

Government of West Bengal  
Office of the Chief Secretary  
Nabanna, Howrah

Memo No.: 352-CS/2020

Dated: 14.10.2020

**NOTIFICATION**

West Bengal has been the pioneer State in providing digital and online services to its citizens even at the grass root level. In order to make these services available to every citizen at no cost, the state government has set up Bangla Sahayata Kendras (BSK) all over the state. These kendras will be within the reach of people in rural as well as urban areas. The entire project of BSK is funded by the state government and no fee will be required to be paid for availing of the online services or for getting any information from government departments through these kendras.

In view of the above, vide notification No. 185- P&AR/IT-03/2017 Dated 12/10/2020 the state government has already cancelled its earlier authorization issued to CSC-SPV to render digital and online services through its CSCs/ Tathya Mitra Kendras against realization of user charges.

Now, people of the State can have access to all welfare schemes of the state government and obtain information about government programmes and schemes from these centers at no cost.

Accordingly, it's made mandatory for all state government departments to render all its digital and online services through these centers to the public.

This order will take immediate effect

**List of services enclosed**



Chief Secretary

No. 352-CS/2020 (10)

Dated: 14.10.2020

Copy forwarded for kind information and necessary action to

- 1) The Additional Chief Secretary/ Principal Secretary/ Secretary.....
- 2) The Principal Secretary to the Hon'ble Chief Minister, Govt of West Bengal
- 3) The Director General of Police, Govt. of West Bengal
- 4) The State Nodal Officer, BSK, Govt. of West Bengal
- 5) The State Informatics Officer, NIC, WBSC, Vidyut Bhavan, Kolkata-700091
- 6) The District Magistrate (All), West Bengal.
- 7) The Assistant Secretary, Industry, Commerce & Enterprise for necessary gazette publication
- 8) The CEO, Webel Technology Ltd.
- 9) The Principal Consultant, State e-Governance Mission Team, West Bengal
- 10) The Dy General Manager, M/s CMC Ltd. 28, Camac Street, Kolkata-17



State Nodal Officer, BSK  
Government of West Bengal

**LIST OF SERVICES PROVIDED THROUGH BANGLA SAHAYATA KENDRA -1**

Sl. No.	Organization Type	Name of Service Provider	Services	Service Type
1	State Government	Agriculture Department	Registration of farmers and modification of uploaded data for Shashya Bima through BSB app	Transaction Service
2	State Government	Agriculture Department	Downloading Shashya Bima certificate	Transaction Service
3	State Government	Agriculture Department	Registration of farmers under Bangla Krishi Sinchayee scheme and scheduling of joint inspection, issuance of supply order through WBPMKSY portal and BHUBAN app	Transaction Service
4	State Government	Agriculture Department	Application for Kisan Credit Card (KCC)	Transaction Service
5	State Government	Agriculture Department	Application for getting ex-gratia benefit on death of farmer pensioner	Transaction Service
6	State Government	Agriculture Department	Application for change of name of legal heirs of pensioner	Transaction Service
7	State Government	Agriculture Department	Application for Krishak Bandhu scheme	Information Service
8	State Government	Agriculture Department	Applications for subsidy for purchase of new agricultural implements	Information Service
9	State Government	Agriculture Department	Downloading Soil Health Card	Transaction Service
10	State Government	Agriculture Department	Information on cultivation practices, Q&A on pests and diseases, weather forecast	Information Service
11	State Government	Agriculture Department	Application for issue of new fertilizer licence	Transaction Service
12	State Government	Agriculture Department	Application for renewal/ modification of fertilizer licence	Transaction Service
13	State Government	Agriculture Department	Application for new of seed license	Transaction Service
14	State Government	Agriculture Department	Application for renewal of seed licence	Transaction Service
15	State Government	Agriculture Department	Application for modification of seed licence	Transaction Service
16	State Government	Agriculture Department	Application for new insecticide licence.	Transaction Service
17	State Government	Agriculture Department	Application for renewal insecticide licence.	Transaction Service
18	State Government	Agriculture Department	Application for modification insecticide licence.	Transaction Service
19	State Government	Agriculture Department	Application for subsidy against new agricultural implements, setting up of CHC, oil expeller mill, Dal mill etc.	Transaction Service

