

Instruction Notes: Please read it carefully to proceed.

1. In order to apply you must register to our online customer portal (<https://portal.mangoca.com>)
2. During online registration you will need to register and verify your **mobile number** and **email address**. In your Email you will also have our **CIN (Customer Identification Number)**. Preserve it for application and all future correspondence.
3. Once the above verification is over, you can login and Click "Apply". Please fill this form very carefully as these values will be used to generate your "**Certificate Signing Request**" (CSR).
4. You will also receive an electronic invoice after hitting "**Submit**"
5. Either you can download "**DSC Application Pack**" or can receive it by Email.
6. "**DSC Application Pack**" contains-
 - a. Application Instruction (This document)
 - b. Supporting Document Checklist
 - c. Digital Signature Certificate Application Form
 - d. Subscriber Agreement
7. Please fill up "**Digital Signature Certificate Application Form**", prepare and attach necessary, appropriate supporting documents as per "**Supporting Document Checklist**", Sign on "**Subscriber Agreement**"
8. Make Cash Deposit as per your received invoice (refer to step-4) to the following Bank details at any branch in the country:
Bank Asia Limited
Account Name:
Mango Teleservices Limited
Account Number:
02-83600024
9. Submit all documents with copy of your payment to Mango Registration Authority (RA) office. The payment is not refundable.
10. The RA office will verify your application and will proceed to the next step.
11. Physical presence may or may not be required during this verification process, Mango RA would decide on case to case basis.
12. MANGO CA holds the right to reject the certificate request if it finds the application is not meeting the criteria.
13. You can login to your portal (<https://portal.mangoca.com>) and click on "Status" located on the left menu and track your application process.
14. After successful completion of verification, Mango CA will issue your certificate.
15. You will receive **SMS notification alert**.
16. **An instruction Email** will be sent to install your certificate to your browser/hard token keystore.
17. User Microsoft Internet Explorer while generating/exporting the certificates/keys.
18. You can either download your generated certificate on the computer browser (for soft certificate only) **or** you can visit RA office with your Hard Token to generate your issued certificate to store or if you want to install your certificate yourself on the Hard Token please contact our contact center for details. It is your responsibility to remember the passwords that are used while generating/exporting the certificates/keys
19. For supports, you can login to your portal and submit a "Ticket" or call 02-8814507 to speak with our agent for support.

নির্দেশাবলী:

১) আবেদনের জন্য আমাদের গ্রাহক পোর্টাল এ (<https://portal.mangoca.com>) রেজিস্ট্রেশন প্রক্রিয়া শুরু করতে হবে।

২) অনলাইন রেজিস্ট্রেশন করার সময় আপনার **মোবাইল নম্বর ও ই-মেইল ঠিকানা** অবশ্যই দিতে হবে এবং প্রদত্ত **মোবাইল নম্বর ও ই-মেইল ঠিকানা** তা পোর্টাল যাচাই করবে। পরবর্তী সময়ে আপনি ই-মেইলের মাধ্যমে আমাদের কাছ থেকে একটি CIN (কাস্টমার আইডেনটিফিকেশন নম্বর বা গ্রাহক চিহ্নিতকরণ নম্বর) পাবেন। আবেদন করার জন্য এবং ভবিষ্যতে অন্যান্য প্রয়োজনীয় কাজের জন্য এই নম্বরটি নিজ দায়িত্বে আপনার সংগ্রহে রাখুন।

৩) এরপর আপনি পোর্টালটিতে (<https://portal.mangoca.com>) লগ-ইন করুন এবং (Apply) -এ ক্লিক করুন। এবার “Certificate Signing Request” (CSR) তথ্য পূরণের জন্য আপনি যে ফরমটি পাবেন তা অত্যন্ত-মনোযোগের সাথে পূরণ করুন।

৪) ফর্মটি পূরণ করে Submit বা “জমা” দেবার পর আপনি একটি স্বয়ংক্রিয় চালানপত্র ই-মেইল এ পাবেন।

৫) “DSC Application Pack” আপনি ডাউনলোড করে নিতে পারেন অথবা ই-মেইল এর মাধ্যমেও সংগ্রহ করতে পারেন।

৬) “DSC Application Pack” এ যা আছে;

- আবেদন সংক্রান্ত তথ্যাবলী
- সাপোর্টিং ডকুমেন্ট চেকলিস্ট
- ডিজিটাল স্বাক্ষর এর আবেদন ফরম
- গ্রাহক চুক্তি

