

Application Workflow Documentation

Overview

This document outlines the complete end-to-end workflow for the application processing system, from initial user login through final certificate issuance.

1. User Login and Application Submission

1.1 Authentication Process

- User initiates login through OTP (One-Time Password) authentication
- System verifies the OTP credentials
- Upon successful verification, user gains access to the Application Form

1.2 Form Submission

- User completes all required fields in the application form
 - User selects their desired position from the dropdown menu
 - Upon submission, the system routes the application to the appropriate Junior Engineer based on the selected position
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2. Role-Based Routing System

The application is automatically assigned to a specific Junior Engineer based on the position selected:

Position Selected	Assigned To
Architect	Junior Engineer (Architect)
Structural Engineer	Junior Engineer (Structural)
Licence Engineer	Junior Engineer (Licence)
Supervisor 1	Junior Engineer (Supervisor 1)

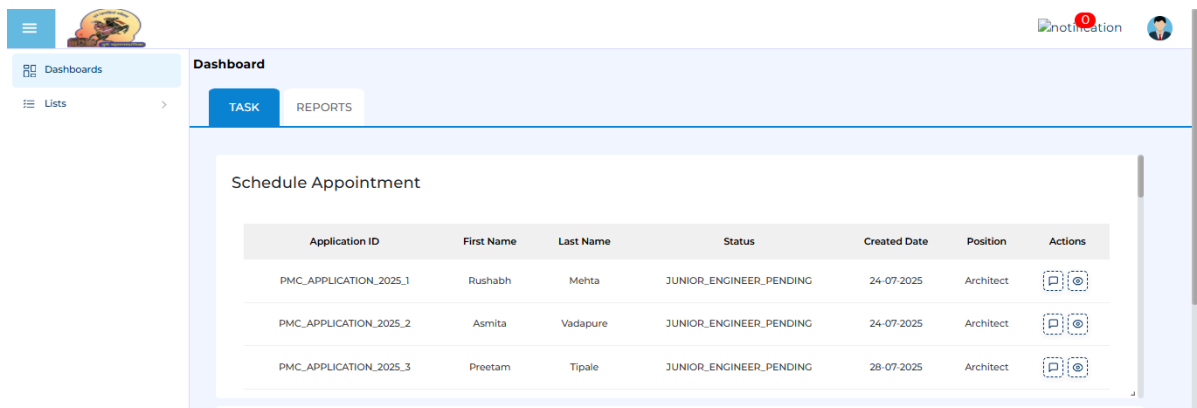
3. Junior Engineer Stage







Responsibilities

The assigned Junior Engineer performs two critical tasks:

Task 1: Schedule Appointment

- Review the application details
- Access the Schedule Appointment interface displaying:
 - Application ID (e.g., PMC_APPLICATION_2025_87)
 - Applicant Name (First Name and Last Name)
 - Current Status (JUNIOR_ENGINEER_PENDING)
 - Submission Date
 - Position Selected (Architect, Structural Engineer, etc.)
 - Action buttons for viewing and managing appointments
- Schedule an appointment for the applicant
- Notify the applicant of the appointment details



Application ID	First Name	Last Name	Status	Created Date	Position	Actions
PMC_APPLICATION_2025_1	Rushabh	Mehta	JUNIOR_ENGINEER_PENDING	24-07-2025	Architect	 
PMC_APPLICATION_2025_2	Asmita	Vadapure	JUNIOR_ENGINEER_PENDING	24-07-2025	Architect	 
PMC_APPLICATION_2025_3	Preetam	Tipale	JUNIOR_ENGINEER_PENDING	28-07-2025	Architect	 

Complete Label Form-



Dashboards

Lists

Notification



PMC RMS Application Form

First Name : Rushabh Middle Name : Sanjay Last Name : Mehta
Mother Name : Praba Mobile Number : 8999894514
Email Id : arrushabhmehta1998@gmail.com Birth Date : 03-12-1998
Blood Group : B+ Height : 173
Position : Architect Gender : Male
Property Tax Receipt/ Copy Of Rent Agreement/ Electricity Bill : electricity bill.pdf

[VIEW](#)

Local Address

Flat/House Number : A17 Rohan Prarthana Street Address : Opposite Gandhi Bhawan Address Line 2 : Kothrud
Country : India State : Maharashtra City : Pune
Postal Code : 411038

Permanent Same As Local : true

Pan Information

Pan Number : DIVPM6253D

Attachment : PAN.pdf

[VIEW](#)

Aadhar Information

Aadhar Number : 439433534583

Attachment : Aadhar.pdf

[VIEW](#)

Essential Details

COA Certification Number : CA/2023/163373

Upload Council of Architecture certificate : Council of Architecture.pdf

Validity : 31-12-2025

[VIEW](#)

Qualification

Institute Name : Sinhgad College Of Architecture

University Name : Savitribai Phule Pune University

Course specialization : Degree

Degree Program : Bachelor Of Architecture

Passing Month : July

Passing Year : 2022

Certificate : DEGREE CERTIFICATE.pdf

LastYearMarksheet : 4TH AND 5TH YEAR MARKSHEET.pdf

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Experience

Company name : Shekhar Tiles

Position : Landscape Architect

Years of experience : 1.8

Certificate : Ar-Rushabh-Mehta-Updated-resume-compressed.pdf

[VIEW](#)