20	State Government	Agriculture Department	Uploading of crop cutting data	Transaction Service
21	State Government	Agriculture Department	Uploading of periodic crop condition report	Transaction Service
22	State Government	Agricultural Marketing Department	Information on services available at Kisan Mandi	Information Service
23	State Government	Agricultural Marketing Department	Registration of farmers/ farmers' group on www.sufalbangla.in web portal to sell their farm produce through SUFAL BANGLA	Transaction Service
24	State Government	Agricultural Marketing Department	Market information of sale price of farm produce from www.sufalbangla.in web portal.	Information Service
25	State Government	Agricultural Marketing Department	Application for transport facility for farm produce through ANNADATRI app available at www.wbagrimarketingboard.gov.in and Google play store	Transaction Service
26	State Government	Agricultural Marketing Department	Information daily price situation of market of different agricultural produce and location of markets throughout the state through www.sufalbangla.in, www.enam.gov.in, www.wbagrimarketingboard.gov.in and www.agmarknet.gov.in	Information Service
27	State Government	Agricultural Marketing Department	Registration of Farmers/Farmers' Group/ Farmers Producers Organisation/ Farmers Producers Company at e-NAM to market their produce online at www.enam.gov.in web portal	Transaction Service
28	State Government	Agricultural Marketing Department	Application for e-permit traders/ entrepreneurs and others through www.wbpermit.neml.in and www.wbagrimarketingboard.gov.in	Transaction Service
29	State Government	Animal Resources Development Department	Information on dairy related schemes	Information Service
30	State Government	Animal Resources Development Department	Information on livestock distribution schemes	Information Service
31	State Government	Backward Classes Welfare Department	Application for caste certificate for SC/ST/ OBC	Transaction Service
32	State Government	Backward Classes Welfare Department	Information on Sabuj Sathi scheme	Information Service
33	State Government	Backward Classes Welfare Department	Application for Sikshashree scholarship	Transaction Service

34	State Government	Backward Classes Welfare Department	Information on Taposali Bandhu Pension Scheme	Information Service
35	State Government	Consumer Affairs Department	Application for consumer related grievances through web portal	Transaction Service
36	State Government	Consumer Affairs Department	Information on consumer rights and its' enforcement	Information Service
37	State Government	Consumer Affairs Department	Application for registration certificate for packers/importers of package commodities through e-Parimap	Transaction Service
38	State Government	Consumer Affairs Department	Application for new/renewal of licensce for manufacturer/ dealer/ repairer through e-Parimap	Transaction Service
39	State Government	Consumer Affairs Department	Information on the WBRTPS Act and enforcement	Information Service
40	State Government	Co-operation Department	Information on Co-operative Banks and Co-operative Societies schemes	Information Service
41	State Government	Co-operation Department	Registration of Firms, Societies and Non-Trading Corporations	Transaction Service
42	State Government	Co-operation Department	Duplicate certificate of Registration of Firms, Societies and Non-Trading Corporations	Information Service
43	State Government	Co-operation Department	Registration of a proposed Co-operative Society	Transaction Service
44	State Government	Co-operation Department	Change of name of a Co-operative Society	Information Service
45	State Government	Co-operation Department	Financial assistance to a Co-operative Society by the State Government	Information Service
46	State Government	Finance Department	Information on Special Compassionate Appointment (Covid-19) Scheme, 2020	Information Service
47	State Government	Finance Department	Application for job through PSC	Transaction Service
48	State Government	Finance Department	Application for e-Registration of deed through e-Nathikaran	Transaction Service
49	State Government	Finance Department	Certified copy of registered deed	Transaction Service
50	State Government	Finance Department	Information on valuation, stamp duty through e-Nathikaran	Information Service
51	State Government	Finance Department	Application for new of excise licence through e-Abgari	Transaction Service
52	State Government	Finance Department	Application for renewal of excise licence through e-Abgari	Transaction Service
53	State Government	Finance Department	Online payment of excise duties/fees.	Transaction Service
54	State Government	Finance Department	Application for temporary bar licence.	Transaction Service
55	State Government	Finance Department	Application for country spirit salesman registration	Transaction Service

