

Kerala Commercial Taxes Department

DIGITAL SIGNATURE HAND BOOK

Content

1. FAQ
2. KVATIS Procedure for Digital Signature Certificate (DSC) Registration & Signing
3. Browser Settings for Digital Signature
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Digital Signature FAQ

- 1. Which are the digital documents in KVATIS for which Digital Signature is mandatory?**
 - 8FA
 - Online Delivery Note
 - Statutory Forms
 - C Form
 - F Form
 - E1 Form
 - E2 Form
 - H Form
 -
- 2. Whether Digital Signature is mandatory in Return filing?**
 - No; Digital Signature is optional for return filing
- 3. Whether more than one Person is entrusted to digitally sign the document in KVATIS for a firm?**
 - Yes, the authorized signatory detail has to be appended in the authorized signatory screen and enroll his/her digital signature in the digital signature enrollment screen.
- 4. I have entered the authorized signatory details, but not able to enroll digital signature.**
 - If the issue is not showing the Mudhra web signer window please check the following
 - i. Turn Off pop up blocker in the Browser.
 - ii. Enable Java settings of the browser.
 - iii. If the browser doesn't have the Java (JRE) as required by KVATIS, click on the link to download JRE before registering and transacting on the site. (http://comtax.kerala.gov.in/KVAT/jre_KVAT.exe)
 - iv. Download the browser settings from Download User Manual link in the dealer home page and click Browser Settings(Digital Signature) and incorporate the changes
 - v. Check whether the antivirus or windows firewall in the machine blocks the java applet.
 - If the issue is Credential invalid message coming
 - i. Please check the PAN applied for taking digital certificate trying for enrollment against the authorized signatory and PAN entered against authorized signatory details are same.

- Your Digital signature details is not showing in the e Mudhra web signer window
 - i. Ensure that, USB token containing Digital Signature Certificate is connected to the PC.
 - ii. In the case of PFX file stored in the CD media or hard disk. Please click P12/PFX tab in the window and click browse button. Select your digital signature file (PFX) from the CD / hard disk.
 - iii. Please install the digital signature driver properly or contact your digital signature supplier.
- If the issue is still persists even after made all the above settings please Contact 09591984533, 09591995033.

5. I have add the authorized signatory details and enrolled digital signature also, but not able to take statutory form / Delivery note/ 8FA.

- If the e Mudhra web signer window for signing is not displayed please check the procedures mentioned in item no.4 above.
- Showing only KVAT processing screen
 - a. The signing process takes some time; if the screen shows more than a reasonable time - please close the window and check the status of the document. If the status is submitted it is digitally signed. Now you can take the digitally signed document. If the status is initiated please try to sign again.

6. Whether I can use this facility from any of the computer?

- Yes, but before attempting digitally signing please make sure that all the procedures mentioned in item no.4 above is done on the computer.

7. Any helpline numbers for supporting Digital signature issues?

- Yes, e-Mudhra the technology partner for implementing Digital Signature has setup telephone support for technical issues related to Digital Signing. The numbers are as follows:

09591984533

09591995033

Customer service 080-43360000

(Monday - Friday 9.00 am - 07.00 pm and Saturday 09.30 am - 05.00 pm)

e-mail - info@e-mudhra.com.

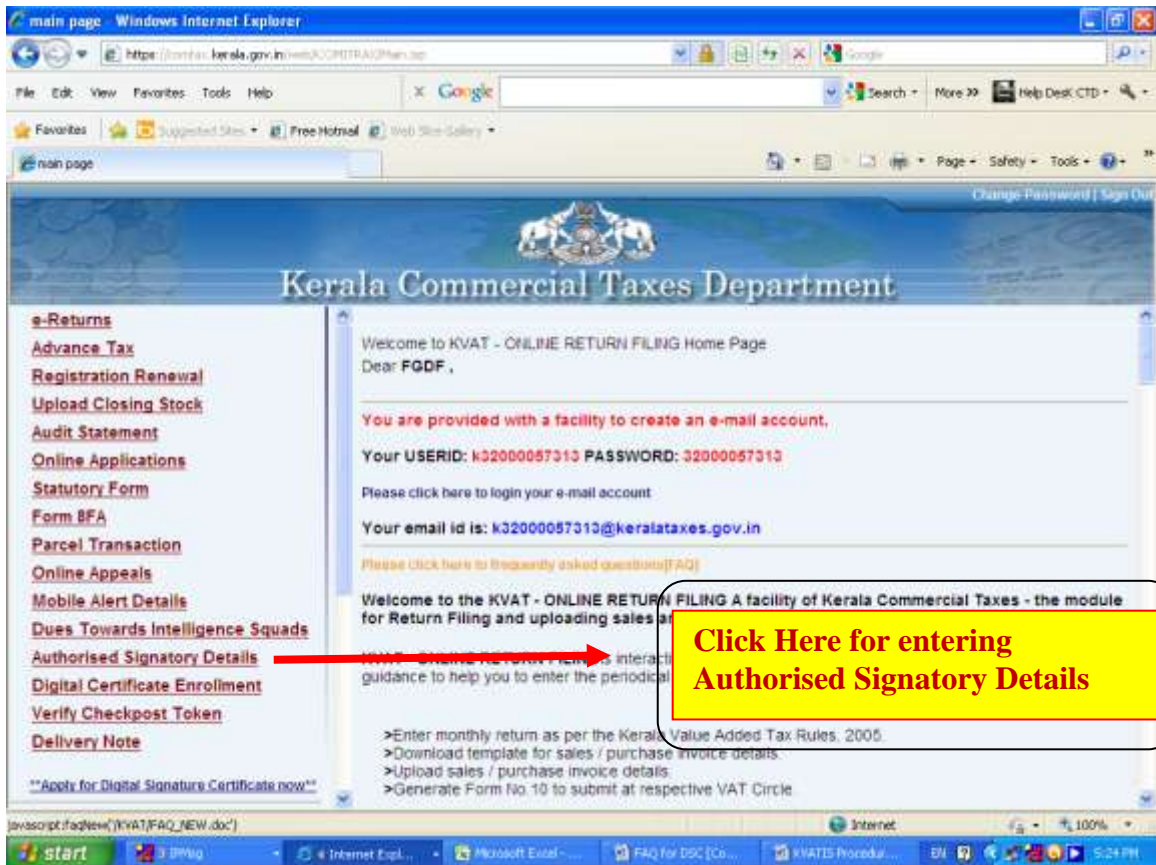
8. The signature in the digitally signed pdf document shows the status 'invalid signature / unknown identity'

- If the signature in the signed document shows invalid signature

- a. Check your Adobe reader version. If the version number is less than 9 Upgrade to Adobe 9 or above.
- If the signature in the digitally signed pdf document shows unknown identity.
 - a. Right click over the signature shown in the signed document
 - b. Select Signature Properties
 - c. Click 'show certificate'
 - d. Select the 'Trust' tab in the shown certificate
 - e. Click 'Add to Trusted Identities'
 - f. Click 'OK' in the pop up window
 - g. Tick the following options
 - i. Certified documents
 - ii. Dynamic Content
 - iii. Embedded high privilege Java Script
 - iv. Privileged System Operations
 - h. Click 'OK'
 - i. Click 'OK'
 - j. Click 'Validate Signature' button

KVATIS Procedure for DSC Registration & Signing

1. Authorized Signatory Details



The screenshot shows the KVATIS (Kerala Commercial Taxes Department) website interface. The page title is "Kerala Commercial Taxes Department". The main content area displays a welcome message: "Welcome to KVAT - ONLINE RETURN FILING Home Page. Dear: FGDF." Below this, it states: "You are provided with a facility to create an e-mail account, Your USERID: k32000057313 PASSWORD: 32000057313". A red arrow points from the "Authorized Signatory Details" link in the left sidebar to a yellow callout box that says "Click Here for entering Authorised Signatory Details". The sidebar also lists other services like e>Returns, Advance Tax, Registration Renewal, Upload Closing Stock, Audit Statement, Online Applications, Statutory Form, Form BFA, Parcel Transaction, Online Appeals, Mobile Alert Details, Dues Towards Intelligence Squads, Digital Certificate Enrollment, Verify Checkpost Token, and Delivery Note. The bottom of the page shows a taskbar with various applications open, including Internet Explorer, Microsoft Excel, and a file named "FAQ for DSC [Co...".

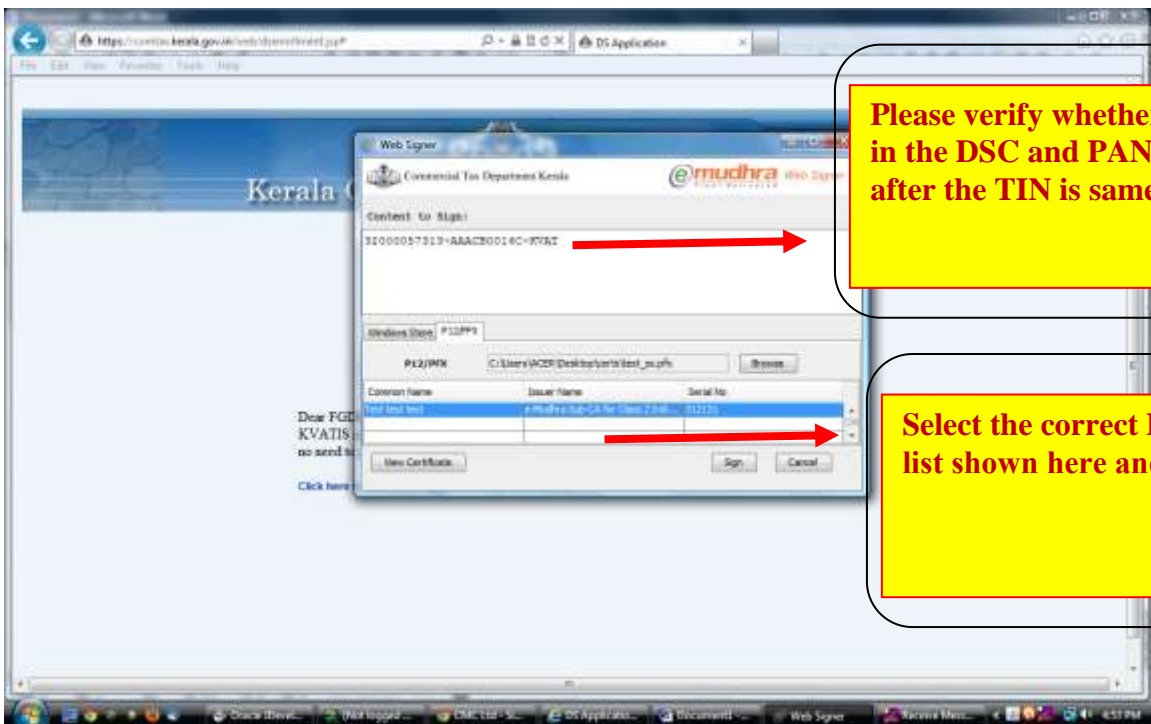
2. Digital Signature Enrollment Process

The screenshot displays the 'Kerala Commercial Taxes Department' website. The left sidebar contains a menu with the following items: e>Returns, Advance Tax, Registration Renewal, Upload Closing Stock, Audit Statement, Online Applications, Statutory Form, Form BFA, Parcel Transaction, Online Appeals, Mobile Alert Details, Dues Towards Intelligence Squads, Authorised Signatory Details, **Digital Certificate Enrollment**, Verify Checkpost Token, and Delivery Note. A red arrow points from the 'Digital Certificate Enrollment' link to the main content area.

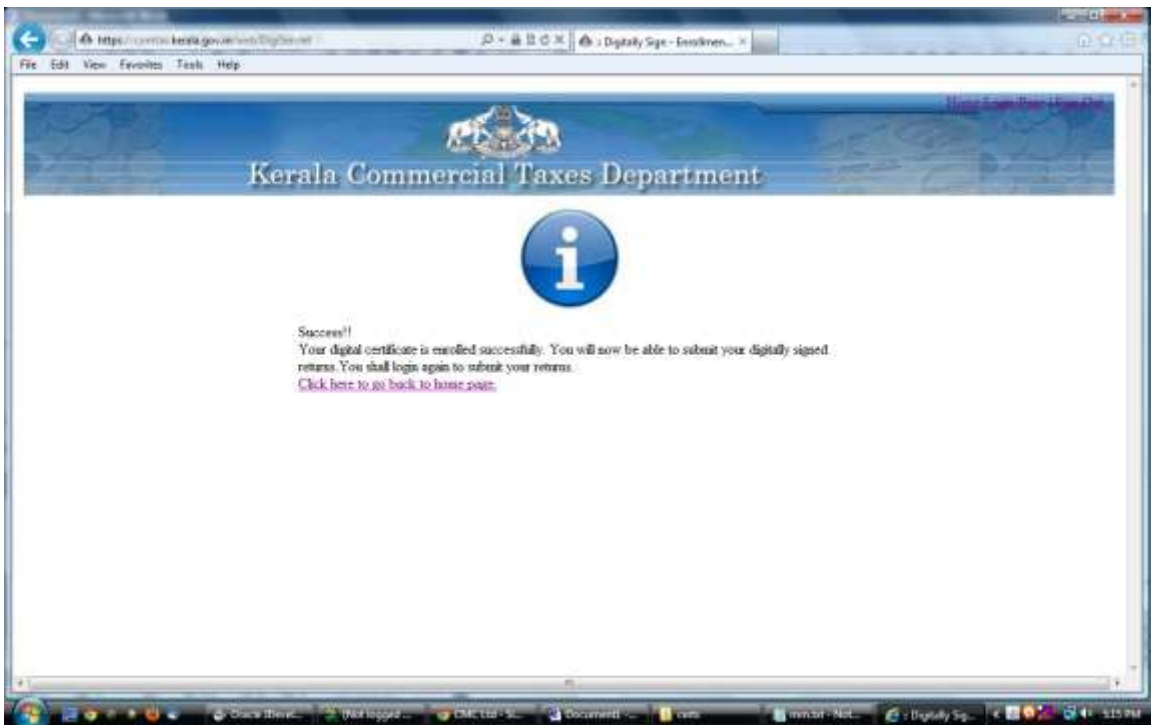
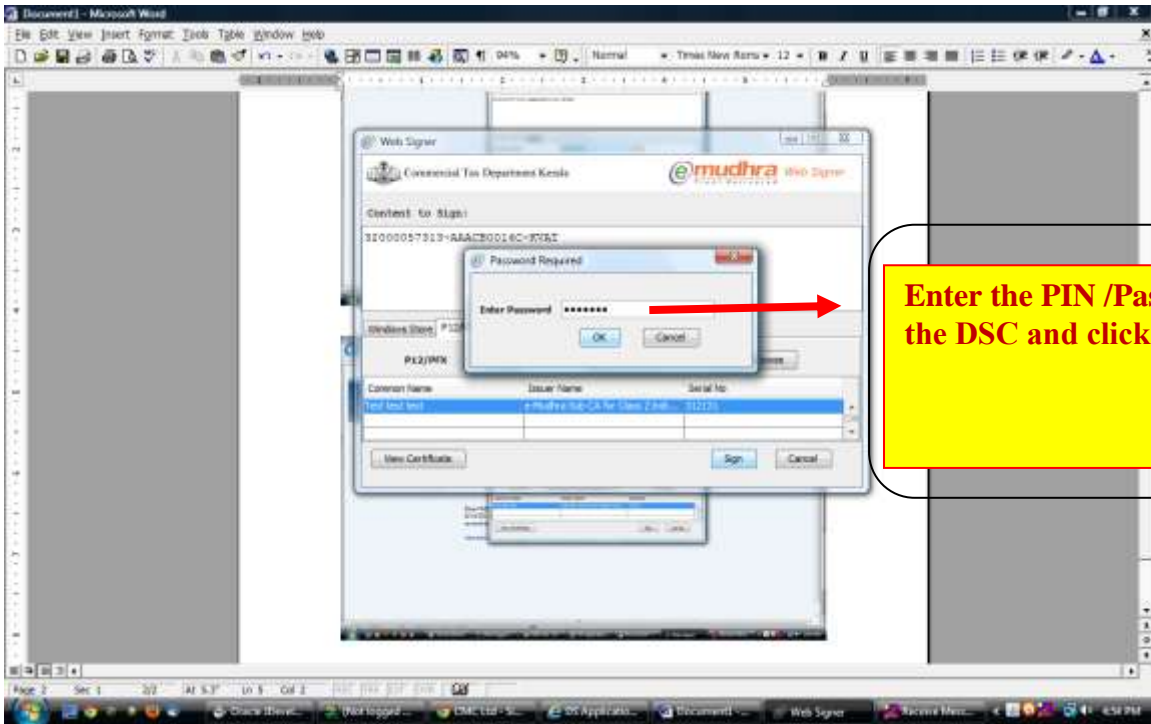
The main content area features a welcome message: 'Welcome to KVAT - ONLINE RETURN FILING Home Page. Dear FGDF,'. Below this, it states: 'You are provided with a facility to create an e-mail account, Your USERID: k32000057313 PASSWORD: 32000057313'. A link is provided to 'login your e-mail account'. The email ID is listed as 'k32000057313@keralataxes.gov.in'. A yellow callout box with a red border contains the text: 'Click Here for enroll Digital Signature. Before attempting this step you should connect your DSC token into the machine.' A red arrow points from this callout box to the 'Digital Certificate Enrollment' link in the sidebar.

