

Frequently Asked Question on Revised functionality of West Bengal Health Scheme

As on 06.05.20

Sl. No.	Query	Reply
1	Who will provide login of Head of Office in WBHS Portal?	<p>Drawing and Disbursing Officer of the concerned Head of Office. DDO will give correct input in "Head of Office Entry" tab from his login in health Portal.</p> <p><i>(In case of Head of Office having multiple DDOs, DDO of his/her own establishment will provide login to Head of Office first by selecting "Own Office under HoO" under Category of Head of Office. Other DDOs will tag that Head of Office later by selecting "Other Office Controlled by HoO" under Category of Head of Office)</i></p>
2	Who can update/modify profile details of Head of Office?	Head of Office himself or DDO of his/her own establishment can update from the menu "Update Head of Office Details" .
3	How password of user in Health Portal is retrieved?	Any user of Health Portal can retrieve his/her password by providing correct detail in appropriate " User Type " in " Forget Password " option available inside Login Tab .
4	What is processing hierarchy?	<p>It is a web based systematic process flow different users in WBHS Portal. In Health Portal, there are mainly 3 (Three) types of user i.e. Operator, Recommending Authority and Head of Office. They will directly be involved in processing of certificate or claim. But Head of Office may delegate some of his some work to his/her any subordinate Group-A officer with role of Delegated Approver or approver of User Administrator.</p> <p>Processing hierarchy shall be pyramid in shape. That means any authority can be mapped with immediate multiple subordinates but no subordinate can mapped with immediate multiple higher authority.</p>
5	Is it mandatory to create login of subordinate users from the end of the Head of Office?	No, S/he can delegate it to any Group-A officer by creating a user access with role Approver of User Administration. Even user up to level of Recommending Authority can create user under his/her control. User creator shall be very careful while putting profile details of new user.
6	How will new user get information of login creation?	User will get a message containing login credential in his/her personal mobile no. and mail address incorporated by user creator at the time of creation of his/her login.
7	What will be the immediate task of subordinate user under any Head of Office?	All subordinate users shall change system generated password immediately after getting it in his mobile and e-mail address. If users do not change it, Head of Office can't view them while

		making processing hierarchy.
8	What to do by DDO in case of pending application of enrolment lying at his/her login?	DDO shall transfer all the pending applications of enrolment to the login of Head of Office. When s/he transfers, it will be assigned to all active Operator one by one created by Head of Office.
9	How many tiers are there in processing of certificate or claim in WBHS Portal?	<p>In general 3 (Three) tiers i.e. Operator, Recommending Authority and Head of Office.</p> <p>If Head of Office desires to expand the tiers, s/he can do it by giving portal access by creating login of Delegated Approver or multiple Recommending Authorities in same processing hierarchy.</p> <p>On the other hand, establishment having less number of employees, the tier 'Recommending Authority' may be skipped.</p> <p>Create Operator mandatorily to execute portal function smoothly.</p>
10	Is Digital Signature Certificate (DSC) mandatory for all?	No, it is required for only Head of Office, Delegated Approver (Certificate) and Delegated Approver (Reimbursement).
11	Is it mandatory to procure fresh DSC for user authorized to use in Health Portal?	No, any authorized user can use his/her existing class-2 type DSC.
12	When DSC plugging is required?	It is required only in case of approval of enrolment certificate and generation of sanction order for reimbursement claim.
13	Is mapping of enrolled beneficiary with Operator essential?	Mapping of enrolled beneficiary is mandatory for reimbursement claim processing. In case of certificate generation, it is not required at all.
14	Is it required to update payment head of account of all enrolled beneficiary?	You have to update payment head of account of all enrolled employees. No need to update payment head of account of pensioners.
15	Is processing hierarchy mandatory?	Yes, it is mandatory.
16	Is it required to map Head of Office with his/her immediate subordinate user?	<p>No. Probable cases are stated below:</p> <ol style="list-style-type: none"> 1. No need to map Head of Office with Delegated Approver where hierarchy is "Operator-Recommending Authority-Delegated Approver-Head of Office". 2. No need to map Head of Office with Recommending Authority where hierarchy is "Operator-Recommending Authority-Head of Office". 3. No need to map Head of Office with Operator where hierarchy is "Operator-Head of Office". <p>Head of office will be automatically mapped with his just lower level.</p>
17	How can an employee update	S/he can update it through his/her individual login

