

**Government of West Bengal
Finance Department
Medical Cell**

No: 22-F(MED)WB

Dated :07/02/2020

MEMORANDUM

Sub : Revision of entitlement for accommodation and Issuance of Digitally Signed Enrolment Certificate from Head of Office under West Bengal Health Scheme

Entitlement of bed for indoor treatment under West Bengal Health Scheme has been defined in Notification No. 7287 dated 19.09.2008 and No. 3473-F dated 11.05.2009 issued by the Finance Department, Government of West Bengal.

2. With the inclusion of Pay Clinic of Government Hospitals and Tata Medical Centre, Rajarhat under WBHS and due to implementation of Revision of Pay and Allowance 2019, salary and pension of the beneficiaries of WBHS have been revised and as such it has been felt necessary to redefine the type of accommodation which the employees and pensioner may avail at the time of indoor treatment in different class of Hospitals in terms of their revised Pay and Pension.
3. After careful observation, the Governor is now pleased to prescribe the entitlement of bed for indoor treatment in different Hospitals to the beneficiaries under WBHS as detailed hereunder.

Sl. No.	Category of Beneficiary	Range of Basic Salary or Basic Pension		Type of Accommodation
		Employee	Pensioner	
1	I	Pay Rs.1,50,000 /-& more.	Pension Rs. 75,000/- & more.	i)Pay Bed in Govt. Hospitals : Single Occupancy Large Cabin ii)Tata Medical Centre, Rajarhat : Private Bed iii)Other Private Empanelled HCOs : Deluxe Room / Executive Room or Executive Cabin / Executive Private Cabin
2	II	Pay Rs. 75,000/- & more but less than Rs. 1,50,000/-	Pension Rs. 37,500/- & more but less than Rs. 75,000/-	i)Pay Bed in Govt. Hospitals: Single Occupancy Small Cabin ii)Tata Medical Centre, Rajarhat : General Bed iii)Other Private Empanelled HCOs : Private Room / Private Cabin / Private Bed
3	III	Pay Rs.45,000/- & more but less than Rs. 75,000/-	Pension Rs. 22,500/- & more but less than Rs. 37,000/-	i)Pay Bed in Govt. Hospitals: Double Occupancy Large Cabin ii)Tata Medical Centre, Rajarhat : General Bed iii)Other Private Empanelled HCOs : Semi-Private Bed

4	IV	Pay Rs. 17,000/- & more but less than Rs. 45,000/-	Pension Rs. 8,500/- & more but less than Rs.22,500/-	i) Pay Bed in Govt. Hospitals: Not entitled ii) Tata Medical Centre, Rajarhat : General Bed iii) Other Private Empanelled HCOs : General Ward
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4. The **Enrolment Certificate under WBHS** has also been **redesigned** showing specific details of entitlement of bed for all class of beneficiaries in different type Hospitals and family specific single certificate containing the details of all dependent beneficiaries under this scheme. Now onwards, in place of DDO, the Head of Office shall approve revised and fresh **digitally signed Enrolment Certificate** to every enrolled Employee / Pensioner / Family Pensioner. **Digitally Signed Enrolled Certificate shall replace the existing ink signed Certificate.**
5. **Employee / Pensioner / Family Pensioner who are already enrolled in WBHS are not required to apply for issuance of the Enrolment Certificate. Head of Office shall generate fresh Enrolment Certificate in the WBHS Portal through this functionality in the WBHS Portal using DSC immediately.**
6. A **new beneficiary** may also apply online for enrolment under WBHS through WBHS Portal.
7. After approval by Head of Office the employee / Pensioner / Family Pensioner the digitally signed Enrolment Certificate shall be available in the WBHS portal in pdf format and can be viewed by the beneficiaries, office and hospitals.
8. **A soft copy of the Enrolment Certificate shall be sufficient to avail the benefits in the empanelled hospitals.**
9. Employee / Pensioner / Family Pensioner will also be able to download and print the copy from the WBHS Portal using his login ID and password or collect it from office of the Head of Office to avail benefits under West Bengal Health Scheme.
10. **Detailed procedure of Enrolment Certificate generation from Head of Office** are annexed for smooth implementation:
 1. **Annexure-I** (User Management and Role assignment by the Head of Office)
 2. **Annexure-II** (Process flow for generation of **new Enrolment Certificate** by the Head of Office)
 3. **Annexure-III** (Process flow for generation of fresh Enrolment Certificate **to all already enrolled** employee / Pensioner / Family Pensioner by Head of Office)
11. **The existing Enrolment Certificate generated and issued from DDO's end up to the date of issue of this order shall remain valid till issuance of fresh certificate Head of Office end.**

