

Table 1: User Roles and Responsibilities

User Role	Action/Responsibility	Stage in Workflow
Hospital	Request Registration, Login, Request Profile Edit, Fill Forms (12, 13, 14, 15), Upload Documents, Make Payment (Upload DD), View Status Updates, View/Download Certificate	Registration, Login, Profile Editing, Form Submission, All Review Stages, Final Outcome
Nodal Officer/Section Officer	Verify Registration Request, Approve/Reject Registration Request, View Pending Requests, Verify Documents, Update Status (Under Inspection, Deficiency, Sent To SS (OT), This Draft Needs To Be Submitted Physically), Review Under Inspection, Update Status (Waiting for Approval, Deficiency)	Registration Approval, Initial Form Review, Inspection Review
Authority	View Waiting for Approval Requests, Review Documents, Approve/Reject Application	Final Approval
Head of HOD	View Waiting for Approval Requests, Review Documents, Update Status (Deficiency)	Final Approval

Table 2: Workflow Status Definitions

Status	Description	Next Possible Actions
Registration Pending	Hospital has submitted registration, awaiting OTP verification.	Enter OTP
Registration Verified	Hospital has verified email via OTP.	Login
Registration Request Submitted	Hospital registration submitted, awaiting officer approval.	Nodal/Section Officer Review (Approve/Reject)
Profile Edit Requested	Hospital has requested to edit profile, awaiting officer approval.	Nodal/Section Officer Review (Approve/Reject)
Pending Request	Hospital has submitted forms, awaiting initial review by officer.	Officer Updates Status (Under Inspection, Deficiency, Sent To SS (OT), This Draft Needs To Be Submitted Physically)
Under Inspection	Officer has initiated inspection for verification.	Officer Updates Status (Waiting for Approval, Deficiency)
Deficiency	Officer/HOD has identified issues, hospital needs to modify and resubmit.	Hospital Modifies and Resubmits
Sent To SS (OT)	Application sent to Operational Technology department for further processing.	Further Processing by SS (OT)
This Draft Needs To Be Submitted Physically	Physical submission required.	Hospital Submits Physical Documents
Waiting for Approval	Application approved by officer, awaiting final approval from Authority/HOD.	Authority/HOD Review (Approve, Reject, Deficiency)

Approved	Application approved by Authority, certificate generated.	Hospital Views/Downloads Certificate
Rejected by Appropriate Authority	Application rejected by Authority.	Hospital Fills New Form (if desired)