At the bottom of the main content area, there are instructions for KVAT - ONLINE RETURN FILING: 'KVAT - ONLINE RETURN FILING is interactive guidance to help you to enter the periodical...'. Below these instructions are three steps: '>Enter monthly return as per the Kerala V...', '>Download template for sales / purchase invoice details.', '>Upload sales / purchase invoice details.', and '>Generate Form No. 10 to submit at respective VAT Circle.'

The browser window title is 'main page - Windows Internet Explorer'. The address bar shows 'https://com.tax.kerala.gov.in/web/KCPOTRAI/Plan.asp'. The taskbar at the bottom shows the Start button, Internet Explorer, and several open applications including 'FAQ for DSC (Co...' and 'KVATIS Procedur...'. The system clock shows '5:24 PM'.



- **If e Mudhra web signer window as above is not shown when you click over the link ‘ Click here to enroll your digital certificate with KVATIS ’ provided in the enrollment page, Please check the following**
 1. Turn off your popup blocker
 - a. If you are using Internet Explorer; please make sure that Turn on Pop-up Blocker is showing against Pop up Blocker in the Tool menu.
 - b. If you are using Mozilla Firefox Take Options from Tools menu. Take **Content** Tab and remove the from the box Block Pop up Windows.
 2. Check whether the JAVA component named **jre 1.6** or above is installed on your machine.
 - a. To test Whether java is working on the computer Click www.java.com then click on "Test the currently installed version of java"
or
Go to Control Panel and check whether Java icon is showing there or not. If not showing please install jre 1.6.
 - b. For installing jre1.6 please use the following link:
http://comtax.kerala.gov.in/KVAT/jre_KVAT.exe
 3. Even after attempting the above steps, **e Mudhra web signer** window is not coming please check the Windows Firewall settings & Antivirus settings in the machine.
- **In the case of digital signature in USB token your signature will be shown in the list of ‘Windows Store’ tab of e Mudhra web signer window.**
- **If your certificate details not showing in the web signer window please check the following.**
 1. If you are using Internet Explorer; please take **Internet Options** from **Tools**. Take **Content** Tab and click **Certificate** button. There check your certificate is displaying there in the **Personal** Tab. If your signature not showing please install the digital signature driver properly or contact your digital signature supplier.
- **In the case of digital signature files stored in the CD or Personal Computer**
 1. **Click P12/PFX tab in the e Mudhra web signer window.**
 2. **Click Browse Button**
 3. **Select the P12/PFX file from the CD or from the computer.**

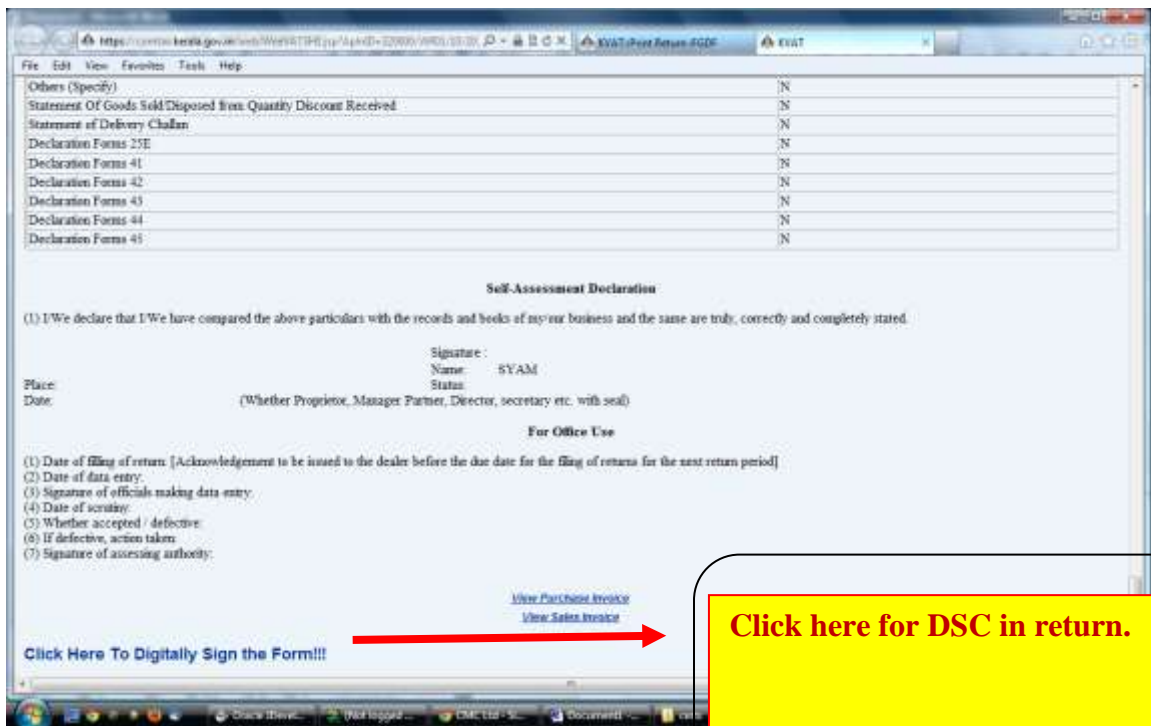


Registration completed. After this process you are ready for signing documents digitally.

3. Returns process

Before attempting this you should connect your DSC token into the machine.

Go to Print Return link and select the Assessment year and return which you want to digitally sign and Click Print Return Button.



Others (Specify) N

Statement Of Goods Sold/Disposed from Quantity Discount Received N

Statement of Delivery Chalan N

Declaration Forms 23E N

Declaration Forms 41 N

Declaration Forms 42 N

Declaration Forms 43 N

Declaration Forms 44 N

Declaration Forms 45 N

Self-Assessment Declaration

(1) I/We declare that I/We have compared the above particulars with the records and books of my/our business and the same are truly, correctly and completely stated.

Signature :
Name: SYAM
Status:
Place:
Date: (Whether Proprietor, Manager, Partner, Director, secretary etc. with seal)

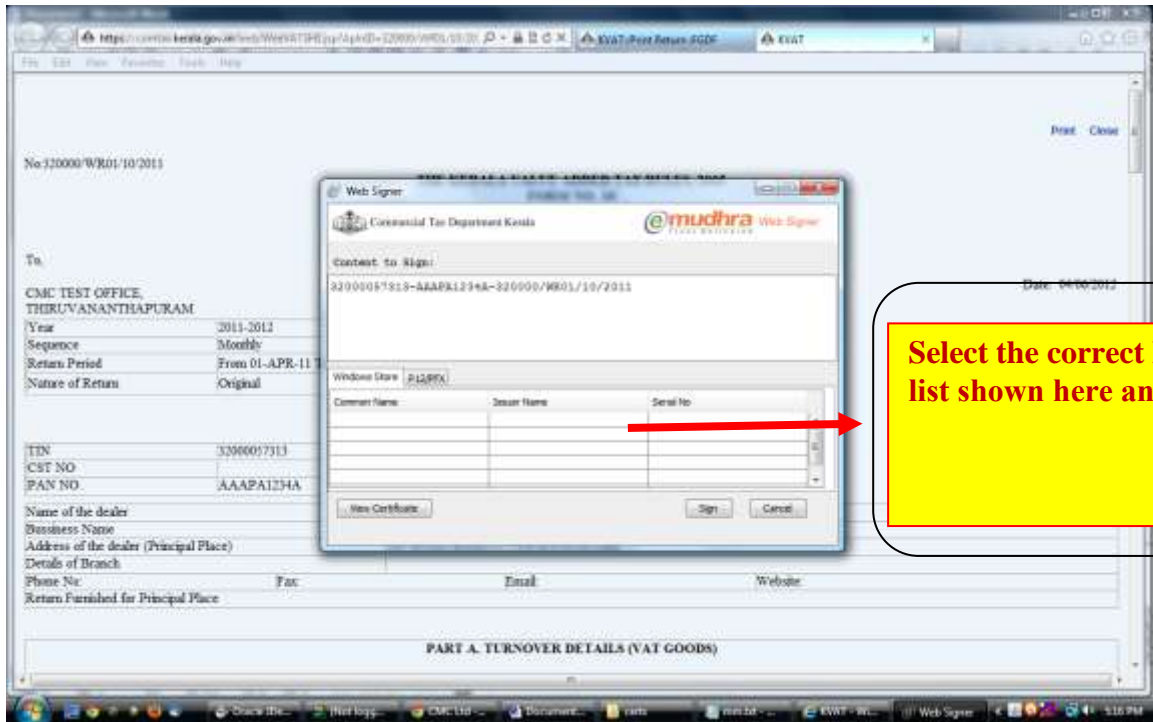
For Office Use

(1) Date of filing of return. [Acknowledgement to be issued to the dealer before the due date for the filing of returns for the next return period]
(2) Date of data entry.
(3) Signature of officials making data entry.
(4) Date of scrutiny.
(5) Whether accepted / defective.
(6) If defective, action taken.
(7) Signature of assessing authority.

[View Purchase Invoice](#)
[View Sales Invoice](#)

Click Here To Digitally Sign the Form!!!

Click here for DSC in return.

