# DSC Issuance Manual

| For Internal Circulation Only | Version : 1.0 |
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## 1. Important information

a) The request for issuance of Digital Signature Certificate would be expedited and processed within 24 Hours (except Public Holidays and Sundays) after the receipt and acceptance of Documents as mentioned below

b) It is must to make the Cover-IDs and send the forms.

c) Pls ensure to use updated forms

d) Pls ensure the Unique and valid email ID and mobile number is used in the application form

e) In case of any assistance, pls get in touch with us at dscverification@ncode.in or ncare@ncode.in

f) Please refer to Point 8 of this document for Point of Contacts at (n)Code Offices for this cause.

g) We encourage you to email your queries to respective (n)Code office where the application has been submitted with a copy to dscverification@ncode.in or ncare@ncode.in

## 2. Verification Process for DSC issuance

a) The subscriber sends/submits the duly filled application form along with supporting documents to our LRA for issuance of DSC

b) LRA performs the primary verification of the documents as per "xyz"

c) If application is approved does the online registration in (n)Code application

d) An email goes to the subscriber for Subscribers mail id verification

e) LRA should generate the cover-id for registrations entered and send the Subscriber form along with supporting documents to nearest (n)Code Office ( try and send forms to the same (n)Code office ).

f) (n)Code offices to receive forms and performs the verification process as per the Verification Guidelines

g) The form/s is/are either accepted or rejected. The rejected ones will be marked in the system and dealers will get an automated email about this, where they need to send corrected forms/set once again. The accepted cases will get the codes to create DSC

h) All verified forms should bear the seal "Verified by (n)Code" and to be signed by designated verification officer at each (n)Code office.

## 3. Document Validation Guidelines as per IT Act

- **Document as proof of identity –any one of**

a) Passport
b) Copy of Driving License
c) PAN Card
d) Post Office ID Card.
e) Copy of Bank Account Passbook containing the photograph and signed by an individual with attestation by the concerned Bank official
f) Photo ID card issued by the Ministry of Home Affairs of Centre/State Governments.
g) Any Government issued photo ID card bearing the signatures of the individual.

- **Documents as proof of address - any one of**

a) Telephone Bill
b) Electricity Bill
c) Water Bill
d) Gas connection
e) Bank Statements signed by the bank
f) Service Tax/VAT Tax/Sales Tax registration certificate.
g) Driving License/RC
h) Voter ID Card
i) Passport
j) Property Tax/ Corporation/ Municipal Corporation Receipt

Please also note that:

I. **In case of DSC for Organization**: Apart from above, a valid Business Licence like Partnership deed, Incorporation Certificate, Service Tax/VAT Tax/Sales Tax registration certificate, any business license issued by State / Central Govt, etc. In case of DSC for DGFT, in addition to the valid business license a copy of valid IEC to be submitted.

II. **Validity of the Address Proof** :   In case of any utility bills like  electricity,  water, gas, and telephone bill,  the recent proof, but not earlier than 3 months from the date of application should be attached.

III. **Using single document copy  to be used for  both Identity & Address proof**:  This may be considered.  However, if the address in the Photo-id is different from the Address given in the application then a separate Address proof may be insisted & collected.

IV. **Attestation of Copy** : Gazetted officers,   OR Bank Manager OR Post Master. Otherwise the LRA may verify the copy of the identity and address proof against the original documents and certify the copy stating that "has been verified against the originals".  Such a copy should be signed    by the authorised person of the LRA and should bear the name and address of the signatory.

V. **Authorization**: Self Authorization is not allowed. (A Director/Partner cannot authorize himself). This does not apply in case of Proprietorship / HUF.

## 4. Application Rejection Policy

The Application forms submitted to (n)Code office for issuance of Digital Signature Certificate would be rejected under following circumstances :

a) Photograph is missing in the form

b) Signature across the Photo is missing or not evident

c) Required Supporting Documents are missing

d) Supporting Documents are not Attested

e) Details in the Application form are missing like Validity, type of certificate, date , place, etc

f) Application form is not duly signed by the Applicant

g) Application form does not belong to (n)Code  or has been modified

h) Discrepancy in details given in Application form and Supporting Documents submitted

i) Customer ID is missing or is not evident

j) LRA Seal and Sign is missing or is not evident

k) Registration is not done in our system

l) E-mail ID is incorrect or is not evident

m) Application is made for Individual; however enterprise form is been used and office address mentioned in application or vice-a-versa

n) Authorization Letter is not provided on letter head or is unavailable

o) Correction made in the form

p) On-Line data screen shot attached as supporting document like IEC, PAN

q) Photo copy of the form is submitted

r) Falsification of Information

*Pls also note that :*

*i) In case of rejection, an information mail would go to the LRA/Applicant about the rejection and cause of it. The LRA/Applicant is expected to take prompt action.*

*ii) The incomplete forms would remain with (n)Code LRA/User will have to send the fresh form again for due verification.*

## 5. Revocation Policy :

Verification of the revocation request is required before the Certificate is actually revoked and published. The Certificate could be revoked, without verification if the digitally signed request is received for revocation from the subscriber. In other cases, after the verification the Certificate should be revoked within 24 hours.

