

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 ঝগড়া 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।

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 (Enterprise)

----- (Name of Enterprise/Company or Government Agency/ Organization), a ----- (Type of Enterprise /Company or Government Agency/ Organization) organized under the laws of the country (hereinafter "Company/ Government Agency"), here by request Mango Teleservices to issue a Digital Signature Certificate to ----

----- (Name of Individual) (hereinafter called the "Subscriber").

Company/Government Agency here by certifies that the named representative is duly authorized by the Company/Government Agency to communicate with and to institute electronic communication with Relying Parties on behalf of, and as the representative and agent of the Company/Government Agency, where the Company/Government Agency is an entity undertaking financial and operational responsibilities; and that such transactions, when signed with business representative's certificate constitute the communications and actions of the Company/Government Agency. The Company/Government Agency further warrants and agrees that:

- The Subscriber has read, understood and agrees to, and shall comply with all the terms and obligations set forth in the Mango Teleservices CA CPS and the Subscriber Agreement.
- Subscriber will take necessary steps to prevent any compromise, modification, loss, disclosure or unauthorized use of the Mango Teleservices CA issued Digital Signature Certificate and its associated private key.
- The Subscriber is legally authorized to do the business on behalf of the Company/Government Agency.
- All the information provided in this authorization request and the application form is correct, trustworthy, current, accurate 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.
- Should any of the information provided in the application change after the Subscriber has been issued a Digital Signature Certificate, he will promptly inform Mango Teleservices CA for such changes. The Mango Teleservices CA reserves the right to revoke the Subscriber's Digital Signature Certificate, after having given the Subscriber an opportunity of being heard in the matter, in case it believes that the verified credentials of the Subscriber have changed and / or the Subscriber's private key is compromised and / or the Subscriber is in breach of 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.
- By submitting the application for a/the Mango Teleservices CA Digital Signature Certificate, the Subscriber specifically agrees to the provisions of Mango Teleservices CA Certification Practice Statement (CPS). In support of The Mango Teleservices CA's Public Certification Services
- The Subscriber also agrees 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.
- The CPS is hereby incorporated by referencing to this Subscriber Agreement and 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.
- The Subscriber will be responsible and liable for all the use of the Digital Signature Certificate issued to its representative, whether such use is authorized or known.
- The representative certificate and the associated private key will be used exclusively for the purpose authorized by the CPS and only in manner consistent with the CPS. The Subscriber also 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 will not share use of the certificate with any other entity.
- The Subscriber also agrees that he will not use the Digital Signature Certificate for a purpose that will directly or indirectly

pose a risk to the nation's security and interest. He 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 of India.

- Subscriber will notify the Mango Teleservices CA immediately in the manner set forth in the CPS under the following circumstances:
 - Reliability of certificate is affected due to any information or fact with reference to the issued Digital Signature Certificate getting changed which is no longer correct, accurate, current or complete.
 - Suspicion of any loss or compromise of representative certificate or associated private key
 - The Company/Government Agency no longer has a physical presence or is no longer legally authorized to do business, and
 - The representative is no longer authorized to act on behalf of Company/Government Agency.
- 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, he must contact the Mango Teleservices CA or its authorized agents (Registration Authority (RA)) to revoke his certificate immediately. Any continued use of the certificate constitutes the Subscriber's agreement to the terms and conditions of the CPS as amended
- 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 the 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 services 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.
- The Subscriber also agrees that he has read, 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 regarding use of the certificate.
- The Company/Government Agency further agrees to indemnify and hold harmless the Mango Teleservices CA and its employees, subcontractors (RA) and agents from all losses or damages, including the related legal fees resulting from any use of the Digital Signature Certificate except for the Mango Teleservices CA liabilities stipulated in the Mango Teleservices CA CPS.
- The undersigned personally warrants and represents that the Subscriber is a duly authorized representative of the Company/Government Agency with full authority to accept the terms and conditions of this authorization and request and to bind the Company/Government Agency by his or her signature.

----- (Name of the Company/Government Agency)

By

----- (Signature of the Authorizing Officer)

----- (Name and title of the Authorizing Officer)

----- (Address of the Authorizing Officer)

----- (Date and Place)

----- (Signature of the Subscriber)

----- (Name and title of the Subscriber)

----- (Address of the Subscriber)

----- (Date and Place)