৭) অনুগ্রহ করে “Digital Signature Certificate Application Form”, পূরণ করুন এবং “Supporting Document Checklist” এ সার্টিফিকেট এর ক্লাস অনুযায়ী এই সংক্রান্ত অন্যান্য প্রয়োজনীয় কাগজপত্র ফরমটির সাথে সংযুক্ত করুন। এরপর গ্রাহক চুক্তি “Subscriber Agreement”এ স্বাক্ষর করুন।

৮) নিচে উল্লেখকৃত ব্যাংকে (দেশের যে কোন স্থানে অবস্থিত উক্ত ব্যাংকের যে কোন শাখায় জমা দেয়া যাবে) অথবা ম্যাঙ্গো রেজিস্ট্রেশন অথরিটি (R.A) এর অফিসে স্বয়ংক্রিয় চালানপত্র ধাপ ৪ এ প্রাপ্ত অনুযায়ী টাকা জমা দিন।

ব্যাংক এশিয়া লিমিটেড

একাউন্ট নাম: Mango Teleservices Limited

একাউন্ট নম্বরঃ ০২-৮৩৬০০০০২৪

৯) জমাকৃত টাকার রশিদের ফটোকপি এবং আপনার সকল সঠিক তথ্য ম্যাঙ্গো রেজিস্ট্রেশন অথরিটি (R.A) এর অফিসে জমা দিন। জমাকৃত টাকা ফেরত যোগ্য নয়।

১০) ম্যাঙ্গো রেজিস্ট্রেশন অথরিটি (R.A) আপনার সকল তথ্য যাচাই করবে এবং পরবর্তী কার্যক্রম সম্পর্কে আপনাকে যথাসময়ে অবহিত করবে।

১১) ম্যাঙ্গো রেজিস্ট্রেশন অথরিটি (R.A) কর্তৃক আপনার তথ্যসমূহ যাচাইকালে আপনাকে সশরীরে উপস্থিতি প্রয়োজন হতে পারে অথবা নাও পারে। ম্যাঙ্গো রেজিস্ট্রেশন অথরিটি (R.A) পরবর্তী করণীয় সম্পর্কে সিদ্ধান্ত- প্রদান করবে।

১২) ম্যাঙ্গো রেজিস্ট্রেশন অথরিটি (R.A) ফরম এ প্রদেয় তথ্যে কোন অমিল, অসম্পূর্ণতা পেলে ফরমটি বাতিল করার পূর্ণ অধিকার রাখে।

১৩) আপনি নিজেও আপনার পোর্টাল এ লগ-ইন করে বাঁ দিকের মেন্যু থেকে Status এ ক্লিক করে আপনার আবেদন এর অগ্রগতি সম্পর্কে জানতে পারেন।

১৪) সফলভাবে তথ্য যাচাই বাছাই পর্ব শেষে ম্যাঙ্গো রেজিস্ট্রেশন অথরিটি (R.A) আপনাকে সার্টিফিকেট প্রদান করবে।

১৫) আপনার আবেদন এর ফলাফল সম্পর্কে আপনাকে ঝগঝা এর মাধ্যমে জানানো হবে।

১৬) সার্টিফিকেটটি আপনার ব্রাউজার/ হার্ডটোকেন কি-স্টোর এ ইন্সটল করার জন্য একটি নির্দেশনা সংবলিত ই-মেইল আপনাকে পাঠানো হবে।

১৭) সার্টিফিকেট জেনারেশন/ ডাউনলোড করার জন্য MICROSOFT INTERNET EXPLORER ব্যবহার করুন।

১৮) আপনি কম্পিউটারের মাধ্যমে সার্টিফিকেটটি পেতে আপনার সার্টিফিকেটটি ডাউনলোড করে নিন অথবা আপনি ম্যাঙ্গো রেজিস্ট্রেশন অথরিটি (R.A) অফিসে সরাসরি যোগাযোগ করে আপনার সার্টিফিকেটটি সংগ্রহ করতে পারেন। অথবা আপনি যদি হার্ড-টোকেন এর মাধ্যমে আপনি নিজেই সার্টিফিকেটটি ইন্সটল করতে চান সেক্ষেত্রে আপনার করণীয় সম্পর্কে বিস্তারিত জানতে আমাদের তথ্যকেন্দ্রের সাথে যোগাযোগ করুন। সার্টিফিকেটটি সংগ্রহ করতে আপনি নিজ দায়িত্বে পাসওয়ার্ড মনে রাখবেন।

