



Government of West Bengal
Personnel & Administrative Reforms Department
Memorandum

Memo No 21 -PAR (BSK) /BSK-57 /2022.

Dated 15.3.2023

The State Government has set up Bangla Sahayata Kendras (BSK) throughout the State to provide Government services free of cost on an online platform www.bsk.wb.gov.in at the doorsteps of the citizens at different locations across the State.

Consolidation and expanding various circulars issued by the Government in this regard from time to time into a comprehensive guideline for the purpose of engagement of contractual DEOs at BSKs was under active consideration of the Government. Therefore, in continuation with the notification number 130-PAR (BSK)/BSK-57 /2022 (Pt – II) dated 12.12.2022 Government finds it expedient to issue a comprehensive guideline for engagement of contractual DEOs for BSKs as furnished hereunder: -

WTL is being authorized by the Personnel & Administrative Reforms Department, Government of West Bengal to invite applications from eligible candidates from across the State and to issue provisional engagement letter to the selected Data Entry Operators (DEOs) on purely contractual basis for Bangla Sahayata Kendras (BSKs). The procedure is as follows:-

1. **Name of Posts: Data Entry Operator (DEOs) for Bangla Sahayata Kendras.**
2. **No. of Posts:** 2922 posts against 1461 newly created BSKs in addition to the number of casual vacancies on the date of advertisement of the Notification for Engagement.
3. **Age:** 18-40 years, calculated with reference to the date of Publication of the Advertisement.
4. **Qualifications:**
 - a. Must have passed the Higher Secondary or equivalent Examination from a recognized Board.
 - b. Must have completed Certification Course in Computer Application with knowledge of MS Word and MS Excel with a minimum of 6 months' duration from a registered/recognized institute/center.
 - c. The applicant applying for the post of DEO in a BSK must be ordinarily a resident of the same district in which he/she applies for engagement.
5. **Remuneration:** As notified by the Government from time to time.
6. **Engaging Authority:** Webel Technology Ltd. (WTL) shall be the engaging authority for this purpose. The entire process of engagement by the WTL will be conducted under the direct supervision, support and the control of the District Magistrates/ Municipal Commissioner, Kolkata Municipal Corporation. WTL will also place authorized liaisoning Officer in each district to keep close liaison with District Magistrates/ Municipal Commissioner, Kolkata Municipal Corporation.
7. **Conditions of Engagement-**
 - a. Engagement shall be purely on a contractual/temporary basis for a period of one (1) year.
 - b. The DEOs will be engaged within the district/KMC in which he/she has declared his/her residence with documents. However, he/she may not ordinarily be engaged in the same Block/Ward in the District which she/he ordinarily/ permanently resides.
 - c. The DEOs may be terminated at any time on grounds of proven misconduct, negligence, insubordination and indiscipline while on duty after an opportunity of being heard.
 - d. No plea of relocation of DEOs shall ordinarily be entertained. However, the authority reserves the right to allow shifting of DEOs under exceptional situations on a case-to-case basis.
8. **Job Responsibilities:**
 - a. Selected Candidates will ordinarily function as Data Entry Operators at Bangla Sahayata Kendras within the districts of their residence
 - b. The DEOs will render government services to the citizens on all days excepting Sundays and Public Holidays as duly notified by the State Government

9. Advertisement of Notification for DEOs' Engagement:

- a. WTL, being authorized by P&AR Department will arrange for publishing advertisements on the official website of the WTL, 'Egiye Bangla', BSK Portal, also in Newspapers

10. Creation of Application Portal:

- a. WTL will create and host an application portal with the provision of registration by using phone number and /or email ID (OTP Based) of the applicants by creating provision for mandatory uploading of necessary documents in support of educational qualification & computer proficiency.
- b. The applicant has to apply within the jurisdiction of the district where the applicant ordinarily/permanently resides (the address mentioned in the application supported by documentary evidence)

11. Mandatory Information to be provided in the application form:

- a) Name, b) Gender, c)Caste(as applicable),d)Mobile Number, e)AADHAR Number ,f)EPIC No ,g)Email Id, h)Date of Birth, i) Residential Address (the address in which the applicant permanently / ordinarily resides),j)Father's/Husband's /Mother's/Guardians' name, k)Educational Qualifications, l)Details of Computer Knowledge.

- 12. Schedule:** The timeline related to the engagement of Data Entry Operators from the date of publication of Advertisement is 120 days. **The timeline is only indicative and may be rescheduled, if required as per the approval of the competent authority. Any changes shall be informed through the application portal.**

13. Publication Milestones:

- a. Publishing the list of candidates found to be provisionally eligible to appear in the examination with a mention of the fact that if any candidate is mistakenly allowed, and detected his/her ineligibility in any means, will be summarily rejected at any of the subsequent stages of engagement process.
 - b. Publishing the list of candidates selected to appear for computer proficiency test after passing the written MCQ examination.
 - c. Publishing the list of provisionally selected candidates and their individual scores along with the panel of shortlisted candidates, after the Written MCQ test and the Computer Proficiency tests are over.