	his/her Personal Information, Office Details and Cadre Controlling Authority?	in Health Portal. On the basis of change request in portal and necessary documents (if requires), Operator shall initiate it for final approval from Higher Authority as per hierarchy and subsequent reflection in enrolment certificate after approval from HoO or approver as the case may be.
18	How can a pensioner update his/her Personal Information, Last Office Details and Pension sanctioning Authority?	S/he can update it through his/her individual login in Health Portal. On the basis of change request in portal and necessary documents (if requires), Operator shall initiate it for final approval from Higher Authority as per hierarchy and subsequent reflection in enrolment certificate after approval from HoO or approver as the case may be.
19	How can an employee or pensioner update his/her Beneficiary/Family Details?	Update of Beneficiary/Family Details has to be initiated from the login of Operator of concerned office on the basis of submitted documents. Operator shall forward such updating incidence to Higher Authority for final approval and subsequent reflection in enrolment certificate after approval from HoO or approver as the case may be.
20	How many times an employee or pensioner can make change request from his/her login?	There is no limitation. But s/he can't make fresh change request when a request is in a queue of approval.
21	Is it required to take approval from Head of Office where Delegated Approver (Certificate) exists?	No, Delegated Approver (Certificate) can approve certificate finally with his registered DSC or he may forward it to HoO if he feels to do so.
22	How does transfer of an employee or a pensioner take place?	Existing Head of Office transfers his enrolment to new Head of Office by putting details of some basic information. Before transfer, existing Head of Office has to assure that HoO code of new office is available in Health Portal.
23	When a transfer takes place in Health Portal, at whose login of new office will it show?	It will show to any active Operator(Certificate) of new office.
24	How does Basic Salary/Pension update.	Basic Salary/Pension can be updated from any of the following two option: a. By initiating a change request from the individual login of employee/pensioner. In case of pensioner, office has to b. By initiating a change request by Operator of concerned office. In case of Basic Pension update, Head of Office shall collect/receive necessary documents such revision from appropriate authority.

From
Medical Cell, Finance Department
Govt. of West Bengal

Deployed of functionality and availability at different User under Head of Office in WBHS Portal

As on 06.05.20

Sl. No.	Name of Tab/ Functionality	Available at								
		Login of Head of Office	Login of Approver of User Administrator	Delegated Approver (Certificate Generations)	Login of Delegated Approver (Reimbursement)	Login of Recommending Authority (Certificate Generations)	Recommending Authority (Reimbursement)	Login of Operator (Certificate Generations)	Login of Operator(Reimbursement)	Login of D.D.O
1	Entry of Head of Office	No	No	No	No	No	No	No	No	Yes
2	Transfer of unapproved application of enrolment	No	No	No	No	No	No	No	No	Yes
3	Update of details of Head of Office at the time of transfer or retirement	Yes	No	No	No	No	No	No	No	Yes
4	User Creation of Sub-Ordinates	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No
5	Mapping of enrolled beneficiary	Yes	Yes	No	No	No	No	No	No	No
6	Mapping of Sub-Ordinates Offices	Yes	Yes	No	No	No	No	No	No	No
7	Process Hierarchy	Yes	Yes	No	No	No	No	No	No	No
8	Update of family details of enrolled beneficiary	No	No	No	No	No	No	Yes	No	No
9	Update of Basic Salary/Pension	No	No	No	No	No	No	Yes	No	No
10	Conversion from Employee to pensioner	No	No	No	No	No	No	Yes	No	No
11	Reallocation of approved beneficiary from one Operator to another Operator	Yes	Yes	No	No	No	No	No	No	No
12	Transfer of Employee/Pension from	Yes	No	Yes	No	No	No	No	No	No

	one office to another									
13	Generation of CARC	Yes	No	No	Yes	No	No	No	No	No
14	Report of User Administration	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
15	Report of Enrolment	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
16	Report of Claim	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
17	Generation Form-D4 for cashless treatment	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No

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