Provide your details below to upload multiple FTTH connection requests in one go.' Below this is an 'Important Information' section stating that no installation charges are required for FTTH connections under the DBN funded BharatNet Program, and that after activation, customers will need to pay only monthly subscription charges. The 'User Details' section is the main focus, with fields for Name (Full name), Mobile (10-digit), Email (name@example.com), State (Select state), Number of Connections (2), Name of the Department (e.g. Department of School Education), and Designation (e.g. Principal, BDO). A 'Continue' button is at the bottom right of the form. The footer contains the BharatNet logo, contact information (1800-XXXX-XXXX, support_bharatnet@gov.in, New Delhi, India), and important links (Terms of Use, Privacy Policy). The footer also includes a copyright notice: Copyright © 2026 | Design & Developed by eTelecom Transformation Center (eTT) | v1.0.0.

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gover fiber Department of Telecommunications BharatNet BharatNet Home Raise Demand Track Demand Plans Contact

What's New Under the DBN funded BharatNet program. After activation, customers will need to pay only monthly subscription charges, reflected in the first month bill. Dark Fiber leasing programme open for telecom operators. No installation charges are

Home > Raise Demand > Bulk FTTH Connection

Bulk FTTH Connections

Provide your details below to upload multiple FTTH connection requests in one go.

Important Information Government Supported Scheme No Installation Charges

No installation charges are required for FTTH connection, since it is provided under the DBN funded BharatNet Program.

After activation, customers will need to pay **only monthly subscription charges**, which will be reflected in their first monthly bill.

User Details

Please provide your details before uploading the bulk demand file.

Name *

Full name

Mobile *

10-digit

Email *

name@example.com

State *

Select state

Number of Connections *

2

Name of the Department *

e.g. Department of School Education

Designation *

e.g. Principal, BDO

Secured with SSL encryption

Continue

BharatNet

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Figure 4 – Bulk FTTH request form

Step 4.2 – Add details for multiple connections

Enter each connection's applicant name, mobile, email, installation address etc. in the excel template. Use the same template to upload the request. Continue button when the sheet is uploaded.



2765-bulk_template.x
lsx

Step 4.3 – Raise Demand and OTP

Click **Raise Demand**. Verify OTP on the submitter's mobile (email OTP is also supported). After OTP is verified, Bulk demand is created.

Step 4.4 – Review and submit

Click Review and Submit. The portal generates:

- A single **Bulk Demand ID** in the format `DBN/BULK/0001` that groups the entire batch — use it for consolidated tracking and future single-bill payment.
- Individual **Demand IDs** for each connection under the bulk ID.

SMS and email confirmations are sent to the submitter and each end-user.

5. Tracking your FTTH demand

Click **Track Demand** in the header. You can search using any of the following:

- Your registered 10-digit **mobile number**
- Your **Demand ID** (e.g. `DBN/MH/PN/FTTH/0001`)
- Your **Bulk Demand ID** (e.g. `DBN/BULK/0001`) to view all connections in a bulk request

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Home Raise Demand Track Demand Plans Contact

What's New FTTH connection, since it is provided under the DBN funded BharatNet program. After activation, customers will need to pay only monthly subscription charges, reflected in the first month bill. Dark Fibre leasing programme open for telecom operators. No installation charges

TRACK MY DEMAND

Enter your registered 10-digit mobile number, your Demand ID (e.g. DBNE072600002), or a Bulk Demand ID (e.g. DBNEB072600001) to view all connections in that bulk request.

Mobile or Demand ID

Enter Mobile Number or Demand ID

Track

Contact
1800-XXXX-XXXX (Toll-Free)
support_bharatnet@gov.in
New Delhi, India

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Figure 5 – Track Demand

Step 5.1 – Search

Enter the number or ID and click **Track**. The portal shows the most recent matching demand along with the current status.

The screenshot shows the 'TRACK MY DEMAND' section of the BharatNet FTTH portal. It includes a search bar with the text 'Mobile or Demand ID' and a 'Track' button. Below the search bar, the 'Demand Results (1)' section shows a single result for demand ID 'DBN/BR/ARA/FTTH/0008'. The result table has columns for Demand ID, Applicant, Location, Provider, Applied On, and Status. The status is 'Processing'. Below the table, the 'CURRENT PROGRESS' section shows a 4-step progress chart. The first step, 'My FTTH Form', is highlighted in green, indicating it is complete. The other steps are 'Request sent to Service Provider', 'Service Provider Responded', and 'Service Provider Confirmed', all of which are currently greyed out.

DEMAND ID	APPLICANT	LOCATION	PROVIDER	APPLIED ON	STATUS
DBN/BR/ARA/FTTH/0008	Vishal Saxena Public Institution	Arera Colony 10 number stop SIWAN BIHAR	BSNL	01/07/2026	Processing

CURRENT PROGRESS
DBN/BR/ARA/FTTH/0008 - Vishal Saxena

My FTTH Form (Green) → Request sent to Service Provider (Grey) → Service Provider Responded (Grey) → Service Provider Confirmed (Grey)

Figure 6 – Sample search result with status stepper

Step 5.2 – Read the 4-step progress chart

Every demand moves through four stages. Each stage lights up **green** when it succeeds and **red** if it fails at that stage.

Step 1 – My FTTH Form: Always **green** once your form is submitted.

Step 2 – Request sent to Service Provider: **Green** when at least one service provider is available and has been selected. **Red** if no provider offers feasibility at your address (the demand is still recorded for future rollout).

Step 3 – Service Provider Responded: **Green** if the provider confirms the connection is possible. **Red** if the provider says the connection is not possible.

Step 4 – Service Provider Confirmed: **Green** once the connection has been installed and activated. **Red** if it could not be activated.

Step 5.3 – View request details

Click a row (or **View Details**) to open the full request panel with your applicant information, address, chosen provider, applied date, and sample copies of the SMS and email notifications sent by the portal at each stage.