



**GOVERNMENT OF WEST BENGAL,
OFFICE OF THE CHIEF SECRETARY, WEST BENGAL**

No. 908-CS/ (61)/2022

Dated: 05.07.2022

To

1-61. The Additional Chief Secretary/ Principal Secretary/
Secretary to the Govt. of West Bengal,
_____Department

Sub: Delivery of digitally signed QR Coded certificates/documents directly from BSKs-regarding

Sir/ Madam,

In reference to the above, many a State Government Department is providing government service online for convenience of the citizen. Subsequently, BSKs are set up to enable people, who do not have access to computer resources, to apply online for such services through BSKs. Now, to provide end to end service, **BSKs are required to provide service output** i.e., certificates/ documents etc. to applicants from BSKs.

2. To standardize and enable legally acceptable online service delivery at grassroots, the service providing departments are directed to provide **digitally signed documents/ certificate** etc. and **undertake server certification** of the all the e-governance initiatives, if not already done. Each digitally signed document delivered to citizen shall bear **a unique identity number (UIN)** so that authenticity of the document can be **easily verified from departmental portal and BSK portal** by keying the unique identity number . Other than the Unique ID, the digitally signed certificate shall bear **security features** such as the **QR Code, hologram** etc. The Unique key will be a 16-character alphanumeric code that will be ascribed by the department and help verify the authenticity of the document. The entire process will be server-certified.

3. The departments are required to deliver digitally signed certificates to citizens online in respect of all the notified services (the list is enclosed). The Departments shall, further, define and notify the work-flow and **Service-levels** for disposal of applications in compliance with the provisions of the West Bengal Right to Public Services Act, 2013. The responsibilities of the Departments have been spelt out under Section 4.0 in the SOP which is attached with this letter.

...contd./2

4.. For any query and technical assistance, please contact Amitjyoti Bhattacharji, DS, PG& IC (8335058410) and Dr. Arindam Ray, Chief Technology Officer, PMU (9350778825) or you may email at bskpmu@gmail.com .

5. You are requested to kindly **arrange to undertake the above** immediately and submit **compliance by 30th July, 2022** at the latest at bskpmu@gmail.com

Encl:

1. List of Services notified through BSKs
2. Standard Operating Procedure (SoP)

Yours faithfully,


(Dr. H.K. Dwivedi)
Chief Secretary


No. ~~908~~/1(61)-CS/2022

Dated: 05.07.2022

Copy forwarded for kind information and necessary action to: -

1. The Additional Chief Secretary, P & AR Department,
2. The Principal Secretary to the Hon'ble Chief minister, West Bengal.
3. The Commissioner, Kolkata Municipal Corporation;
- 4-25. The District Magistrates, _____ (all)
- 26-31. The Commissioner of Police (all)
- 32-59. The Superintendent of Police (all)
60. Under Secretary to the Govt. of West Bengal;
61. Sr. PS to the Chief Secretary, West Bengal.

Secretary, Monitoring & Coordination, CMO
& State Nodal Officer, BSK

	Government of West Bengal Personnel & Administrative Reforms Department 325, Sarat Chatterjee Road, Shibpur, Howrah 711102		Control Copy Copy No. 1
Document No/Title	Standard Operating Procedure (SoP) for delivery of digitally signed certificates/documents from BSKs and BSK Online/BSK Mobile App under State Government Notifications No. 185-P&AR/IT-03/2017 Date: 12.10. 2020 read with 352-CS/2020 dated 14.10.2020 and 356-CS/2020 dated 16.10.2020		
Section Title	Procedure for disposing application for issuance of Digitally Signed Certificates to Citizens		
Section No	Revision Date	Page	Issue Date
	NIL	12	05/07/2022

1.0 Purpose

Bangla Sahayata Kendras (BSKs) are single window aggregators at grassroots delivering public services through an online platform www.bsk.wb.gov.in set up under State Government Memorandum No. 352-CS/2020 dated 14.10.2020. The objective of this SoP is to mandate the activities for end-to-end service delivery providing digitally signed e-certificates from BSKs. This will facilitate citizens for status update of their applications and verification of authenticity of e-certificates which are retrievable keying Unique id embedded in all deliverables.

