This document explains the phases of DSC issuance and different options available under the Registration Authority (RA).
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1. REGISTRATION AUTHORITY (RA) PORTAL:

1.1 APPLY FOR CERTIFICATE:

Users can apply for DSC through RA portal under “Apply for Certificate” present in the “Application” menu. The following details must be entered in the application.

1) Choose Certificate Type: Individual/Organization/Organization Govt./Organization Bank

2) Choose Certificate Class:

If Individual, select any of the following:

Class-2 Gold Individual

Class-3 Platinum Individual

If Organization, select any of the following:

Class-2 Gold Organization

Class-3 Platinum Organization
Class-3 Device/Server

If Organization Govt., select any of the following:

Class-2 Gold Organization

Class-3 Platinum Organization

If Organization Bank, select any of the following:

Class-2 Gold Organization

Class-3 Platinum Organization

3) Choose the Certificate Type: Signature/Encryption

4) Choose Token Type: Soft Token/USB Token

5) Choose Validity: 1-Year / 2-Years

6) Fill other common details such as Name/Gender/Date of Birth/Email ID/Mobile No./Address/Pin code/PAN No. /Nationality. Finally submit the Application for RA approval.

7) If Certificate Type is “Organization”, the User has to enter the Organization Name/Department/Organization type.

8) If Certificate Type is “Organization Govt.”, the User has to enter the Organization Name/Department/Organization type.

9) If Certificate Type is “Organization Bank”, the User has to enter the Organization Name/Department/Organization type.
10) Based on the Certificate Type, the list of documents which have to be attached will vary. So as per the documents list displayed in the application page, the user is required to submit the attested proofs.

11) After successful submission of the application, the Application No. will be generated with RA approval and moved to CA for Approval. But for Class-3 Individual/Organization, Video Verification is required before CA approval. For Banks/Govt./DGFT the Video Verification is not required and directly moved for CA Approval.

1.2 RA HOME:

The Save/Hold and RA Renewed applications will be present in the “RA Home”, which is located under “Application” menu. The RA then selects the application for processing by carefully verifying the details entered in the form and its corresponding proof of documents, and then decides whether to Approve/Reject the application.
1.3 SUSPENDED/REJECTED APPLICATIONS:

The RA has the option to suspend the application for some reason. The suspended application can be processed later using the “Suspended/Rejected Applications” option present in the “Application” menu. This also contains the list of CA Rejected Applications, Customer Care Rejected Applications and Subscriber Rejected Applications.

1.4 RECALL APPLICATION:
The RA has the “Recall Application” option, which is used to recall the approved application to an unapproved state. This is possible only when the CA hasn’t approved that particular application.

1.6 BULK UPLOAD:

The RA has the option to upload multiple applications in a Batch manner by filling the records in the predefined excel sheet provided under the link “Bulk Upload” present in the “Application” menu. These uploaded applications can be approved in a single click using the option “RA Bulk Home” located under the Application menu.

1.7 AADHAAR EKYC APPLICATION:
The RA Portal has the special option to apply the users’ DSC using the “Aadhaar eKYC Application” option present under the Application menu. The Aadhaar eKYC Portal prompts the user to select the Authentication Device type. Currently the CCA approved the following four devices for performing the eKYC:

- Mantra MFS 100
- 3M Cogent CSD 200
- SecuGen Hamster Pro 20
- Morpho MSO 1300E2

Upon choosing the device type, the Aadhaar eKYC is done using the user’s Aadhaar No. and his/her thumb impression without any physical ID proof. Using the Aadhaar inputs
given by the user, the corresponding data are matched with central Aadhaar repository and the data is fetched back to the portal. After entering the Certificate Type/Category and other details requested by the portal, the application is submitted for RA approval. These Aadhaar eKYC Applications are listed for RA approval under the option “Aadhaar Applications” which is present in the Application menu.

1.8 APPROVED APPLICATIONS:

The RA has the facility to view the list of RA Approved Applications using the link “Approved Applications” present under the Application menu.

