

Tele: 011-25684645
Telefax: 011-25682392
Email: diritechs-mod@nic.in

Central Organisation, ECHS
Adjutant General's Branch
Integrated HQ of MoD (Army)
Maude Lines
Delhi Cantt – 110 010

B/49711-SC/AG/ECHS

07 Aug 2015

All Regional Centres ECHS

.....

**ACTIONS TO BE TAKEN BY REGIONAL CENTRES ECHS ON ISSUE OF
TEMPORARY SLIP IN LIEU OF SMART CARD**

1. Further to this Organisation letter No. B/49711-SC/AG/ECHS dated 27 Jul 2015.
2. The format of the Temporary Slip to be given to the beneficiaries till such time the Smart Cards operations resume is enclosed. The same is also available on the ECHS website i.e. www.echs.gov.in and should replace **Page No 7 (revised receipt enclosed)** of the existing Application Form. The following aspects will be ensured while giving the Temporary Slip:-
 - (a) A unique Registration would be allocated to each slip. The format of which is enclosed as **Appendix A**.
 - (b) The validity of the slip will be of one year from the date of issue. The same should be unambiguously endorsed on the Temporary Slip.
 - (c) Photographs along with Name and Date of Birth wrt each beneficiary should be endorsed on Slip.
 - (d) PPO No. Aadhar No. And Mobile No. must be mentioned on the Slip.
 - (e) Veterans must be encouraged to register for Jeeavan Praman Scheme.
 - (f) They must be advised to get the slip laminated and keep in safe custody.
3. To ensure integrity of the data on the slip following measure will be taken:-
 - (a) All issuing authority will ensure that the slip is scanned and a record is kept with them in the PDF format.
 - (b) The Temporary Slip will be activated only after it has been signed by the OIC, Parent Polyclinic and details to be entered into the register maintained for the same at Polyclinics. Format for the same is enclosed (**Appx B**) All future referrals will be linked to the Unique No recorded at Parent Polyclinics.

(c) All issuing authority will open a Digilocker Account at <http://digilocker.gov.in> (procedure for the same is enclosed **(Appx C)**) and e-sign all uploaded temporary slips. The account will be opened with the Aadhar No. of issuing officer and he shall be responsible for uploading the scanned slips and e-signing it.

(d) In case of loss of the temporary slip the e-signed temporary slip available in the digital locker of the issuing authority will be demanded by the nearest Stn HQ/Regional centre ECHS after interaction with the issuing authority over email and a printout shall be given to the beneficiary after verifying the credentials and satisfying that the slip has genuinely been lost

4. Reports and Returns wrt Temporary Slip as sought vide our letter referred above must be sent the every month.
5. Forwarded for further action please.



(DM Anand)
Col
Dir (Stats & Automation)
for MD ECHS

Encl: As stated

Copy to:-

IHQ of MoD (Navy)/DIR ECHS (N)
Air HQ (SP), Dte of AV, Subroto Park
HQ Southern Command (A/ECHS)
HQ Eastern Command A/ECHS)
HQ Western Command (A/ECHS)
HQ Northern Command (A/ECHS)
HQ Central Command (A/ECHS)
HQ South Western Command (A/ECHS)

} Request disseminate to Stn HQs &
Record Offices in your AOR.

Internal

Ops
Medical
C&L
P&FC
OIC Billing

DETAILS OF TEMPORARY SLIP

1. The format for unique Registration/Slip shall be as under:-

For Regional Centres ECHS

- (a) The first three alphabets will identify the Regional Centres ECHS. The letter for all Regional Centres, ECHS are as under :-

Ser No	Name of Regional Centres ECHS	First Three Alphabets
1	Jammu	JAM
2	Jalandhar	JAL
3	Chandimandir	CHA
4	Ambala	AMB
5	Delhi-I	DEL-I
6	Delhi-II	DEL-II
7	Dehradun	DEH
8	Bareilly	BAR
9	Lucknow	LUC
10	Allahabad	ALL
11	Patna	PAT
12	Kolkata	KOL
13	Guwahati	GUW
14	Ranchi	RAN
15	Visakhapatnam	VIS
16	Hyderabad	HYD
17	Chennai	CHE
18	Coimbatore	COI
19	Kochi	KOC
20	Trivandrum	TRI
21	Bangalore	BAN
22	Mumbai	MUM
23	Pune	PUN
24	Nagpur	NAG
25	Ahmedabad	AHM
26	Jabalpur	JAB
27	Jaipur	JAI
28	Hisar	HIS

- (b) The next two letter will determine the parent Polyclinic of the beneficiary. The allocation of codes for parent polyclinics is enclosed as **Annexure-I**.