2.0 Scope:

The present SoP envisages processing and disposing application for issuing of digitally signed certificates/documents to citizens through BSKs physically and online through BSK Online and BSK Mobile App. The SoP shall be applicable to all such services which are available online. It will encompass also the citizen-centric government services as and when available online.

3.0 Definitions: This SoP for issuing digitally signed e-certificates adopts the following definitions in its framework.

3.0.1 Department: The term is applicable to departments under Government of West Bengal (GoWB) providing service through BSKs. The P&AR Department is the Nodal Department in management of functions in relation to BSKs as notified vide no 571-CS/2020 dated 02.07.2021

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3.0.2 Approving Authority:

Appropriate authority as notified by the concerned department.

3.0.3 Bangla Sahayata Kendra (BSK):

Single Window Service Delivery Platforms as defined under Notifications No. 185-P&AR/IT-03/2017 Date: 12.10. 2020 read with 352-CS/2020 dated 14.10.2020 and 356-CS/2020 dated 16.10.2020

3.0.4 Program Management Unit (PMU):

Programme Management Unit (PMU) constituted at the State level for superintendence, control and management of BSKs as notified under Notification No 22-BSK/BSK-10/2021 dated 30.10.2021. It works under the general supervision of the Personnel & Administrative Reforms Department.

3.0.5 Service Level Agreement (SLA)

Service Level Agreement means and includes the obligations as notified under Section 3 of the West Bengal Right to Public Services Act, 2013 by the Service providing departments. Further, in complying with the provisions under Section 4 of the Act, the SLA, for the instant purpose, mandates the stipulated time-frame within which the service, as applied by the citizen, is required to be delivered to him.

3.0.6 QR Code:

The department to incorporate Quick Response (QR) Code in the Digitally Signed Certificates for fast validation of information. A QR Code shall encode numerals, alphabetical characters, symbols, binary data, control codes and other data. User **Version 40 QR code** shall be used which could allow 177 columns and 177 rows and the size should be **3 Cm x 3 Cm**. The QR Code must contain the following **minimum** information:

- 1) Certificate Unique Code
- 2) Name of the Citizen
- 3) Service Name & Code
- 4) Department Name
- 5) Date and Time of the Issue of the certificate, and
- 6) Such other information to be notified from time to time.

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3.0.7 Digitally Signed Certificates:

A digital signature shall include same meaning as defined under Section 2(P) of the IT Act, 2000. The digital signature will be the final stage of SLA which should be **server side encrypted**. In the certificate issuing officer should have the security code for Digitally Signed Certificate. The **Class 3** Certificate should be used.

4.0 Responsibilities:

1. The Department will notify the service level in disposal of the service request as described under Section 2.5 of the West Bengal RTPS Act, 2013. An SoP, showing the process-flow and the service level, will be notified by the concerned department.
2. A 16-character alphanumeric code, unique to the Digital Certificate, will be generated online by the department which will be unique, irrespective of request received from BSK / BSK Online Portal/ BSK Mobile App/department portal. This unique code will be key to retrieve and verify the authenticity of the certificate.
3. Embedding Digital Signature and QR Code will be the responsibility of concerned Department. The issuing authority of the Certificate will use DSC for signing the Certificate. Departmental Application will take care of embedding Digital Signature and Bar Code/QR Code in the Certificate.
4. In each e-certificate/document generated through the process shall disclose the URL from which the certificate/document can be verified.
5. The entire process shall be server-certified.
6. In effectively putting in place Service Level Agreement (SLA) with each department and mandating the time-frames for disposal of service request, the provisions of Sub-SLAs for purposes such as the scrutiny of documents (Sub-SLA 1), field visit (Sub-SLA 2), verification of payment (Sub-SLA 3), final approval (Sub-SLA 4), from the

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department etc shall have to be integrated within the overall framework of the SLA.

