API Documentation

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About Desk Nine Pvt. Ltd.

Desk Nine Pvt. Ltd. is an ISO 27001:2013 and 9001:2015 certified technology company providing seamless & AI-powered digital documentation solutions. To comprehensively address the challenges posed by the traditional documentation process, Melento (formerly SignDesk) was established under the guidance of Desk Nine Pvt. Ltd, to automate document workflows & boost productivity. Melento offers solutions for contract automation, electronic evidence creation, digital ID verification & onboarding, and automated recurring payments.

Melento

Melento (formerly SignDesk), a product of DeskNine Pvt. Ltd., is a global RegTech solution that automates documents and manages workflows to help businesses digitize, streamline, and scale their operations. With over a decade of experience and multiple international awards, including Best RegTech of the Year at the BW FinTech Festival 2025, Melento powers digital transformation for over 3000 clients, including 60+ major banks, through AI-driven, compliance-ready workflow solutions.

Our solutions include low-code APIs for digital and video-based onboarding. The digital stamping (India-only) allows real-time payment of stamp duty and centralized stamp procurement across jurisdictions. E-signatures support the creation, tracking, and execution of online documents. The contract lifecycle management (CLM) system digitizes the end-to-end contract process. eNACH/eMandate automation enables recurring payment management. Finally, the collaborative intelligence platform enhances workflows with AI-powered capabilities, real-time multi-party collaboration, and role-based approval paths.

Headquartered in Bangalore with offices across six Indian cities, Melento has a global presence and a team of over 300 technology professionals. The company delivers trusted, paper-free solutions that provide documentation, end-to-end operational workflows, and contract lifecycle management, while enhancing compliance and accelerating business outcomes.

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API Name

- **HTTP Type**: POST
- **Header**:
  - Authorization: Bearer abc123xyz
  - Content-Type: application/json
- **Request**:

```
{
  "reference_id": "REF-987654",
  "source": "YmFzZTY0U3RyaW5n",
  "mask_qr_code": true,
  "source1": "form-data-field",
  "source2": "optional-field"
}
```

- **Response**: 200 OK
- **Content-Type**: application/json

Request Parameters

Sl.No	Parameter	Field Option	Description
1	reference_id	Mandatory	This is a unique ID sent in response to an API request.
2	source	Mandatory	It is used when the raw data request is used and the base64 string is passed in it.
3	mask_qr_code	Optional	This is the Boolean value that indicates whether the QR code on the Aadhaar card should be masked in the response.
4	source1	Mandatory	This field is utilized when making a form data request.
5	source2	Optional	This field is utilized when making a form data request.

Response Parameters

Sl. No	Parameter	Description
1	status	It represents whether the API is working or not, i.e., the success or failed scenario of the API.
2	message	This is the main content or text that is being sent or received.
3	reference_id	This is a unique ID sent in response to an API request.
4	transaction_id	This defines the transaction ID passed as part of the request.
5	response_time_stamp	This represents the response time of the stamp.
6	result	This represents the result of the API.
7	image	It represents the image output field.
8	first_image	This is the first image output field when two images are passed.
9	second_image	This is the second image output field when two images are passed.

Error Codes and Messages

Error Code	Error Message
dv-005	Unknown error
dv-006	The required source was not found in the request
dv-007	The document verification services are not configured for this organization
dv-008	The document verification APIs are not configured for this organization
dv-009	The reference_id used in the request should be unique
dv-010	The required x-parse-application-id and x-parse-rest-api-key not found
dv-011	The required x-parse-application-id was not found
dv-012	The required x-parse-rest-api-key was not found
dv-013	The passed x-parse-application-id and x-parse-rest-api-key do not match
dv-014	The reference_id passed in the request is invalid
dv-015	The required reference_id was not found in the request
dv-034	The documents could not be processed
dv-060	The API hit limit is exhausted for the client. Please replenish the hit limit.
dv-070	The encryption certificate does not exist
dv-002	The base64 content passed in the request is invalid