যে কোন সহযোগিতার জন্য আপনার পোর্টালে লগ-ইন করুন, “টিকেট” জমা দিন অথবা ০২-৮৮১৪৫০৭ এ কল করে আমাদের প্রতিনিধির সাথে কথা বলুন।

Digital Signature Certificate Application Form



Attach Passport
Size Photograph

* indicates mandatory fields * Fill the form in BLOCK UPPERCASE Letters

Subscriber Copy CA Copy CCA Copy Date:

Class of Certificate	Certificate Type	Validity	Purpose of Certificate																				
<input type="checkbox"/> Class 1 <input type="checkbox"/> Class 2 <input type="checkbox"/> Class 3	<input type="checkbox"/> Individual <input type="checkbox"/> Enterprise	<input type="checkbox"/> 1 Year <input type="checkbox"/> 2 Year																					
* Web Customer Identification Number (CIN), Available on web CMP or in Email																							
<table border="1" style="width:100%; height:15px;"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>																							

Applicant Details:

* First Name

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* Last Name

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* Date of Birth <table border="1" style="width:100%;"> <tr> <td>d</td><td>d</td><td>m</td><td>m</td><td>y</td><td>y</td> </tr> </table>	d	d	m	m	y	y	* Nationality <table border="1" style="width:100%;"> <tr> <td></td> </tr> </table>		* Gender <table border="1" style="width:100%;"> <tr> <td>M</td> <td>F</td> </tr> </table>	M	F
d	d	m	m	y	y						
M	F										

* Father's Name

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* Mother's Name

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Address: For enterprise certificate provide registered address, for personal certificate use personal details (Use your NID Address)

* Holding/Village <table border="1" style="width:100%;"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>											* Road/Block/Sector <table border="1" style="width:100%;"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>										

* Police Station <table border="1" style="width:100%;"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>									* Post Office <table border="1" style="width:100%;"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>								

* City/District <table border="1" style="width:100%;"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>									* Postal Code <table border="1" style="width:100%;"> <tr> <td></td><td></td><td></td><td></td> </tr> </table>				

* Country <table border="1" style="width:100%;"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>									* Fixed Telephone <table border="1" style="width:100%;"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>								

* Mobile Phone <table border="1" style="width:100%;"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>																	* Email <table border="1" style="width:100%;"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>																

Digital Signature Certificate Application Form



Enterprise Details

(Please fill this section only if you are applying for **Enterprise Certificate**)

Type of Organization

Government Public Limited Private Limited Proprietorship Trust & NGOs

*Organization Name

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*Authorized Signatory Name

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*Applicant Designation

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*Domain/Host Name (for SSL certificate)

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*IP Address (for SSL/VPN/IPSEC certificate)

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*Identity Proof

National ID card (NID) Passport (PPN) Birth Registration (BRN) Tax Identification (TIN)

* Identity Proof Number

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Attached Supporting Documents

* Apply Tick sign on appropriate attachment/multiple attachments

- | | |
|--|--|
| <input type="checkbox"/> Trade License | <input type="checkbox"/> Deed of Trust |
| <input type="checkbox"/> Certificate of Memorandum of Article | <input type="checkbox"/> Trustee Board Resolution |
| <input type="checkbox"/> Certificate of Association of Article | <input type="checkbox"/> Employment Certificate |
| <input type="checkbox"/> TIN Certificate | <input type="checkbox"/> Bank Solvency Certificate |
| <input type="checkbox"/> Board Resolution | <input type="checkbox"/> Domain Ownership |
| <input type="checkbox"/> Business Commencement Certificate | <input type="checkbox"/> Document Proof of Internet Protocol Address |
| <input type="checkbox"/> Partnership Deed | |

I hereby agree that I have read and understood the application instructions carefully and ensure proper usage of the Digital Certificate. Certificate revocation is permanent and irreversible. If my certificate is revoked, I will have to reapply for a fresh certificate. The same will be approved only after the payment of necessary applicable charges. It is my responsibility to remember the passwords that are used while generating/exporting the certificates/keys.

