

Process for obtaining Digital Certificates for eProcurement

1. APTS will host the required information for obtaining the digital certificates. The applicant (contractor, citizen) browses APTS website for knowing the Process.
2. The applicant approaches eSeva or APTS. List of identified eSeva centers. (Refer Annexure-I)
3. **The following are the steps to be followed by the applicant to acquire the digital certificate:**

3.1. Obtain the Enrollment Kit (Consisting of Application, USB token, driver CD and User Guide):

- a. The applicant or his representative approaches the nearest e-Seva center/APTS, requesting the application for digital certificate. The cost of the digital certificate is Rs.1200/-. This amount can be paid in cash or DD drawn in favor of the Director, eSeva at the eSeva centres. However, if the applicant approaches APTS, then the applicant brings a DD worth Rs.1200 drawn in favor of the Managing Director, APTS. No cash transactions are allowed at APTS.
- b. APTS/eSeva (only notified centres of eSeva) issues an “**Order Form**”.
- c. The applicant or his representative has to fill the Order Form. The applicant or the authorized representative of the applicant can do the signature in the “Order Form”.
- d. The Order Form should be complete in all respects.
- e. The applicant or his representative submits the filled-in Order Form and pays an amount of Rs. 1200/- by cash or by DD.
- f. APTS/eSeva verifies the Order Form, enter the respective Order Form Number on the Certificate Request Form and hands over the Enrollment Kit to the applicant or his representative, which includes:
 - i. One USB Token
 - ii. One Driver CD for the USB Token
 - iii. Digital Certificate Installation and User Guide
 - iv. Certificate Request Form (Application for digital certificate)

Note:

For the company type of applicant, the Request Form consisting of “User Type – Company” will be given & for the individual type of applicant, the Request Form consisting of “User Type – individual” will be given.

- g. APTS/eSeva will issue the applicant, a receipt consisting of the name & address of the applicant, order form no and payment details.
- h. The applicant or his representative, signs the acknowledgement on the receipt of the Enrollment Kit.

3.2 Submission of the Application for digital certificate (Certificate Request Form):

- i. The information provided by the applicant in the Request Form, such as Name, Postal addresses, Phone numbers, Email-id etc., should be complete, valid, current and active.
- j. The applicant must sign the Request Form.
- k. The Request Form should be complete in all respects.
- l. The applicant sends the filled-in Certificate Request Form, Payment receipt issued by APTS/eSeva and validation documents **as per the checklist provided in the Certificate Request Form** to APTS for verification. Refer Annexure-III for the documents checklist.
- m. It should be noted that the filled in Application form and the validation documents should be submitted in duplicate, in person or by post.
- n. The applicant should keep a photo copy of the submitted Request Form and Documents with him for future references.
- o. Refer **Annexure-I** for the address and contact details of APTS Digital Certificate Registration Authority.

3.3 Verification of the Application (Request form & other Documents) at APTS:

- a. APTS RA verifies the request form, payment receipt and other documents. The request for issue of digital certificate will be accepted provided all the necessary information has been filled in by the applicant in the Application form enclosing all attested relevant documents. If APTS RA office finds that the application form is not complete, then request is likely to be rejected.
- b. If the request is accepted, the applicant will be notified by APTS via phone using the phone number mentioned in the Request Form. APTS and the applicant decide on the mutually agreed time window (of 30 minutes) for Certificate enrollment and downloading. Then the applicant should proceed with the next process step.
- c. If the request is rejected, the applicant is notified by APTS via phone using the phone number mentioned in the Request Form and the applicant again has to submit the request.

3.4 Online Enrollment through APTS website:

- a. As per the **Digital Certificate Installation and User Guide**, the applicant completes the first three stages - Installation, Registration, and Enrollment – just before the time notified by APTS.
- b. Time window starts when the User completes the Stage-3 -> Step-1 as per the Digital Certificate Installation and User Guide.
- c. The applicant immediately contacts APTS eProcurement RA (**Sri Ajay Kr. Rathod**) over the cell phone No.**9849906374** (within the time window) and informs the Certificate Request Number along with Order Form Number.

- d. Refer **Annexure-I** for the address and contact details of APTS Digital Certificate Registration Authority.
- e. **While the applicant is on the phone**, the RA enters the Certificate Request Number on the Certificate Request Form submitted by the applicant and verifies the Certificate request details online.
 - 3.4.1 If the details entered by the applicant, online are complete and as per the Request Form, the RA forwards the request to the APTS Sub-CA.
 - 3.4.2 If the details entered by the applicant, online are **not** complete and are not matching with the Request Form, the RA rejects the request for the certificate and informs the same to the applicant. The applicant has to again enroll immediately. After completing re-enrollment, the applicant must once again contact the APTS-RA officer Sri Ajay Kr. Rathod.
- f. APTS Issuing Authority (Sub-CA Administrator) verifies, digitally signs and releases the request for Certificate generation.
- g. After APTS Sub-CA Administrator releases the request, TCS-CA generates the Certificate within a minimum time frame of 20 minutes. The Certificate generation will be provided on Business days (Monday to Friday) between 10.30 AM to 5.00 PM, excluding National holidays and State holidays.