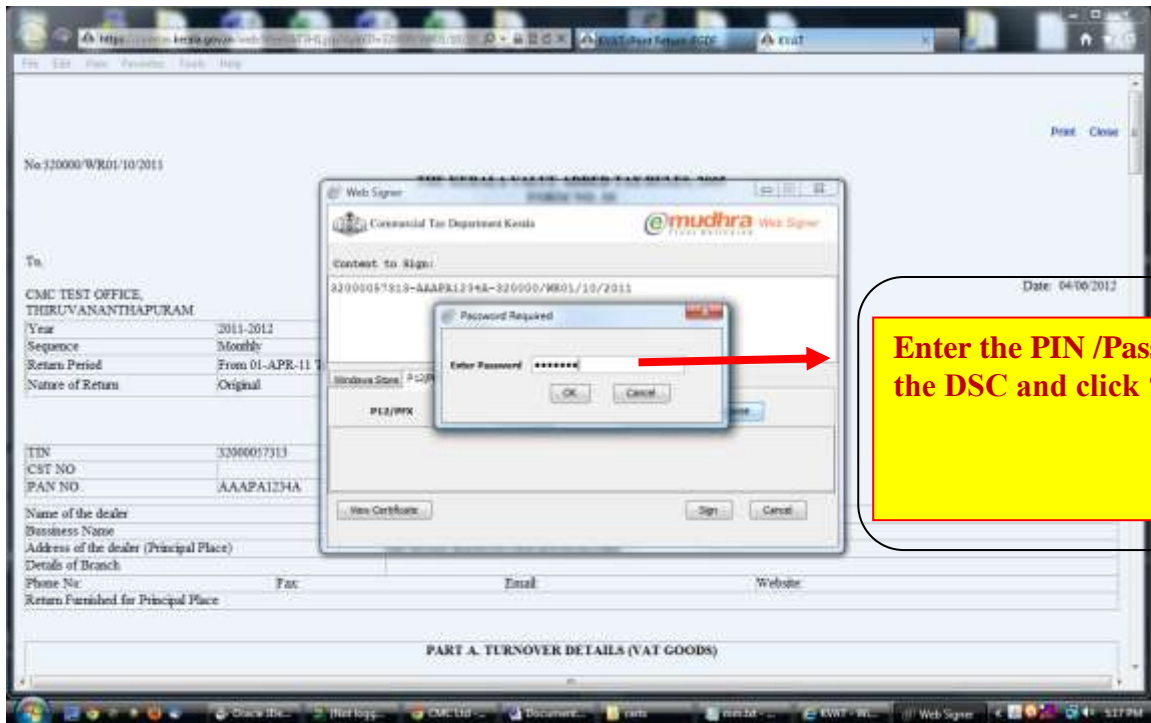


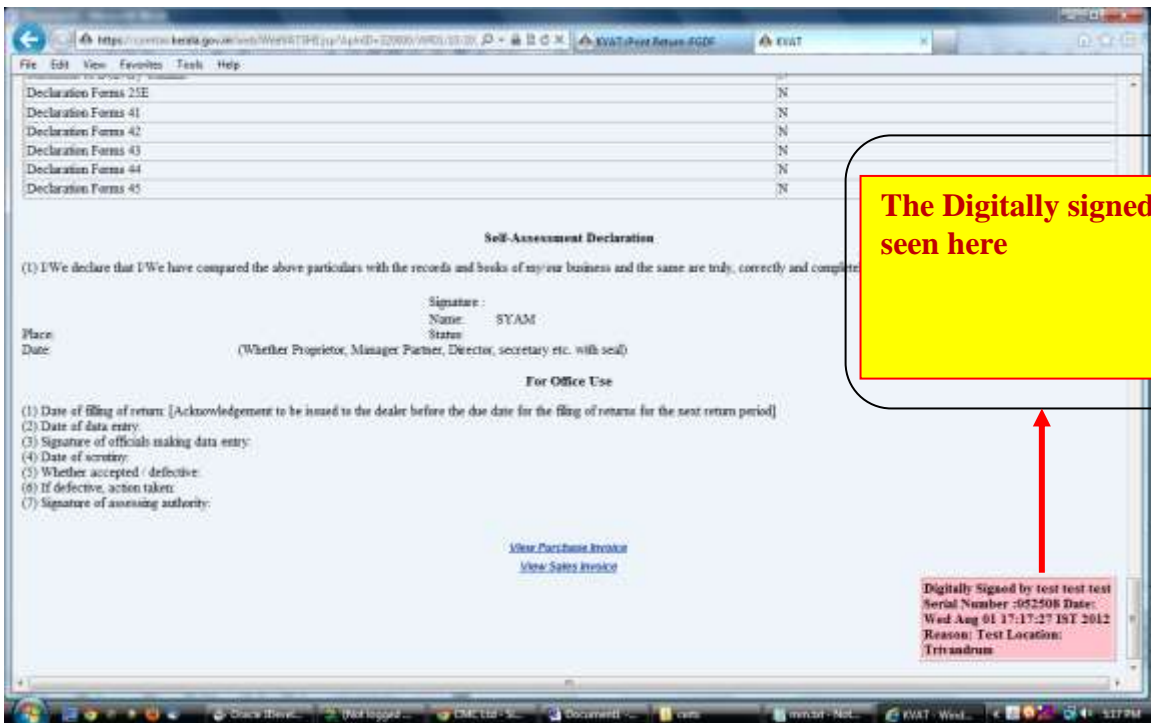
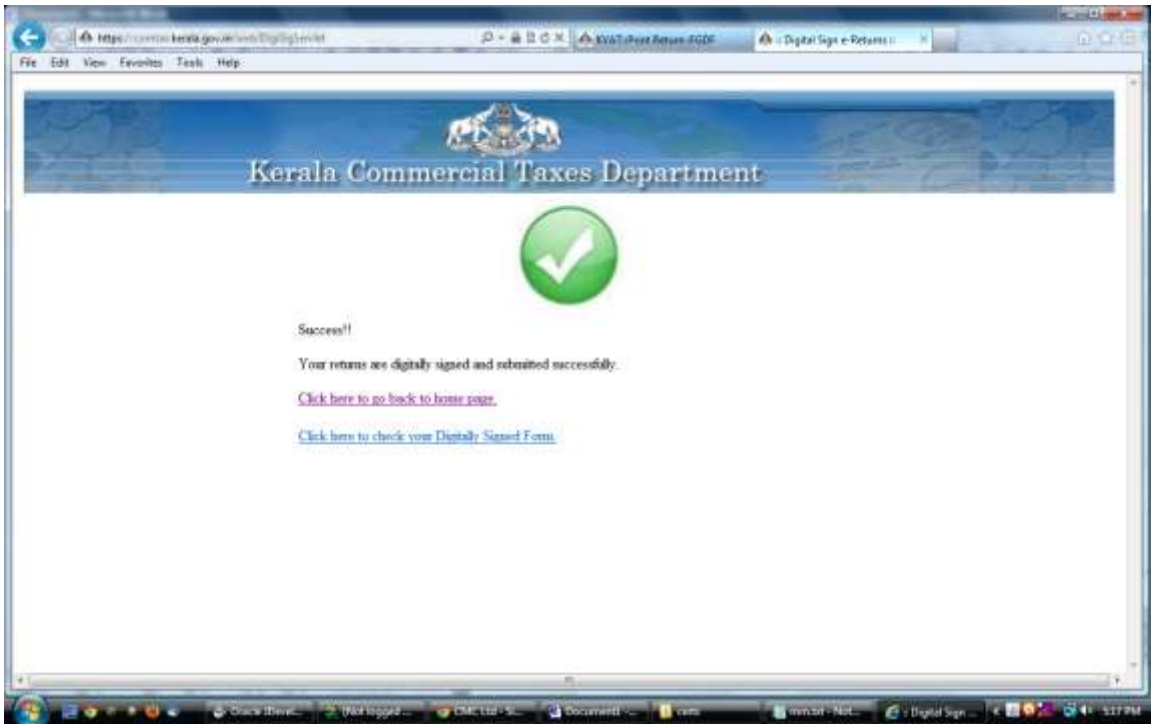
- **If e Mudhra web signer window is not shown when you click ‘ Submit & Print’ button , Please check the following**
 1. Turn off your popup blocker
 - a. If you are using Internet Explorer; please make sure that Turn on Pop-up Blocker is showing against Pop up Blocker in the Tool menu.
 - b. If you are using Mozilla Firefox Take Options from Tools menu. Take **Content** Tab and remove the \surd from the box Block Pop up Windows.
 2. Check whether the JAVA component named **jre 1.6** or above is installed on your machine.
 - a. To test Whether java is working on the computer Click www.java.com then click on "Test the currently installed version of java"

or

 Go to Control Panel and check whether Java icon is showing there or not. If not showing please install jre 1.6.
 - b. For installing jre1.6 please use the following link:
http://comtax.kerala.gov.in/KVAT/jre_KVAT.exe
 3. Even after attempting the above steps, **e Mudhra web signer** window is not coming please check the Windows Firewall settings & Antivirus settings in the machine.
- **In the case of digital signature in USB token your signature will be shown in the list of Windows Store tab of e Mudhra web signer window.**
- **If your certificate details not showing in the web signer window please check the following.**

1. If you are using Internet Explorer; please take **Internet Options** from **Tools**. Take **Content** Tab and click **Certificate** button. There check your certificate is displaying there in the **Personal** Tab. If your signature not showing please install the digital signature driver properly or contact your digital signature supplier.
- In the case of digital signature files stored in the CD or Personal Computer
 1. Click P12/PFX tab in the e Mudhra web signer window.
 2. Click Browse Button
 3. Select the P12/PFX file from the CD or from the computer.

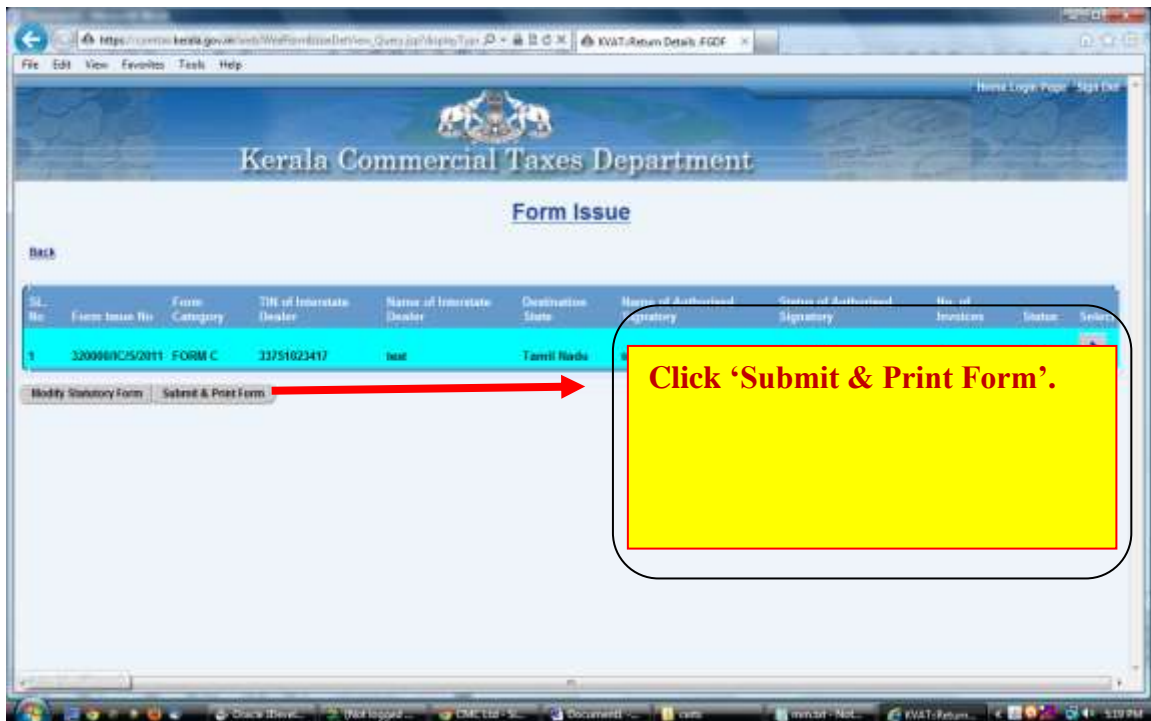




Returns completed.

4. Statutory form Signing

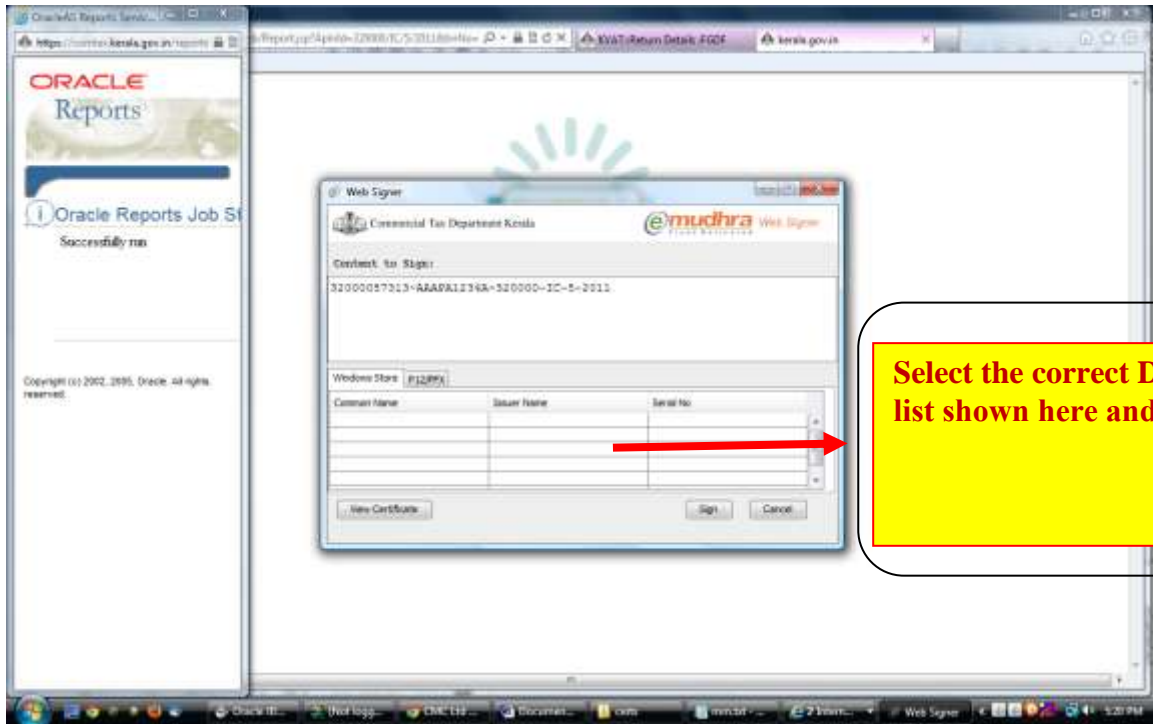
Before attempting this you should connect your DSC token into the machine. Digital Signature will apply in the submit & print screen after entering form details. After affixing digital signature the status of the form will be automatically changed to Submitted status. After submission no corrections will be allowed.



