

CVL eSign- FAQs

1. What is an online Esign services provided by CVL?

CVL provides an Online esign service which is a paperless mode of signing electronic documents by authenticating signer using e-KYC services.

2. What are the objectives of eSign online Electronic Signature Service?

eSign Online electronic signature service, offers applications a mechanism to replace manual paper-based signatures by integrating this service within their applications. An eSign user can electronically sign a form/document anytime, anywhere, and on any device. eSign service facilitates significant reduction in paper handling costs, improves efficiency, and offers convenience to customers.

3. Who can use aadhaar esign?

Any Indian citizen with an Aadhaar number and a mobile number registered with Aadhaar can use eSign to sign documents through online mode.

4. Who can provide eSign- Online Electronic Signature Service?

eSign Online Electronic Signature Service is offered by CAs and ESP (Electronic signature service provider).

5. Who can integrate eSign- Online Electronic Signature Service in their application?

The agency who intent to integrate eSign service should either be:

- A Central/ State Government Ministry / Department or an undertaking owned and managed by Central / State Government,
- An Authority constituted under the Central / State Act,
- A Not-for-profit company / Special Purpose organization of national importance,
- A bank / financial institution / telecom company, or a legal entity registered in India Such entities are referred to as “Application Service Providers” (ASP).

6. What are the requirements for integrating eSign- Online Electronic Signature Service in an application?

The ASP can apply to eSign Service Provider (i.e. CVL) for integrating eSign- Online Electronic Signature Service in their application. The ASP has to be onboarded with CVL after fulfilling the criteria for On-Boarding.

7. What is Aadhaar Paperless Offline e-KYC?

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It is a secure sharable document which can be used by any Aadhaar number holder for offline verification of Identification.

A resident desirous of using this facility shall generate his/her digitally signed Aadhaar details by accessing UIDAI resident portal. The details will contain Name, Address, Photo, Gender, DOB, hash of registered Mobile Number, hash of registered Email Address and reference id which contains last 4 digits of Aadhaar Number followed by time stamp in a digitally signed XML. It will provide Offline Aadhaar Verification facility to service providers/Offline Verification Seeking Entity (OVSE) without the need to collect or store Aadhaar number.

8. How to generate Offline Aadhaar?

The process of generating Aadhaar Offline e-KYC is explained below:

- Go to URL <https://resident.uidai.gov.in/offlineaadhaar>
- Enter 'Aadhaar Number' or 'VID' and mentioned 'Security Code' in screen, then click on 'Send OTP' or 'Enter TOTP'. The OTP will be sent to the registered Mobile Number for the given Aadhaar number or VID. TOTP will be available on m-Aadhaar mobile Application of UIDAI. Enter the OTP received/TOTP. Enter a Share Code which be the password for the ZIP file and click on 'Download' button
- The Zip file containing the digitally signed XML will be downloaded to device wherein the above mentioned steps have been performed.

9. Who are the users of this Aadhaar Paperless Offline e-KYC?

Any Aadhaar number holder who desires to establish his/her identity to any service provider (OVSE) using digitally signed XML downloaded from UIDAI website can be a user of this service. The service provider should have provisions of providing this Aadhaar Paperless Offline e-KYC at their facility and do the offline verification.

10. How to share this Paperless Offline eKYC document with the service provider?

Residents can share the XML ZIP file along with the Share Code to the service provider as per their mutual convenience.

11. Is it safe to share Offline Paperless eKYC document with the Service Provider?

Yes, it is safe to share details with Service Providers as the regulations of the Aadhaar does not allow to share, publish or display either Share Code or XML file or its contents with anyone else.

