**CertiTrack System: Role Hierarchy & Uniqueness**

The system operates at **multiple administrative levels**, ensuring proper delegation of responsibilities. Below is a breakdown of who will be **unique per level** and who will be **multiple per level**:

**1️ Super Admin (Only One for Entire System)**

* **Unique for Maharashtra** (or entire region covered by CertiTrack).
* Oversees the entire system and manages users, permissions, and system settings.
* Can create, edit, or remove **Admins, District Officers (DOs), and Sub-Division Officers (SDOs)**.
* ID – [admin@certitrack.com](mailto:admin@certitrack.com) password – Admin@123

**2️ Admin (Only One for Entire State)**

* **Unique for Maharashtra (State Level).**
* Monitors district-wise **certificate issuance demand** and adjusts resource allocation.
* Generates reports and analytics for **state-level decision-making**.
* Manages **District Officers (DOs)**.

**3️⃣ District Officer (DO) (One Per District)**

* **Unique per district (1 DO per district).**
* Maharashtra has **36 districts**, so there will be **36 District Officers**.
* Manages and approves applications forwarded by **Sub-Division Officers (SDOs)**.
* Allocates resources for sub-divisions within their district.

**4️⃣ Sub-Division Officer (SDO) (One Per Taluka)**

* **Unique per taluka (1 SDO per taluka).**
* Maharashtra has **355 talukas**, so there will be **355 Sub-Division Officers**.
* Supervises applications coming from the **Certificate Officers (COs)**.
* Forwards verified applications to the **District Officer (DO)**.

**5️⃣ Certificate Officer (CO) (One Per Taluka or Multiple in Large Talukas)**

* **Usually one per taluka, but some high-population talukas may have multiple COs**.
* Primary officer responsible for processing and verifying applications at the **ground level**.
* Directly interacts with applicants and manages documentation.
* Forwards verified applications to the **Sub-Division Officer (SDO)**.

**6️⃣ Users (Multiple Per Taluka)**

* **Multiple applicants in each taluka and district.**
* Users apply for certificates and track their status.
* Can raise queries, receive notifications, and get updates.

**Summary: Who is Unique & Who is Multiple?**

| **Role** | **Level** | **Uniqueness** |
| --- | --- | --- |
| **Super Admin** | State Level | 🟢 **Only One for Entire Maharashtra** |
| **Admin** | State Level | 🟢 **Only One for Entire Maharashtra** |
| **District Officer (DO)** | District Level | 🟢 **One per District (36 in total)** |
| **Sub-Division Officer (SDO)** | Taluka Level | 🟢 **One per Taluka (355 in total)** |
| **Certificate Officer (CO)** | Taluka Level | 🟡 **One per Taluka (or more in high-demand talukas)** |
| **Users** | Taluka Level | 🔵 **Multiple per Taluka (General Applicants)** |