7. In order to onboard the departments in terms of their service delivery, the departments are required to notify the process-flow and positioning of Sub-SLAs in each stage of the process. The Departments may share the information as per fields in the table below:

Field Name	Value
Department Name	
Department Code	
Service Name	
Service Code	
SLA Total Time	
Total No of Sub-SLA	
Time in Sub-SLA 1	
Time in Sub-SLA 2	
Time in Sub-SLA 3	
Time in Sub-SLA 4	
...	

5.0 Abbreviations

SOP:	Standard Operating Procedure
BSK:	Bangla Sahayata Kendra
SLA:	Service Level Agreement
API:	Application Programming Interface
QR Code:	Quick Response Code
GoWB:	Government of West Bengal
WBRTPS:	West Bengal Right to Public Services Act
OTP:	One Time Password
PMU:	Program Management Unit

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6.0 References:

1. P&AR Department Notification No. 185-P&AR/IT-03/2017 Date: 12.10. 2020
2. Notification No 352-CS/2020 dated 14.10.2020
3. Notification No. 356-CS/2020 dated 16.10.2020
4. P&AR Dept. Notification No 22-BSK/BSK-10/2021 dated 30.10.2021
5. IT Act, 2000
6. West Bengal Right to Public Services Act, 2013

7.0 Presumptions:

This SoP works on the presumptions that

- I. It does not contradict/interfere with any provisions of existing statutes, government orders etc.
- II. The Departments continue to provide services online through Digitally signed Certificates and periodically renew the DSCs.
- III. The Departments notify SoPs delineating process-flow and SLA;
- IV. All the Stakeholders exercise and put in place an effective surveillance to bring services in due time;
- V. The Digitally Signed Certificates are server-certified;

8.0 Procedure:

- 1) The Scope of Work encompasses end-to-end service to the citizen through the BSK Centre or through BSK Online and BSK Mobile App. For all the citizens who now visit BSKs to access government service, shall get the certificate digitally signed by the competent authority of the concerned department, from the BSK itself. Citizen may visit any BSK centre and submit the application. Alternately, the citizen shall have the opportunity to directly register and login at the BSK portal and submit application through BSK Mobile App or BSK Online Web App.
- 2) A Service Ticket No. will be generated at the time the application is submitted at the BSK and Application No will be generated through Departmental Portal. This Application No.

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will enable the citizen to search the status of the application. The application submitted through BSK/Portal from Citizens' log-in, will be routed to the department for due processing, following a defined Workflow. Disposal of every service shall be time bound as per provisions of the West Bengal Right to Public Service Act (WBRTPS), 2013.

- 3) The Departments will define the time for each section of work along with the total work. This may be called the Service Level Agreement (SLA). *The process flow, the officials involved in the process as well as the time taken to dispose the application shall be notified by the Department.* The application submitted by the citizen may require scrutiny of documents, field visit, verification of payment and final approval from the department. Each section-activity shall be called as Sub-SLA under the overall framework of the SLA.
- 4) Citizen may retrieve the status of the application at the citizen login at any point of time by authenticating himself/herself using the OTP verification, when he/she is accessing the BSK online portal or the BSK mobile app. At the final stage of the process, the citizen will get notification through email/SMS/WhatsApp about the final status of the application.
- 5) When the application is approved by competent authority of the concerned department, BSK Operator will be allowed to download the digitally signed certificate. The BSK Operator will print the certificate and hand it over to the citizens. The digitally signed certificates will be server-certified other than carrying additional security features such as the hologram, QR Coding, Unique Id etc. Such certificates shall bear the URL address from which the authenticity of the certificate can be verified.
- 6) When the citizen is accessing online without visiting the BSKs, he may download the certificate from the BSK Online portal or from BSK Mobile App as well. If the citizen opts to obtain his

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certificate in its physical form, then there will be the provision to get it by post by paying requisite postal charges or by visiting any BSK with requisite fee.

- 7) If the application is rejected due to any reason, the status and grounds of rejection will be visible to citizen while corresponding remedy / correction shall also be suggested. Citizens may get this information from the citizen login at the BSK mobile app/ BSK online portal or by physically visiting the BSK. If the application is rejected, there will be the provision to show the reason of the rejection and allow them to file complaint.