This order shall come into force with immediate effect.


 (H. K. Dwivedi, IAS)
 Additional Chief Secretary
 Finance Department

West Bengal Health Scheme

Annexure-I

(As per order no. 22-F(MED)WB dated 07.02.20)

User Management and Role assignment by the Head of Office

1. **Creation of first time Login of Head of Office (HoO):** Drawing and Disbursing Officer (DDO) of an establishment shall create Login of Head of Office (HoO) by providing basic information of HoO using "Head of Office Entry" tab in West Bengal Health Scheme Portal. HoO will get a SMS containing system generated Login and password in his mobile number and e-mail address. It is advised to DDO that s/he shall enter preferably Official mobile no. and Official email like gov.in / nic.in, etc. of HoO.
2. HoO having multiple subordinate offices with independent establishment of WBHS with different DDOs, DDO of his/her own establishment shall create Login of him/her at first. Other DDOs shall tag that HoO later using same tab "Head of Office Entry" available at their Login in WBHS Portal.

3. **ROLE OF HEAD OF OFFICE**

The function of HoO shall be divided into three broad categories i.e. '**User Administration**', '**Certificate Generation**' and '**Reimbursement**'

HoO shall never share his own User ID and Password to any other officer under any circumstances.

A. User Administration:

It is a task of forming an organizational framework in WBHS portal to execute all other works. HoO can do it by himself / herself or delegate the work preferably to any reliable and competent Group-A officer under his/her direct control.

B. Types and Role, Functions and Power in WBHS Portal for Certificate Generation and Reimbursement Claim Processing:

Generally each category of task will have 3 (three) tier checking system namely, and '**Operator**' '**Recommending Authority**' and '**Approver**'. Tier may be enhanced to maximum 5 (five) tier by adding additional Recommending Authorities.

Approver: Head of Office or a senior officer assigned with delegated powers of the Head of Office just below the rank Head of Office. **Only Group-A employees shall be authorized to perform this work.**

Recommending Authority: Employees from Group-A or Group-B category of an office establishment may be assigned with this work to perform at the middle level. There may be multiple Recommending Authorities with different level. But it is suggested that minimum levels of Recommending Authority should be created for expeditious disposal of cases.

Operator: Any Group-C employee of an office establishment may be assigned with this work to perform at the lowest level.

However, in no case, a Data Entry Officer or any staff engaged on contractual basis shall be a user in West Bengal Health Scheme.

Depending upon the strength of enrolled beneficiaries and available personnel, necessary nos. of Approvers, Recommending Authority and Operators will be created.

Special Situations :

In case small establishment, HoO will create users keeping the following in mind:

- a) Establishment having only Group-D employee(s) other than HoO, no need to create any user from HoO end.
- b) Establishment having Group-C employee(s) in addition to Group-D employee(s), HoO may create necessary nos. of 'Operator' only. No need to create Recommending Authority.
- c) Establishment having Group-B employee(s) in addition to Group-D employee(s), HoO may create necessary nos. Operator and 'Recommending Authority' according to his/her choice.
- d) Establishment having Group-B employee(s) in addition to Group-C and Group-D employee(s), HoO may create necessary nos. of 'Operator' from Group-C employee(s) and 'Recommending Authority' from Group-B employee(s).
- e) Establishment having Group-A employee(s) in addition to Group-B, Group-C and Group-D employee(s), HoO may create necessary nos. of 'Operator', 'Recommending Authority' and 'Approver'.
- f) Establishment having only Group-A employee(s). HoO may create 'Operator' or 'Recommending Authority' according to his/her choice.