56	State Government	Finance Department	Reporting of excise related crimes by citizens using e-Abgari Mobile Apps.	Transaction Service
57	State Government	Finance Department	Online payment of tax/ fees etc through GRIPS	Transaction Service
58	State Government	Fire & Emergency Services Department	Fire Licence	Information Service
59	State Government	Fire & Emergency Services Department	Fire safety certificate	Information Service
60	State Government	Fisheries Department	Information on fishery development schemes	Information Service
61	State Government	Fisheries Department	Application for booking of accommodation at BENFISH properties	Transaction Service
62	State Government	Food & Supplies Department	Registration of farmers for selling paddy at CPCs/societies	Transaction Service
63	State Government	Food & Supplies Department	Checking of payment status against paddy sold	Information Service
64	State Government	Food & Supplies Department	Submission of application for digital ration cards	Information Service
65	State Government	Food & Supplies Department	Online Aadhaar and mobile no. seeding for digital ration card	Transaction Service
66	State Government	Food & Supplies Department	Information related to food grain entitlements through PDS and display of helpdesk No.	Information Service
67	State Government	Food Processing Ind. and Horticulture Department	Information on food processing & horticulture schemes	Information Service
68	State Government	Health & Family Welfare Department	Application for Birth & Death Certificate	Transaction Service
69	State Government	Health & Family Welfare Department	Application for Janani Suraksha Yojana	Transaction Service
70	State Government	Health & Family Welfare Department	Application for Maternity Schemes	Transaction Service
71	State Government	Health & Family Welfare Department	Application for Nikshay Poshan Yojana	Transaction Service
72	State Government	Health & Family Welfare Department	Application for Family Planning Compensation	Transaction Service
73	State Government	Health & Family Welfare Department	Application for Janani Shishu Suraksha Karyakram	Transaction Service
74	State Government	Health & Family Welfare Department	Application for Swasthya Sathi enrollment certificate	Transaction Service

75	State Government	Health & Family Welfare Department	Application for OPD registration/ appointments	Transaction Service
76	State Government	Health & Family Welfare Department	Information on test results, bed availability, telemedicine for COVID patients	Information Service
77	State Government	Health & Family Welfare Department	Information of Blood Test Report	Information Service
78	State Government	Health & Family Welfare Department	Information on blood availability in blood banks	Information Service
79	State Government	Health & Family Welfare Department	Information on organ transplant procedure	Information Service
80	State Government	Health & Family Welfare Department	Online registration for Shishu Sathi	Transaction Service
81	State Government	Health & Family Welfare Department	Online booking for Ambulance	Transaction Service
82	State Government	Health & Family Welfare Department	Information on lodging complaints at WBCERC	Information Service
83	State Government	Higher Education Department	Application for Swami Vivekananda Scholarship	Transaction Service
84	State Government	Higher Education Department	Application for college admission	Transaction Service
85	State Government	Higher Education Department	Application for correction of mark sheets	Transaction Service
86	State Government	Higher Education Department	Downloading of e-learning materials	Information Service
87	State Government	Higher Education Department	Downloading and submitting of assignments	Information Service
88	State Government	Home & Hill Affairs Department	Application for permanent residence (Domicile) Certificate	Transaction Service
89	State Government	Home & Hill Affairs Department	Information on application for Issuance/ renewal/surrender/ duplicate copy of Firearm License	Information Service
90	State Government	Home & Hill Affairs Department	Inform for transfer case of arms License	Information Service
91	State Government	Home & Hill Affairs Department	Gorkha Certificate	Transaction Service
92	State Government	Home & Hill Affairs Department	Online submission of Form 6/ 7/ 8/8A pertaining to Electrol Roll	Transaction Service
93	State Government	Home & Hill Affairs Department	Verification Electrol Roll	Transaction Service
94	State Government	Home & Hill Affairs Department	Information on issuance of new/ renewal of Firecracker manufacturing/ possession/ selling licence.	Information Service
95	State Government	Home & Hill Affairs Department	Information on issuance of Blasting License	Information Service