The screenshot displays the Kerala Commercial Taxes Department's 'Form Issue' interface. The page header includes the department's name and a 'Form Issue' title. Below the header is a table with the following data:

Sl. No.	Form Issue No.	Form Category	TIN of Interstate Dealer	Name of Interstate Dealer	Destination State	Name of Authorized Signatory	Status of Authorized Signatory	No. of Invoices	Status	Sign
1	320008/RC/5/2011	FORM C	11751023417	test	Tamil Nadu					

Below the table, there are two buttons: 'Modify Statutory Form' and 'Submit & Print Form'. A red arrow points from the 'Submit & Print Form' button to a yellow callout box with the text: **Click 'Submit & Print Form'.**

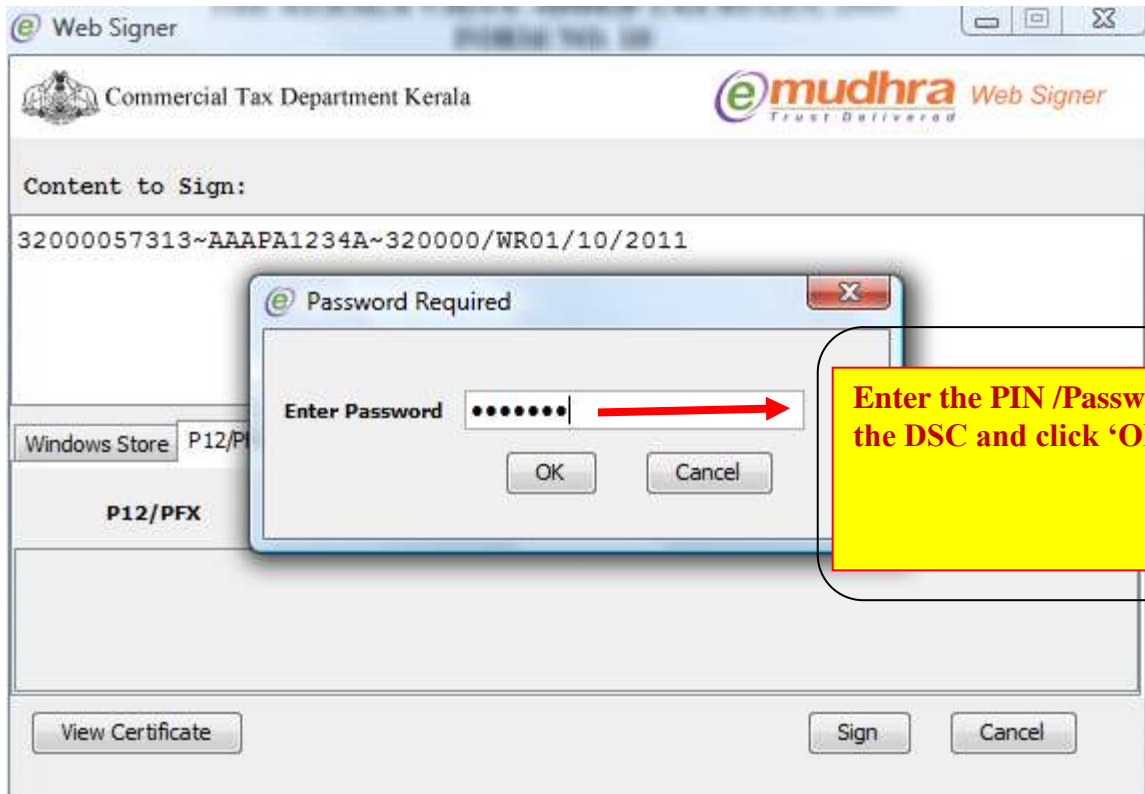


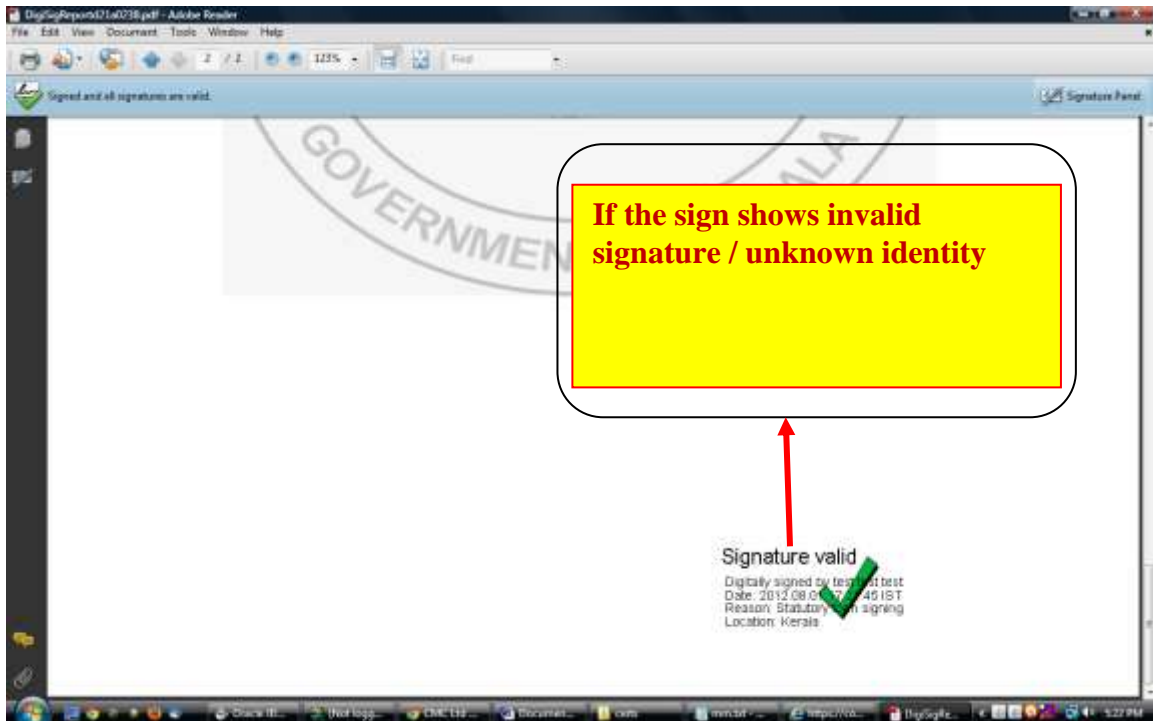
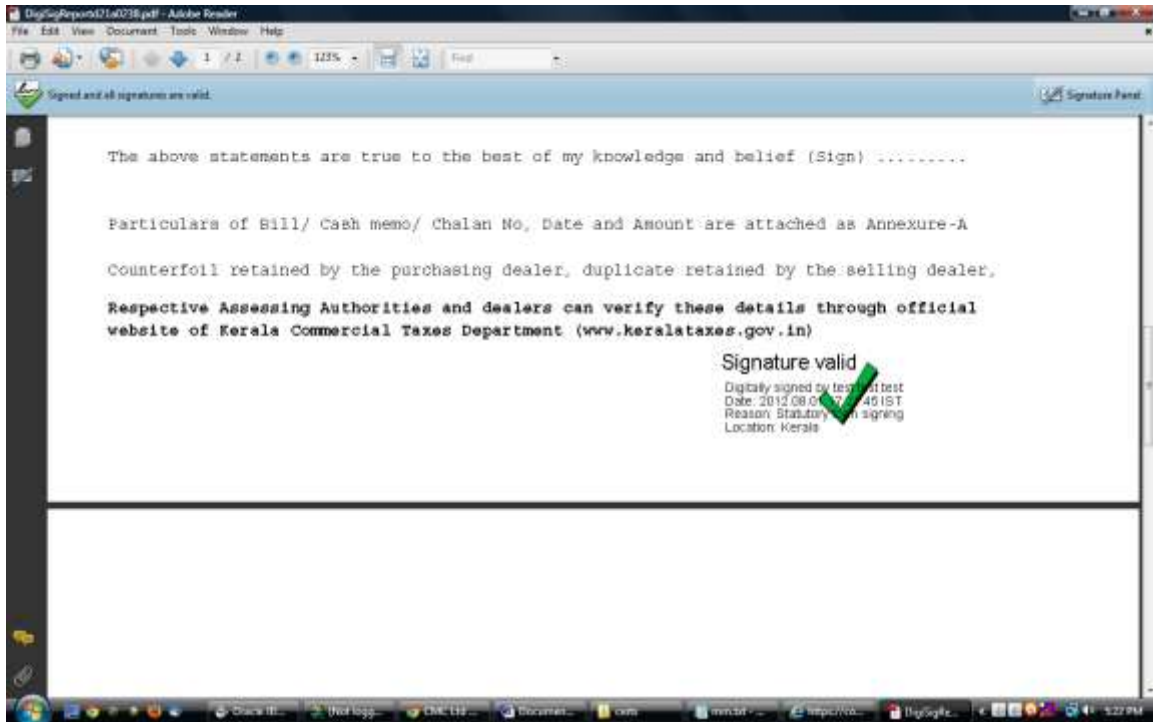
- **If e Mudhra web signer window is not shown when you click ‘ Submit & Print’ button , Please check the following**
 1. Turn off your popup blocker
 - a. If you are using Internet Explorer; please make sure that Turn on Pop-up Blocker is showing against Pop up Blocker in the Tool menu.
 - b. If you are using Mozilla Firefox Take Options from Tools menu. Take **Content** Tab and remove the \surd from the box Block Pop up Windows.
 2. Check whether the JAVA component named **jre 1.6** or above is installed on your machine.
 - a. To test Whether java is working on the computer Click www.java.com then click on "Test the currently installed version of java"

or

 Go to Control Panel and check whether Java icon is showing there or not. If not showing please install jre 1.6.
 - b. For installing jre1.6 please use the following link:
http://comtax.kerala.gov.in/KVAT/jre_KVAT.exe
 3. Even after attempting the above steps, **e Mudhra web signer** window is not coming please check the Windows Firewall settings & Antivirus settings in the machine.
- **In the case of digital signature in USB token your signature will be shown in the list of Windows Store tab of e Mudhra web signer window.**
- **If your certificate details not showing in the web signer window please check the following.**

1. If you are using Internet Explorer; please take **Internet Options** from **Tools**. Take **Content** Tab and click **Certificate** button. There check your certificate is displaying there in the **Personal** Tab. If your signature not showing please install the digital signature driver properly or contact your digital signature supplier.
- **In the case of digital signature files stored in the CD or Personal Computer**
 1. Click **P12/PFX** tab in the e Mudhra web signer window.
 2. Click **Browse Button**
 3. Select the **P12/PFX** file from the **CD** or from the computer.





- a. If the signature in the signed document shows invalid signature
 - i. Check your Adobe reader version. If the version is less than 9 Upgrade to Adobe 9 or above.
- b. If the signature in the digitally signed pdf shows unknown identity.
 - i. Click over the signature shown in the signed document

- ii. Take Signature Properties
- iii. Click 'show certificate'
- iv. Take 'Trust' tab in the shown certificate
 - v. Click 'Add to Trusted Identities'
 - vi. Click 'ok' in the coming pop up
- vii. Put tick mark against the following options
 - 1. Certified documents
 - 2. Dynamic Content
 - 3. Embedded high privilege Java Script
 - 4. Privileged System Operations
- viii. Click 'ok'
- ix. Click 'OK'
- x. Click 'Validate Signature' button

End of statutory form.

2. BROWSER SETTINGS INSTRUCTION MANUAL

Enabling Java and ActiveX Settings of Internet Explorer:

Enabling Java and Active X Settings varies for different versions of Internet Explorer. The setting can be done based on the browser you are using:

- A. [IE 6.0 Settings.](#)
- B. [IE 7.0 Settings.](#)
- C. [IE 8.0 Settings.](#)
- D. [IE 9.0 Settings.](#)
- E. [Mozilla Firefox:](#)
- F. [Google Chrome:](#)

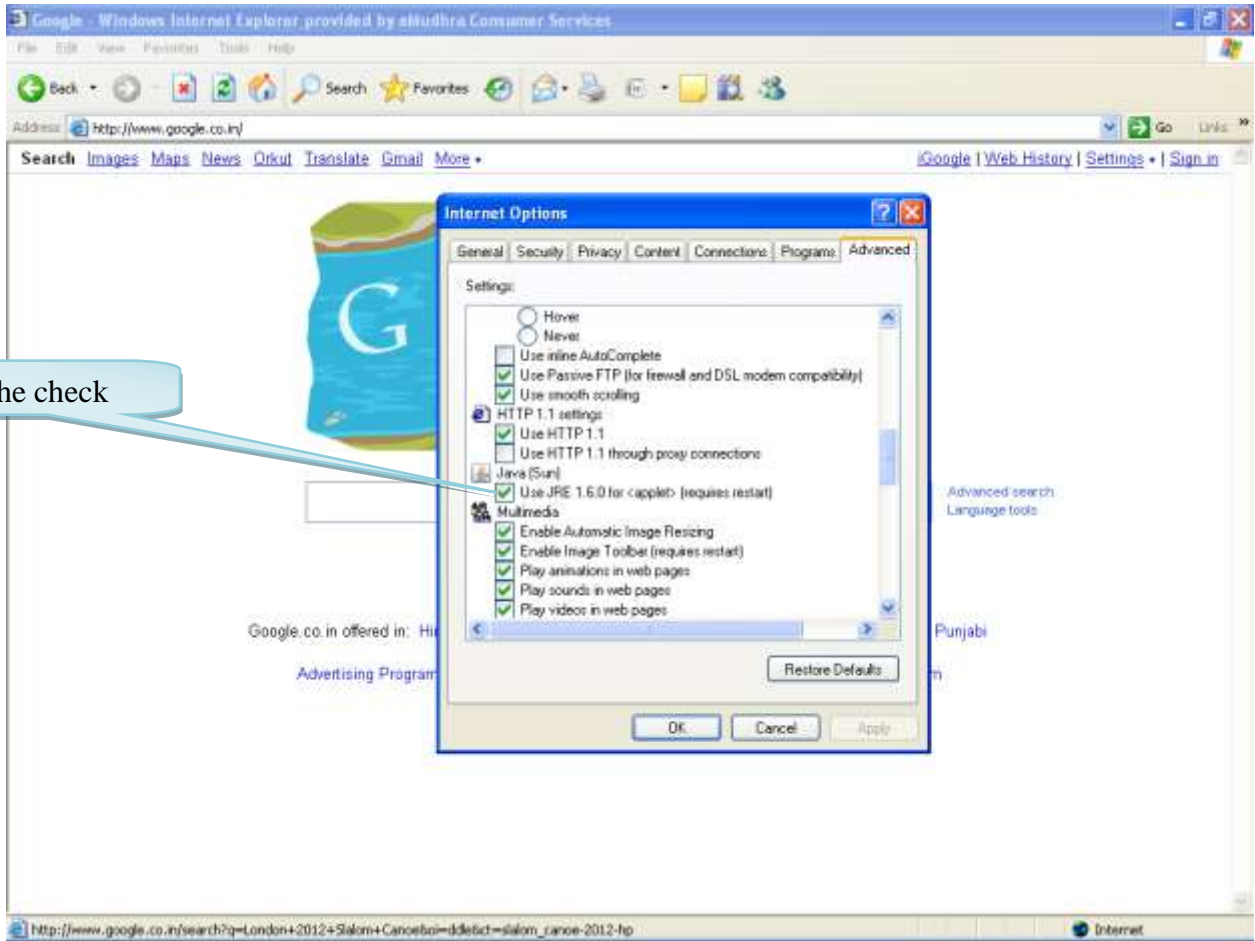
1. IE 6.0 Settings:-

- 1) Click on tools > Internet options > security > trusted site > click on sites button > add the website and click on close button.
- 2) Click on custom level to set the active X control :

