

JHARKHAND INFORMATION TECHNOLOGY (ELECTRONIC DELIVERY OF SERVICES) RULES, 2013.

GOVERNMENT OF JHARKHAND Department of Information Technology NOTIFICATION 14 q No: me-67/2011 Dated: The Government of Jharkhand has laid out a clear vision to create a knowledge society by using Information Technology in all aspects of development and governance. Pioneering efforts are being made to reach the benefits of Information Technology to the citizens. It shall be the responsibility of the Department of Information Technology to ensure that the system of Electronic Service Delivery, specified under these Rules functions efficiently and effectively for the benefit of the users. In exercise of the powers conferred by section 16 of the Jharkhand Electronic Service Delivery Act, 2011 and section 90 read with sections 6 and 6A of the Information Technology Act, 2000 (Central Act No 21 of 2000), the Government of Jharkhand hereby makes the following Rules: I. Short title and commencement: (1) These Rules may be called the Jharkhand Information Technology (Electronic Delivery of Services) Rules, 2013. (2) These shall extend to the whole of the State of Jharkhand. (3) These shall come into force on the date of their publication in the Official Gazette

2. Definition: (1) In these Rules, unless the context otherwise requires (a) "Appellate Authority" means the official of the Government notified as the Appellate Authority.(b) "Authorized Agent" means an agent of the Government or of the Authorized Service Provider and includes an operator of an electronically enabled kiosk or community service center, who is permitted under these Rules either by the Government or by the Authorized Service Provider, to deliver public services to the users with the help of a computer resource or any communication device, by following the procedures prescribed herein; (c) "Authorized Service Provider" means an agency including a body corporate or an Agency of the Government, authorized by the Director of Electronic Service Delivery, to establish and manage a system of delivering services electronically, in accordance with these Rules; (d) "Body Corporate" means any company and includes a firm, sole proprietorship or other association of individuals engaged in commercial or professional activities; (e) "Central Act" means the Information Technology Act, 2000 (Central Act No 21 of 2000); (f) "Certificate" means a certificate or certified copies required to be issued by an authority empowered under the respective Act, Rule, Regulation or Order of the Government to issue a certificate to confirm the status, right or responsibility of a person, either natural or artificial, in accordance with any such Act, Rule, Regulation or Order of the Government and includes a certificate in electronic form printed and delivered by an Authorized Service Provider with electronic signature on such stationery as may be determined by the Director of Electronic Service Delivery; (g) "Competent Authority" means the Secretaries to the Government, the Head of every Department of the State Government and the Heads of Government Organizations and Government Bodies, as notified by the State Government from time to time; (h) "Director of Electronic Service Delivery" means the official of the Government notified as the Director of Electronic Service Delivery. In absence of any such notification, the senior most officer of the Department of Information Technology will be deemed to be Director of Electronic Service Delivery. (i) "Digital Signature Certificate" means the certificate issued under sub-section (4) of Section 35 of the Central Act; (j) "e-service", means a service as may be specified by notification and delivered electronically to the users; (k) "Electronic Service Delivery" means the delivery of public services in the form of receipt of forms and applications, delivery of any license, permit, certificate, sanction or approval and the receipt or payment of money by electronic means or any other such public service rendered by following the procedure specified under these Rules; (l) (m) (n) (o) (p) "Government" means the Government of Jharkhand; "Jharkhand Act" means the Jharkhand Electronic Service Delivery Act, 2011; "Notification" means a notification published in the Official Gazette; "Official Gazette" means the official gazette of the Government; "Public Service" means any service provided by the Government either through its Competent Authorities or any of its agencies either directly or through any Authorized Service Provider, which shall include, inter alia, the receipt of forms and applications, delivery of any license, permit, certificate, sanction or approval and the receipt or payment of money; (q) "Service Charge" means the amount as may be specified by the Government, or any other authority notified or authorized as such by the Government, to be payable to the Authorized Service Provider for electronic delivery of services rendered and does not include any duly authorized taxes, charges, dues or any other moneys due in respect