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CVL eSign Grievances related information

1. What are the contact details for grievances with regards to CVL eSign?
Whether you have a question about eSign, pricing, demo, features or anything else, kindly connect on details below:
Tel: 022 23058712/Mob: 9930028280; Email: esignhelpdesk@cdslindia.com
2. How do I lodge the grievance?
**The grievances can be lodged online on ([eSign URL](#)) grievance section. In cases where internet facility is not available or even otherwise, the citizen is free to send her/his grievance by Post. The grievance may be sent, addressed to the eSign department on address below:
CDSL Ventures Ltd., Marathon Futurex, 'A' Wing, 25th Floor, Mafatlal Mills Compound, N. M. Joshi Marg, Lower Parel (E), Mumbai – 400 013, Maharashtra, India.**
3. How do I track my grievance?
It may be tracked on the eSign portal using “View Status” link and after providing unique registration number (the same will be generated for every grievance raised).
4. After redress, can the grievance be re-opened for further correspondence?
No. In such situations, fresh grievance will have to be lodged drawing reference to the closed grievance and call for details.
5. What is the time limit for redress of grievance?
Seven (7) days. In case of delay an interim reply with reasons for delay will be provided.
6. What action can be taken by me in case of non-redress of my grievance within the prescribed time?
(To be discussed internally- Grievance redressal hierarchy)
7. Which governing laws and jurisdiction shall be applicable in case of legal proceedings?
The relationship between you and CVL eSign shall be governed by the Laws of India. You and CVL eSign agree to submit to the personal and exclusive jurisdiction of the courts located at Mumbai, India.

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Data Safety

1. Does CVL eSign require consent during time of data processing?
Yes, CVL eSign relies on the consent that you provide to us at the point of data collection or disclosure to us to process data for activities relating to eSign.
2. How secured is my data shared on CVL eSign portal?
The eSign service is governed by e-authentication guidelines. While authentication of the signer is carried out using e-KYC services, the signature on the document is carried out on a backend server of the e-Sign provider (CVL eSign). To enhance security and prevent misuse, eSign user's private keys are created on Hardware Security Module (HSM) and destroyed immediately after one time use. If you feel that the security of any data that we hold about you has been compromised, please immediately notify us of the problem by contacting us in accordance with the **"Contact Us" section.**
3. Is data shared on CVL eSign portal confidential?
In accordance with CCA guidelines, data shared is completely confidential. CVL eSign ensures the privacy of the signer by requiring that only the thumbprint (hash) of the document be submitted for signature function instead of the whole document.
4. How is information regarding **"Policy update"** shared?
CVL reserves the right to change or update policy at any time. Such changes shall be effective immediately upon posting to this site.
5. How will critical notices & service alerts be notified/communicated?
Although we respect and honor your privacy preferences, CVL eSign shall maintain the right to contact you when it is required to make you aware of changes (that are of a non-marketing nature), that may impact your ability to use CVL eSign products and services.
6. For what purpose information provided on the website be used?
 - **Provide, operate, and maintain our website.**
 - **Improve, personalize, and expand our website.**
 - **Understand and analyze how you use our website.**
 - **Develop new products, services, features, and functionality.**
 - **Communicate with you, either directly or through one of our partners, including for customer service, to provide you with updates and other information relating to the website, and for marketing and promotional purposes.**
 - **Send you emails.**
 - **Find and prevent fraud.**

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Information on CVL's public certificate

Version	3		
Serial number	27d9		
Signature Algorithm	sha256RSA		
Issuer			
Common name	CCA India 2014		
Organization	India PKI		
Country	IN		
Valid From	Tuesday, January 07, 2020 01:38:07 PM		
Valid Until	Monday, January 06, 2025 12:00:00 PM		
Distinguished Name			
Common Name	CDSL CA 2014		
Organization Unit	Certifying Authority		
Organization	CDSL Ventures Limited		
Country	IN		
Format	X.509		
Public key Algorithm	RSA		
Thumb Print	19a321ea802f410ec83fbe8d0661376cb5f7898d		
Extension Fields			
Subject Key Identifier	4ddf8107a3f17503		
Authority Key Identifier	42b8c5cf6db357e1		
CRL Distribution Points	Distribution Point Name: Full Name: URL= http://cca.gov.in/rw/resources/CCAIndia2014Latest.crl		

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