

Browser Settings:

Directorate of Commercial Tax Department recommends that you use the following browser specifications for the best view of the website. You may still be able to use the return filing website using other browsers and versions, but the pages may not display properly or you may experience difficulties to use all of the functionality.

- Mozilla Firefox
- Internet Explorer 9.0 or above

System Configuration:

OPERATING SYSTEM - Windows XP with Service Pack 3/Windows 7/Windows 8/Windows 10

REQUIRED JAVA VERSION - Java 6 or above

Security Issues:

Steps have to be followed for accessing DSC service facility:

Step1: Lower the Java Security.

Step2: If Java version is above 7 then add the site in the exception site list.

Open control Panel ---- > Click on Java ---- > Go to Security Tab --- > Click on "Edit Site List" ---- > add the site name <http://egov.wbcomtax.gov.in> in the list

Step3: In Lower version of Java, if the applet is not loaded properly then activate Java plug-ins.

DIGITAL SIGNATURE CERTIFICATE ISSUING AUTHORITIES

Some of the dealers are required to obtain Digital Signature Certificate from the appropriate certifying authority for availing the eservices. A list of such dealers has been displayed in this website.

A licensed Certifying Authority (CA) issues the digital signature. At present the following organisations are authorized Certifying Authorities under CCA, Government of India.

1. NIC (For Government Departments/ Undertakings only)
2. (n)Code Solutions CA(GNFC)
3. Safescript
4. TCS
5. MTNL
6. Customs & Central Exercise
7. e-Mudhra
8. IDRBT

The respective website addresses of those CAs are provided below:

<http://nicca.nic.in>

www.ncodesolutions.com

www.safescript.com

www.tcs-ca.tcs.co.in

www.mtnltrustline.com

www.icert.gov.in

www.e-mudhra.com

The particulars of the Certifying Authority are available from the respective Websites. It would be sufficient for the Commercial Taxes applications if the dealer Obtains Class 2 Digital Signature Certificate (DSC) from the CA. After obtaining the Digital Signature Certificates as mentioned above, the dealer is required to register the fact of possessing the Digital Signature Certificates through the registration system available in this website.

Frequently Asked Question

Problem: What type of DSC required for Commercial Tax, West Bengal?

Solution: For availing the eservices, class 2B Company (Organization) type DSC is required.

Problem: Who are the Digital Signature Certificate Vendors?

Solution: List of Vendors of e-Token

- Alladin
- ePass
- Watchdata Proxkey
- Gemalto
- Moserbaer

Problem: If “Your security settings have blocked a self - signed application from running”- message appears, then what you need to do?

Solution:

You simply need to add the site (“<http://egov.wbcomtax.gov.in>”) in the exception site list under java security.

For this you follow the below steps::

Control Panel --->click on java ---> go to security tab --- > add <http://egov.wbcomtax.gov.in> in exception site list --- > restart the browser and try again.

Problem: Applet is not running in the internet explorer?

Solution: Follow the below mentioned steps and try again.

1. Start "Control Panel"
2. Click "Default Programs"
3. Click "Associate a file type or protocol with a specific program"
4. Double click .jar.
5. Browse C:\Program Files\Java\jre7\bin\javaw.exe.
6. Click the button Open.
7. Click the button OK.

Problem: Jar Signing Problem

Solution: That is some Java related issue. Please reinstall java and Then reinstall the token driver.

Problem: How to deregister a DSC?

Solution: Follow the steps to deregister a DSC:

1. Login to the System
2. If No of Registered Authorized Signatory is greater than 1, then a link appears named "[Click here to See Certificate Status and De-Register](#)"
3. Click on the link
4. Select the Checkboxes you need to deregister and click on "Click here to deregister" button.

Problem: If "Signatory not trusted"- message appears then what you need to do?

Solution: It means that you are trying to register a DSC without authorizing the previous one which is registered earlier and valid.

To solve this you follow the following steps:

1. Suppose your previous DSC is expired and you trying to register a new DSC, then this message appears. For this, you first need to deregister the expired DSC and then try to register new one.
2. If you already have a valid DSC, and you try to add another one without authorizing the previous one then this message appears.
For that, if you don't require the previous one then please deregister it and register the new one.
If you want to add another one along with the previous one, then please follow the link "Subsequent Signatory Registration".

SUBSEQUENT SIGNATORY REGISTRATION:

The steps are as follows

1. Enter User ID and Password of the Dealer to Login for registration
2. Dealer information will appear with the DSC registration. Click on the link & the list of name of previously registered signatories will be displayed.
3. Select one signatory who can vouch for the new signatory
4. Select particular option either to insert Smart Card or browse the

- certificate file
5. Press Read Card button
 6. Either Insert Smart Card of the selected signatory or browse the Digital Signature Certificate file of the selected signatory & Provide PIN. Press Submit button
 7. On successful reading press Continue button
 8. Either Insert Smart Card or USB Token of the new DSC Or Browse your Digital Signature Certificate file & Provide PIN. Press the Submit button
 9. After successful reading press Register button
 10. Confirm registration and provide additional information for further communication
- *NB: Maximum five Authorised signatories are allowed to register for every dealer

Problem: If “You are already registered”- message appears then what you need to do?

Solution:

Reason1::

It means that your DSC is registered with another RC No. Check your token serial no with the registered one.

Steps to find token Serial No:

1. Click on start menu
2. Type “certmgr.msc” in the search box
3. Go to certificate under Personal
4. Click on token certificate and go to details tab
5. You’ll see the token No

Steps to find registered token Serial No:

1. Login to the System
2. If No of Registered Authorized Signatory is greater than 1, then a link appears named “[Click here to See Certificate Status and De-Register](#)”
3. Click on the link

4. You can see the registered token serial no

If there is any conflict then it means you have registered the wrong one. Then deregister it and register the correct one.

Reason 2::

If there is multiple certificates exist in the browser store, then you should clear the browser store and try again.

Steps to clear browser store:

1. Click on start menu
2. Type “certmgr.msc” in the search box
3. Go to certificate under Personal
4. Delete unrelated certificates.

Problem: If “You have not registered this Digital Signature Certificate. <Certificate Serial No> Please register your certificate to login with this digital signature Certificate.”- message appears then what you need to do?

Solution: In this case you should clear the browser store and try again.

Steps to clear browser store:

1. Click on start menu
2. Type “certmgr.msc” in the search box
3. Go to certificate under Personal
4. Delete unrelated certificates.

Problem: If “Some internal error occurred. Please try again.”- message appears then what you need to do?

Solution:

In this case you try after some time and with some other machine. If problem persist please visit helpdesk for the solution.