Additional Documents

Document Name : Domicile Certificate

Attachment : DOMICILE CERTIFICATE.pdf

[VIEW](#)

Certificate

Certificate -

Self Declaration

Self Declaration : 06b601fb-5569-402c-bf75-f92451cc9f0b.pdf

[VIEW](#)

Profile Picture

Profile Picture : Picture2.JPG


[VIEW](#)

[reject](#)

[schedule appointment](#)


[Test Offline Payment](#)

Schedule Appoinment -

schedule appointment 

Comments

Enter comments

ReviewDate 

Contact Person

Contact Person

Place

Place

Room Number

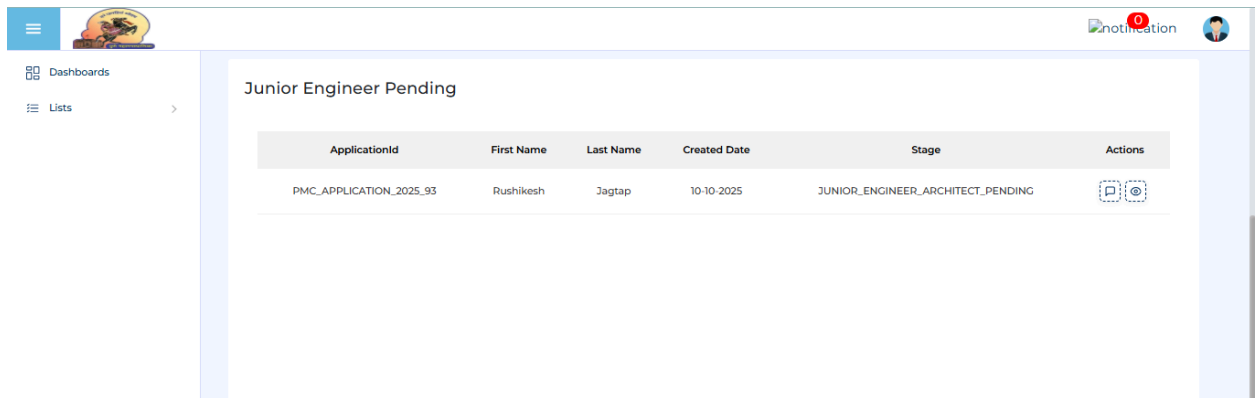
Room Number

SUBMIT

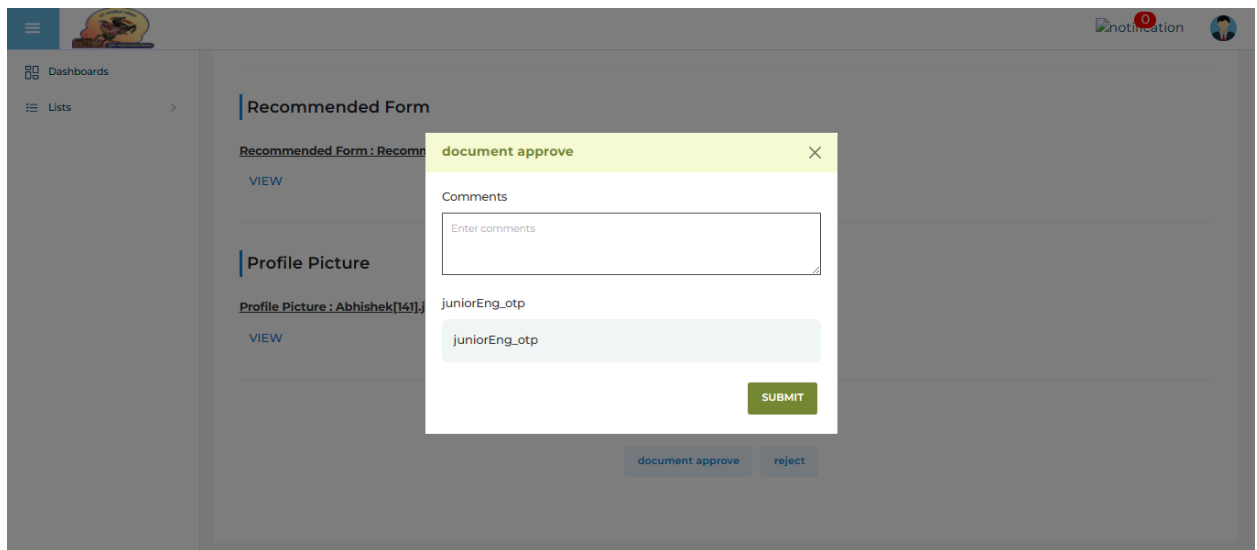
Task 2: Document Verification

- Verify all submitted documents for authenticity and completeness
- Confirm document compliance with requirements
- Apply digital signature to the Recommended Form using **HSM Digital Signature System**
- Authenticate the form for further processing

- Mark verification as complete



After Clicking on “Document Approve” button:



Next Step

Once both tasks are completed, the application is forwarded to the Assistant Engineer.