4. Ensuring Safety of the Online Process:

- i. The officer and staff shall be personally responsible for Safe Custody of User ID Password and DSC at all time. It shall not be shared with anyone under any circumstances.
- ii. Immediately after transfer or retirement, HoO has to replace/change the information like name, designation, mobile no. and e-mail address of the newly joined officer. Later s/he (relieved HoO) shall reset password to provide access to relieving officer in WBHS Portal.
- iii. Immediately after transfer or change in the assignment of role and function or retirement of the officer from the office or matters related with WBHS his role shall be deactivated or role shall be modified as per new office arrangement.
- iv. The Approver of User Administration shall create / deactivate / remove and assign role to any officer or staff only after obtaining written prior approval of the Head of Office and issuance of office order to that effect.

5. Types of Users in WBHS for processing and approval in the Portal :

HoO may create user with 7 (seven) types of role:

- a) **Approver of User Administration:** who can create all other users except HoO on behalf of the HoO and assign them roles, functions and powers in the WBHS Portal after obtaining necessary user access from Head of Office. This has to be created by using HoO login ID and Password.
- b) **Approver (Certificate Generation)** – He can accord approval on behalf of the HoO for certificate generation.
- c) **Approver (Reimbursement)** – This power shall preferably be held by the HoO himself, only in exceptional cases, this may be delegated to a very senior officer, preferably just below the HoO.

Delegation of this power is allowed only in the Administrative Departments or State Level Offices as per order issued by Medical Cell, Finance Department from time to time. Therefore under no circumstances this role shall be created unless Finance Department has issued an order in this regard.

- d) **Recommending Authority (Certificate Generation)**
- e) **Recommending Authority (Reimbursement)**
- f) **Operator (Certificate Generation)**
- g) **Operator (Reimbursement)**

6. Facilities in the Portal

- i. **HoO or Approver of User Administrator** may create multiple numbers of users of same role under his control.
- ii. Approver of both Certificate Generation and Reimbursement may create user of Recommending Authority and Operator under his control.
- iii. Recommending Authority of Certificate Generation and Reimbursement may create user of Operator under his control.
- iv. **HoO and Approver may assign same role for different category of work to an individual user. But they can't provide all roles i.e. Approver, Recommending Authority and Operator or Recommending Authority and Operator of same category to a single user.**
- v. Role of HoO and Approver (Certificate Generation) is same except creation of approver's user. In case of enrollment, HoO may delegate his power of approval fully to Approver of Certificate Generation.

7. Mapping of Flow of applications for Processing and Approval of Enrolment Certificate and Claim Reimbursement:

For smooth implementation of WBHS, mapping of different users with all enrolled employee / pensioner / family pensioner in an organizational hierarchy in WBHS Portal is a pre-requisite task of HoO or Approver of User Administration. Keeping in mind sl. no. 3 stated above, s/he has to do two types mapping:

- a. Mapping of all enrolled employee / pensioner / family pensioner of his/her own establishment keeping the chain as **Enrolled Beneficiary > Operator > Recommending Authority > Delegated Approver or HoO.**
- b. Mapping of all subordinate Head of Offices (other establishment under his/her control for WBHS) among Operator, Recommending Authority and Delegated Approver keeping the chain as **Subordinate HoO > Operator > Recommending Authority > Delegated Approver or HoO.**

8. Requirement of Digital Signature Certificate:

HoO or Approver (Certificate Generation and Reimbursement) has to register his/her any **Class 2 Digital Signature Certificate (DSC)** for approval of certificate and reimbursement of claim by installing necessary required software available in WBHS Portal.