(c) F/U will be added after Parent Polyclinic Code to indicate whether it is a fresh application or upgrade and the next six letters will determine the date of issue i.e DDMMYY.

(d) The two alphabets to identify the service will be added after date of issue i.e. AR/AF/IN/CG and the next four letters will be serially allotted by the issuing authority.

For Station HQ

(e) The Slip issued by Station HQ, will specifically mention the name of Stn HQ before the three letters of Regional Centres, ECHS, issuing the slip.

For Record Offices

The slips issued by Record Offices will specifically mention the Record Office name before the three letters of Regional Centres, issuing the slip.

2. Examples are given as under:-

(a) **For Regional Centres ECHS**

Suppose, a beneficiary of Army applying fresh registration with parent Polyclinic **Faridabad (code No. 02)** under RC Delhi-I is issued Temporary Slip on 08 Aug 2015 vide their register serial no. 1, the slip no will be as under:-

DEL-I/02/F/080815/AR/0001

Like this, for beneficiary of Air Force applying for upgradation with Parent Polyclinic **Raibareli (code No. 11)** under RC Lucknow & issued vide their issue register ser No. 235 dated 09 Sep 2015 the slip will have no as under:-

LUC/11/F/090915/AF/0235

(b) **For Station HQs**

Suppose, a beneficiary of Air Force applying for upgradation, with parent Polyclinic **Palwal (Code No. 07)** Under RC Delhi-I is issued Temporary Slip on 08 Aug 2015 by Stn HQ Delhi Cantt vide their register serial no. 25 the slip no will be as under:-

SHQDelhiCantt/DEL-I/07/U/080815/AF/0025

(c) **Agency issuing slip in respect of future retiree (Army, Air Force and Navy)**

Suppose, a future retiree of Army as a fresh applying for ECHS membership by selecting Polyclinic **Hardoi (code No. 05)** as his **parent Polyclinic** under RC Lucknow and he is issued Temporary Slip vide their register serial no. 521 dated 10 Nov 2015 by AMC Records, Lucknow the slip will have No. as under :-

AMC Record Lucknow/LUC/05/F/AR/101115/0521

Suppose, a future retiree of Air force as a fresh applying for ECHS membership by selecting Polyclinic **Sultanpur (code No. 15)** as his **parent Polyclinic** under RC Allahabad and he is issued Temporary Slip vide their register serial no. 356 dated 24 Dec 2015 by Air HQ (SP), Dir of AV, Air Force the slip will have No. as under :-

(d) **DAV(SP)/ALL/15/F/AF/241215/0356**

Suppose, a future retiree of Navy as a fresh applying for ECHS membership by selecting Polyclinic **Puri (code No. 06)** as his **parent Polyclinic** under RC Visakhapatnam and he is issued Temporary Slip vide their register serial no. 923 dated 21 Sep 2015 by concerned agency of Navy issuing the slip, the slip will have No. as under :-

Name of issuing agency/VIS/06/F/IN/210915/0923

CODES OF POLYCLINICS UNDER AOR OF REGIONAL CENTRES ECHS

Ser No	Name of Polyclinics	Code for Polyclinics
<u>Regional Centre Ahmedabad (16)</u>		
1	Ahmedabad	01
2	Ajmer	02
3	Barmer (Jalipa)	03
4	Bhilwara	04
5	Bhuj	05
6	Dungarpur	06
7	Jaisalmer	07
8	Jamnagar	08
9	Jodhpur	09
10	Pali	10
11	Rajkot	11
12	Rajsamand	12
13	Shergarh	13
14	Surat	14
15	Udaipur	15
16	Vadodra	16
<u>Regional Centre Allahabad (16)</u>		
1	Allahabad	01
2	Azamgarh	02
3	Balia	03
4	Banda	04
5	Basti	05
6	Deoria	06
7	Faizabad	07
8	Fatehpur	08
9	Ghazipur	09
10	Gonda	10
11	Gorakhpur	11
12	Jaunpur	12
13	Mirzapur	13
14	Pratapgarh	14
15	Sultanpur	15
16	Varanasi	16
<u>Regional Centre Ambala (11)</u>		
1	Ambala	01
2	Gohana	02
3	Kaithal	03
4	Karnal	04
5	Kharkhoda	05
6	Kurukshetra	06
7	Nahan	07
8	Narayangarh	08
9	Panipat	09
10	Sonepat	10
11	Yamunanagar	11

