1. **What is a Digital Signature Certificate?**

   Digital Signature Certificates (DSC) are the digital equivalent (that is electronic format) of physical or paper Certificates. Examples of physical certificates are drivers' licenses, passports or membership cards. Certificates serve as a proof of identity of an individual for a certain purpose; for example, a driver's license identifies someone who can legally drive in a particular country. Likewise, a digital certificate can be presented electronically to prove your identity, to access information or services on the Internet or to sign certain documents digitally.

2. **Why is Digital Signature Certificate (DSC) required?**

   Just like physical documents are signed manually, electronic documents (e.g. e-Forms) are required to be signed digitally using a Digital Signature Certificate. Transactions that are done using Internet if signed using a Digital Signature Certificate becomes legally valid.

3. **Who issues the Digital Signature Certificate?**

   A licensed Certifying Authority (CA) issues the digital signature. Certifying Authority (CA) means a person who has been granted a license to issue a digital signature certificate under Section 24 of the Indian IT-Act 2000.

   You need to purchase a Digital Signature Certificate – How?

   Legally valid Digital Signature Certificates are issued only through a Controller of Certifying Authorities (CCA), Govt. of India. The Office of Controller of Certifying Authorities issues Certificate only to Certifying Authorities (CA). Certifying Authorities, licensed by CCA, offers/issues secure digital signatures to end-user(s) through various options tailored to suit individual as well as organizational needs. You can approach any one of the following seven CAs for getting Digital Signature Certificate:-

(i) E-Mudhra (www.e-Mudhra.com)	(iv) NIC (www.nic.in)
(ii) IDRBTCA (www.idrbtca.org.in)	(v) nCodeSolutions (www.ncodesolutions.com)
(iii) SafesCrypt (www.safescrypt.com)	(vi) TCS CA (www.tcs-ca.tcs.co.in)

4. **What is the cost of obtaining a Digital Signature Certificate?**

   The cost of obtaining a Digital Signature Certificate may vary as there are many entities issuing DSCs and their charges may differ. The approximate cost could vary between ₹.2000 to ₹.3000 depending on the number of years for which it is issued.

5. **How much time do CAs take to issue a DSC?**

   The time taken by Certifying Authorities to issue a DSC may vary from three to seven days.

6. **What is the validity period of a Digital Signature Certificate?**

   The Certifying Authorities are authorized to issue a Digital Signature Certificate with a validity of one or two years. The maximum period for which the DSC is issued is only two years. On the expiry of the term, the Digital Signature Certificate can be revalidated by paying the fees again.

7. **What is the legal status of a Digital Signature?**

   Digital Signatures are legally admissible in a Court of Law, as provided under the provisions of Information Technology.

8. **What is the difference between a Digital Signature and a Digital Signature Certificate?**

   A Digital Signature is an electronic method of signing an electronic document whereas a Digital Signature Certificate is a computer based record that (i) identifies the Certifying Authority issuing it, (ii) has the name & other details that can identify the subscriber, (iii) contains the subscriber's public key, (iv) is digitally signed by the Certifying Authority issuing it and (v) contains the validity period.
   It would be better to understand if we discuss **How does a Digital Signature Certificate work?**

9. **How does a Digital Signature Certificate work?**

   A Digital Signature Certificate explicitly associates the identity of an individual/device with a pair of electronic keys : Private and Public keys - and this association is endorsed by the CA. The certificate contains information about a user's identity (for example, their name, pin code, country, email address, date when the certificate was issued and the name of the Certifying Authority that issued it).

   These keys complement each other in that one does not function in the absence of the other. They are used by browsers and servers to encrypt and decrypt information regarding the identity of the **Certificate User** during information exchange processes. The **Private Key is stored on the user's computer hard disk or on an external device such as a Token**. The user retains control of the Private Key which can only be used with the issued password. The **Public Key is disseminated with the encrypted information**. The authentication process fails if either one of these keys in not available or do not match. This means that the encrypted data cannot be decrypted and therefore is inaccessible to unauthorized parties. Hence to summarize, a DSC contains a pairs of Keys (one for Signing and another for Encrypting). So **when a Digital Signature works, it looks for the Signing Certificate and the Encrypting Certificate** of the User.

10. **What kinds of Electronic Method requiring Information Exchange Processes use Digital Signature Certificates?**

    DSCs are used in Electronic Method requiring Information Exchange Processes like

    (i) e-Tendering Programmme   (iv) e-Filing of Income Tax Return
    (ii) e-Billing Programme   (v) e-Transfer of Provident Fund
    (iii) e-Procurement Programmme   (vi) e-Signing all sorts of digital documents
    and lots more for various online portals.