- 9. In case of new enrollment or transfer, application will be auto assigned to active Operator electronically.
- 10. The process of getting User ID and Password of Drawing and Disbursing Officer will be same as per existing process of WBHS Portal i.e. TO/PAO > DDO > HoO till further notification.

Annexure-II

(As per order no. 22-F(MED)WB dated 07.02.20)

Process flow for generation of NEW Enrolment Certificate by the Head of Office

1. Who can Apply:

Employee/Pensioner/Family Pensioner of Government of West Bengal and AIS officers and Pensioners who are rendering or rendered services to the affairs of government of West Bengal can enroll themselves under West Bengal Health Scheme using "**Online Enrolment**" tab of West Bengal Health Scheme Portal (WBHSP).

2. Online Application for Enrolment in WBHS :

i. Government Employees

At the time of online enrolment, intending employees who are drawing salary through HRMS shall put his /her HRMS ID in the specified field. All basic data in non-editable format except family details will be populated automatically from HRMS module of IFMS. S/he has to give other details like date of birth, relation with employee, monthly income, scanned photo (size 10-50kb), scanned signature (size 10-50kb) and blood group of each beneficiary including himself/herself separately in portal. In case of other employees, existing procedure enrollment shall be applicable.

ii. Pensioner / Family pensioner

In the same way, intending pensioner / family pensioner who are drawing pension from treasury shall put a ID containing 3 digit (alphabet) Treasury Code and 7 digit PPO ID (*although PPO ID varies from 1-5 but pensioner or family pensioner has to make it seven digit by inserting zero before the left of each number*). All basic data in non-editable format except family details will be populated automatically from CTS module of IFMS. S/he has to give other details like date of birth, relation with employee, monthly income, scanned photo (size 10-50kb), scanned signature (size 10-50kb) and blood group of each beneficiary including himself/herself separately in portal. In case of rest pensioners who are drawing pension other than treasury, existing procedure enrollment shall be applicable.

iii. Enrolled employees/pensioners/family pensioners having enrolment certificate without embossed photo

Enrolled employees/pensioners/family pensioners having enrolment certificate without **embossed photo, signature and blood group**, shall have to upload photo (size 10-50kb), signature (size 10-50kb) and blood group of all beneficiaries using his/her individual Login or through his/her Head of Office.

3. After online submission as mentioned in sl. no. (i) & (ii) of 2, employee / pensioner / family pensioner has to submit system generated print out duly signed by him/her and other required documents physically to **HoO** for approval of Enrolment Certificate.

4. On receipt of hard copy of online application and other relevant documents from employee / pensioner / family pensioner, concerned **Operator** shall verify the particulars incorporated in the portal and check documents so provided. If **Operator** finds it as correct, he will forward it to **Recommending Authority** stating his comments. In case of any discrepancies found at this level in form of typing error or any instrument / document wanting, **Operator** shall modify typing error or requisite documents from employee / pensioner / family pensioner and then forward it to next level i.e. **Recommending Authority**.
5. **The Operator shall verify all the details and particulars of the employee / pensioner/ family pensioner properly before forwarding it to the Recommending Authority.**
6. **Recommending Authority shall also check the particulars of both online and physical copy again.** If all things are found correct, s/he will send the online application to **HoO or Approver (Certificate Generation)** with his/her comments for Approval of enrolment. In case any discrepancy, s/he will send back the application electronically to **Operator** along with hard copy of application. •
7. After getting online application from Recommending Authority, **HoO or Approver (Certificate Generation)** approves the application of enrollment using his/her registered Digital Signature Certificate (DSC). In case any discrepancy is found at this level, as like the level recommending authority, HoO or Approver (Certificate Generation) may also send back the application electronically to **Recommending Authority** along with hard copy of application stating his/her justification.
8. No one can approve his/her own certificate except Departmental Secretary. In such cases, concerned HoO will forward his/her enrollment certificate to immediate controlling authority of West Bengal Health Scheme for issuance of approved certificate.
9. **Cessation of Role of DDO for Enrolment :**
The process of online Enrolment Certificate will not be available at DDO's Login after creation of HoO login. All unapproved certificate lying at the login of drawing and disbursing officer shall be forwarded by him/her to the login of operator of concerned HoO.