Regional Centre Bangalore (16)

1	Bangalore (Urban)	01
2	Belgaum	02
3	Bidar	03
4	Bijapur	04
5	Dharwad	05
6	Gulbarga	06
7	Hassan	07
8	Kolar	08
9	Madekeri	09
10	Mangalore	10
11	MEG Bangalore	11
12	Mysore	12
13	Shimoga	13
14	Tumkur	14
15	Virarajendrapet	15
16	Yelahanka (Bangalore)	16

Regional Centre Chandimandir (18)

1	Barnala	01
2	Chandigarh	02
3	Chandimandir	03
4	Doraha	04
5	Fatehgarh Sahib	05
6	Jagraon	06
7	Ludhiana	07
8	Mohali	08
9	Nabha	09
10	Patiala	10
11	Rampur	11
12	Ropar	12
13	Samana	13
14	Samarala	14
15	Sangrur	15
16	Sarakaghat	16
17	Shimla	17
18	Solan	18

Regional Centre Chennai (15)

1	Avadi	01
2	Chennai	02
3	Chennai (Island Ground)	03
4	Cuddalore	04
5	Kanchipuram	05
6	Krishnagiri	06
7	Kumbhkonom	07
8	Nagapattinam	08
9	Port Blair	09
10	Puducherry	10
11	Tambram	11
12	Thanjavur	12
13	Thiruvannamalai	13
14	Vellore	14
15	Villupuram	15

Regional Centre Coimbatore (10)		
1	Coimbatore	01
2	Dindigul	02
3	Erode	03
4	Madurai	04
5	Salem	05
6	Sivagangai	06
7	Srivilliputtur	07
8	Theni	08
9	Tiruchirapalli	09
10	Wellington	10
Regional Centre Dehradun (21)		
1	Almora	01
2	Bageshwar	02
3	Banbasa	03
4	Dehradun	04
5	Dharchula	05
6	Haldwani	06
7	Hempur	07
8	Joshimath	08
9	Karanprayag (Gopeshwar)	09
10	Kotdwara	10
11	Landsdowne	11
12	Pauri Garhwal	12
13	Pithoragarh	13
14	Raiwala	14
15	Ranikhet	15
16	Roorkee	16
17	Rudraprayag	17
18	Rudrapur	18
19	Tehri	19
20	Uttarkashi	20
21	Vikasnagar	21
Regional Centre Guwahati (23)		
1	Agartala	01
2	Aizwal	02
3	Along	03
4	Bongaigaon	04
5	Churachandpur	05
6	Dhubri	06
7	Dibrugarh	07
8	Dimapur	08
9	Goalpara	09
10	Guwahati	10
11	Imphal (Leimakhong)	11
12	Jorhat	12
13	Lakhimpur	13
14	Lunglei	14
15	Masimpur	15
16	Misamari	16
17	Mokokchung	17
18	Nagaon Town	18
19	Shillong	19
20	Tezpur	20
21	Tezu	21
22	Tinsukia	22
23	Zakhama (Kohima)	23

Regional Centre Hisar(24)

1	Abohar	01
2	Bahadurgarh	02
3	Bhatinda	03
4	Bhiwani	04
5	Bikaner	05
6	Charki Dadri	06
7	Churu	07
8	Didwana	08
9	Fatehabad	09
10	Hissar	10
11	Jhajjar	11
12	Jind	12
13	Kosli	13
14	Loharu	14
15	Mansa	15
16	Meham	16
17	Nagaur	17
18	Narwana	18
19	Rajgarh	19
20	Rohtak	20
21	Sampla	21
22	Sirsa	22
23	Sriganganagar	23
24	Suratgarh	24