1.9 AUTO RENEWAL:
The RA can renew the DSC which is going to be expired in next 30 days using the link “Auto Renewal” provided under the Application menu. The Auto Renewal page contains a search option asking to enter any of the details of the DSC like Application No./ Certificate Serial No./ Common Name. After entering the necessary detail, upon clicking “GO” the DSC details along with the documents validity is displayed. Generally the submitted documents are valid for three years from the date of submission. So if the document validity is available, the user can proceed by selecting the required renewal period (1-year/2-years) without submitting any further documents. On clicking the renewal duration button (1-year/2-years), the details of the DSC will be displayed just for confirmation. Here there is a combo button asking for user’s presence (Is the Customer Available? Yes/No), if “Yes” is selected then it will land in user signing page. On clicking the “Sign” button it will prompt the user to digitally sign the document using his/her Token/Digital Certificate. If the signing process is successful then the application will be approved by RA and moved to CA for approval. If the customer is not present then the “NO” option is selected and upon submitting the application an email will be sent to the user with the renewal link and renewal password, here the user can renew the application by using his/her Digital Signature.

1.10 RENEWAL:

The RA has the facility to issue additional certificates for the existing user using the link “Renewal” provided under the Application menu. Here the user has to submit the necessary documents.
1.11 RA RENEWAL PUBLIC LINK:

The RA can generate and email the renewal link to a user by using the “RA Renewal Public Link” which is located under the Application menu. Using this link the user can apply for the Additional/Renewal of DSC.
1.12 RA RENEWED APPLICATION:

The list of RA renewed applications that are pending for RA approval can be viewed using the link “RA Renewed Application” present under the Application menu.

1.13 REISSUANCE REQUEST:

The “Reissuance Request” option is used to reissue the DSC which has certain issues during download of certificate (for instance, Issuer Name Mismatch etc.). This can be done by providing the Application No., DOB, Certificate Serial No. and email id in the
“Reissuance Request” page located under the Application menu. These applications will be reissued within 30 days from the date of Reissuance Request.

1.14 VIDEO VERIFICATION:

If the user is applying for Class-3 (Individual/Organization) certificate, the higher level of user verification is required as per the guidelines of Controller of Certifying Authority (CCA). Therefore as per CCA norms, the Video verification is done before the CA approval using the link “Video Verification” provided under the Application menu.

1.14(A) VIDEO VERIFICATION IS DONE FOR THE FOLLOWING CATEGORIES:

<table>
<thead>
<tr>
<th>Conventional</th>
<th>Video verification applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class 3 (For Individual/ Organization)</td>
<td>Yes</td>
</tr>
<tr>
<td>Foreign applicant class 3</td>
<td>Yes</td>
</tr>
</tbody>
</table>
1.15 REPORTS:

1.15(A) APPLICATION PROCESSED DETAILS:
Using this report the list of processed applications can be viewed for a specified period.

1.15(B) MOBILE VERIFICATION REPORT:
Using this report the list of applications which pass the Mobile Verification can be viewed for the specified date range.

1.15(C) VIDEO VERIFICATION REPORT:
Using this report the list of applications which pass the Video Verification can be viewed for the specified date range.

1.15(D) INDIVIDUAL APPLICATION STATUS:
Using this report the current and different levels of status that the application passes can be viewed for the specified date range.

1.15(E) PENDING RENEWAL REPORT:
Using this report the application which is going to be expired in the current and successive month can be viewed.

1.15(F) SEARCH COURIER:
This report is used to view the number of applications present in a particular lot of the courier. Each lot will have the lot/courier number which is assigned by the collection centres.
1.16 STOCK REPORT:

1.16(A) NEW ALLOTMENT (FROM DISTRIBUTOR TO MAIN RA):
This report shows the new stock allotment list by Distributor to its Main RA for the specified date interval.

1.16(B) MAIN RA TO SUB RA REPORT:
This report shows the new stock allotment list by Main RA to its Sub RA for the specified date interval.

1.16(C) REVERSE TRANSFER (FROM SUB RA TO MAIN RA) REPORT:
This report shows the stock return list of the Sub RA to its corresponding Main RA for the specified date interval.

1.16(D) REVERSE TRANSFER (FROM MAIN RA TO DISTRIBUTOR) REPORT:
This report shows the stock return list of the Main RA to its Distributor for the specified date interval.

1.16(E) STOCK SUMMARY REPORT:
This report displays the complete stock summary including the stock applied to their higher levels by Distributors, Main RA and Sub RA for the specified date range.

1.16(F) STOCK UTILIZATION:
This report gives a complete picture on stock utilization by Distributor, Main RA and Sub RA for the specified date intervals.

DASH BOARD: This will give a clear picture on stock availability with Distributor, Main RA and Sub RA based on the selections made, for the specified period.