of a service payable by any person to the Competent Authority concerned that are otherwise payable under the respective Act, Rule, Regulation or Order of the Government when making an application to the concerned Competent Authority; (r) "Signing Authority" means an authority empowered under the respective Acts, Rules, Regulations or Orders of the Government to issue any license, permit, certificate, sanction or approval; (s) "Specified" means specified by notification in the Official Gazette; (t) "State Electronic Records Repository" means an electronic repository of all electronically signed records, maintained by Competent Authorities, for the purpose of accessing such records and delivering them to the citizens (2) Words and expressions used and not defined in these Rules but defined in the Jharkhand Act shall have the same meanings assigned to them in the Jharkhand Act; and shall have the same meanings as assigned to them in the Central Act if not otherwise defined in these Rules or the Jharkhand Act

3. System of Electronic Service Delivery (I) For the purpose of efficient delivery, the Government may authorize an Authorized Service Provider to deliver public services through electronically enabled kiosks or any other mechanism for electronic service delivery. Explanation: It is hereby clarified that the present Rules provide for the administration of e-service delivery through Authorized Service Providers and Authorized Agents whereas other mechanisms of e-service delivery such as State Online portal, Government departmental outlets and online services provided to the users directly on the web shall be administered in the normal manner by the respective Government departments and agencies. (2) The form of application and the format of certificate issued under these Rules in relation to any e-service shall be such as may be specified by the Government

4. Use of Digital Signature Certificates for Electronic Service Delivery: (I) It shall be lawful for the Competent Authorities and other Statutory Authorities to deliver public services adopting the system of Electronic Service Delivery with the use of Digital Signature Certificates, in accordance with these Rules. (2) The nature of the license, permit, certificate, sanction or approval and of the receipt or payment of money, which can be effected under the system of Electronic Service Delivery, shall be such as those notified by the Government from time to time. (3) Any license, permit, certificate, sanction or approval delivered in accordance with these Rules shall be admissible in any proceedings, without further proof or production of the original, as evidence of any contents of the original or of any fact stated therein of which direct evidence would be admissible. (4) The receipt or payment of money by or in favour of Government adopting the system of Electronic Service Delivery shall be deemed to be a receipt or payment effected in compliance with the Jharkhand Finance Rules, Jharkhand Treasury Code and other relevant Rules, Code(s) or Guidelines of the Government

5. Duty of the Competent Authority to notify the list of public services to be delivered through electronic mode: (I) Every Competent Authority/Head of the Departments shall publish as prescribed within one hundred and eighty days from the coming into force of these Rules: ii.iii. iv. v. vi. vii. viii. The public services of the department, agency or body which are to be delivered through electronic mode; The date by which each such service shall be made available through electronic mode; The manner of delivery of such services and their service levels; The period, within which such public services would be delivered, after the application for the same is filed as stated in Rule 16. The designated officers for delivery of each such service through electronic mode. The Grievance Redressal Authority of the Department who will address the grievances related with the public services of the department concerned. The manner of filing of grievance related to the public services and redressal of the same. The period, which would be maximum of 15 days, within which such redressal would be completed, after the complaint is filed as stated in sub-Rule (I). (2) The Competent Authority shall, thereafter, review and update these publications every year or as frequently as required

6. Notification of Signing Authorities (1) The Competent Authorities shall notify the list of Signing Authorities in respect of different public services and local limits of their respective jurisdictions in the Stateduly specifying the nature of such service, the 7.8. 9. names of the signing authorities, the duration of the authority and the extent of jurisdiction of each such authority. (2) It shall be the responsibility of the Competent Authorities to inform the Director of Electronic Service Delivery immediately with respect to retirements, transfers, suspensions or termination from services of employees holding positions of Signing Authorities and also get these changes implemented in their respective software applications through their technology partners. The above process should be part of charge