Annexure-III

(As per order no. 22-F(MED)WB dated 07.02.20)

Process flow for generation of FRESH /REVISED enrolment to all enrolled Employee / Pensioner / Family Pensioner by Head of Office

1. Existing certificate of all enrolled employees/pensioners/family pensioners needs to change because of implementation of ROPA-2019. It is the responsibility of HoO to issue revised enrollment certificate without seeking any formal prayer/application from enrolled beneficiaries.
2. For updating of basic salary or basic pension as per **ROPA-19**, Operator will shall have to choose one of the following **options**:

Sl. No.	Category of enrolled beneficiary	Way to update Basic Salary / Pension
1	Enrolled employees who are drawing salary through HRMS of IFMS.	1. Through web-service (in scheduler form) from HRMS of IFMS. or 2. Manual update as per <u>Scheduled V of ROPA-19</u> *
2	Enrolled employees who are on deputation service and drawing salary other than HRMS module of IFMS.	1. Manual update as per <u>Scheduled V of ROPA-19</u>.
3	Enrolled pensioner/ family pensioner who are drawing pension through treasury (CTS module of IFMS).	1. Through web-service (in scheduler form) from CTS of IFMS. or 2. Manual update* as per any one of the following documents: a. As per revised pension payment order issued by pension sanctioning authority who retires after 01.01.16. or b. As per Annexure-I of notification no. 535-F (Pen) dated 01.10.2019 issued by Pension Branch, Finance Department, Govt. of West Bengal from each Pension Disbursing Authority in case of pensioner who retires before 01.01.16.
4	Enrolled pensioners/family pensioners who are drawing pension other than treasury mechanism (where bank acts as pension disbursing authority and it is applicable to pensioners who reside in Kolkata).	1. As per revised pension payment order issued by pension sanctioning authority who retires after 01.01.16. or 2. As per Annexure-I of notification no. 535-F (Pen) dated 01.10.2019 issued by Pension Branch, Finance Department, Govt. of West Bengal from each Pension Disbursing Public Sector Bank in Kolkata in case of pensioner who retires before 01.01.16.

****This functionality will be operational till beginning of web-service from IFMS). HoO will issue certificate positively if beneficiary approach to him/her without any formal application)***

3. After modifying basic salary or basic pension of as per sl. no. 2 by Operator, s/he will forward it electronically to Recommending Authority attaching relevant documents manually and comments.
3. Recommending Authority will verify electronically and physically the application forwarded by Operator and sends the same electronically to HoO or Approver (Certificate Generation) for final approval. S/he may send back the application to Operator if any discrepancy detected.
4. HoO or Approver (Certificate Generation) approves with his/her registered Digitally Signature Certificate (DSC) all applications recommended by Recommending Authority if it found correct. In other cases where discrepancy found, s/he sends it Recommending Authority for necessary correction.
5. No one can approve his/her own certificate except Departmental Secretary. In such cases, concerned HoO will forward his/her enrollment certificate to immediate controlling authority of West Bengal Health Scheme for issuance of approved certificate.
6. A certificate once approve with DSC by HoO or Approver (Certificate Generation), it will be available for print out of individual access of enrolled employees/pensioners/family pensioners and all other users.

7. Issuance of print out of enrollment certificate is not mandatory but a copy may be given to pensioner/family pensioner if s/he requests.