4. Assistant Engineer Stage

Role-Based Assignment

The application is routed to the corresponding Assistant Engineer based on the position:

Position Selected	Assigned To
Architect	Assistant Engineer (Architect)
Structural Engineer	Assistant Engineer (Structural)
Licence Engineer	Assistant Engineer (Licence)
Supervisor 1	Assistant Engineer (Supervisor1)
Supervisor 2	Assistant Engineer (Supervisor2)

Responsibilities

- Conduct a thorough review of the application
- Verify that all Junior Engineer tasks have been completed
- Apply digital signature to the Recommended Form using **HSM Digital Signature System**
- Approve the application if all requirements are met

Next Step

Upon approval, the application advances to the Executive Engineer (Stage 1).

Rejection Flow

If the Assistant Engineer rejects the application:

- Application status is updated to "REJECTED"
- Rejection reason/comments are recorded
- Application is sent back to the guest user for corrections
- User can view the rejection comments on their dashboard
- User can edit and resubmit the application form
- Upon resubmission, the application re-enters the workflow at the Junior Engineer stage

5. Executive Engineer Stage 1

Responsibilities

- Review the complete application package
- Verify all previous approvals and documentation
- Apply digital signature to the Recommended Form using **HSM Digital Signature System**
- Provide official approval

Next Step

After Executive Engineer approval, the application is routed to the City Engineer.

Rejection Flow

If the Executive Engineer rejects the application:

- Application status is updated to "REJECTED"
 - Rejection reason/comments are recorded
 - Application is sent back to the guest user for corrections
 - User can view the rejection comments on their dashboard
 - User can edit and resubmit the application form
 - Upon resubmission, the application re-enters the workflow at the Junior Engineer stage
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6. City Engineer Stage 1

Responsibilities

- Perform final review of the application
- Ensure all regulatory requirements are met
- Apply digital signature to the Recommended Form using **HSM Digital Signature System**
- Grant approval for proceeding to payment

Next Step

If approved, the application enters the Payment Stage.

7. Payment Processing

Payment Gateway

- User is directed to make the required payment through **BillDesk Payment Gateway**
- Secure online transaction processing

Upon Successful Payment

The system automatically generates three documents:

1. **Certificate** (preliminary version)
2. **Challan** (payment receipt)
3. **Recommended Form** (already generated at submission)

Next Step

Application proceeds to the Clerk for post-payment approval.

8. Clerk Stage

Responsibilities

- Review the payment confirmation
- Verify payment details and amounts
- Approve the application for digital signature processing

Next Step

Application is forwarded to the Executive Engineer (Stage 2).

9. Executive Engineer Stage 2

Responsibilities

- Apply digital signature to the certificate using **HSM Digital Signature System**
- Ensure signature validity and authenticity

Next Step

Application moves to the City Engineer (Stage 2).

10. City Engineer Stage 2

Responsibilities

- Apply final digital signature using **HSM Digital Signature System**
- Complete the certificate authentication process

Next Step

Final certificate is issued and made available for download.

11. Certificate Issuance and Download

Access Method

- User logs in through **Guest Login**
- No full authentication required for download

Available Documents

Users can download the following documents:

1. **Final Certificate** (with digital signatures)
 2. **Recommended Form** (generated at application submission)
 3. **Challan** (payment receipt)
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12. Notification System

Email Notifications

The system sends automated email notifications to the user at every stage:

- Application submission confirmation
- Junior Engineer appointment scheduled
- Document verification completed
- Assistant Engineer approval
- Executive Engineer approval (Stage 1)

- City Engineer approval (Stage 1)
 - Payment confirmation
 - Clerk approval
 - Executive Engineer signature applied
 - City Engineer signature applied
 - Final certificate available for download
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13. Integrated Systems

BillDesk Payment Gateway

- **Purpose:** Secure online payment processing
- **Usage:** Handles all financial transactions
- **Security:** PCI-DSS compliant payment processing

HSM Digital Signature System

- **Purpose:** Cryptographically secure digital signatures
 - **Usage:** Certificate signing by Executive Engineer and City Engineer
 - **Security:** Hardware Security Module ensures signature validity and non-repudiation
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14. Complete Workflow Summary

User Login (OTP)



Application Form Submission



Role-based Junior Engineer Assignment



Junior Engineer Tasks (Schedule & Verify)



Assistant Engineer Approval



Executive Engineer Approval (Stage 1)



City Engineer Approval (Stage 1)



User Payment (Easebuzz)



Clerk Approval

↓
Executive Engineer Digital Signature
↓
City Engineer Digital Signature
↓
Final Certificate Issued
↓
User Guest Login & Download

15. Key Features

- **Automated Routing:** Applications are automatically routed based on position selection
 - **Multi-level Approval:** Ensures thorough review at multiple administrative levels
 - **Secure Payment:** Integration with trusted payment gateway
 - **Digital Signatures:** HSM-based signatures ensure document authenticity
 - **Real-time Notifications:** Users are kept informed at every stage
 - **Easy Access:** Guest login allows simple certificate retrieval
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