    For e-filing of documents it is mandatory to have a valid Digital Signature Certificate by possessing a DSC Token.

11. **Can a company obtain a Digital Signature Certificate in its own name** (e.g. for eTendering)**?**

    Digital Signature Certificate (DSC) is not required by Companies but by individuals. For example the Director or the authorized signatory signing on behalf of the Company requires a DSC. Note, **an individual is the sole propetied owner of a DSC**. It is his personal asset.

12. **Which types of Digital Signature Certificates is valid for various Programmmes?**

    There are two types of Digital Signature Certificates:-
    i) **Class-2:** here the identity of a person is verified against a trusted, pre-verified database.
    ii) **Class-3:** this is the highest level where the person needs to present himself or herself in front of a Registration Authority (RA) and prove his/her identity.
    Note : Government Employees/Officers are suggested to obtain Class-2 DSCs.

13. **What's to be done after purchasing a fresh DSC**?

    What's to be done after purchasing/getting a fresh DSC depends on the specific work for which we shall be utilizing the DSC. Let's suppose we are going to use it *for e-Tendering*.

    Firstly : We **need to Map the registered Login-ID as a User under a specific Organization Tree**. The Nodal Officer of that organization would be doing this User-creation after Logging in with his/her account from his/her end.

    Secondly : **Configure your Computer at the User's side** for accepting DSC. **(refer to Page:5 below)**

    Thirdly : we need to Generate Password for the DSC. For that purpose open
    https://wbtenders.gov.in → Generate/Forgot Password → (enter your loginID) **→ Send Verification Code ⟹** your password would be sent to your Mobile registered/filled-in while applying for DSC before the Certifying Authority.

Fourthly : **Install the Signing & Encrypting Certificates**.
For this after entering **https://wbtenders.gov.in → Login** using your Login-ID & Password. System will prompt you to install the certificates. You need to **click on the Signing Certificate** and **then on the Encrypting Certificate** respectively.

You are now ready for e-Tendering, i.e. Create New Tender & Publish the same

14. Can I use the same DSC in enrolling for more than one Login-ID in the same site?
No, at any point of time only one DSC can be mapped with one user account. Multiple Login-IDs cannot be enrolled for a single DSC.

15. I already have purchased one DSC for use in other e-Tendering system. Can I use the same DSC for e-Procurement portal?
Yes. As long as the DSC is valid and as per the requirements of the e-Procurement portal, the same can be enrolled in this site even after enrolling in e-Tender portal.
Note : If the DSC has already been enrolled under an organization Tree (say, for Cooch Behar district) in e-Tender portal, the same cannot be enrolled under different organization Tree (say, for Jalpaiguri district) in the same portal.

16. What to do to enroll in different Organization Tree, particularly after transfer of employee?
Fill-in the Transfer Request Form (refer to Page:6 below) and send it to NIC, Cooch Behar.
You can also **send the scanned copy** of the filled-in Form, properly Signed with Official Stamp on it, **to N. Paul Varghese** of NIC, Kolkata State Centre <paul.mathai@nic.in> for further processing.

17. What to do if Digital Signature Certificate gets expired?
Contact the Certifying Authority who issued your last DSC and **Renew/Revalidate your DSC** by paying the requisite fees.
Caution: Ask the CA not to delete the previous certificates from your e-Token. Never remove the Old Encryption from the device. The old Encryption Certificates lying in the e-Token must not be deleted. They should always be retained. Any of the tenders which have been configured with these old certificates as Bid Openers cannot be opened if those certificates have been deleted from the e-Token.

18. If the enrolled DSC gets expired and if I get a new DSC, how to map with the existing registered Login-ID?
(a) **Scenario I : when old DSC has expired and user has got new DSC**
If the enrolled DSC has expired, the system automatically inactivates the same and prompts for another DSC to be enrolled (afresh) at the next login.
**(b)** **Scenario II : when old DSC is due for expiry and user has got new DSC**
If the user wants to register with a new DSC, while the existing DSC is due for expiry, first login to **https://wbtenders.gov.in** with the Old DSC. **Click on DSC information from the Dash board** and **click on remove**. Then Logout from the System.
Next, Login again; the System prompts to enroll DSC and the new DSC can be enrolled.
Caution: Never remove the Old Encryption from the device. The old Encryption Certificates lying in the e-Token must not be deleted. They should always be retained. Any of the tenders which have been configured with these old certificates as Bid Openers cannot be opened if those certificates have been deleted from the e-Token.

