

## Client's /Citizens' Charter (CCA)

### Introduction

- The Controller of Certifying Authorities (CCA) has been appointed by the Central Government under section 17 of the Act for purposes of the IT Act. The Office of the CCA came into existence on November 1, 2000. It aims at promoting the growth of E-Commerce and E-Governance through the wide use of digital signatures.
- The Controller of Certifying Authorities (CCA) has established the Root Certifying Authority (RCAI) of India under section 18(b) of the IT Act to digitally sign the public keys of Certifying Authorities (CA) in the country. The RCAI is operated as per the standards laid down under the Act.
- The IT Act provides for the Controller of Certifying Authorities (CCA) to license and regulate the working of Certifying Authorities. The Certifying Authorities (CAs) issue digital signature certificates for electronic authentication of users.

### Vision

- To create Trust in the Electronic environment.

### Mission

- To facilitate authentication and integrity of Electronic Transactions performed in the Electronic environment.

### Objectives

- Implementation of authentication system in electronic environment through Public Key Infrastructure (PKI).
- To create awareness about the authentication techniques in PKI.

### Functions/Activities (allocation of Business Rules)

- i. Exercising supervision over the activities of the Certifying Authorities;
- ii. Certifying public keys of the Certifying Authorities;
- iii. Laying down the standards to be maintained by the Certifying Authorities;
- iv. Specifying the qualifications and experience which employees of the Certifying Authorities should possess;
- v. Specifying Authorities shall conduct their business Specifying the content of written, printed or visual material and advertisements that may be distributed or used in respect of a Electronic Signature Certificate and the Public Key;
- vi. Specifying the form and content of a Electronic Signature Certificate and the key.
- vii. Specifying the form and manner in which accounts shall be maintained by the Certifying Authorities;
- viii. Specifying the terms and conditions subject to which auditors may be appointed and the remuneration to be paid to them;

- ix. Facilitating the establishment of any electronic system by a Certifying Authority either solely or jointly with other Certifying Authorities and regulation of such systems;
- x. Specifying the manner in which the Certifying Authorities shall conduct their dealings with the subscribers;
- xi. Resolving any conflict of interests between the Certifying Authorities and the subscribers;
- xii. Laying down the duties of the Certifying Authorities;
- xiii. Maintaining a data-base containing the disclosure record of every Certifying Authority containing such particulars as may be the conditions subject to which the Certifying specified by regulations, which shall be accessible to public.

## Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline	E-mail
1	Shri Vikash Chaurasia, Scientist 'B', O/o CCA	+91-11-24301518	<a href="mailto:vikash@cca.gov.in">vikash@cca.gov.in</a>

Complainants can meet the Grievance Officer on every Wednesday between 4:00 pm – 5:00 pm OR by making an emergency request through the facility provided on the Department's website (<http://pgportal.gov.in>).

**Public Grievances Link:** <http://pgportal.gov.in/>

**Citizen's Charter Link:** [http://www.cca.gov.in/cca/?q=citizen\\_charter.html](http://www.cca.gov.in/cca/?q=citizen_charter.html)

**Month and year for next review of the Charter: June 2017.**