96	State Government	Information & Cultural Affairs Department	Application for Lok Prasar Scheme	Transaction Service
97	State Government	Irrigation & Waterways Department	Information on agri-irrigation Schemes	Information Service
98	State Government	Labour Department	Application for registration of Building and other Construction Workers pension scheme	Transaction Service
99	State Government	Labour Department	Collection of subscription for registration for Building and other Construction Workers pension scheme	Transaction Service
100	State Government	Labour Department	Application for registration of Transport Workers' pension scheme	Transaction Service
101	State Government	Labour Department	Application for Samajik Suraksha Yojana	Transaction Service
102	State Government	Labour Department	Application for Yuvashree scheme	Transaction Service
103	State Government	Labour Department	Application for unemployment allowance	Transaction Service
104	State Government	Labour Department	Application for shops & establishment- new/ renewal of registration	Transaction Service
105	State Government	Land & Land Reforms and Refugee Relief & Rehabilitation Department	Application for Mutation/ Conversion	Transaction Service
106	State Government	Land & Land Reforms and Refugee Relief & Rehabilitation Department	Application for RoR	Information Service
107	State Government	Land & Land Reforms and Refugee Relief & Rehabilitation Department	Application for plot information	Information Service
108	State Government	Land & Land Reforms and Refugee Relief & Rehabilitation Department	Application for map services	Information Service
109	State Government	Land & Land Reforms and Refugee Relief & Rehabilitation Department	Property information	Information Service
110	State Government	Law Department	Application for Marriage Certificate	Transaction Service

111	State Government	Mass Education Extn. & Library Services Department	Information on mass education and library related schemes	Information Service
112	State Government	Micro, Small & Medium Enterprises and Textiles Department	Application for Karma Sathi scheme	Transaction Service
113	State Government	Micro, Small & Medium Enterprises and Textiles Department	Application for Banglashree Scheme	Transaction Service
114	State Government	Minority Affairs & Madrasah Education Department	Application for Aikyashree Scholarship	Transaction Service
115	State Government	Minority Affairs & Madrasah Education Department	Application for educational loan	Transaction Service
116	State Government	Minority Affairs & Madrasah Education Department	Application for term loan	Transaction Service
117	State Government	Minority Affairs & Madrasah Education Department	Application for SHG loan	Transaction Service
118	State Government	Minority Affairs & Madrasah Education Department	Application for Swami Vivakananda Minority Scholarship	Transaction Service
119	State Government	Panchayats & Rural Development Department	Information on application for Bangla Awas Yojana	Information Service
120	State Government	Panchayats & Rural Development Department	Information on Anandadhara scheme	Information Service
121	State Government	Panchayats & Rural Development Department	Information on MGNREGA works	Information Service
122	State Government	Panchayats & Rural Development Department	Information on Nirmal Bangla scheme	Information Service
123	State Government	Panchayats & Rural Development Department	Information on Samabyathi scheme	Information Service
124	State Government	Panchayats & Rural Development Department	Information on application for NOAPS	Information Service
125	State Government	Panchayats & Rural Development Department	Information on application for NFBS	Information Service