handing over and taking over consequent on such retirements, transfers, suspensions or termination from services of employees. (3) The departments of the Government shall publish all such notifications and changes appropriately in the State Portal for the information of general public, the Authorized Service Providers for Electronic Service Delivery and the Authorized Agents. Functions and Powers of Director of Electronic Service Delivery The Director of Electronic Service Delivery shall discharge the following functions and powers, namely: (1) to authorize, suspend or terminate the services of the Authorized Service Providers or Authorized Agents of the Government; (2) to determine norms relating to the selection of Authorized Agents by the Authorized Service Providers; (3) to determine functions, responsibilities and liabilities of Authorized Service Providers and Authorized Agents; (4) to determine norms on the service levels to be complied with by the Authorized Service Providers and Authorized Agents; (5) to determine service charges to be charged by the Authorized Service Providers and Authorized Agents for providing e-services; (6) to determine terms and conditions relating to the authorization, suspension or termination of the services of the Authorized Service Providers and Authorized Agents; and (7) to make alternative arrangements for delivery of e-services, in case of such suspension or termination of services of Authorized Service Providers and Authorized Agents. Authorized Service Providers for Electronic Service Delivery (1) The Director of Electronic Service Delivery may authorize Body Corporates suitably qualified, equipped for the purpose to undertake activities required for the delivery of public services electronically. (2) It shall be the responsibility of the Authorized Service Provider to provide the notified services electronically to the users in conformity with these Rules, by establishing the required delivery infrastructure and a network of Authorized Agents. (3) The Authorized Service Providers shall be accountable for the efficiency, quality and accuracy of the services provided. The participating Departments may, for this purpose, lay down norms on the efficiency, quality and accuracy in provision of their respective services, in the form of service levels. Appointment of Authorized Agents by the Authorized Service Provider (1) The Authorized Service Provider may appoint such number of Authorized Agents, as may be needed to deliver the services electronically in a manner convenient to the users, and in any case, in a number calculated as per the norms prescribed by the Department of Information Technology in this regard. (2) Selection Criteria of Authorized Agent by Authorized Service Provider: Following stipulations are made for selection of Authorized Agents by Authorized Service Provider: ii. iii. Essential minimum education qualification of the Authorized Agent should be a 10th pass from any recognized board. The Authorized Agent should be fluent in speaking, reading and writing Hindi as well as have base level knowledge of English language. The Authorized Agent should preferably have a certificate from any computer institute showing that he/she knows the basic operations of the computer and usage of standard applications. Otherwise the Authorized Service Provider should make arrangements for the selected Authorized Agent to be trained in Basic Computer operations/usage before starting operations. (3) The Authorized Service Provider shall ensure that all the Authorized Agents obtain Digital Signature Certificates within a period of 6 months of these Rules coming into effect before they are permitted to deliver any public service electronically. (4) The Authorized Service Provider may also impart appropriate training to the Authorized Agent to impart them the skills required to deliver the electronic services efficiently and in an error-free manner

10. Commencement of operations by Authorized Service Provider The Authorized Service Provider shall commence its commercial operation for Electronic Service Delivery only after: (1) he has confirmed in writing or through e-mail duly signed by digital signature to the Director of Electronic Service Delivery with respect to the adoption of procedures and standards specified under these Rules; and (2) he has installed facilities and infrastructure needed for efficient delivery of electronic services and in an error-free manner in terms of norms laid down by Director of Electronic Service Delivery and confirm the same in writing or through e-mail duly signed by digital signature to Director of Electronic Service Delivery

11. Authorized Service Provider to collect service charge (1) The application for an e-service submitted by a user to an Authorized Service Provider or an authorized agent shall be accompanied by such service charge as may be determined by the Director of Electronic Service Delivery which is payable to the Authorized Service Provider, at the time of making the application. (2) The Director of Electronic Service Delivery may determine service charges by notification for e-services. (3) The service charges may be different for different e-services. (4) The service charge shall not include any duly authorized taxes, charges, dues or any other moneys due in respect of a service payable by any person to

the Competent Authority concerned that are otherwise payable under the respective Act, Rule, Regulation or Order of the Government when making an application to the concerned Competent Authority