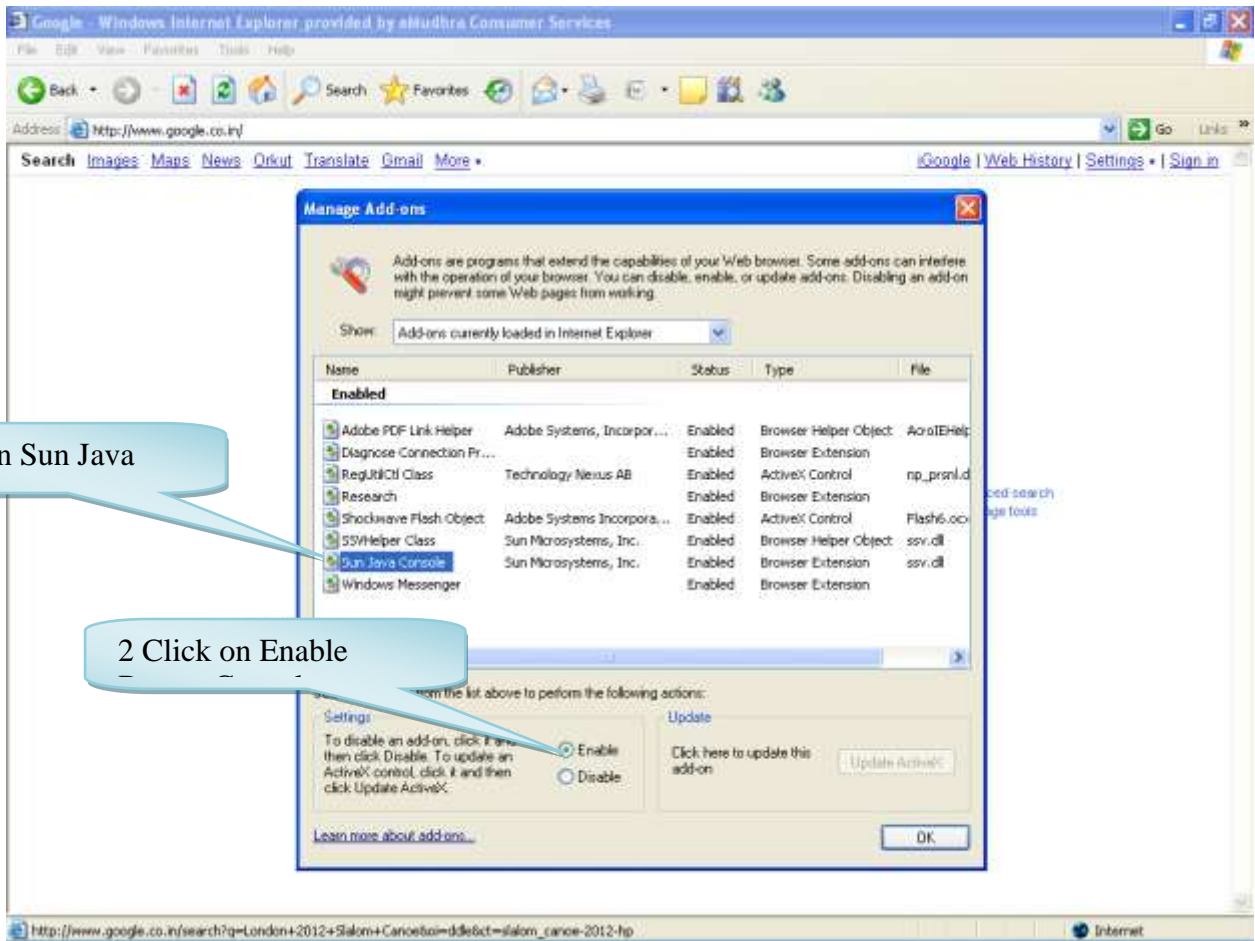
Active X controls and plug-in	Disable	Enable	Prompt
Automatic prompting for ActiveX controls.	✓	-	-
Binary and script behaviors.	-	✓	-
Download signed ActiveX controls.	-	-	✓
Download unsigned ActiveX controls.	-	✓	-
Initialize and script ActiveX controls not marked as safe for scripting	-	✓	-
Run ActiveX controls and plug-ins.	-	✓	-
Script ActiveX controls marked safe for scripting.	-	✓	-

The Java has to be enabled in two places. Follow the steps and enable the java in your browser:

- To Enable the Java → open IE → Go to Tools → Internet options → advanced → scroll down and you will be able to see the below pop message:



- To Enable the Java → open IE → Go to Tools → Click on Manage Add-ons → You will be able to see the below pop message:



2. IE 7.0 Settings:-

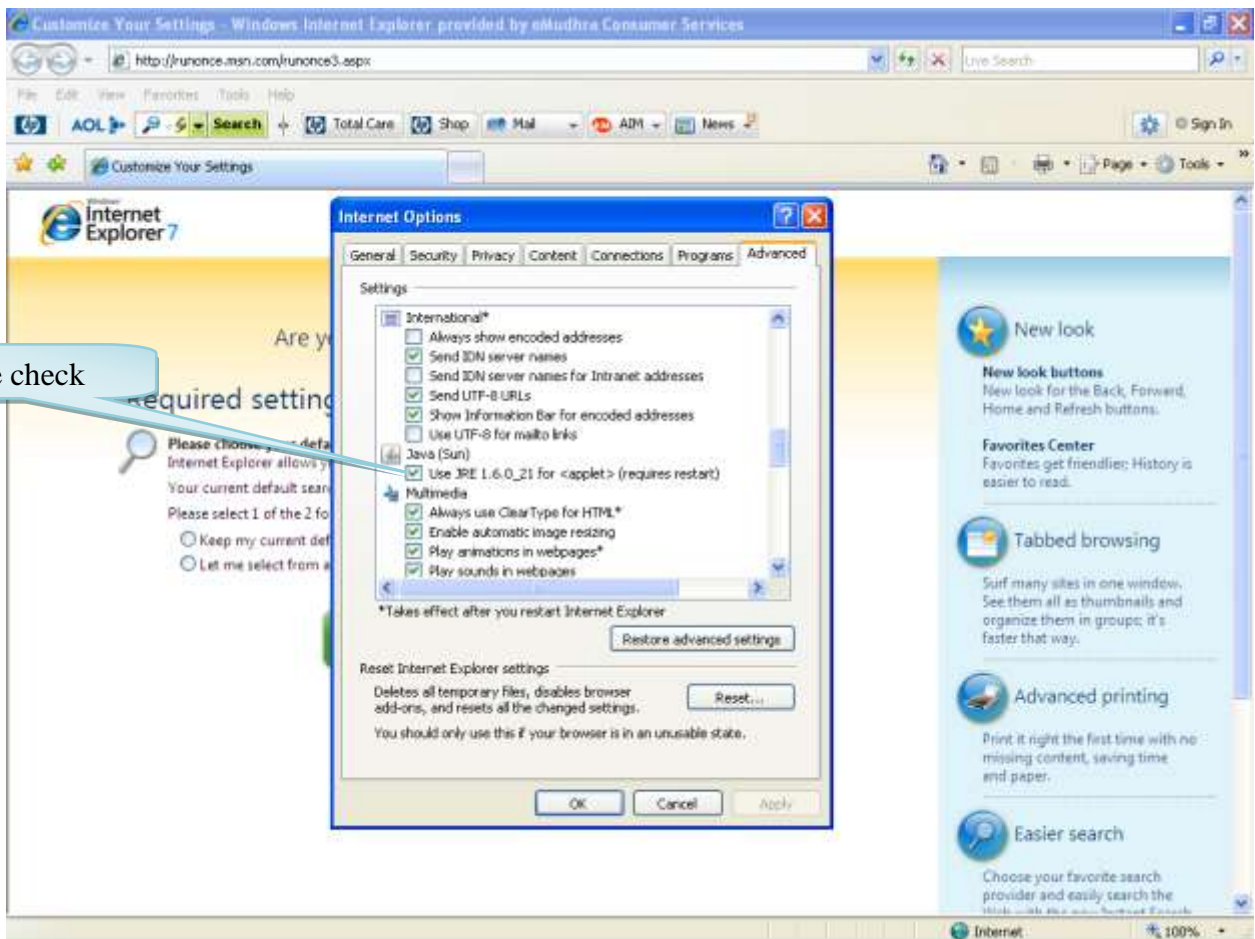
- 3) Click on tools > Internet options > security > trusted site > click on sites button > add the website and click on close button.
- 4) Click on custom level to set the active X control :

Active X controls and plug-in	Disable	Enable	Prompt
Allow previously unused ActiveX controls to run without prompt.	✓	-	-
Allow Scriptlets.	✓	-	-
Automatic prompting for ActiveX controls.	✓	-	-
Binary and script behaviors.	-	✓	-
Display video and animation on a webpage that does not use external media player.	✓	-	-

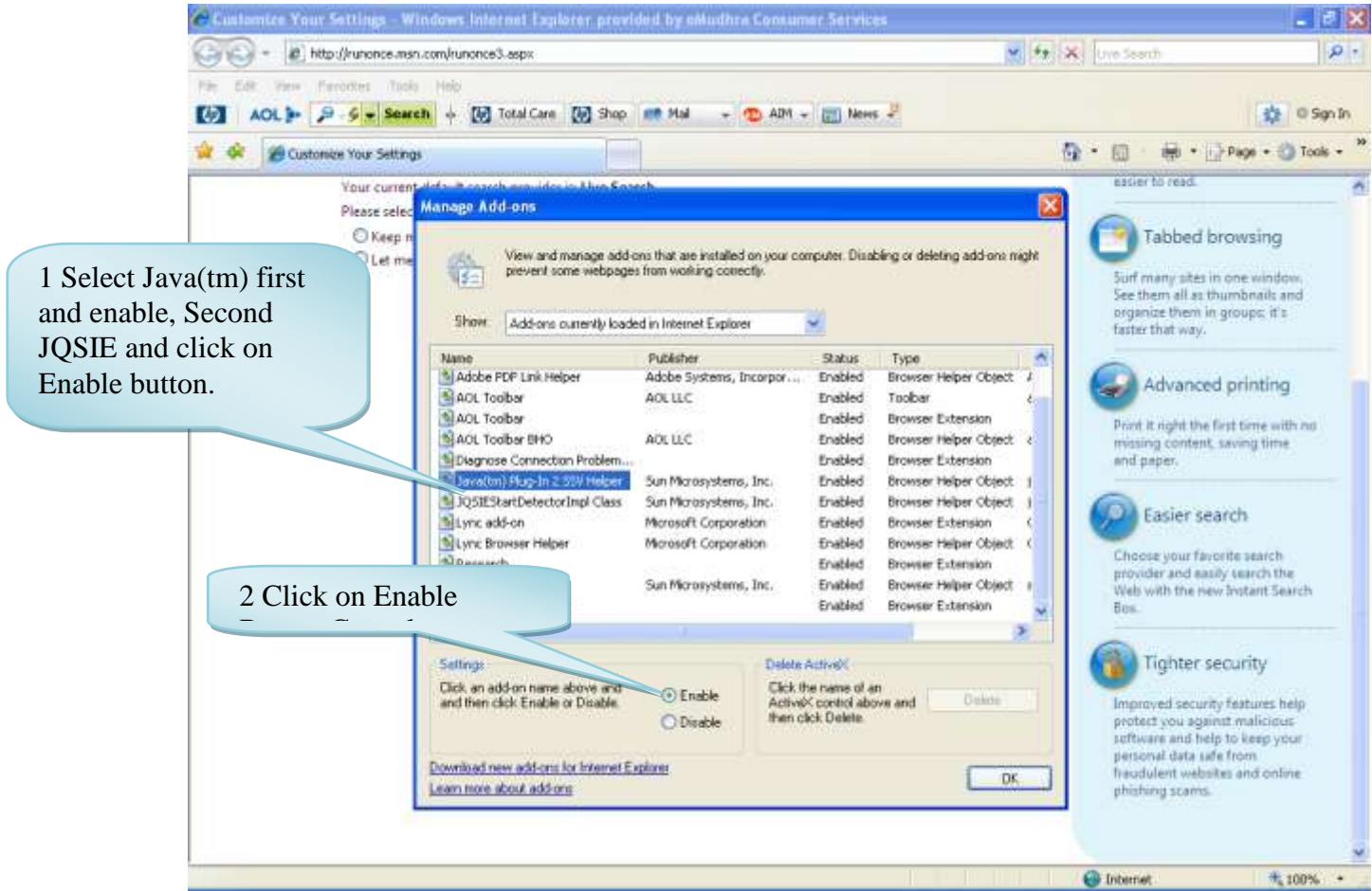
Download signed ActiveX controls.	-	-	✓
Download unsigned ActiveX controls.	-	✓	-
Initialize and script ActiveX controls not marked as safe for scripting.	-	✓	-
Run ActiveX controls and plug-ins.	-	✓	-
Script ActiveX controls marked safe for scripting.	-	✓	-

The Java has to be enabled in two places. Follow the steps and enable the java in your browser:

- To Enable the Java → open IE → Go to Tools → Internet options → advanced → scroll down and you will be able to see the below pop message:



- To Enable the Java → open IE → Go to Tools → Click on Manage Add-ons → Click on Enable or disable add-ons you will be able to see the below pop message:



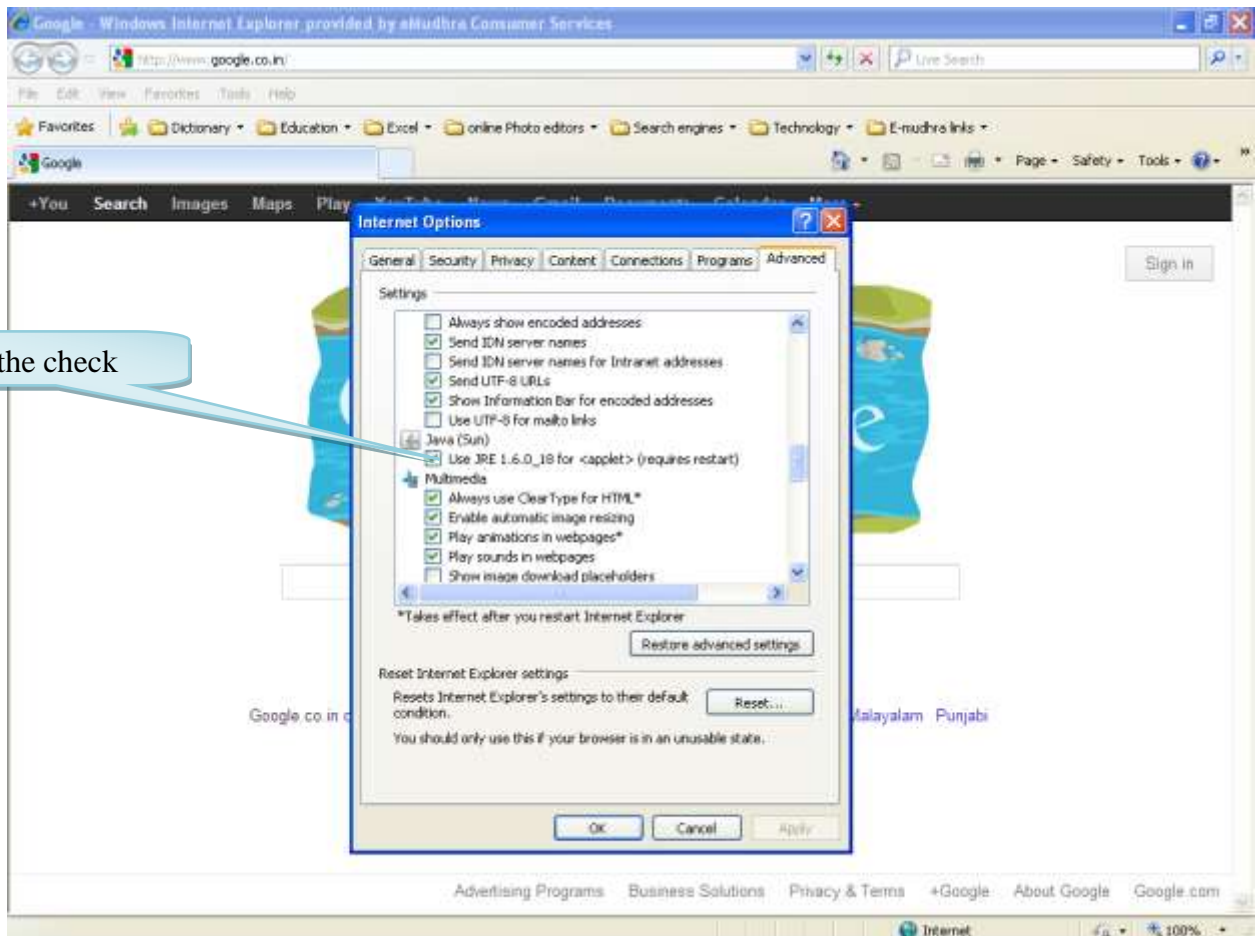
3. IE 8.0 Settings:-

Active X controls and plug-in	Disable	Enable	Prompt
Allow previously unused ActiveX controls to run without prompt.	✓	-	-
Allow Scriptlets.	✓	-	-
Automatic prompting for ActiveX controls.	✓	-	-
Binary and script behaviors.	-	✓	-
Display video and animation on a webpage that does not use external media player.	✓	-	-