9.0 Character/Alphanumeric Unique Code:

For maintaining the uniformity of the certificate number across the departments in State of West Bengal, it is suggested to maintain a 16-character alphanumeric unique code for Certificate No. The code, to take the example of the Agricultural Marketing Department, would be as follows:

Department Code (3 Characters)	Service Code (3 digits)	Year of Service (4 Digits)	Serial Number (6 Digits)
AMD	015	2022	000001

Sample unique code: **AMD0152022000001**

10.0 Time Frame:

The Department should start producing digitally signed certificates latest by 30th July, 2022.

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Appendix 1

The suggested department code in three (3) characters.

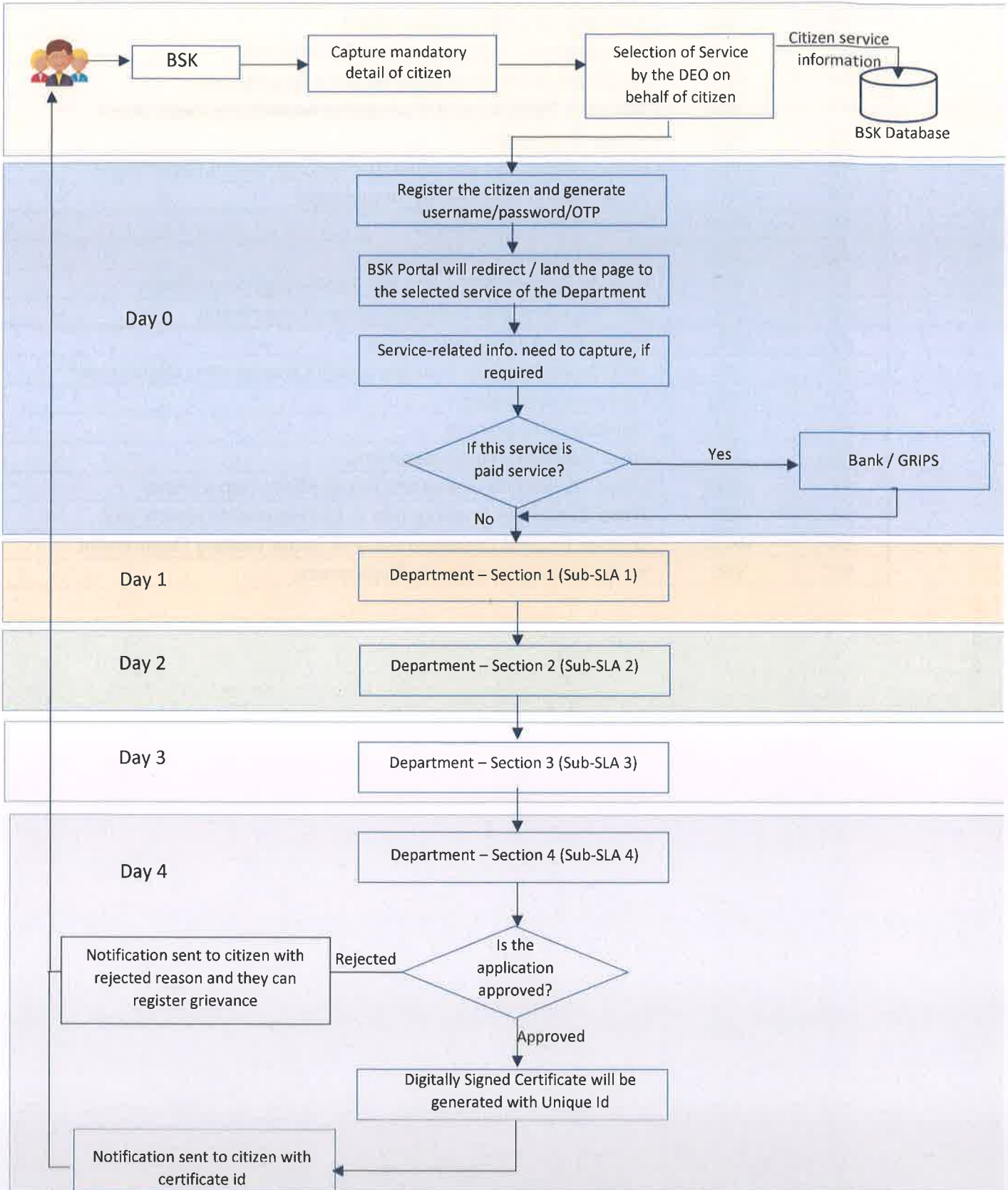
SL No	Suggested Dept. Code	Department Name
1	AMD	Agricultural Marketing Department
2	AGD	Agriculture Department
3	ARD	Animal Resources Development Department
4	BCW	Backward Classes Welfare Department
5	CMO	Chief Minister's Office
6	CSO	Chief Secretary Office
7	COA	Consumer Affairs Department
8	COD	Co-Operation Department
9	CAD	Correctional Administration Department
10	DMC	Disaster Management and Civil Defence Department
11	ENV	Environment Department
12	FIN	Finance Department
13	FES	Fire & Emergency Services Department
14	FIS	Fisheries Department
15	FSD	Food & Supplies Department
16	FPH	Food Processing Ind. and Horticulture Department
17	FOR	Forests Department
18	GSD	Governor Secretariat Department
19	HFW	Health & Family Welfare Department
20	HED	Higher Education Department
21	HHA	Home and Hill Affairs Department
22	HOU	Housing Department
23	ICE	Industry Commerce and Enterprises Department
24	ICA	Information & Cultural Affairs Department
25	ITE	Information Technology & Electronics Department
26	IWD	Irrigation & Waterways Department
27	JUD	Judicial Department
28	LAB	Labour Department
29	LND	Land & Land Reforms and Refugee Relief & Rehabilitation Department
30	LAW	Law Department
31	LAS	Legislative Assembly Secretariat Department
32	MEL	Mass Education Extn. & Library Services Department
33	MSM	Micro, Small & Medium Enterprises and Textiles Department
34	MAM	Minority Affairs & Madrasah Education Department
35	NCE	Non-Conventional Energy Sources Department