126	State Government	Panchayats & Rural Development Department	Information on application for NMBS	Information Service
127	State Government	Personnel & Administrative Reforms Department	Application for EWS Certificates	Information Service
128	State Government	Personnel & Administrative Reforms Department	Application for Income Certificate	Transaction Service
129	State Government	Power Department	Information on Hasir Alo scheme	Information Service
130	State Government	Power Department	Application LT/HT new electricity connection	Transaction Service
131	State Government	Power Department	Payment of electricity bill	Transaction Service
132	State Government	Power Department	New Workman Permit	Transaction Service
133	State Government	Power Department	New Electrical Supervisor Licence	Transaction Service
134	State Government	Power Department	Renewal of Electrical Supervisor License	Transaction Service
135	State Government	Power Department	New Contractor's Licence	Transaction Service
136	State Government	Power Department	Renewal of Workman Permit	Transaction Service
137	State Government	Power Department	New National Supervisor Certificate	Transaction Service
138	State Government	Power Department	Renewal of National Supervisor Certificate	Transaction Service
139	State Government	Power Department	Permission for erection of new lift	Transaction Service
140	State Government	Power Department	New Lift Attendant Authorization	Transaction Service
141	State Government	Power Department	New Lift Owner's Licence	Transaction Service
142	State Government	Power Department	Renewal of Lift Owners Licence	Transaction Service
143	State Government	Public Health Engineering Department	Information on Drinking Water Schemes	Information Service
144	State Government	School Education Department	Information on Mid-Day Meal Scheme	Information Service
145	State Government	School Education Department	Information on teachers' service appointment related matters	Information Service
146	State Government	School Education Department	Application for SSC Examination	Information Service
147	State Government	School Education Department	Information on admission/ scholarships/ correction of mark sheets	Information Service
148	State Government	School Education Department	Online submission of UDISE data	Transaction Service
149	State Government	School Education Department	Application of NOC for self-financed schools	Transaction Service
150	State Government	Self-Help Group & Self-Employment Department	Information on Muktidhara scheme	Information Service
151	State Government	Self-Help Group & Self-Employment Department	Application for SVSKP	Transaction Service

152	State Government	Self-Help Group & Self-Employment Department	Application for WBSSP	Transaction Service
153	State Government	Technical Education, Training & Skill Development Department	Application for Utkarsh Bangla	Transaction Service
154	State Government	Technical Education, Training & Skill Development Department	Application for Swapno Bhor	Transaction Service
155	State Government	Tourism Department	Voluntary recognition of Tour and Travel Operators	Transaction Service
156	State Government	Tourism Department	Renewal of voluntary recognition of Tour and Travel Operators	Transaction Service
157	State Government	Tourism Department	Cancellation of Registration of approved Tour Operator	Transaction Service
158	State Government	Tourism Department	Registration of Tourism Unit for getting incentive	Transaction Service
159	State Government	Transport Department	Application for Gatidhara	Transaction Service
160	State Government	Transport Department	Online application for new of driving licence	Transaction Service
161	State Government	Transport Department	Online application for renewal of driving licence	Transaction Service
162	State Government	Transport Department	Online application for new of conductor licence	Transaction Service
163	State Government	Transport Department	Online application for renewal of conductor license	Transaction Service
164	State Government	Transport Department	Online application of registration of vehicles/ two-wheelers	Transaction Service
165	State Government	Transport Department	Online application for addition/ alternation/modification of entry in blue book	Transaction Service
166	State Government	Transport Department	Information for application of permit of contract carriage	Information Service
167	State Government	Transport Department	Information for Jaladhara scheme	Information Service
168	State Government	Tribal Development	Application for Jai Johar Pension Scheme	Transaction Service
169	State Government	Urban Development and Municipal Affairs Department	Payment of Municipal & Corporation Tax	Transaction Service
170	State Government	Urban Development and Municipal Affairs Department	Application for mutation of holding in municipality/ Municipal Corporation	Transaction Service
171	State Government	Urban Development and Municipal Affairs Department	Information on municipal / urban services	Information Service