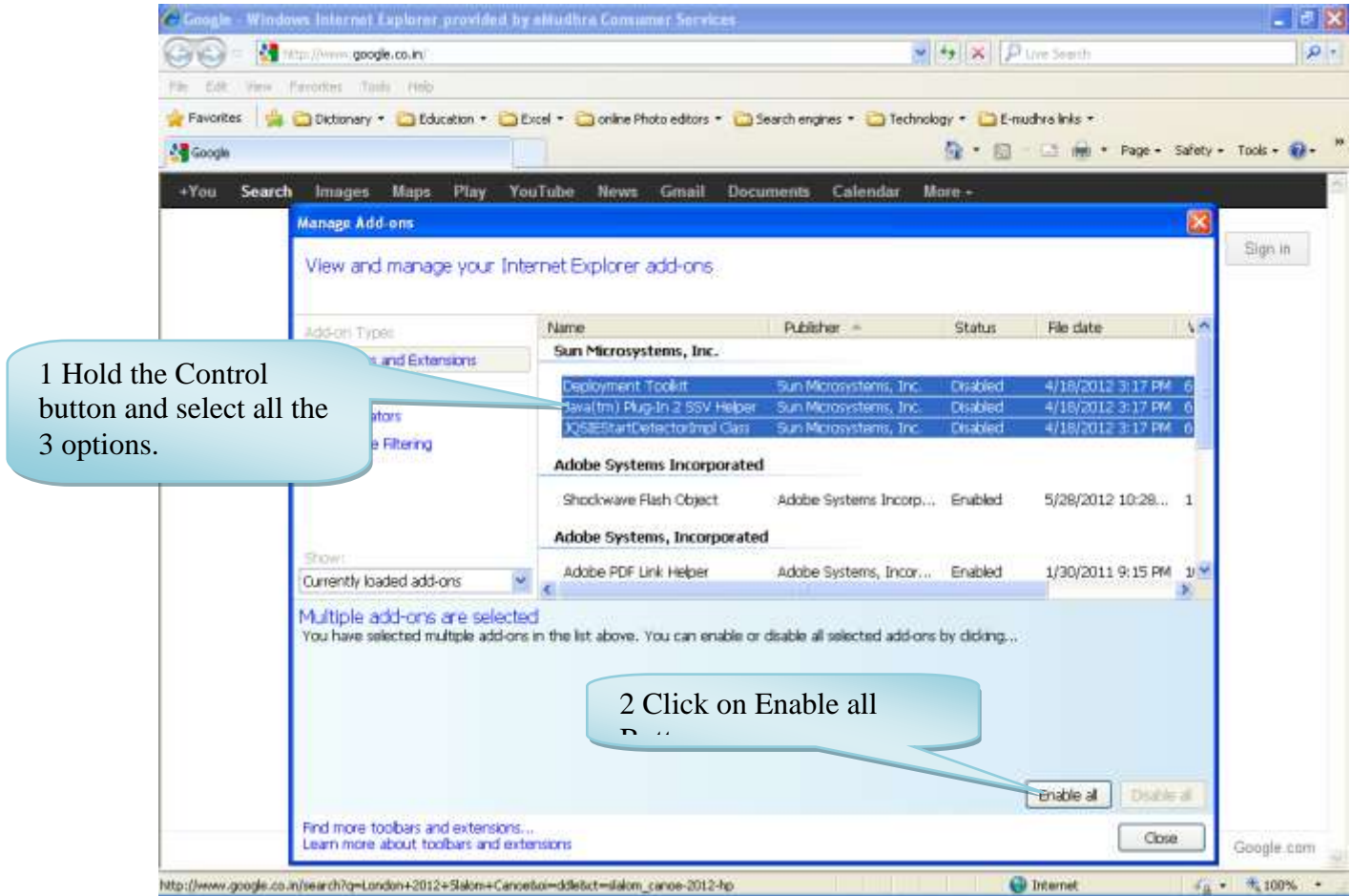
Download signed ActiveX controls.	-	-	✓
Download unsigned ActiveX controls.	-	✓	-
Initialize and script ActiveX controls not marked as safe for scripting.	-	✓	-
Run ActiveX controls and plug-ins.	-	✓	-
Script ActiveX controls marked safe for scripting.	-	✓	-
Only allowed approved domains to use ActiveX without prompt.	-	✓	-

The Java has to be enabled in two places. Follow the steps and enable the java in your browser:

- To Enable the Java → open IE → Go to Tools → Internet options → advanced → scroll down and you will be able to see the below pop message:



- To Enable the Java → open IE → Go to Tools → Click on Manage Add-ons → You will be able to see the below pop message:



4. IE 9.0 Settings:-

- Click on tools > Internet options > security > trusted site > click on sites button > add the website and click on close button.
- Click on custom level to set the active X control :
- Go To tools and uncheck Active X filtering option.

Active X controls and plug-in	Disable	Enable	Prompt
Allow previously unused ActiveX controls to run without prompt.	✓	-	-
Allow Scriptlets.	✓	-	-

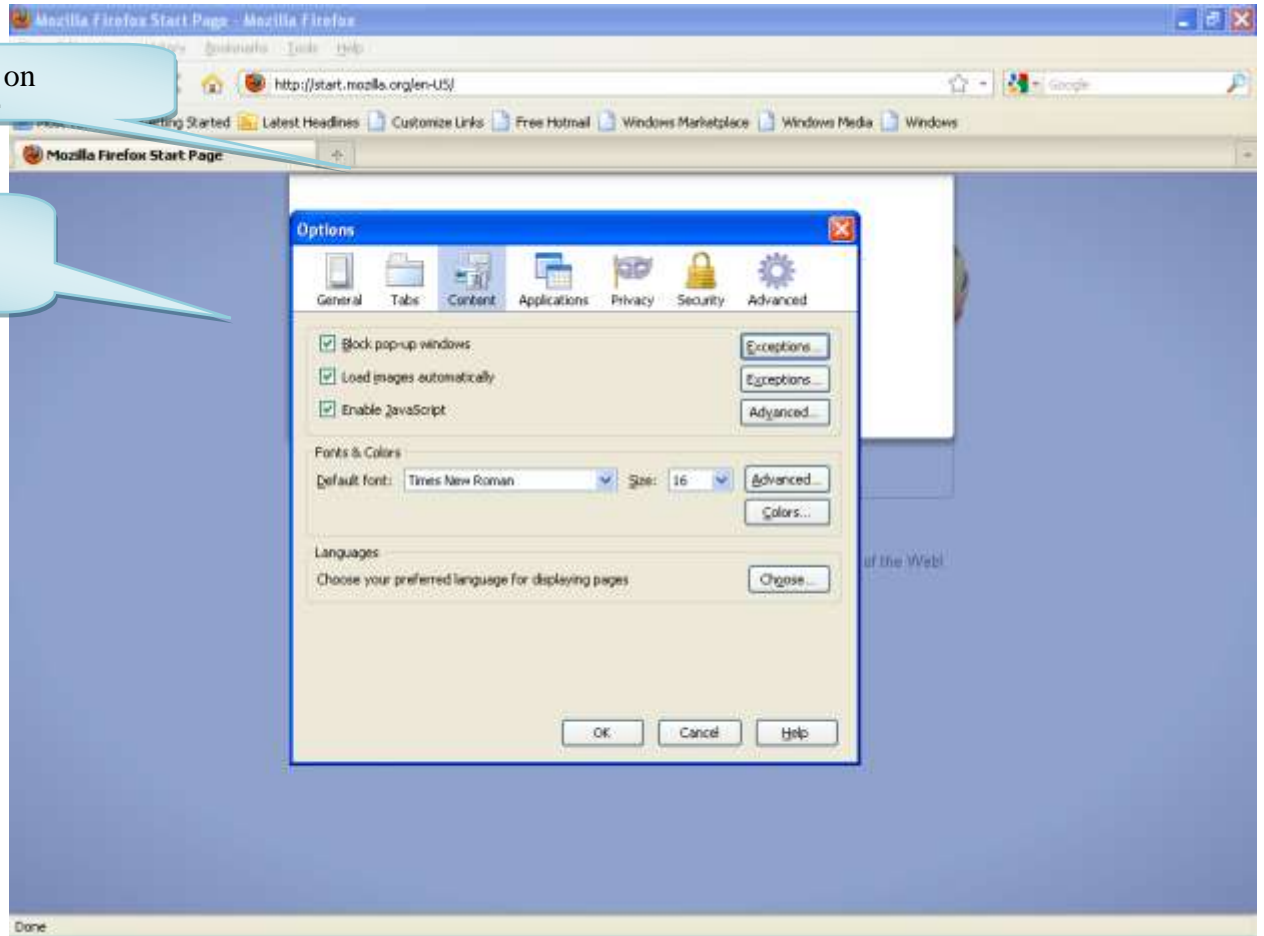
Automatic prompting for ActiveX controls.	-	✓	-
Binary and script behaviors.	-	✓	-
Display video and animation on a webpage that does not use external media player.	✓	-	-
Download signed ActiveX controls.	-	-	✓
Download unsigned ActiveX controls.	-	✓	-
Initialize and script ActiveX controls not marked as safe for scripting.	-	✓	-
Only allowed approved domains to use ActiveX without prompt.	-	✓	-
Run ActiveX controls and plug-ins.	-	✓	-
Script ActiveX controls marked safe for scripting.	-	✓	-

5. Mozilla Firefox:

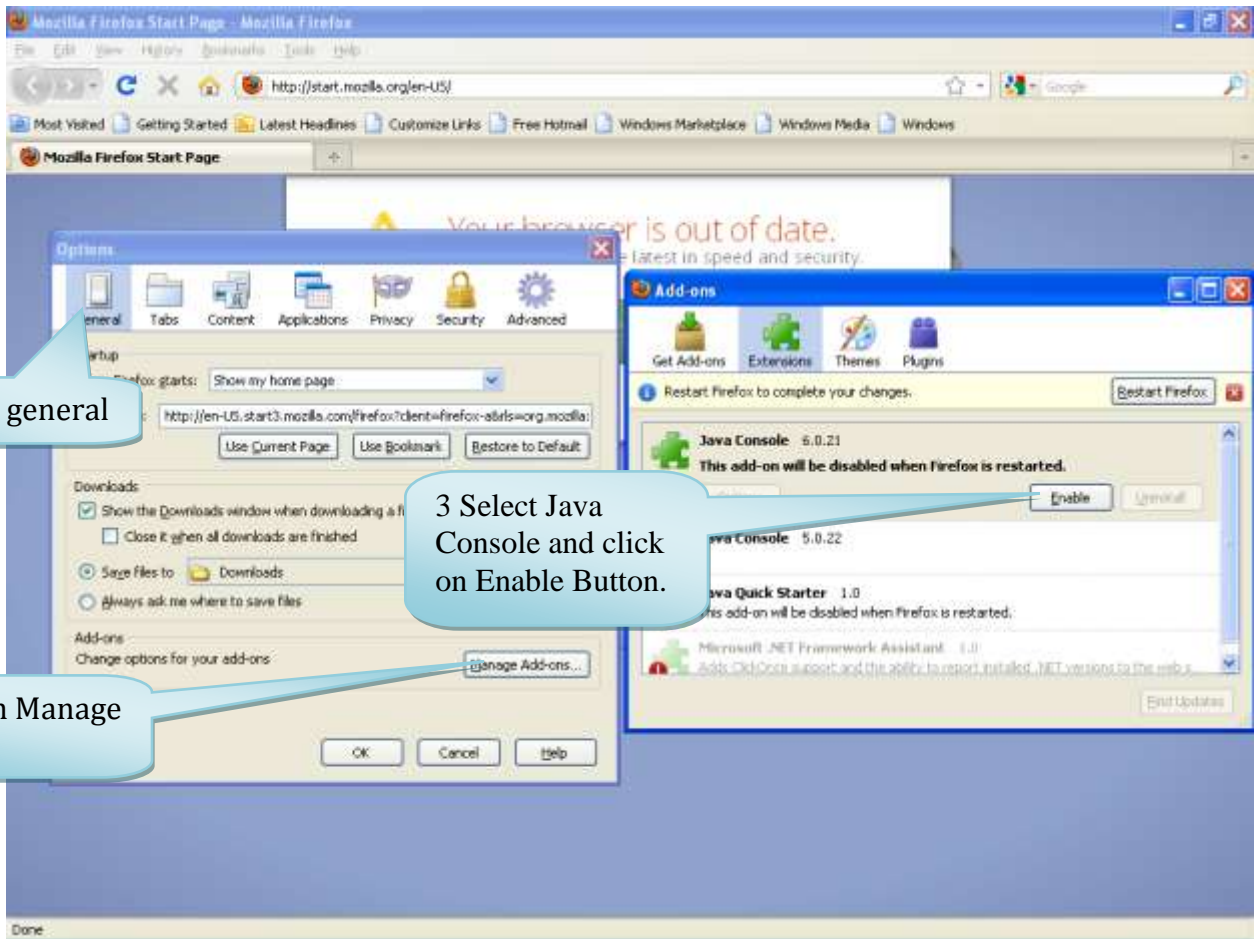
- Go To Tools → Options → Select Content → the below Pop Windows will be displayed:

1 Click on

2 Enable the
Check box.



- Click on general → click on Manage Add-ons.

