

TEMPLATE
FOR
DIGITAL LOCKER SERVICE PROVIDER (DLSP)
PRACTICE STATEMENT

August 2017



Digital Locker Authority (DLA)

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Template for DLSP Practice Statement**

Contents

1. Introduction
 - 1.1. Overview
 - 1.2. Contact Details
2. Digital Locker System Description
 - 2.1. Directory

(Details of all Issuers, Requesters and other service providers integrated with the system to be available on the website <<link>>)

(Details of URL's for Production, Staging for integration to be available on the website)

(Contact details to be provided on website)
 - 2.2. User Sign Up

(Provide the flow for user sign up, including the how user's identification is strongly authenticated, how user's demographic details are validated prior to opening of account)
 - 2.3. Access to Issued Documents

(Provide process flow using which the service provider will provide a PUSH URI way to access document URI's and PULL URI way to search and access document URI's. These PUSH and PULL URI API's are defined in the Digital Locker Technology Framework).
 - 2.4. Other user functions

(Provide flows for Sign In, forgot password, reset password, view profile, update profile, access issued documents and any other functions to be provided to the user).
 - 2.5. Integration with other DLSPs

(Provide process flows for how the service provider will integrate with other DLSP's to allow users to PULL their URIs from another DLSP, identify the DLSP which provides access to a document for a given URI, pull document from another DLSP, provide access to document to another DLSP).
 - 2.6. Integration with Requesters

(Provide overview/procedure to integrate with Requester).

- 2.7. Other Service Providers
(Provide information on other service provider such as Identity authentication services such as Aadhaar Auth and eKYC, eSign providers, storage providers and any other service providers)

- 2.8. Liability
(Provide liability details with respect to other stakeholders)

- 2.9. Interpretation and Enforcement
 - 2.9.1. Dispute Resolution procedures
 - 2.9.2. Grievance Redressal Mechanism

- 2.10. Fees
 - 2.10.1. Digital Locker Issuance and Maintenance fees
 - 2.10.2. Requester Access Fee
 - 2.10.3. Issuer/Repository On-boarding fees
 - 2.10.4. Fees, if any, for Interoperability with other DLSPs
 - 2.10.5. Fees, if any, for other services such as policy information
 - 2.10.6. Refund policy

- 3. DLSP Obligations
Obligations of Issuers, Repositories, Requesters and Subscribers

- 4. Statement towards commitment to compliance with Technology Framework and Audit parameters.

- 5. Awareness building plan.

*(** The contents of the DLSP Practice Statement may be updated based on the policies and procedures, as framed from time to time by the DLA)*