Frequently Asked Questions (FAQs)

Compilation of Frequently Asked Questions (FAQs) is done to generally familiarize the entities on the concept and implementation of e-Sign services. Certain contents may vary depending upon the requirements of the Application Service Provider (ASP).

Who is eligible to e-Sign documents?
Any Indian citizen holding Aadhaar can avail e-Sign service to digitally sign a document through e-Sign service.

What is mandatory for end-user to get e-Sign.
Aadhaar is mandatory for an individual to e-Sign a document.

From whom can an ASP purchase a Digital Signature Certificate?
Legally valid Digital Signature Certificates are issued only through a Controller of Certifying Authorities (CCA), Govt. of India, licensed Certifying Authorities (CA).
A Certifying Authority (CA) licensed by CCA, offers secure digital signatures through various options tailored to suit individual as well as organizational needs.

How to verify signature?
In case of esign API 2.1
  a) Download the signed document Open with Adobe Acrobat Reader.
  b) Go to Signature panel Right click on the signature.
  c) Show signature properties. Show signer's certificate. If you see the hierarchy as CCA, NSDLeGov Sub-CA, User's Name and in certificate subject tab DnQualifier tab consist of users gender, DOY and Hash of phot and Title field have last 4 digit number of Aadhaar, it is a genuine signature

(Certificate needs to be added in Trust, close pdf and open again, green tick mark will be displayed)

Does NSDL e-Gov support Mobile based e-Sign?
Yes. NSDL e-Gov APK/AAR is available, which has to be integrated with the ASP mobile APP.

Does NSDL e-Gov esign support biometric?
Yes, NSDL e-Gov esign supports OTP, Biometric and IRIS based authentication for e-Sign API 2.1.

Which biometric devices are supported by NSDL e-Gov for e-Sign?
Devices currently supported by NSDL e-Gov e-Sign application are given below -

Sr. No.	Device Manufacturer	Model	Remarks
1	Morpho	MSO 1300 E MSO 1300 E2 MSO 1300 E3	Finger Print
2	Secugen	Hamster Pro HU20	Finger Print
3	Mantra	MFS100	Finger Print
4	Startek	FM220U	Finger Print
5	Evolute	Falcon Identi5 Leopard	Finger Print
6	Cogent	CSD 200	Finger Print
7	Precision	PB510	Finger Print
8	Digit Secure	ABB-100-NIR BIZZPOS WHQ2(Wizarhand Q2) WIZARPOS Q2 WIZARHAND_Q1	Finger Print
9	Samsung Galaxy IRIS Tab	SM-T116IR	For IRIS
10	Digit Secure IRIS Tab	R961 WIZARHAND_Q1	For IRIS

What is the minimum version of iOS supported by NSDL e-Gov e-Sign?
Minimum iOS version is 8.0

Does NSDL e-Gov esign application support iPad, iPad Air etc.?
 Yes.

 Minimum Android version requirement for APK by NSDL e-Gov?
 Android version 4.4.

Can ASP send Aadhaar in the request XML?

As per the guidelines of CCA for e-Sign API 2.1, Aadhaar or Virtual ID has to be captured on the ESP portal.

How can one generate VID (Virtual ID)?

VID can be generated from the below link - https://resident.uidai.gov.in/web/resident/vidgeneration

What is the difference between .p12 & .cer format?

.p12 contains public key & private key both while the .cer format of certificate contains only the public key.

What is different between eSign 2.1 and 3.0 API ?

eSign 2.1 is online process and eSign 3.0 is offline process.

What is Aadhaar Paperless Offline KYC?

It is a secure digitally signed document which can be used by any Aadhaar number holder for Aadhaar Paperless Offline KYC of his/her identity. Resident may download the document with selected data fields like name, gender, date of birth, address, Registered Mobile Number (hashed), Registered Email Address (hashed) and photo graph. However, this document does not contain Aadhaar number of the resident

How to generate Aadhaar Paperless Offline KYC?

The process of generating Aadhaar Paperless Offline KYC is explained below:

☐ Go to URL https://resident.uidai.gov.in/offlineaadhaar

Enter 'Aadhaar Number' or 'VID' and 'Security Code' displayed on the screen, then click on 'Send OTP'. The OTP will be sent to the Registered Mobile number for the given Aadhaar number or VID. Enter the OTP received and share code click on 'Download' button and download xml.

☐ The Zip file containing the XML will be downloaded to device wherein the above mentioned steps have been performed. Extract the zip file using the password as specified in previous step and save the XML file in the desired location.

Is biometric supported in esign 3.0?
No

Is it mandatory to create signer ID?
Yes, for offline process it is mandatory to create signer ID

What is the validity of Offline kyc XML?

Validity of Offline KYC XML is 3 months

What is the validity of signer ID ?

Validity of signer ID is 2 years.

Supported platform for NSDL e-Gov esign application
Java (6.0 and above), .Net and PHP

What are steps for Onboarding of ASP?
ASP has to submit application form, supporting documents and duly executed and signed agreement for Onboarding of ASP with NSDL e-Gov. For more details, please write to us at esign-help@nsdl.co.in

What are the steps for going live?
Brief steps for going live are given below –
Onboarding with NSDL e-Gov
Completion of minimum 50 successful test cases in UAT
Submission of Audit Compliance and Go Live checklist
Advance payment
Go Live access
For more details, please write to us at esign-help@nsdl.co.in

What should I do if I want to ask a question which does not show above?
Please write to us esign-help@nsdl.co.in