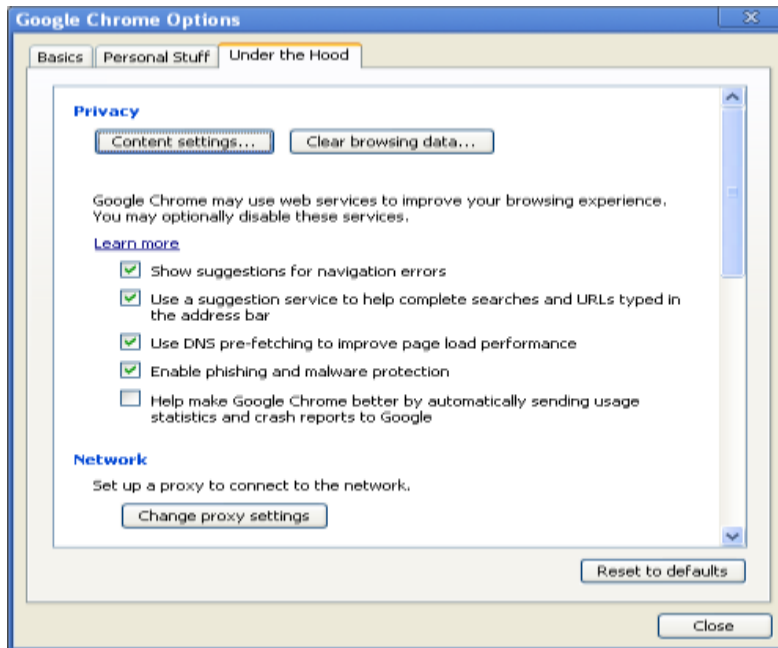


6 Google Chrome:

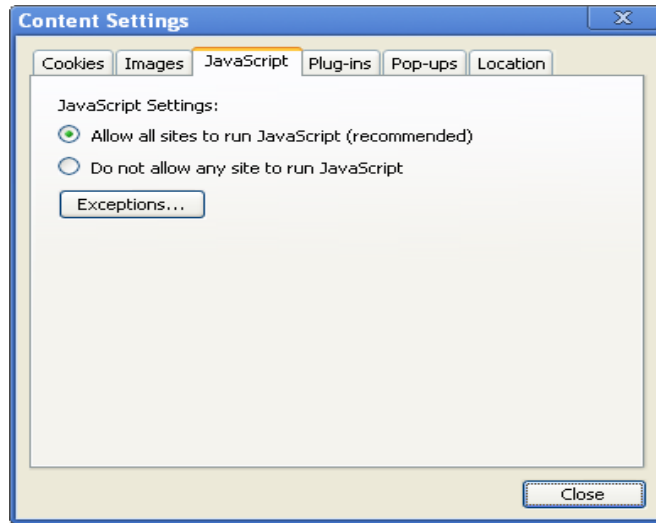
- Go to Customize and settings → Click on Options.



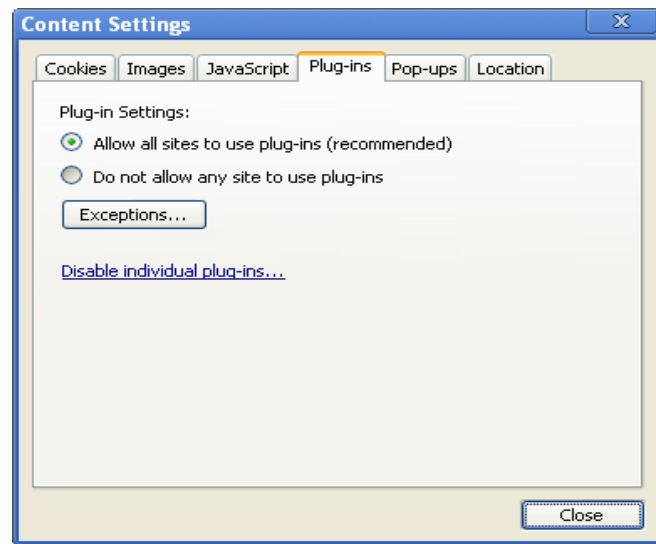
- Once you click on options the below pop window will be displayed. Click on content settings.



- After clicking on content settings, the below pop window will be displayed → Enable “Allow all sites to run JavaScript”:



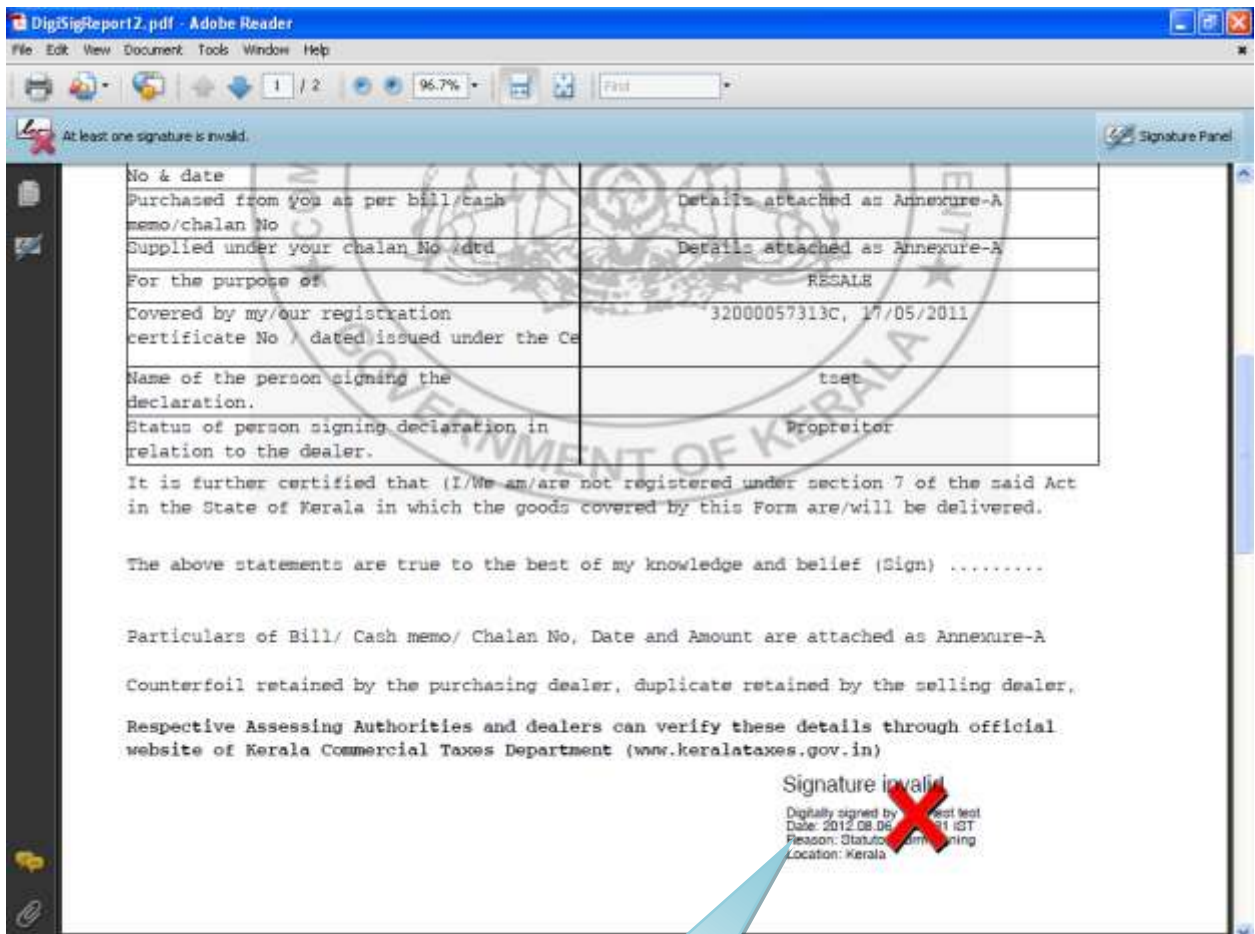
- After clicking on content settings, the below pop window will be displayed → Enable “Allow all sites to use plug-ins (recommended)”:



Signature in Statutory Form / Delivery Note / 8FA Shows Signature Invalid or Signature is Unknown

Pre-requisites required in adobe reader before signing pdf document. The adobe reader version should be 9.0 and above only.

- Once the PDF document is digitally signed, You will be able see in document as “Signature is Unknown” or “Signature is invalid”.
- Follow the below steps to trust the certificate.



1 Click on the signature where you are getting as signature as invalid.

DigitSigReport2.pdf - Adobe Reader

File Edit View Document Tools Window Help

1 / 2 96.7% First

At least one signature is invalid. Signature Panel

No & date		
Purchased from you as per bill/cash memo/chalan No		Details attached as Annexure-A
Supplied under your chalan No dtd		Details attached as Annexure-A
For the purpose of		RESALE
Covered by my/our registration certificate No / dated issued under the Ce		32000057313C, 17/05/2011

Name of the person
Declaration.
Status of person
relation to the de
It is further cert
in the State of Ke
The above statemen
Particulars of Bill/ Cash memo/ Chal
Counterfoill retained by the pur
Respective Assessing Author
website of Kerala Commer
Department (www.keralataxes.gov.in)

the said Act
Delivered.
.....