The above information found to be correct

Signature of the Applicant

To be signed by Mango RA Office

Supporting Documentation Check-List:

Please furnish the following documents once you have successfully completed your “online application enrollment” at <https://portal.mangoca.com>

Certificate Type	Required Documents	Physical Presence at Registration Authority Office
For Class-1 Individual	<p>Documents to be attested by First Class Gazetted Officer or Notary Public</p> <ol style="list-style-type: none"> Subscriber Application form Subscriber Agreement National Identification Card (NID) or Passport Copy attested by First Class Gazette Officer or Notary Public 	Not Required
For Class-2 Individual	<p>Documents to be attested by First Class Gazetted Officer or Notary Public</p> <ol style="list-style-type: none"> Subscriber Application form Subscriber Agreement National Identification Card (NID) or Passport Copy Employment Certificate or Photo ID from concerned authority/institution or Ward commissioner/Union Parishad certificate 	Physical presence may or may not be required, Mango CA would decide on case to case basis.
Class-2 and Class-3 Enterprise	<ol style="list-style-type: none"> Subscriber Application Form Subscriber Agreement <p>For Private and Public Limited Companies (attested by First Class Gazetted Officer or Notary Public):</p> <ol style="list-style-type: none"> Valid Trade License Certified copy of incorporation Certified true copy of Memorandum of Association & Article of Association duly signed or authenticated at each page by the Managing Director/Chairman Up to date Form XII of RJSC TIN certificate Resolution of the Board of Directors Authorizing an individual to obtain and operate the digital certificate of the company Two copies of passport size photograph of the Authorized Signatory Copy of valid Passport (1 to 7 page) or Copy of National ID Card (front and back) of the Authorized Signatory Certified copy of commencement of Business duly authenticated by the Chairman or Managing Director (in case of public limited 	Physical presence may or may not be required, Mango CA would decide on case to case basis.

	<p>company)</p> <p>Partnership Firms (attested by First Class Gazetted Officer or Notary Public):</p> <ol style="list-style-type: none"> 1. Valid Trade License 2. Notarized copy of partnership deed duly signed by all partners 3. Resolution of the Partners Authorizing an individual to obtain and operate the digital certificate of the firm 4. TIN Certificate of the entity 5. Two copies of passport size photograph of the Authorized Signatory 6. Copy of valid Passport (1 to 7 page) or Copy of National ID Card (front and back) of the Authorized Signatory <p>Proprietorship Firms (attested by First Class Gazetted Officer or Notary Public):</p> <ol style="list-style-type: none"> 1. 2 copies of Passport size photograph of the proprietor. 2. Valid Trade License 3. Proprietorship declaration in letterhead pad. 4. Copy of valid Passport (1 to 7 page) or Copy of National ID Card (front and back) of Authoritative Signatory <p>For Trusts (attested by First Class Gazetted Officer or Notary Public):</p> <ol style="list-style-type: none"> 1. Two copies of passport size photograph of the Authoritative Signatory 2. Up to date list of members of the Trustee Board 3. Certified copy of Deed of Trust 4. Certified copy of the Resolution of the Trustee Board for opening & operation of digital signature. 5. Copy of valid Passport (1 to 7 page) or Copy of National ID Card (front and back) of Authoritative Signatory 	
<p>Class-3 Individual</p>	<p>For Class-3 Individual (attested by First Class Gazetted Officer or Notary Public):</p> <ol style="list-style-type: none"> 1. Subscriber Application form 2. Subscriber Agreement 3. Copy of National Identification Card (NID) or Passport Copy 4. Proof of Address document (Electricity bill. Fixed Phone Bill, WASA or similar) 5. Company/Government Organization- Photo ID/Employment Certificate 6. Bank Solvency Certificate 	<p>Physical presence may or may not be required, Mango CA would decide on case to case basis.</p>

Class-3 Server & Device	For Class-3 Server & Device (attested by First Class Gazetted Officer or Notary Public): <ol style="list-style-type: none">1. Deliver supporting documents as described on Class-2 and Class-3 Enterprise Certificate based on Business Category (Proprietary/Private & Public Limited/ Partnership/ Trust)2. Domain SSL Proof of Domain Ownership document for .bd domain. For international gTLD, the verification will be confirmed through domain Administrative Email address.3. IP SSL Proof of documents from ISP of the applied IP. CA may verify the ownership of IP-Pool from APNIC database.	Physical presence may or may not be required, Mango CA would decide on case to case basis.
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How to obtain Certificate on Organization name:

In case of a Private or Public Limited Company:

- Resolution of the Board of Directors for opening & operation of digital certificate, duly attested by the Managing Director or Chairman of the nominated certificate user.

For Partnership Company:

- Resolution signed by the partners to operate digital certificate of the nominated certificate user.

For Proprietorship Firm

- Proprietorship declaration in letterhead pad to use Digital Signature

For Registered Trusts and NGOs

- Certified copy of the Resolution of the Trustee Board for opening & operation of digital signature of the nominated certificate user.