12. Fee to be collected by service provider (I) Any fee or duly authorized taxes, charges, dues or any other moneys due in respect of a service payable by any person to the Competent Authority concerned that are otherwise payable under the respective Act, Rule, Regulation or Order of the Government when making an application to the concerned Competent Authority, shall also be collected by the Authorized Service Provider or the authorized agent as the case may be, except for those payments that are required to be made in any other form.(2) The fee collected by the Authorized Service Provider or the authorized agent shall be remitted with the Government treasury as may be determined by Director of Electronic Service Delivery by the Authorized Service Provider or the authorized agent as the case may be, in its entirety

13. Remittance of service charge and fee by the service provider (I) Out of the service charge collected by the Authorized Service Provider or the authorized agent for an e- service, a percentage of the service charge as may be determined from time to time by the Director of Electronic Service Delivery may be apportioned to the Government.(2) The share of the Government out of the service charge so collected shall be remitted by the Authorized Service Provider or the authorized agent to Government treasury as may be determined by the Director of Electronic Service Delivery

14. Presumption with regard to service charge paid to service provider and other conditions of obtaining e- services (I) Where any person pays a service charge to an Authorized Service Provider or an authorized agent in respect of any notified e-service, the print-out or the electronic prompt acknowledging the payment in the relevant form and manner as may be determined by the Director of Electronic Service Delivery and provided to such person by the Authorized Service Provider or authorized agent shall normally be taken as proof of such payment and it shall be presumed that in normal circumstances the dues or claims, for which the acknowledgement is purportedly issued, have been satisfied to that extent.(2) The payment of service charges to the Authorized Service Provider or authorized agent shall by no means create any right or title, temporary or permanent in nature in favour of a person concerned regarding obtaining the notified e-services. (3) Mere payment does not necessarily ensure the delivery of services, if all conditions associated with delivery of the service are not met fully at the time of making payment to the Authorized Service Provider or authorized agent

15. Receipt or payment of money by or in favour of Government adopting the system of Electronic Service Delivery The receipt or payment of money by or in favour of Government adopting the system of Electronic Service Delivery shall be deemed to be a receipt or payment effected in compliance with the Financial Code, Treasury Code or other relevant Rules or Codes of the Government

16. Filing of form, application or any other document (I) Any form, application or any other document referred to in clause (a) of sub-section (I) of section 6 of the Central Act may be filed with any office, authority, body, agency or Authorized Service Provider authorized by the Government of Jharkhand using the application software specified by it.(2) The office, authority, agency or Authorized Service Provider referred to in sub-Rule (I) shall, while developing such software, take into account the following features of the electronic record, namely: (a) life time; (b) preservability; (c) accessibility; (d) readability; (e) comprehensibility in respect of linked information; (f) evidentiary value in terms of authenticity and integrity; (g) controlled destructibility; and (h) augmentability

17. Issue or grant of any license, permit, sanction or approval (I) Any license, permit, sanction or approval referred to in clause (b) of sub-section (1) of section 6 of the Central Act may be issued or granted by using the application software specified under Rule 16.(2) The license, permit, certificate, sanction or approval so issued shall be in the form prescribed in the respective Act, Rule, Regulation or Order and shall contain the name and designation of the signing authority who had digitally signed and approved the electronic record along with the date and time of creation of such record

18. Creation of Repository of Digitally Signed Electronic Records (I) The Competent Authorities may, as soon as, after the coming into effect of these Rules create, establish and maintain a repository and database of digitally signed electronic records together with the associated application software and workflow to enable Authorized Service Providers or Authorized Agents to access such licenses, permits, certificates, sanctions or approvals, as the case may be, and deliver them to the user. (2)

The relevant security procedures, as specified by the Government, shall be followed by such Competent Authorities, in respect of the electronic data, information, applications, repository of digitally signed electronic records and information technology assets under their respective control