Digitally signed by
Date: 2012.08.06
Reason: Status: un
Location: Kerala

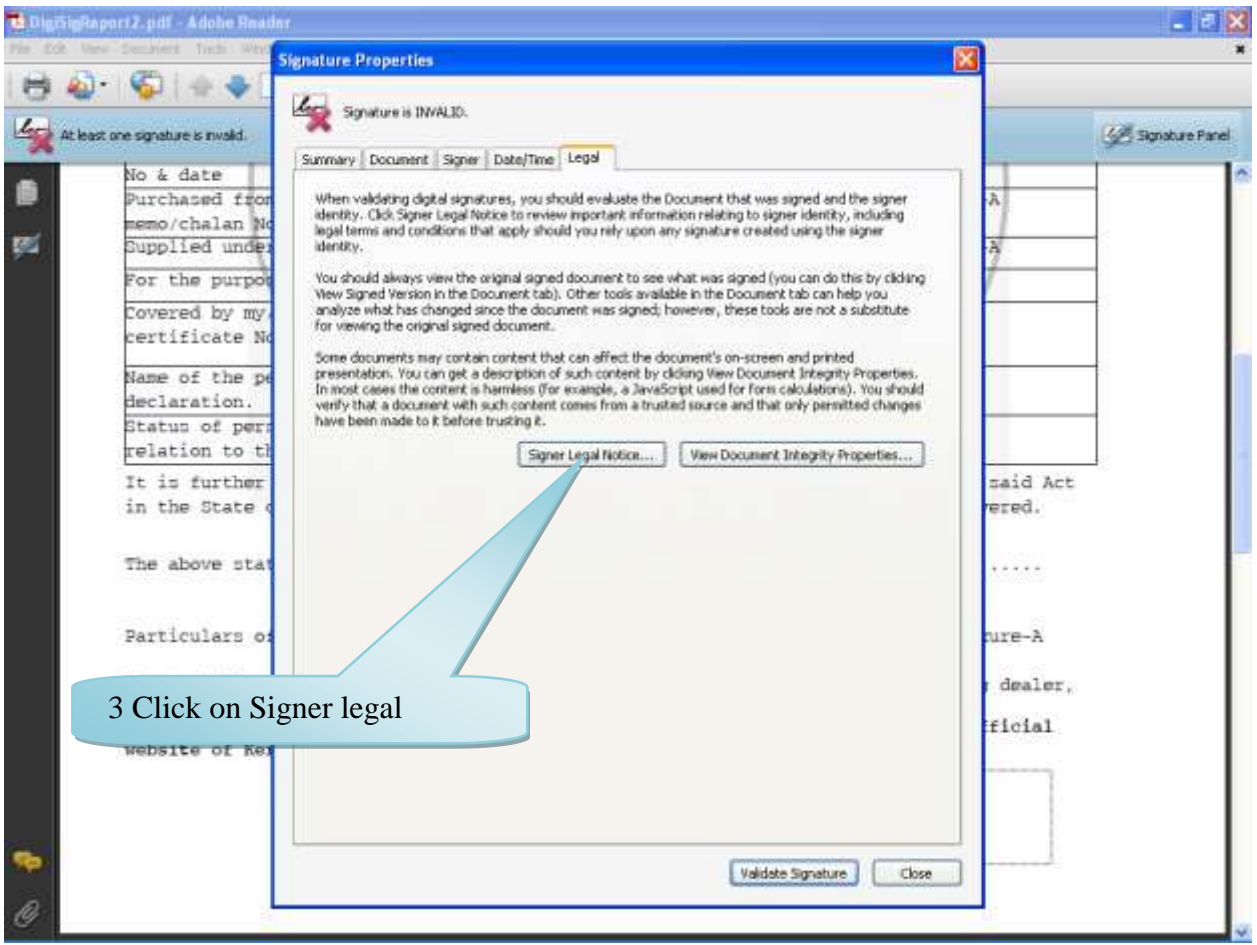
Signature invalid

Signature Validation Status

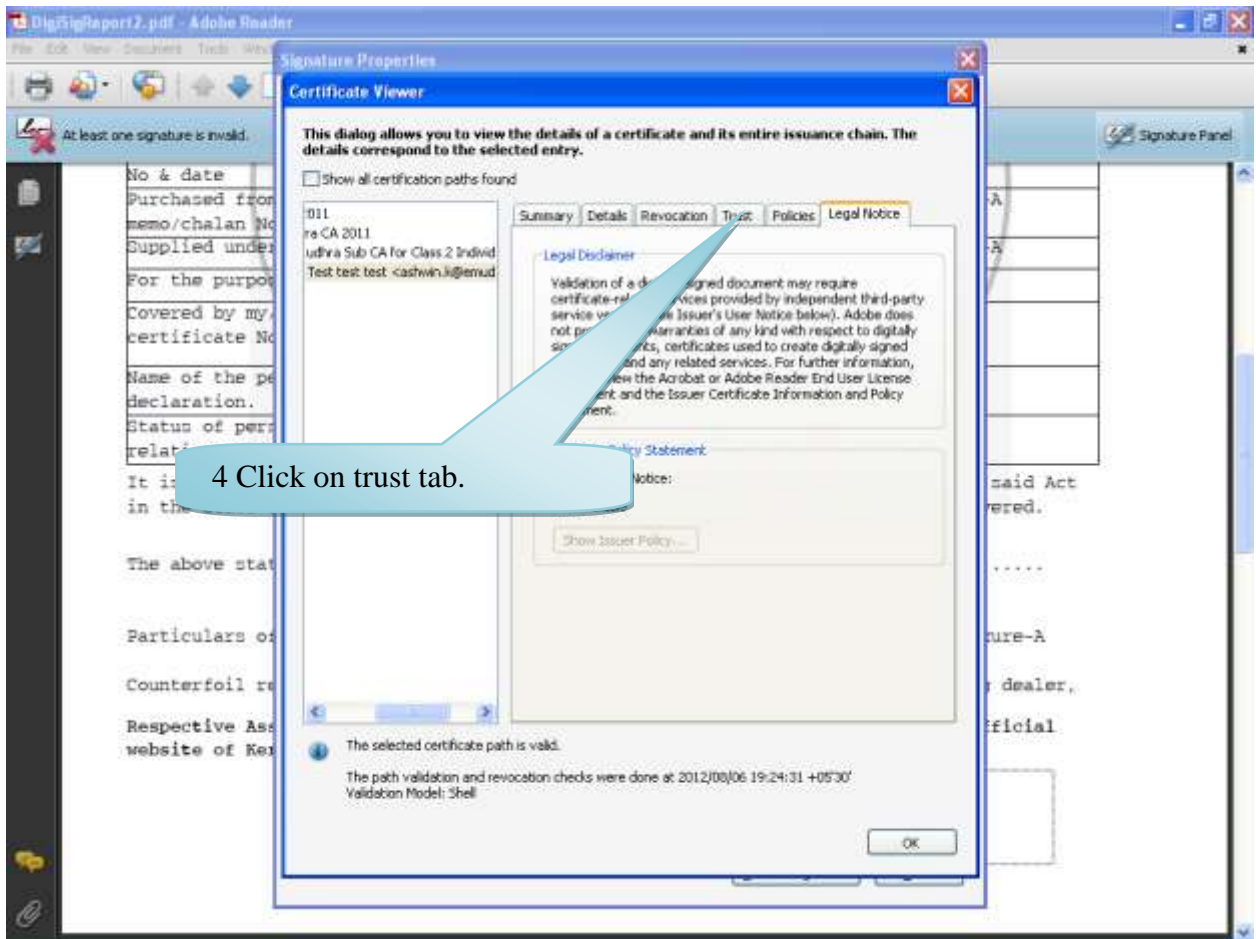
Signature is INVALID.
- The Document has not been modified since this signature was applied.
- The signer's identity is invalid because it has been revoked.

Legal Notice... Signature Properties... Close

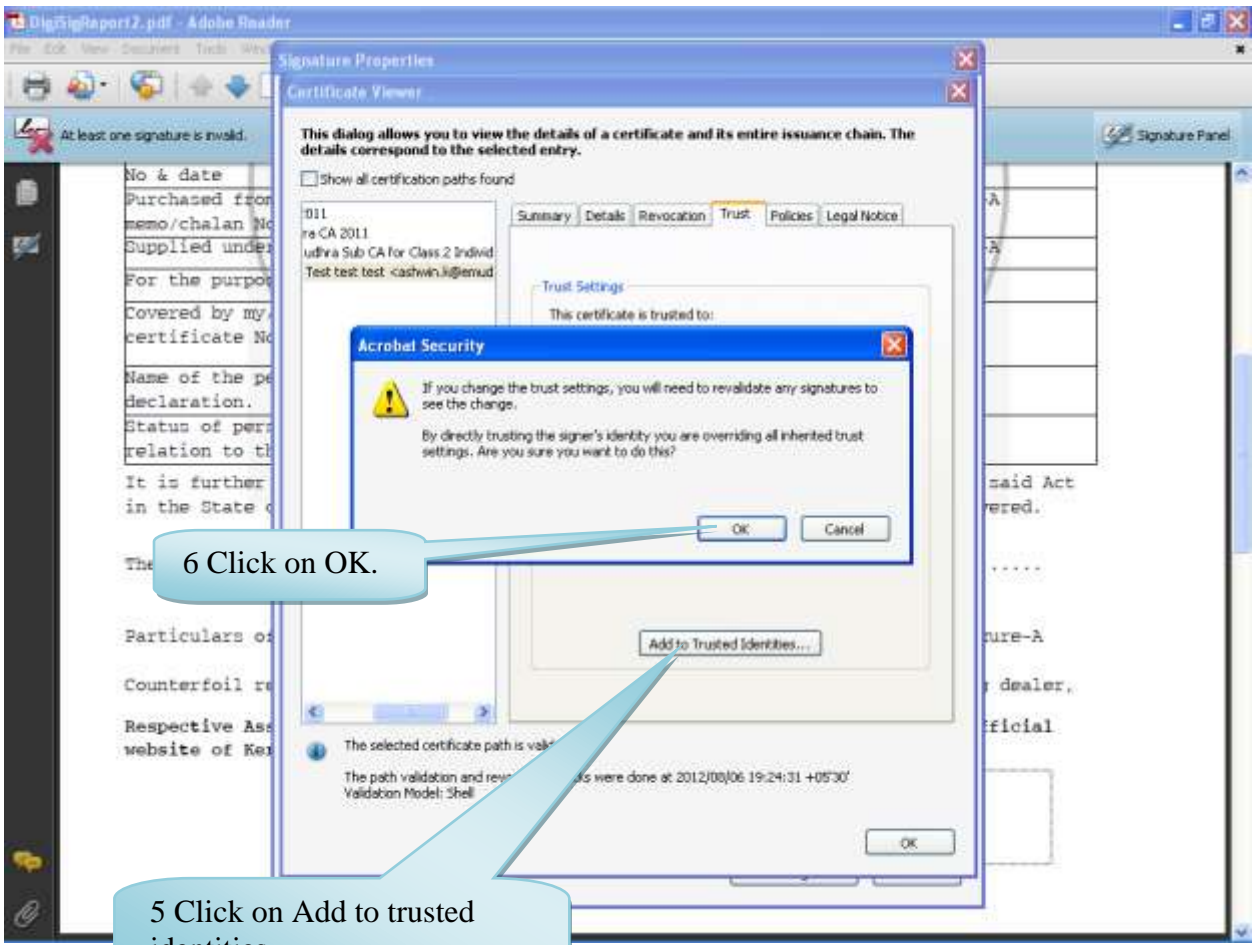
2 Click on legal Notice.



3 Click on Signer legal

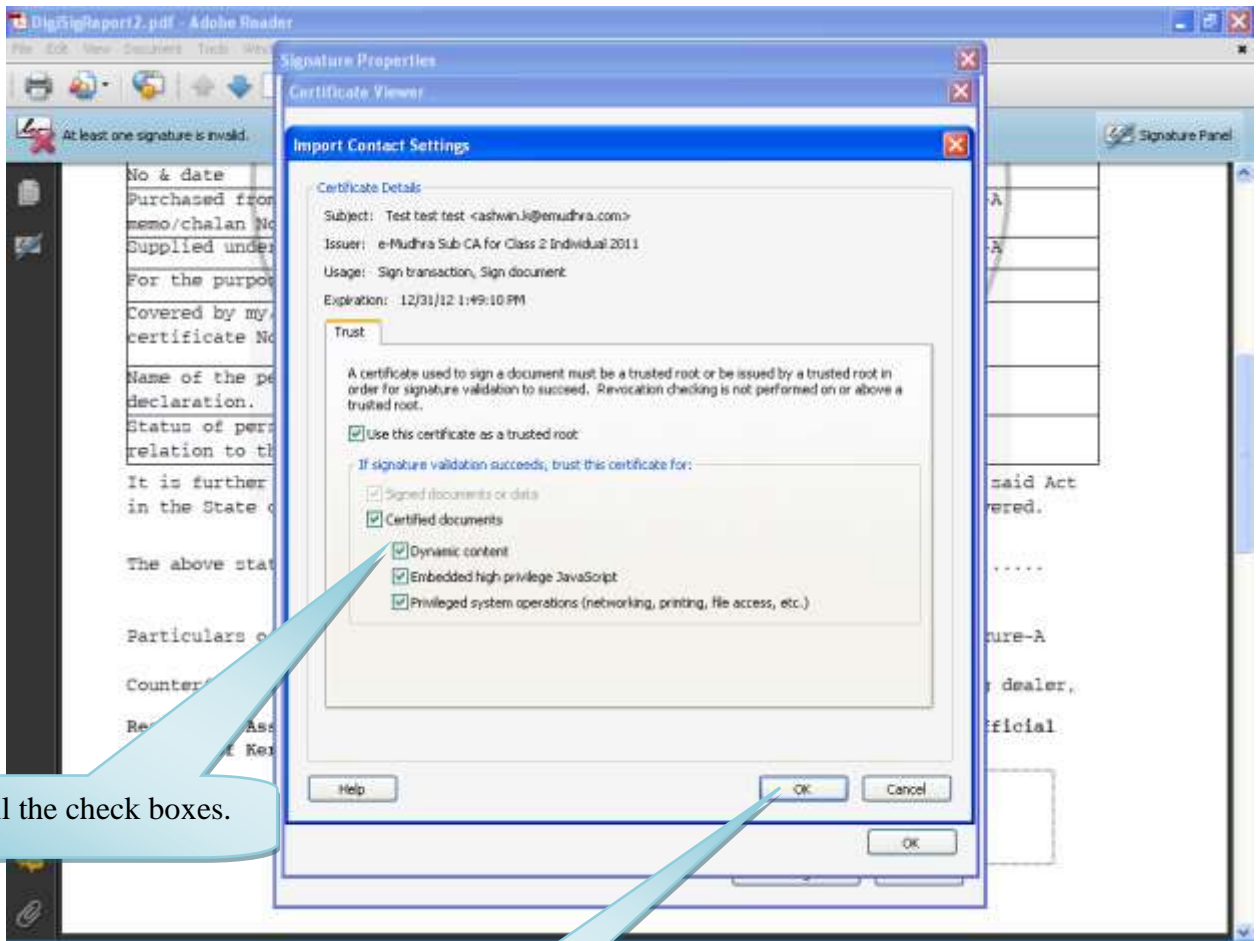


4 Click on trust tab.



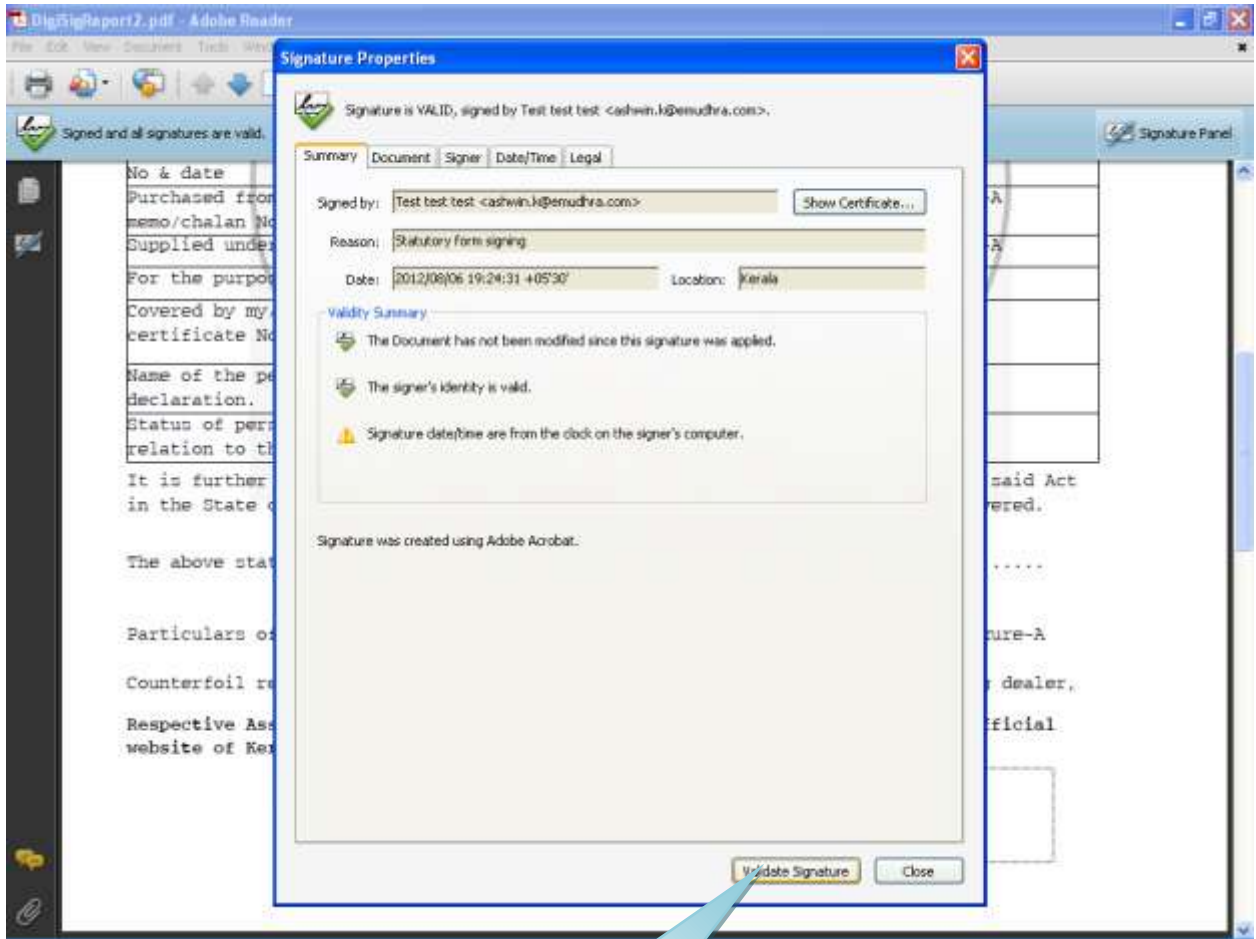
6 Click on OK.

5 Click on Add to trusted identities



7 Enable all the check boxes.

8 Click on OK button



9 Click on Validate signature, the certificate will get validated.