19. How to know when my DSC is going to expire?

Open **Internet Explorer** (ver.11) → **Tools** → **Internet Options** → **Content** → **Certificates** ⇨
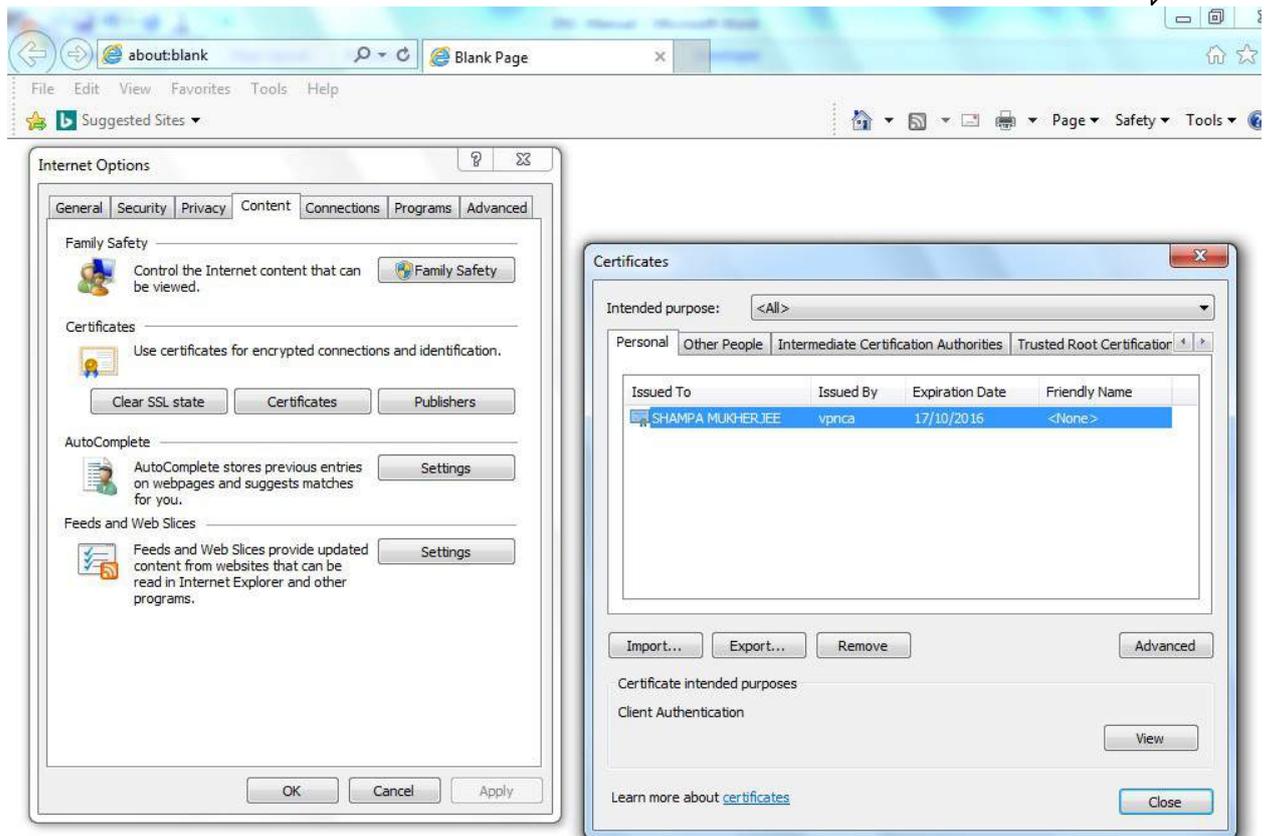
Note: in the above screenshot the Expiration Date is shown as 17/10/2016.

20. What if my DSC gets blocked?

DSC gets blocked after certain no of unsuccessful attempts of **entering the wrong PIN**. A blocked DSC cannot be used in the e-tendering system unless it is unblocked. To unblock your DSC please contact the service provider who has issued the DSC.

21. How to apply for Nodal User for my Organisation Tree in e-Tendering portal?

Fill-in the Request Form for Tender Administration Account (refer to Page:7 below) and send it to NIC, Cooch Behar for further processing.

You can also **send the scanned copy** of the filled-in Form, properly Signed with Official Stamp on it, **to N. Paul Varghese** of NIC, Kolkata State Centre <paul.mathai@nic.in> for further processing.

