Municipal Corporations of Delhi

Standard Operating Procedure (SOP) for
Registration of Birth and Death System

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(Beta Version 2.0)

Hospital Login

[Note : Before proceeding with the activities of hospital login, it is requested to kindly keep the required documents of Hospital ready such as DGHS Reg., ownership appointment letter, and Hospital Supdt. ID Proof etc. in PDF, the size of PDF should not exceed 2 MB size for each doc]

1. Open your system's browser, ensure your system is connected with internet

2. Enter the given URL in the address bar of the browser:
   https://mcdonline.nic.in/6492fe

3. Click on "**Hospital Login**" option on the login page.

4. *If hospital is already registered then, you can login by using the exiting User-Id &password. (Kindly note that the user-ID would preferably be the eMail ID of hospital)*

5. If the Hospital is not registered, choose "**Click to register Hospital**" option

6. Hospital registration Form will open up, fill all the mandatory information including user-ID & password and click on the "**Submit**" button.(User-ID may be the email Id of the hospital & password may be of your choice as per the password policy)

7. On successful submission of Hospital registration form,
   - A message –"Hospital registration form submitted successfully, the Registration No is – xxxxxxxxxx" will displayed on the screen
   - SMS/eMail will be sent containing user ID & Password

   Note : Your request has been sent for further approval and you will be intimated on approval

8. If any fee is applicable then you'll be redirected to the payment window; click on "**proceed for payment**" option, you will get displayed applicable fee amount automatically. Again click on" proceed **for payment**" to the applicable fees through online payment gateway.

9. After successful payment, the user can **download/print** the fee receipt from the options available on the screen.

10. If payment fails, the user should login through "**Hospital Login**" using **User Id and Password**(as filled on the form) and click on "**User Management"** option. The hospital application will be visible in the table. Click on **Action** tab and proceed for payment.

11. Once the payment is successful, request for Hospital registration will automatically be moved to the concerned Zones / MCD Officer's account in the FormEngine for his/her processing and approval.

12. On approving the Hospital Registration by the concerned MCD Officer, it will immediately reflected into the Hospital Suprintendent Login and confirmed through SMS/eMail also.

13. Now, the Hospital is eligible to process the RBD application.
The Hospital Suprintendent will create / add user accounts of Informant/approver doctors. The created user-ID/Password will be notified to the informant doctor through SMS/eMail.

14. On successful login to Hospital, the **informant / approver** will be redirected to the **Online Services Page**. Click on **"Registration of Birth & Death"**, for registering the Birth/Death/Still Birth application details, if any, from your login account.

15. The Informant Doctor can search for the parent/guardian from the Mobile No. submitted during his previous resign-up/registration on the MCD portal, if any.

16. Subsequently, you will be prompted on the page asking following:

    a. **Birth Registration**–The **Informant doctor** can enroll the Birth and submit the application on behalf of the applicant.

       - When "**Birth Registration**" is clicked it will redirect the user to **Search parent/guardian Details.** By entering the Citizen's Mobile Number/Email, the existing registered details can be searched and application can be submitted.
       - Else **Click here for New Enrollment** link can be used for **User Enrollment** for applying for the Birth Certificate.
       - On successful registration by the informant doctor, parents can download the certificate promptly from the Hospital itself, or subsequently he can download from anywhere using his login credentials (Mobile and OTP)

    b. **Death Registration**- **Hospital informant doctor** can register and enroll Death applications & fill application for Death Certificate

       - When "**Death Registration**" is clicked it will redirect the user to **Search parent/guardian Details.** By entering the Citizen's Mobile Number/Email, the existing registered details can be searched and application can be submitted.
       - Else **Click here for New Enrollment** link can be used for **User Enrollment** for applying for Death Certificate
       - Applicant can take the certificate on prompt from Hospital, or subsequently he can download from anywhere using his Mobile and OTP

    c. **Still Birth Registration** –The **Superintendent/Hospital Administrator** can enroll the Birth and can submit application on behalf of the applicant.

       - When **"Still Birth Registration"** is clicked it will redirect the user to **Search parent/guardian**

Details. By entering the Citizen's Mobile Number/Email, the existing registered details can be searched and application can be submitted.

- Else **Click here for New Enrollment** link can be used for **User Enrollment** for applying for **Still Birth** Certificate
- Applicant can take the certificate on prompt from Hospital, or subsequently he can download from anywhere using his Mobile andOTP

17. Registered Birth/ Death/Still Birth application will be displayed in the logged-in account of the **Informant Doctor.**

18. Following actions can be performed on the registered Birth/ Death application:

- <u>**View:**</u> **Hospital Superintendent/Approver/Informant doctor** all have the right to view the details of the registered Birth/Death application
- <u>**Generate Certificate:**</u> Only the Approver doctor has the rights to generate the Certificate for Birth/Death/Still Birth certificate against the registered Birth/Death/Still Birth application

Note: Common application list of Birth/Death/Still Birth certificate will be shown to both **Approver & Informant doctor** of the same Hospital. Based on the roles the action they are authorized to take on the application will be different.

Other options available in the Hospital Module :

B) Renewal of Hospital Registration with MCD:
- The Superintendent can apply for the renewal process from his own account by choosing the "**Registration Renewal**" option available under the "**Action**" tab in the **Hospital Detail Section** (available in the **User Management** section).
- A registration renewal form will open up, where the user can make necessary changes, if any, and proceed with the form submission by choosing the "**Submit**" option.
- Complete the payment process.
- Once renewal request gets approved by the concerned MCD/ZONE Officer, it will be automatically reflected into the user's account and the same information will be communicated to him through email & SMS.

C) Change details of the Medical Superintendent:
- Out going Medical superintendent will hand over the User ID/Password in the office before he leaves the charge.
- The Medical Superintendent can apply for updating the details of the out going Medical Superintendent using hospital login by choosing the option "**Updation of Medical Superintendent**" option available in the "**Action**" tab in **Hospital Detail Section** (under **User Management**).
- Form will open up to edit the details of the hospital user, make necessary changes and click on the "**Submit**" button.

- Once the request for updating the details of the Medical Superintendent gets approved by the concerned MCD Officer, it will be automatically reflected into the user's account and the same information will be communicated to him through email & SMS.

D) Add Hospital User (Informant/Approver/Doctor):
- The Superintendent is provided with the authority to **Add/Deactivate/Edit** the user.
- In the **User Management section,** the new hospital user can be added by selecting "**Add as an approver/informant/Doctor**" option.
- User information form will open up, fill the mandatory information and **submit**.
- A confirmation pop-up message will appear and the user will be added successfully.
- The added user will receive the login credentials from the hospital authority as well as through mail & SMS. Using these credentials, the user can directly log in to the **Hospital Login Section**.

E) Deactivate Informant/approver doctors
- The Superintendent is authorized to deactivate the account of any user, if required, from **Hospital User Details Section** by choosing "**Deactivate User**" option available in the "**Action**" tab.
- User information form will open up, click "**Deactivate User**" option, a confirmation message will popup saying "**User deactivated successfully**".
- In the **Hospital User Details** grid, the user status will be updated as **DEACTIVATED**.

F) Edit Informant/approver doctors
The Superintendent can edit the details of the user from the **Hospital User Details** section by choosing "**Edit User**" option available in the "**Action**" tab.
- User information form will open up, make necessary changes and **submit**.
- A confirmation message will pop-up saying "**User detail updated successfully**".
- The edited user information will be reflected in the **Hospital user details** grid.