Regional Centre Hyderabad (15)

1	Ananthapur	01
2	Chittur	02
3	Cuddapah	03
4	Eluru	04
5	Giddalur	05
6	Golconda	06
7	Guntur	07
8	Karimnagar	08
9	Khammam	09
10	Kurnool	10
11	Mehbubnagar	11
12	Nellore	12
13	Secunderabad	13
14	Secunderabad (2nd)	14
15	Vijayawada	15

Regional Centre Jabalpur (15)

1	Ujjain	01
2	Bhind	02
3	Bhopal	03
4	Bilaspur	04
5	Gwalior	05
6	Jabalpur	06
7	Jagdapur	07
8	Mhow	08
9	Morena	09
10	Pachmarhi	10
11	Raigarh	11
12	Raipur	12
13	Rewa	13
14	Satna	14
15	Saugor	15

Regional Centre Jaipur(17)

1	Alwar	01
2	Behror	02
3	Bharatpur	03
4	Bhuwana	04
5	Chirawa	05
6	Dausa	06
7	Dharuhera	07
8	Hindaun City (District Karrauli)	08
9	Jaipur	09
10	Jhunjhunu	10
11	Kota	11
12	Mahendragarh	12
13	Narnaul	13
14	Nim Ka Thana	14
15	Rewari	15
16	Sikar	16
17	Vidhyadhar Nagar	17

Regional Centre Jalandhar(25)

1	Ajnala	01
2	Amritsar	02
3	Barsar	03
4	Batala	04
5	Beas	05
6	Bilaspur	06
7	Faridkot	07
8	Ferozpur	08
9	Garhshankar	09
10	Ghumarwin	10
11	Gurdaspur	11
12	Hamirpur	12
13	Hoshiarpur	13
14	Jalandhar	14
15	Jogindernagar	15
16	Kapurthala	16
17	Moga	17
18	Muksar	18
19	Nawansahar	19
20	Phagwara	20
21	Sri Hargovindpur	21
22	Sultanpur Lodhi	22
23	Suranassi	23
24	Tarantaran/Patti	24
25	Una	25

Regional Centre Jammu (25)		
1	Akhnoor	01
2	Bakloh	02
3	Baramulla	03
4	Baribrahmna	04
5	Chamba	05
6	Deragopipur	06
7	Doda	07
8	Jammu	08
9	Junglot (Kathua)	09
10	Khanabal	10
11	Kullu	11
12	Leh	12
13	Mandi	13
14	Nagrota (Gujroo)	14
15	Palampur	15
16	Pathankot	16
17	Poonch	17
18	Rajouri	18
19	Samba	19
20	Shahpur	20
21	Srinagar	21
22	Talwara	22
23	Uchi Bassi	23
24	Udhampur	24
25	Yol	25

Regional Centre Kochi (14)		
1	Alleppey (Alapuzha)	01
2	Iritti	02
3	Kalpetta	03
4	Kanhagad	04
5	Kannur	05
6	Kochi	06
7	Kottayam	07
8	Kozhikode	08
9	Kunnamkulam	09
10	Moovattupuzha	10
11	Palakkad	11
12	Perintalmanna	12
13	Thodupuzha	13
14	Thrissur	14

Regional Centre Kolkata (18)		
1	Bankura	01
2	Barrackpore	02
3	Baruipur	03
4	Behrampur	04
5	Bengdubi	05
6	Binaguri	06
7	Burdwan	07
8	Cooch Behar	08
9	Gangtok	09
10	Howrah	10
11	Kalimpong	11
12	Katihar	12
13	Kolkata	13
14	Krishnanagar	14
15	Lebong (Darjeeling)	15
16	Midnapur	16
17	Raiganj	17
18	Salt Lake	18

Regional Centre Lucknow (12)

1	Akbarpur Matti (Kanpur Dehat)	01
2	Barabanki	02
3	Etawah	03
4	Fatehgarh	04
5	Hardoi	05
6	Jhansi	06
7	Kanpur	07
8	Lakhimpur	08
9	Lucknow	09
10	Orai	10
11	Raebareli	11
12	Unnao	12

Regional Centre Bareilly(18)