* **What are the prerequisites for accepting DSC?**

Ans.: You need to work on **following 4 Steps of configuring your computer** to enable for accepting DSC after getting the USB Dongle (DSC Token):-

① **Installation of Mozilla Firefox**

② **Installation of Java**

③ **Enable Java Plugin in Internet Browser** *(here it is Mozilla Firefox)*

④ **Installation of required Dongle Driver**

* **What to do for Installation of Mozilla Firefox?**

1.1. **Install the Setup file (.exe)** after downloading it from searching in www.google.com

1.2. **Update Mozilla Firefox : Open Firefox** after installation → **Help** → **About Firefox** ⟹ it will automatically update the Browser; **Repeat the Step** until it is displayed "Firefox is up to date".

Note: If Firefox is already installed in your computer, Skip this Step.

* **What to do for Installation of Java?**

2.1.1. **For Installation : Open www.java.com** in Mozilla Firefox.

2.1.2. **Click on the Free Java Download Link** given on the page. Another page appears.

2.1.3. **Click on the Agree and Start Free Download Button**. A downloader dialog box appears.

2.1.4. **Click on the Save File Button** in the downloader dialog and save in your computer.

2.1.5. **Open the file** from the location you have saved it.

2.1.6. **Click on the Run Button** to install the application.

2.1.7. **Click on the Install Button** in Java Setup.

2.1.8. You can view a success message in **Java Setup** after successful installation.

2.1.9. **Click Close** to exit the set up.

2.2. **For Version Compatibility** : A page automatically appears in Firefox asking for Checking Version of Java installed. **Click where System prompts** until this step is completed.

2.3. **Update Java** : **Control Panel** → **Java** → **Update** → **Update Now (Button)**

* **What to do to enable Java Plugin in Mozilla Firefox?**

3. **Open Mozilla Firefox** → **Tools** *(from Menu Bar)* → **Add-ons** → *(Add-ons Manager page appears)* → **Java ™ Platform SE 8 U101** → **Always Activate** *(select from Drop-down List)* → **Close** Firefox

* **What to do to Install Dongle Driver?**

4. **Open www.e-mudhra.com** → **Click on Complete Repository** → **Download & Save** the appropriate Token **Driver in your computer** (as per whether your system type is 32 bit or 64 bit - কিভাবে বুঝবো?) → **Open the file** from the location you have saved it. **An installer appears**. → **Click Next** to begin the Installation and continue to click **Next** until you reach the end of installation. → **Click Finish** to complete installation.

OR – You can download the Driver from **searching in www.google.com by name & version written on the Dongle**.

কিভাবে বুঝবো? **How to ascertain whether my System type is 32 or 64 bit?**
Ans: *(Right Click on)* **My Computer** → **Properties** → **System type**

DIGITAL SIGNATURE REQUEST FORM (IN CASE OF TRANSFER OR SWITCHING USER)

Name of the Applicant: _____

Office Address (Current): _____

_____

Residential Address: _____

_____

Email ID: _____

Telephone (OFFICIAL): _____ Mobile: _____

Details Information Corresponds to Old Status:

Designation:

Old Login Id :

Organization	Department	Division	Sub Division	Section	Unit

Details Information Corresponds to New Status:

Designation:

New Login Id:

Organization	Department	Division	Sub Division	Section	Unit

Date:_____

_____
Signature & stamp

West Bengal Government E-Tendering System
https://wbtenders.gov.in
Request Form for Tenders Administration Account

Personal Details:

1	Title*: Mr/Mrs/Ms/Dr/Sri	
2	First Name*: Last Name*:	
3	Date of Birth*: (DD/MM/YY)	
4	Login ID* say abc@gmail.com: **(Login ID should be individual's personal id not designation based id)**	
5	Organization Name*:	
6	Dept/Circle*:	
7	Division*:	Designation*:
8	Address1*:	
9	Address2:	
10	District:	
11	City*:	Pincode:
12	Correspondence Email ID*: **(Correspondence Email ID can be same as Login ID. All the mail correspondence will be sent only to the Correspondence Email ID)**	
13	Phone: 91: STD: No:	
14	Fax: 91: STD: No:	
15	Mobile: **(All the SMS correspondence will be sent only to this Mobile number)**	
16	User Roles: Nodal officer/ Tender Creator/Publisher/Bid Opener/Evaluator (select one or more as applicable)	

Date: **Signature of Tender Inviting Authority**

                                        Name: _____

Seal:

Note: The requested tenders administration accounts details will be communicated by email
Disclaimer: This account is meant for publishing and maintaining the Tenders information on Government eProcurement Portal. The sole responsibility of the accuracy and validity of User information/ Contents in the Tender documents shall rest with the authorized user of the Account i.e. the concerned Tender Inviting Authority is responsible for Tender Administration. NIC shall be responsible only for ensuring the system performance and security.