19. Procedure for making changes in a Repository of Digitally Signed Electronic Records (1) Any Competent Authority or any signing authority, either suo motu, or on an application by an interested party, may make or order to make an appropriate change in a repository of digitally signed electronic records, after following the procedure prescribed in the respective Act, Rule, Regulation or Order.(2) Any such authority shall have privileges for making or ordering changes only in respect of the electronic records pertaining to its own jurisdiction. (3) Any change effected to any record in a repository of digitally signed electronic records, and any addition or deletion of a record from such repository of electronic records shall invariably be digitally signed by the respective authority and an electronic audit trail of all such changes shall be maintained

20. Creation of secure application software for Electronic Service Delivery (1) The Competent Authorities shall get appropriate application software created, using which, the Signing Authorities, shall digitally sign the license, permit, certificate, sanction or approvals, and get the same audited by a third party agency, so as to ensure its security, reliability, performance and consistency, before it is deployed.(2) Every such application software shall, inter alia, possess the capability to assign a unique identification to each license, permit, certificate, sanction or approval. (3) Every Authorized Service Provider shall create its own application software in consultation with the respective Competent Authorities, which will enable such Authorized Service Providers to deliver electronic services in accordance with these Rules. (4) Every such application software created either by the Competent Authority or Authorized Service Provider shall, inter alia, possess the following features and capabilities, namely: ii. secure Login of Authorized Agents, as are required to access the application system, through use of Digital Signature Certificates; secure access of Authorized Agents, to the repositories of digitally signed electronic records maintained by the Competent Authorities, for printing and delivery of the digitally signed license, permit, certificate, sanction or approvals; and iii. assign a unique identification to the voucher or receipt issued by any authorized agent while providing electronic services to the citizens. (5) The application software shall comply with the requirement of the Information Technology (use of Electronic Records and Digital Signatures) Rules 2004. The Director of Electronic Service Delivery shall get such application software audited by a third party agency, as to ensure its security, reliability, performance and consistency, before it is deployed by the Authorized Service Provider and also as and when changes are made in the application software

21. Delivery of e-Services by the Authorized Agent / Authorized Service Provider (1) On a request made by a user for provision of a service, relating to the issue of any license, permit, certificate, sanction or approval and to the receipt or payment of money, the Authorized Service Provider or the Authorized Agent shall access the respective departmental repository of digitally signed electronic records through their secured application specified in Rule 20 above, in respect of any license, permit, certificate or approval or the database in respect of any payment or receipt.(2) The Authorized Service Provider or the Authorized Agent shall be permitted to have such access only with the use of his or her digital signature certificate. (3) The Authorized Service Provider or the Authorized Agent shall accept the prescribed fees, tax, duty, payment along with the applicable service charge, download the related license, permit, certificate, sanction or approval or the database record relating to any payment or receipt, print the license, permit, certificate, sanction or approval from the repository of digitally signed electronic records, or the payment voucher or receipt from the relevant database, and print the document using the secure application software and the secure stationery. (4) The document relating to any license, permit, certificate, sanction or approval shall consist of the following information i. The license, permit, certificate, sanction or approval in the form prescribed in the relevant Act, Rule, Regulation or Order; ii. The name and designation of the Competent Authority, Statutory Authority or Government Authority who had digitally signed the electronic record along with the date and time of creation of such record; iii. A declaration automatically generated in the name and designation of the current incumbent of the office of Competent Authority, Statutory Authority or Government Authority, to the effect that the electronic record was preserved from the time it was originally signed digitally till date, adopting the prescribed security procedure; (5) The Authorized Agent shall issue a printed receipt for all payments received

22. Verification of Digitally Signed documents (1). The respective Competent Authority shall cause to be created a system (portal/website) of online verification of any license, permit, certificate, sanction, approval or receipt in a particular manner delivered by any Authorized Agent/ State Electronic Records Repository in the course of the delivery of any notified electronic service. (2). Any person or authority, desirous of verifying the authenticity of any document or certificate issued under these Rules, may access such portal/website using the unique number printed on the document sought to be verified