1	Agra	01
2	Aligarh	02
3	Badaun	03
4	Baghpat	04
5	Bareilly	05
6	Bijnor	06
7	Bulandshahar	07
8	Etah	08
9	Firozabad	09
10	Hathras	10
11	Mainpuri	11
12	Mathura	12
13	Meerut	13
14	Moradabad	14
15	Muzaffarnagar	15
16	Rampur	16
17	Saharanpur (Sarsawa)	17
18	Shahjahanpur	18

Regional Centre Mumbai (8)

1	Chiplun	01
2	Karwar	02
3	Mahad	03
4	Mumbai (Navy)	04
5	Mumbai (Upnagar)	05
6	Navi Mumbai (COD Kandivali)	06
7	Thane (Nerul)	07
8	Vasco-da-gama	08

Regional Centre Nagpur (06)

1	Akola	01
2	Amla	02
3	Amravati	03
4	Nagpur	04
5	Wardha	05
6	Yavatmal	06

Regional Centre Delhi-I (08)

1	Delhi Cantt (BHDC)	01
2	Faridabad	02
3	Gurgaon	03
4	Gurgaon(Sohana Rd)	04
5	Khanpur	05
6	Nuh	06
7	Palwal	07
8	Shakurbasti	08

Regional Centre Delhi-II (06)		
1	East Delhi Area	01
2	Ghaziabad (Hindon)	02
3	Greater Noida	03
4	New Delhi (Lodhi Road)	04
5	Noida	05
6	Timarpur	06
Regional Centre Patna (17)		
1	Ara	01
2	Bhagalpur	02
3	Buxar	03
4	Chhapra	04
5	Danapur (Patna)	05
6	Darbhanga	06
7	Gaya	07
8	Khagaria	08
9	Madhubani	09
10	Motihari	10
11	Munger	11
12	Muzaffarpur	12
13	Samastipur	13
14	Sasaram	14
15	Sitamarhi	15
16	Siwan	16
17	Vaishali	17
Regional Centre Pune (20)		
1	Ahmednagar	01
2	Aurangabad	02
3	Beed	03
4	Buldana	04
5	Devlali	05
6	Dhule	06
7	Jalgaon	07
8	Karad	08
9	Khadki (Pune)	09
10	Kolhapur	10
11	Latur	11
12	Miraj (Sangli)	12
13	Nanded	13
14	Osmanabad	14
15	Panaji	15
16	Pune	16
17	Satara	17
18	Sholapur	18
19	Sindhudurg	19
20	South Pune	20
Regional Centre Ranchi (11)		
1	Behrampur	01
2	Bhawanipatna	02
3	Chaibasa	03
4	Daltonganj	04
5	Deoghar	05
6	Dhanbad	06
7	Gumla	07
8	Jamshedpur	08
9	Koraput	09
10	Ranchi	10
11	Sambalpur	11

Regional Centre Trivandrum (12)

1	Changanacherry	01
2	Kilimanur	02
3	Kottarakara	03
4	Mavelikara	04
5	Nagarcoil	05
6	Pathanamthitta	06
7	Quilon (Kollam)	07
8	Ranni	08
9	Tirunelveli	09
10	Trivandrum	10
11	Trivandrum (Med College)	11
12	Tuticorin	12

Regional Centre Vizag (09)

1	Angul	01
2	Balasore	02
3	Bhubneswar	03
4	Dhenkanal	04
5	Kakinada	05
6	Puri	06
7	Ramanathapuram	07
8	Srikakulam	08
9	Vishakapatnam	09

Frequently Asked Questions

Q1 What is the website for accessing DigiLocker?

A1 **DigiLocker** is the national Digital Locker System launched by Govt. of India and it can be accessed at <https://digitallocker.gov.in>.

Q2 What are the key features of DigiLocker?

A2 Following are the key features of the DigiLocker

For Residents

- i. Digital Locker of each resident is linked to their Aadhaar number
- ii. 1GB of free space in the locker to securely store resident documents and store links (URI) of Govt. department or agency issued e-documents.
- iii. eSign online service to digitally sign the documents online without using dongle. For details please refer to the e-Sign brochure available on the portal.
- iv. Sharing of e-documents online with any registered requester agency or department
- v. Download eAadhaar.
- vi. List of issuers which have issued e-documents to residents and list of requesters which have accessed resident's documents.