Mango CA Subscriber Agreement DSC (Individual)

1. By submitting an application for a Mango Teleservices CA Digital Signature Certificate and agreeing to the terms and conditions mentioned herein, the Subscriber is requesting that Mango Teleservices CA issues a Digital Signature Certificate to him.
2. This agreement shall come into force when the Subscriber's application has been successfully processed, he has been given a Digital Signature Certificate, and he has downloaded that certificate.
3. By this act, the Subscriber certifies that the information provided by him to the Mango Teleservices CA and /or its authorized subcontractors (RA) is correct, trustworthy, accurate, current and complete. The Subscriber consents to third-party, independent verification of the information submitted by him, including the comparison of the identity credentials with his credit and data files at Mango Teleservices CA and its subcontractors (RA) and expresses his agreement to the terms and conditions of this Subscriber Agreement.
4. Should any of the information provided in the application change after the Subscriber has been issued a Digital Signature Certificate, he will promptly inform the Mango Teleservices CA for such changes. The Mango Teleservices CA reserves the right to revoke the Subscriber's Digital Signature Certificate at any time, after having given the Subscriber an opportunity of being heard in the matter, in case it believes that the Subscriber's verified credentials have changed and / or his private key is compromised and / or he has breached the terms and conditions of this agreement or the Mango Teleservices CA CPS. Under such circumstances, if the Subscriber wishes to obtain a new certificate, he will have to reapply on paid basis.
5. Unless the Subscriber is applying as a business/government representative, he is certifying that he resides at the address given in the application
6. By submitting the application for a Mango Teleservices CA Digital Signature Certificate, the Subscriber is specifically agreeing to the provisions of the Mango Teleservices CA Certification Practice Statement (CPS).
7. The Subscriber is also agreeing that his Digital Signature Certificate may be published via the Mango Teleservices CA website and / or made available in the Mango Teleservices CA Directory, and therefore all information that forms part of a Digital Signature Certificate may be available to Relying Parties and/or the general public. This will not be treated as a breach of confidentiality of the Subscriber's personal information.
8. The CPS is hereby incorporated by referencing to this Subscriber Agreement and the capitalized terms in this Subscriber Agreement have the meaning set forth in the CPS. The Subscriber agrees to use the Mango Teleservices CA issued Digital Signature Certificate only in accordance with the CPS.
9. The Subscriber also agrees that he will not use the Digital Signature Certificate for any purpose that will directly or indirectly compromise the nation's security and interest.
10. The Subscriber also agrees that he will submit his private key(s) (only if used for encryption) to law enforcement agencies under the directions of the CCA or courts In support of The Mango Teleservices CA's Public Certification Services
11. The CPS may be amended from time to time. The amended version is published on the Mango Teleservices CA website. If the Subscriber does not agree to the terms and conditions of the CPS, Subscriber Agreement for Individual DSC he must contact the Mango Teleservices CA or its authorized agents (Registration Authority (RA)) to get his certificate revoked immediately. Any continued use of the certificate constitutes the agreement of the Subscriber to the terms and conditions of the CPS as amended.
12. The CPS provides limited warranties and liabilities; excluding liability for any inaccuracy, error, delay or omission in the issuance or validation of any certificate, or non-performance, or for any cause beyond Mango Teleservices CA's reasonable control, and provides that in no event shall Mango Teleservices CA be liable for any indirect, special, incidental or consequential damages, arising from or in connection with the use, delivery, license, performance, or non-performance of digital signature certificate, digital signatures or any other transactions or service offered by the Mango Teleservices CA. In case the information provided by the Subscriber is incorrect at the time of verification by the Mango Teleservices CA and / or the Relying Parties, Mango Teleservices CA will have no liability whatsoever to any claim raised by any entity.
13. The Subscriber also agrees that he has read and understood and shall comply with all the terms and obligations as set forth by the Mango Teleservices CA CPS and the Subscriber Agreement. The Subscriber also agrees that he possesses enough understanding and knowledge for the use of the certificate.
14. The Subscriber agrees that it is his responsibility to protect his private key from unauthorized access and / or use. In case the Subscriber fears compromise of his private key, he shall promptly inform Mango Teleservices CA to revoke the certificate by following the procedures laid down in the Mango Teleservices CA CPS. The Subscriber also undertakes not to share and use his certificate with any other entity.

(Signature of the Applicant)

(Date)