23. Audit of the Information Systems and Accounts of Authorized Service Provider and Authorized Agents (1) The Director of Electronic Service Delivery shall cause an audit to be conducted of the records and accounts of the Authorized Service Providers and their Authorized Agents in the State at such intervals as deemed necessary by an agency empanelled as an information security auditing organization. (2) The audit referred to in sub-Rule (1) may cover aspects such as security, confidentiality and privacy of information, the functionality and performance of any application software used in the electronic delivery of services and the accuracy of accounts kept by the Authorized Service Providers and their Authorized Agents. (3) It shall be incumbent on the Authorized Service Provider and their Authorized Agents to provide such information and assistance to the audit agencies appointed by the Director of Electronic Service Delivery to comply with the directions given by the audit agencies and to rectify the defects and deficiencies pointed out by the audit agencies

24. Use of Special Stationery in Electronic Service Delivery (1) The special stationery used by the Authorized Service Providers and its agents for delivery of the services shall be determined by the Director of Electronic Service Delivery with accompanying security features for forms, applications, licenses, permits, certificates, receipts of payment and such other documents as part of the Electronic Service Delivery. (2) The certificates, licenses and permits shall carry a declaration in the format as may be determined by the Director of Electronics Service Delivery

25. Commencement of Operation by Authorized Service Provider The Authorized Service Provider shall commence its commercial operation for Electronic Service Delivery (ESD) only after - (1) It has confirmed to the Director of Electronic Service Delivery the adoption of procedures and standard specified under these Rules; and (2) It has installed facilities and infrastructure associated with efficient delivery of electronic services and in an error-free manner

26. Suspension and Revocation of Authorization by the Director of Electronic Service Delivery (1) The Director of Electronic Service Delivery may, if it is satisfied after making such enquiry, as it may think, that the Authorized Service Provider or any authorized Agent appointed by such Authorized Service Provider has made a statement in, or relation to, the application for the issue or renewal of the authorization, which is incorrect or false in material particulars; failed to comply with the terms and conditions subject to which the authorization was granted; failed to maintain the procedures and standards under the Central Act, Jharkhand Act, any Rule, Regulation or Order made thereunder, revoke the authorization of such Authorized Service Provider. (2) The Director of Electronic Service Delivery may not revoke the operation of an authorization unless the Authorized Service Provider has been given a reasonable opportunity of showing cause against the proposed revocation. (3) The Director of Electronic Service Delivery may, if it has reasonable cause to believe that there is any ground for revoking an authorization under sub-Rule (1), by order suspend such authorization pending the completion of any inquiry ordered by him; Provided that no authorization shall be suspended for a period exceeding ten days unless a notice of 15 days is given to the Authorized Service Provider by the Director of Electronic Service Delivery, explaining the circumstances necessitating the revocation of the authorization, examine the explanation, if any, submitted by the Authorized Service Provider in response to such a notice, before coming to a conclusion to revoke the authorization. (4) As soon as may be after an authorization is revoked, the Director of Electronic Service Delivery shall make alternative arrangements for delivery of services electronically, to the extent they are adversely impacted by such revocation. (5) No Authorized Service Provider whose authorization has been suspended or any Authorized Agent appointed by such Authorized Service Provider shall provide any notified services electronically to the users in conformity with these Rules, during such suspension. Where the authorization of an Authorized Agent is suspended or revoked, the Director of Electronic Service Delivery shall publish notices of such suspension or revocation, as the case may be, in the State Portal