For Issuers

- i. Facility to upload e-documents in a standard XML format in the digital locker repository and push e-document URI in the resident's digital locker

For Requesters

- i. Secure access to documents in repository or in digital locker

For other details on digital locker please refer to digital locker writeup and presentation on the portal

Q3 How will DigiLocker help you?

A3 It will minimize the use of physical documents. It will provide authenticity of the e-documents and thereby eliminating usage of fake documents. It will provide secure access to Govt. issued documents. It will reduce administrative overhead of Govt. departments and agencies and make it easy for the residents to receive services

Q4 How can I Sign-up for the DigiLocker?

A4 To Sign-up for the Digilocker you need to have a valid Aadhaar number registered with Aadhaar. Please type your Aadhaar number in the text box against “Enter Aadhaar Number”.

You will be given two options for user authentication. “Use OTP” and “Use Fingerprint”. You can click on any one of the button.

1. After clicking on “Use OTP”, an OTP (One Time Password) will be sent by UIDAI to the mobile number and email-id registered with your Aadhaar.

Enter the OTP and click on ‘Validate OTP’ button. Once the OTP is validated the user is taken to set username/password page to complete sign up

2. After Clicking on “Use Fingerprint” User will have to put the thumb print on the finger print device. If the finger print is valid, then user is authenticated and taken to set username/password page to complete sign up.

Q5 What is OTP?

A5 OTP is a one-time password generated randomly by UIDAI system and sent to your registered mobile number and email-id. The OTP is valid only for duration of 30minutes. Post the expiry, the OTP is rendered invalid and if you enter an invalid OTP, you would be prompted to request for a new OTP.

Q6 Sometimes I am not getting instant OTP's for login?

A6 OTP service is being operated by UIDAI. There are many other Aadhaar services using the same. For some networks it may take few seconds more. Kindly wait for OTP, the session is valid for 30 min.

Q7 What are the different components of a resident's digital locker?

A7 Each resident's digital locker has the following sections:

i. My Documents: this section comprises of two sub sections

a. Digital Documents- which contains URI (links) of the documents issued to the resident by the Govt. department or other agencies. Each document will have the following information

- URI
- Document Name
- Issued Date
- Share option

b. Uploaded Documents-List of all the documents which are uploaded by the resident can be viewed in this subsection. Each document will have the following information

- Document Name
- Uploaded Date
- Status: to indicate whether the document is eSigned or not.
- Action: to remove or delete a document from the digital locker.
- Share: to share the uploaded document via email
- Signature option: once a document is eSigned it is shown as '√'

ii. My Profile

This section displays the complete profile of the resident (Name, Date of Birth, Gender, Residential Address, email, mobile number) as available in the UIDAI database.

iii. Account Settings

This section provides functionality to change your password and to link the DigiLocker account to your social media accounts for login.

iv. Contact Us

This section provides our contact details to send your queries and feedback.

Q8 How can I upload a document in my locker?

A8 Upload documents facility is available under 'My Documents' section.

i. You need to first select a document type (SSC Certificate, HSC Certificate, PAN

- card, Voter ID card, etc.) from a drop down list.
- ii. Provide a name for the document
 - iii. Based on the document type selected, you need to fill in the other details relevant to the document.
 - iv. Choose the file from your local machine to be uploaded to digital locker. Each file to be uploaded should not be more than 1MB in size and only pdf, jpg, jpeg, png, bmp and gif file types are allowed
 - v. Provide Description of the document (max 50 characters)
 - vi. Click 'Upload' button.

On successful upload, the document will be listed under 'Uploaded Documents' subsection.

Q9 what is the maximum size of the document that can be uploaded on digital locker?

A9 Each file to be uploaded should not be more than 1MB in size

Q10 Which file types are allowed to be uploaded on digital locker?

A10 Only pdf, jpg, jpeg, png, bmp and gif file types are allowed.

Q11 How can I share the e-documents in my digital Locker?

A11 For sharing your e-document (mentioned as URI under 'Department Issued Documents' subsection or under 'Uploaded Documents' subsection) you need to click on 'Share' link provided against the document you would like to share.

A dialog box will pop up. Please enter the email address of the recipient in the dialog box and click 'Share' button.