14. Conduct of Examination:

- a. **The Selection Process will be held in two stages, consisting of the written MCQ test in one day all over West Bengal on a notified date, and practical on-desk computer proficiency test will also be taken on a subsequent day all over West Bengal.**
- b. Concerned District Magistrates/Commissioner KMC shall provide the List of examination venues with contact details of the authorized liaison officer/venue in-charge of the respective MCQ test venues to WTL and P&AR Department.
- c. Eligible Candidate shall have to download the admit cards by logging in the application portal from their accounts. **On the date(s) of MCQ Written test and Computer Proficiency Test, original Identity proof documents shall have to be produced mandatorily along with the valid admit card.**
- d. MCQ-based exams will be held through OMR Sheet. WTL to prepare Question Papers and OMR sheets and arrange to evaluate the OMR sheets after written test centrally at the convenient venues under the aegis of WTL in Kolkata.
- e. The total marks allotted for the written MCQ will be 100.
 - I. All questions are compulsory in nature.
 - II. There will be 50 questions in all.
 - III. Time allotted is one and half hours (90 minutes).
 - IV. Questions asked will be of the 12th Standard.

V. Subject: General Knowledge/ Arithmetic/ Quantitative Aptitude/ General English/ Current Affairs.

VI. Successful answer will carry 2 marks. 1 mark will be deducted for every 3 wrong answers.

f. Such sealed packets containing the OMR sheets after the written test will be dispatched through postal department to the centralized venue for evaluation of OMR sheet to be selected by WTL in Kolkata.

15. Conduct of Computer Proficiency Test:

- a. The Number of candidates, within a district or KMC, called for computer tests will be in the ratio 1:3 (i.e., three candidates against every vacancy). District wise vacancies will be notified and candidate will be called for computer test based on this District wise vacancy.
- b. Call letters for Computer Proficiency Test shall have to be downloaded from the application portal by the candidates themselves.
- c. **The marks allotted for Computer Proficiency Test will be 50.** The WTL will arrange to hold Computer Proficiency Test through Computer Based Test method (CBT).

16. Final selection of the provisionally selected candidates

- a. Final selection will be on the basis of consolidated scores obtained in the written MCQ test and the computer proficiency test. In case of tie of score, the candidate with higher age will get precedence.
- b. The District wise panel of selected candidates in the ratio of 1:2 against the district wise vacancy position will have to be published on the WTL website/application portal along with other places for wider publication.
- c. The documents uploaded online by the Candidates at the time of application shall be verified in person against the original documents. If any discrepancy is found at this stage, her/his candidature will be summarily rejected without any further intimation to the candidate. The next eligible candidate will be given the offer of engagement.
- d. Authorized Officer of District Magistrate/ Municipal Commissioner, KMC shall upload the 'document verification report' before deliver to WTL in the **prescribed format in the application portal**.
- e. **Webel Technology Ltd. (WTL) shall be the engaging authority to issue provisional engagement letter to the selected candidates.** The entire process of engagement by the WTL will be conducted under the direct supervision, support and the control of the District Magistrates/ Municipal Commissioner, Kolkata Municipal Corporation.
- f. **Candidature of Candidates failing to join within 30 days of issuing engagement letters will be rejected and replaced by the next candidate from the waiting lists.**
- g. The panel will remain valid for two (2) years from the date of publication of final result or publication of fresh engagement notice whichever is earlier.

17. Data Security:

The engaging authority i.e, WTL will remain responsible for developing the Application Portal, related software and generation of data, ensuring that all necessary measures are adopted, so that safety, security, confidentiality of information are not compromised at any stage, starting from application to issuance of provisional engagement letters to the selected candidates. The data generated in the whole engagement process will have to be preserved for at least two years or the time stipulated by P&AR department.

19. Legal issues and RTI queries:

After completion of total engagement process one designated officer in the office of the District Magistrates and Commissioner, KMC has to be authorized to handle the complaints and grievances in the respective District level. WTL will remain in charge of all legal issues and RTI queries along with DM and Commissioner, KMC.

Sd/-

**Addl. Chief Secretary
Government of West Bengal**

Copy forwarded for kind information and necessary action to –

- 1) The Chief Secretary, West Bengal
- 2-55) The Addl. Chief Secretary/Principal Secretary/ Secretary Department
- 56) The Principal Secretary to Hon'ble Chief Minister, Government of West Bengal
- 57) The Secretary, Chief Minister's Office & State Nodal Officer. BSK
- 58-79) The District Magistrate (All), West Bengal
- 80-86) The Municipal Commissioners (All)
- 87) The CEO, Webel Technologies Limited
- 88) The e-Governance Cell,P&AR Department
- 89) Office Copy

Pm
15/3/2023

Additional Secretary
Government of West Bengal