3.5 Downloading the Certificate:

- a. After the Certificate is generated an email notification is automatically sent to the applicant to the Email address provided during the Certificate request.
- b. The applicant can check his mail after half an hour after RA confirms acceptance for on line request.
- c. The User should check his email for the notification for every 5 minutes by refreshing the mailbox.
- d. Follow the steps defined in Stage-3 -> Step-3 of the Digital Certificate Installation and User Guide for downloading the Certificate.

Note: *The applicant then downloads the certificate on the same USB token using the same computer and the same computer user account from which the request was initiated.*

- e. After the certificate is downloaded the applicant confirms the same to APTS by Phone No. **9849913035** to Smt.Pushpa Rathod, CA .

Note1: **The applicant is advised to be near the computer from the beginning of the Steps 5 to the completion of the step 6.**

Note2: **For activities related to Enrollment, Registration, down loading and confirmation, the applicant has to contact APTS RA office. Refer Annexure – I for APTS RA office contact numbers.**

Note3: For queries and clarifications related to the Digital Certificate acquiring process and Technical problems, contact APTS Help Desk. Refer Annexure – II for APTS Helpdesk contact numbers.

ANNEXURE – I

The contractors can approach the following e-Seva center for getting applications for digital certificates:

1. Khairatabad , Hyderabad

Khairatabad eSeva ,
Above RTA Office,
Hyderabad – Ph.23321186,
Manager- 9848780056(M)

Address and contact details of APTS Digital Certificate Registration Authority:

The Registration Authority,
Andhra Pradesh Technology Services Ltd.
B – Block, 4th Floor, BRKR Bhavan,
Tank Bund Road,
Hyderabad –63.

ANNEXURE – II

Help Desk Contact Details at APTS

S.No	Help Desk Requirement	Reference to steps mentioned above	Contact Person	Contact No
1.	General – Clarifications on acquiring the digital certificates	General	Sri Omkar	9849908830
			Smt. Annapurna	9849913032
2.	For Digital Certificate Application & Enrollment kit	Step 3.1	Sri Sudhir	In person counseling
3.	Submission of Application & Documents	Step 3.2	Ms. Ragini	In person counseling
4.	Digital certificate registration process and Informing the Request No for online registration and verification	Step 3.4.(c) to Step 3.4 (e)	Sri Ajay Kumar Rathod	9849906374
5.	Problems (if any) during Digital certificates Enrollment and certificate downloading on to the USB token	Step 3.5 (a) to Step 3.5 (d)	Smt. Veni	040-23224283
6.	Confirmation of the download of the certificate	Step 3.5 (e)	Smt. Pushpa Rathod	9849913035

DOCUMENT CHECKLIST FOR GOVERNMENT TYPE OF CERTIFICATE

The following is a list of the supporting documents that you need to submit along with the Certificate Request Form.

NOTE:

- *ATTESTATION TO BE DONE BY GAZZETTED OFFICER / HEAD OF THE DEPARTMENT.*

Sr. No.	Required Documents (Photo copies)	Document submitted	Documents verified by RA
1	<p><u>Applicant Verification Documents (any one attested copy required)</u></p> <ul style="list-style-type: none"> • Passport (OR) • Voter's ID (OR) • PAN card (OR) • Identity Card – Attested by Authorized signatory or the head of department. (OR) • Driver's license (OR) • Ration Card 	<p align="center"><input type="checkbox"/></p> <p align="center"><input type="checkbox"/></p> <p align="center"><input type="checkbox"/></p> <p align="center"><input type="checkbox"/></p> <p align="center"><input type="checkbox"/></p> <p align="center"><input type="checkbox"/></p> <p align="center"><input type="checkbox"/></p>	<p align="center"><input type="checkbox"/></p> <p align="center"><input type="checkbox"/></p> <p align="center"><input type="checkbox"/></p> <p align="center"><input type="checkbox"/></p> <p align="center"><input type="checkbox"/></p> <p align="center"><input type="checkbox"/></p> <p align="center"><input type="checkbox"/></p>
2	Certificate Request form (Required)	<p align="center"><input type="checkbox"/></p>	<p align="center"><input type="checkbox"/></p>
3	Letter of Authority (Required) <i>(Please refer to Annexure-IV)</i>	<p align="center"><input type="checkbox"/></p>	<p align="center"><input type="checkbox"/></p>

Annexure-A: Letter of Authority

I, Mr./ Ms. _____, in the capacity of the
_____ (Designation) of _____
(Company), authorize Mr./ Ms. _____, whose signature is attested below to carry out all the
necessary formalities on behalf of _____ (Company) for the application
of a Class-2 Digital Signature Certificate with the validity period of one year.

Signature and Designation
of the Applicant

Signature and Designation
of the Authorizing Person