27. Requirements prior to Cessation as Authorized Agency Before ceasing to act as an Authorized Service Provider, such an Authorized Service Provider shall, give notice to the Director of Electronic Service Delivery of its intention to cease acting as an Authorized Service Provider: Provided that - (1) The notice shall be made ninety days before ceasing to act as Authorized Service Provider or ninety days before the date of expiry of authorization; (2) Advertise sixty days before the expiry of authorization or ceasing to act as an Authorized Service Provider, as the case may be, the intention in newspapers and TV channels according to the following guidelines: (a) Advertisement in print media should be done in at least 2 leading local as well as 2 leading national newspapers. The content of advertisement should not be less than 5 inch by 5 inch size. The font of the caption should be at least 20 in English language and at least 18 in Hindi language. The font of the body should be at least 14 in English language and at least 13 in Hindi language. (b) Advertisement in TV should be done in at least in at least 2 top-viewed TV channels in Jharkhand. Advertisement should be done for at least 5 days in continuation. Advertisement should be done at least 2 times during peak hour, i.e. from 7 pm to 9 pm; (3) The notice shall be sent to the Director of Electronic Service Delivery and affected Authorized Agents by digitally signed email; (4) Make a reasonable effort to ensure that discontinuing its certification services, causes minimal disruption to its Authorized Agents and users

28. Appeal to the Appellate Authority (1) An Appellate Authority will be notified for hearing appeal against orders made under these Rules.(2) Any person aggrieved by any decision or order made under these Rules may file an appeal to the Appellate Authority within thirty days of such order. (3) On receipt of an appeal under sub-Rule (2), the Appellate Authority may, after giving the parties to the appeal, an opportunity of being heard, pass such orders thereon as it thinks fit. (4) The appellant may either appear in person or authorize one or more legal practitioners to present the case before the Appellate Authority. (5) The Appellate Authority shall send a copy of every order made by it to the parties to the appeal. (6) The appeal filed before the Appellate Authority under sub-Rule (3) shall be dealt with by it as expeditiously as possible and endeavour shall be made by it to dispose of the appeal finally within six months from the date of receipt of the appeal

29. Guidelines to the participating Departments to create a Secured Application for processing the requests The Powers are vested with the Director of Electronic Service Delivery to issue the regulations consistent with the Central Act and the Jharkhand Act, and any Rules made there under, by the Central or State Government, to carry out the purposes of these Rules, which may including the following aspects: (1) the manner of creating, establishing and maintaining the repository of digitally signed electronic records specified in the Central Act and the Jharkhand Act; (2) the manner of encrypting sensitive electronic records requiring confidentiality, while they are digitally signed; (3) the manner of implementing the security guidelines, including the requirements for the storage and management of cryptographic keys, restrictions for downloading the certificates onto browsers and of complying with the requirements of Competent Authorities; (4) the requirements for maintaining audit trails of all changes made to digitally signed databases, specified in Rule 19; (5) the manner of digitally signing the event of deletion of a record from the repository of digitally signed electronic records; (6) the manner of provisioning secure access to the repository of digitally signed electronic records and (7) the manner of storage and management of the Digital Signature Certificates of the Authorized Agents.(8) the norms on the service levels to be complied with by the Authorized Agency. (9) the format or formats of the documents and declarations referred to therein, (10) procedure for online verification of transactions, envisaged in Rule 22. (BY ORDER AND IN THE NAME OF THE GOVERNOR OF JHARKHAND) (N. N. Sinha) PRINCIPAL SECRETARY TO GOVERNMENT Ranchi, Dated:. .Q.G..'.4 ') Memo: Copy to: The Superintendent, Govt. Printing Press, Ranchi for publication in the extra ordinary supplement Gazette for general information. It is requested that one hundred copy of the Gazette may kindly be made available to this Dept. Principal Secretary to Govt. Memo: Ranchi, Dated: Copy to: Chief Secretary/Development Commissioner/Member Revenue Board/All Additional Chief Secretaries/ /Principal Secretary to Governor/Principal Secretary to Chief Minister/All Principal Secretaries/All Secretaries/All Divisional Commissioners / All Dy. Commissioners for information and necessary action. Principal Secretary to Govt. Memo: Ranchi, Dated:. Copy to: Principal Accountant General, Audit/ Accountant General (A&E) Hinoo, Ranchi for information and necessary action. Principal Secretary to Govt.