## 6. Latest Forms

I. Class 2 Individual (Sign / Sign & Encrypt)

   **https://www.ncodesolutions.com/PDF/class2ind.pdf**

II. Class 2 Organization (Sign / Sign & Encrypt)

   **https://www.ncodesolutions.com/PDF/class2org.pdf**

III. Class 2 Individual (Sign / Sign & Encrypt)

   **https://www.ncodesolutions.com/PDF/class3ind.pdf**

IV. Class 2 Organization (Sign / Sign & Encrypt)

   **https://www.ncodesolutions.com/PDF/class3org.pdf**

V. **(n)eXIM**

   **https://www.ncodesolutions.com/PDF/nexim.pdf**

VI. **Revocation**

   **https://www.ncodesolutions.com/PDF/revocationform.pdf**

## 7. Cover-ID Information:

All the cover-ids, sent to our (n)Code Offices should bear following format . Please note in case of any discrepancy, it is liable for rejection:

**For LRA**

Forms registered **AFTER** 30th September 2013 should bear as follows: (please highlight it in Bold)

<div style="border:1px solid black; padding:10px;">

**Credentials for Issuing DSC**

To:

**The Verification Officer**

PKI Business Group

(n)Code Solutions – A Division of GNFC Ltd

**(Delhi/Mumbai/ Bangalore/ Chandigarh/ Surat)**

| | | | |
|---|---|---|---|
| Username | : _____ | | |
| Cover-ID No | : _____ | No of Forms | : _____ |
| Registration Date | : _____ | | |

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Forms registered **BEFORE** 30th September 2013 should bear as follows :

<div style="border:1px solid black; padding:10px;">

To:

**Registration Authority**

PKI Business Group

(n)Code Solutions – A Division of GNFC Ltd

301 , 3rd Floor GNFC Infotower, SG Road, Ahmedabad – 380054.

| | | | |
|---|---|---|---|
| Username | : _____ | | |
| Cover-ID No | : _____ | No of Forms | : _____ |
| Registration Date | : _____ | | |

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## 8. (n)Code Offices :

| **Ahmedabad Address** *(Head Office)* | **Delhi Address** |
|---|---|
| (n)code Solutions – A Division of GNFC Ltd<br>301, 3$^{rd}$ Floor, GNFC Infotower, SG Road, Bodakdev, Ahmedabad – 54, Gujarat<br><br>Phone : 079-4000 7440<br>Email : dscverification@ncode.in<br><br>*Verification Officer : Mr. Krunal Pandya* | (n)code Solutions – A Division of GNFC Ltd<br>"GNFC House" E-223,<br>EAST OF KAILASH, NEW DELHI-110065.<br><br>Phone **:** 011-26452279 / 80<br>Email **:** northsales@ncode.in<br><br>*Verification Officer : Ms. Anju Sharma* |
| **Mumbai Address** | **Bangalore Address** |
| (n)code Solutions – A Division of GNFC Ltd<br>7, Poddar House (2nd Floor),<br>'A' Road, Churchgate,<br>Mumbai - 400 020, India<br><br>Phone **:** 09323870028<br>**Email :** mumbaisales@ncode.in<br><br>*Verification Officer : Mr. Sanjay Lokhande* | (n)code Solutions – A Division of GNFC Ltd<br>No.3698, 9th Cross, Service Road, 13th "D" Main, HAL II Stage Layout,<br>Bangalore - 560 008, India<br><br>Phone **:** 9008511476<br>**Email :** southsales@ncode.in<br><br>*Verification Officer : Ms. Jamuna Rani* |
| **Chandigarh** | **Surat** |
| (n)code Solutions – A Division of GNFC Ltd<br>Sco No 1032-33, Sector 22B,<br>Second Floor,<br>Chandigarh.<br><br>**Phone :** 0172-2707732, 5012732<br>Email : sunilverma@ncode.in<br><br>*Verification Officer : Mr.Sunil Verma* | (n)code Solutions – A Division of GNFC Ltd<br>"R" House , 1st Flr , 3, Gajanand Park Society , Nr Lions Club hall , Nr Lalji Nagar<br>Adajan , Surat - 395 009<br><br>**Phone :** (0261) 3003690<br>**Email :** suratsales@ncode.in<br><br>*Verification Officer : Ms. Pratiksha Vaidya* |

## 9. Important URLs :

- (n)Code CPS

    https://www.ncodesolutions.com/repository/CPS-ver4.pdf

- Original IT ACT :

    http://cca.gov.in/cca/sites/default/files/files/act2000_0.pdf

- Interoperability Guidelines :

    http://cca.gov.in/cca/index.php?q=dsc_interoperability.html

- SSL Issuance Guidelines :

    http://cca.gov.in/cca/sites/default/files/SSL_Guidelines_APRIL_2013.pdf