The document will be shared with the recipient via email. The recipient will receive an email from 'no-reply@digitallocker.gov.in'. The subject line of the email will mention the document name and document type. The email body will have the URI link of the document and the sender name and Aadhaar number.

The recipient can access the document using the URI link provided in the email.

Q12 What is URI?

A12 A URI is a **Uniform Resource Indicator** generated by the issuer department, which is mandatory for every e-document of the digital locker system. This unique URI can be resolved to a full URL (Uniform Resource Locator) to access the actual document in appropriate repository.

Q13 What is an e-document?

A13 An e-document is an electronic document in XML format issued to one or more individuals (Aadhaar holders) in appropriate formats (both as XML and printable) compliant to digital locker technical specifications. You may also upload govt. issued scanned documents and also digitally sign the same, if required.

Q14 What is an 'Issuer'?

A14 Issuer is an entity issuing e-documents to individuals in a standard format and making them electronically available e.g. CBSE, Registrar Office, Income Tax department, etc.

Q15 What is a 'Requester'?

A15 Requester is an entity requesting secure access to a particular e-document stored in the repository (e.g. University, Passport Office, Regional Transport Office, etc.)

Q16 What is a 'Repository'?

A16 Repository is a Collection of e-Documents which are uploaded by issuers in a standard format and exposing a set of standard APIs for secure real-time search and access.

Q17 What is 'Access Gateway'?

A17 Access Gateway provides a secure online mechanism for requesters to access e-documents from various repositories in real-time using e-Document URI (Uniform Resource Indicator). The gateway will identify the address of the repository where the e-Document is stored based on the URI and will fetch the e-Document from that repository. Please refer to the DigiLocker Technical specifications available on the portal for further information.

Q18 How can I contact DigiLocker support team in case of any issues or concerns?

A18 You may contact DigiLocker support team via email: support@digitallocker.gov.in

Q19 How can I provide any feedback/suggestions on DigiLocker

A19 You can send your feedback/suggestions via email. The email address to send your feedback and suggestions is support@digitallocker.gov.in

Q20 Which biometric devices are supported by DigiLocker to capture fingerprints?

A20 The list of biometric devices currently supported by DigiLocker to capture fingerprints is as below –

1. Cogent CSD200
2. Mantra MFS100
3. Morpho MSO 1350E
4. Morpho MSO 1350E2
5. Morpho MSO 1300E
6. Morpho MSO 300
7. Morpho MSO 301
8. Morpho MSO 350
9. Morpho MSO 351
10. SecuGen HU20
11. Startek FM220

Q21 What is the eSign service?

A21 eSign service is an easy, efficient and secure way of digitally signing electronic documents. With this service, any Aadhaar holder can digitally sign an electronic document without having to obtain a physical digital signature dongle. The signer is authenticated using Aadhaar eKYC services. You can use eSign service to digitally sign the self uploaded documents in DigiLocker as a method of self attestation. For more information on eSign service please visit Controller of Certifying Authorities website at <http://www.cca.gov.in/cca/?q=eSign.html>

Q22 What type of documents can be eSigned in DigiLocker?

A22 You can sign any document uploaded in your 'Self Uploaded Documents' section using eSign. DigiLocker currently allows pdf, jpg, jpeg, png, bmp and gif files to be uploaded to your account. These files are converted to pdf format while uploading.

Q23 Why does my digital signature appear as ‘Signature Not Verified’ in Adobe Acrobat Reader after eSigning a document?

A23 This may happen if the trusted root certificate list in your Adobe Acrobat Reader is not up to date. For this, please install the latest version of Adobe Acrobat Reader by downloading it from - <https://get.adobe.com/uk/reader/>. Then, open Adobe Acrobat Reader. Open Preferences dialog box by clicking ‘Preferences’ menu item in ‘Edit’ menu. Select ‘Trust Manager’ from ‘Categories’ list displayed on the left hand side. You will see ‘Automatic Adobe Approved Trusted Certificates Updates’ section on the right hand side in the Preferences box. Check ‘Load trusted root certificates from an Adobe server’ check box and click ‘Update Now’ button. This will update your trusted root certificate list. Now, restart Adobe Acrobat Reader and open your digitally signed document. Your digital signature should now appear as valid.