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36	NBD	North Bengal Development Department
37	PRD	Panchayats & Rural Development Department
38	PAD	Parliamentary Affairs Department
39	PUA	Paschimanchal Unnayan Affairs Department
40	PAR	Personnel & Administrative Reforms Department
41	PSP	Planning, Statistics and Programme Monitoring Department
42	POD	Power Department
43	PEI	Public Enterprises and Industrial Reconstruction Department
44	PHE	Public Health Engineering Department
45	PWD	Public Works Department
46	SED	School Education Department
47	STB	Science & Technology and Bio-Technology Department
48	SHE	Self-Help Group & Self-Employment Department
49	SAD	Sunderban Affairs Department
50	TET	Technical Education, Training & Skill Development Department
51	TOU	Tourism Department
52	TRA	Transport Department
53	TDD	Tribal Development Department
54	UDM	Urban Development and Municipal Affairs Department
55	WRI	Water Resources Investigation & Development Department
56	WCD	Women & Child Development and Social Welfare Department
57	YSS	Youth Services and Sports Department

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Appendix 2 :Process Flow of the issue of certificate with visibility of SLA



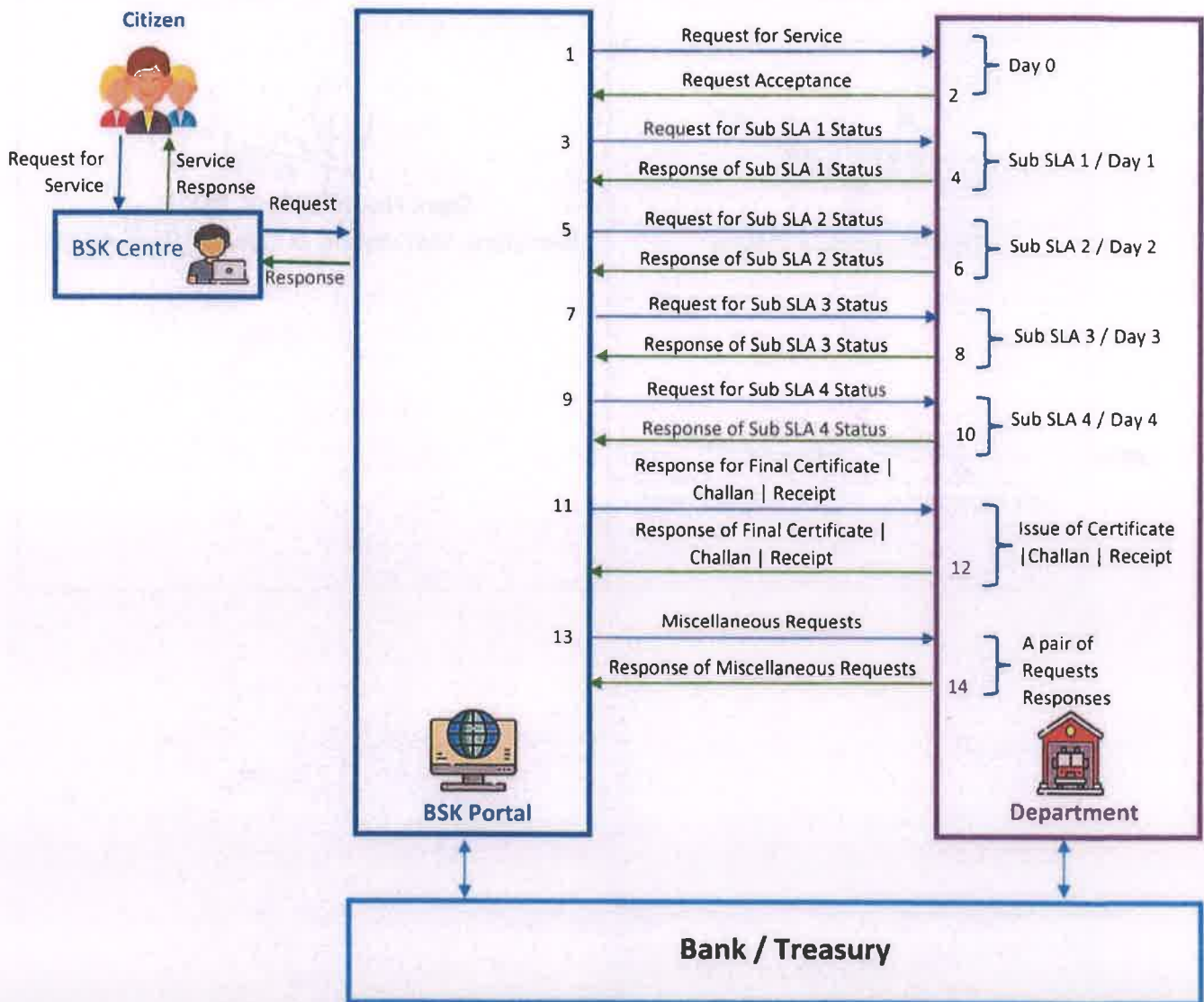
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Appendix 3

API Integration at a glance

An application programming interface (API) is a messenger that processes request and ensures seamless functioning of enterprise systems. API enables interaction between data, applications, and devices. It delivers data and facilitates connectivity between devices and programs. BSK developer team provides push and pull API for the department. The flow of operation is given below

Application Programming Interface Integration
(API Integration)
between BSK Portal and Departments



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Prepared By	Approved By
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<p style="text-align: center;">Chief Technology Officer</p>	
<p style="text-align: center;"><i>[Signature]</i> 05/07/2022</p>	
<p style="text-align: center;">Chief Operating Officer</p>	
<p style="text-align: center;"><i>[Signature]</i> 05/04/2022</p>	
<p style="text-align: center;">Joint Secretary, P&AR Department</p>	

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