172	State Government	Urban Development and Municipal Affairs Department	Information for sanction of Building Plans and development permission by KMDA	Information Service
173	State Government	Urban Development and Municipal Affairs Department	Online Sanction of water connection by ADDA	Transaction Service
174	State Government	Urban Development and Municipal Affairs Department	Online Sanction of water connection for industrial building in Municipal Areas	Transaction Service
175	State Government	Urban Development and Municipal Affairs Department	Online Sanction of water connection by SJDA	Transaction Service
176	State Government	Urban Development and Municipal Affairs Department	Online Sanction of water connection by KMW&SA	Transaction Service
177	State Government	Urban Development and Municipal Affairs Department	Registration of Birth/ Death at NKDA	Transaction Service
178	State Government	Urban Development and Municipal Affairs Department	Issuance of Trade Licence by NKDA	Transaction Service
179	State Government	Urban Development and Municipal Affairs Department	Renewal of Trade Licence by NKDA	Transaction Service
180	State Government	Urban Development and Municipal Affairs Department	Issuance of Trade Licence in municipal areas	Transaction Service
181	State Government	Urban Development and Municipal Affairs Department	Conversion of provisional to Permanent Trade Licence in municipal areas	Transaction Service
182	State Government	Urban Development and Municipal Affairs Department	Renewal of Trade Licence in municipal areas	Transaction Service
183	State Government	Urban Development and Municipal Affairs Department	Information on issuance of new of occupancy/partial occupancy Certificate by NKDA	Information Service
184	State Government	Urban Development and Municipal Affairs Department	Information of renewal of partial occupancy Certificate by NKDA	Information Service
185	State Government	Urban Development and Municipal Affairs Department	Payment of property tax of KMC (for KMC area only)	Transaction Service
186	State Government	Urban Development and Municipal Affairs Department	Fees for licence & renewal of KMC (for KMC area only)	Transaction Service
187	State Government	Urban Development and Municipal Affairs Department	Payment of all bills (PD Bill, FS Bill etc.) (for KMC area only)	Transaction Service
188	State Government	Urban Development and Municipal Affairs Department	Online KMC services regarding building/ water supply/ drainage/ advertisement (for KMC area only)	Transaction Service

189	State Government	Urban Development and Municipal Affairs Department	Application of Birth certificate in KMC area (for KMC area only)	Transaction Service
190	State Government	Urban Development and Municipal Affairs Department	Market/ park/ bustee/ parking/ survey & estate/ amusement (renewal) related issues (for KMC area only)	Transaction Service
191	State Government	Urban Development and Municipal Affairs Department	Online grievance registration in KMC areas (for KMC area only)	Transaction Service
192	State Government	Water Resources Investigation & Development Department	Information on Jal Dhara-Jal Bhara scheme	Information Service
193	State Government	Women & Child Development and Social Welfare Department	Information on Manobik (Disability) scheme	Information Service
194	State Government	Women & Child Development and Social Welfare Department	Information on old age pension under Jai Bangla	Information Service
195	State Government	Women & Child Development and Social Welfare Department	Information on widow pension under Jai Bangla	Information Service
196	State Government	Women & Child Development and Social Welfare Department	Information on tribal pension under Jai Bangla	Information Service
197	State Government	Women & Child Development and Social Welfare Department	Information on application for disability certificate	Information Service
198	State Government	Women & Child Development and Social Welfare Department	Information on application for Kanyashree	Information Service
199	State Government	Women & Child Development and Social Welfare Department	Information on application for Rupashree	Information Service
200	State Government	Youth Services and Sports Department	Information on application for Khelasree scheme	Information Service
201	State Government	Youth Services and Sports Department	Information on application for Club Grant	Information Service
202	State Government	CMO Grievance Cell	Receiving of public grievance for forwarding to CMO through email	Transaction Service