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**Project Title:**      *NADRA*

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**Course Title:**      Software Construction & Development

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**Department:**      Computing ( *Software Engineering* )

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## Fully Dressed Use Cases

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Use Case No. UC-01	
Use Case Name:	Apply for New CNIC
Actor:	Citizen
Type:	Primary
Description:	Citizen applies for a new CNIC by filling personal details and uploading documents.
Pre-Conditions:	<ul style="list-style-type: none"><li>• Citizen must be registered and logged in.</li><li>• Citizen has required documents.</li></ul>
Post-Conditions:	<ul style="list-style-type: none"><li>• Application submitted successfully.</li><li>• Tracking ID generated.</li></ul>
Normal Flow	
Actor Action	System Response
1. User selects “Apply for New CNIC”.	2. System opens new CNIC form.
3. User enters personal details.	4. System validates format of details.
5. User uploads documents.	6. System checks file type, size, and clarity.
7. User submits application.	8. System saves details and generates tracking ID.
Alternative Flow	
A3.1:	Invalid details → System highlights error → User re-enters.
A5.1:	Invalid file format/size → System prompts retry.
A7.1:	Server error → System shows retry message. →

Use Case No.		UC-02	
Use Case Name:		Renew CNIC with Autofill	
Actor:		Citizen	
Type:		Primary	
Description:		Citizen renews CNIC using old data autofilled by the system.	
Pre-Conditions:		<ul style="list-style-type: none"><li>• User has an existing CNIC.</li><li>• User is logged in.</li></ul>	
Post-Conditions:		<ul style="list-style-type: none"><li>• Renewal request submitted.</li></ul>	
Normal Flow			
Actor Action		System Response	
1. User selects “Renew CNIC”.		2. System retrieves old data and autofills form.	
3. User edits only required fields.		4. System validates modified fields.	
5. User submits renewal form.		6. System saves renewal and generates confirmation.	
Alternative Flow			
A2.1:		Autofill unavailable → System opens empty form.	
A5.1:		Server error → System shows retry message.	

Use Case No.		UC-03	
Use Case Name:		Update CNIC Details	
Actor:		Citizen	
Type:		Primary	
Description:		Citizen updates CNIC information (e.g., address, profession).	
Pre-Conditions:		<ul style="list-style-type: none"><li>Active CNIC record exists.</li></ul>	
Post-Conditions:		<ul style="list-style-type: none"><li>CNIC updated in system.</li></ul>	
Normal Flow			
Actor Action		System Response	
1. User selects “Update CNIC Details”.		2. System displays pre-filled data.	
3. User edits fields.		4. System validates new inputs.	
5. User submits update.		6. System saves update and confirms.	
Alternative Flow			
A3.1:		Invalid input → System highlights field.	
A5.1:		Submission fails → System prompts retry.	

Use Case No.		UC-04	
Use Case Name:		Upload Documents	
Actor:		Citizen	
Type:		Primary	
Description:		Citizen uploads documents during CNIC application.	
Pre-Conditions:		<ul style="list-style-type: none"><li>• Application process is active.</li></ul>	
Post-Conditions:		<ul style="list-style-type: none"><li>• CNIC updated in system.</li></ul>	
Normal Flow			
Actor Action		System Response	
1. User selects “Upload Documents”.		2. System prompts file selection.	
3. User uploads files.		4. System validates format and size.	
		5. System confirms successful upload.	
Alternative Flow			
A3.1:		Invalid format/size → System shows error.	
A3.2:		Network failure → Upload paused, user retries.	

Use Case No.		UC-05	
Use Case Name:		Track Application Status	
Actor:		Citizen	
Type:		Primary	
Description:		Citizen checks CNIC application progress.	
Pre-Conditions:		<ul style="list-style-type: none"><li>• User has tracking ID.</li></ul>	
Post-Conditions:		<ul style="list-style-type: none"><li>• Status displayed.</li></ul>	
Normal Flow			
Actor Action		System Response	
1. User selects “Track Application”.		2. System asks for tracking ID.	
3. User enters tracking ID.		4. System retrieves and shows status with progress bar.	
Alternative Flow			
A3.1:		Invalid ID → System shows error.	
A4.1:		Server unavailable → System shows retry option.	

Use Case No.		UC-06
Use Case Name:	Modify Delivery Address	
Actor:	Citizen	
Type:	Primary	
Description:	Citizen changes delivery address before final submission.	
Pre-Conditions:	<ul style="list-style-type: none"><li>Application not yet finalized.</li></ul>	
Post-Conditions:	<ul style="list-style-type: none"><li>Delivery address updated.</li></ul>	
Normal Flow		
Actor Action		System Response
1. User navigates to Delivery section.		2. System displays default address.
3. User enters new address / selects GPS.		4. System validates address format.
5. User saves address.		6. System confirms update.
Alternative Flow		
A3.1:	Invalid address → System highlights and requests correction.	
A4.1:	Submission error → System prompts retry.	

Use Case No.		UC-07	
Use Case Name:		Submit Feedback	
Actor:		Citizen	
Type:		Primary	
Description:		Citizen provides feedback after receiving CNIC.	
Pre-Conditions:		<ul style="list-style-type: none"><li>• CNIC delivered successfully.</li></ul>	
Post-Conditions:		<ul style="list-style-type: none"><li>• Feedback stored.</li></ul>	
Normal Flow			
Actor Action		System Response	
1. System prompts user for feedback.		2. User enters rating/comments.	
3. User submits feedback.		4. System saves feedback.	
Alternative Flow			
A3.1:		Submission fails → System prompts retry.	
A3.2:		User cancels → Feedback not saved.	



Use Case No.		UC-08	
Use Case Name:	Generate Token		
Actor:	Receptionist		
Type:	Primary		
Description:	Receptionist issues token to citizen for service queue.		
Pre-Conditions:	<ul style="list-style-type: none"><li>• Citizen present at NADRA center.</li></ul>		
Post-Conditions:	<ul style="list-style-type: none"><li>• Token issued.</li></ul>		
Normal Flow			
Actor Action		System Response	
1. Citizen provides CNIC/details.		2. Receptionist enters data.	
3. Receptionist requests token.		4. System generates token number.	
		5. Token is printed/assigned.	
Alternative Flow			
A1.1:	Invalid entry → System prompts correction.		
A3.1:	System offline → Manual token issued.		

Use Case No.		UC-09	
Use Case Name:		Verify Document Checklist	
Actor:		Receptionist	
Type:		Primary	
Description:		Receptionist checks if citizen has all required documents.	
Pre-Conditions:		<ul style="list-style-type: none"><li>• Citizen at front desk.</li></ul>	
Post-Conditions:		<ul style="list-style-type: none"><li>• Documents verified.</li></ul>	
Normal Flow			
Actor Action		System Response	
1. Citizen submits documents.		2. System displays checklist.	
3. Receptionist checks documents.		4. System marks checklist complete/incomplete.	
Alternative Flow			
A3.1:		Missing document → System marks incomplete → Citizen asked to bring missing docs.	

Use Case No.		UC-10	
Use Case Name:		Manage Records	
Actor:		Data Entry Officer	
Type:		Primary	
Description:		Officer views, edits, or verifies citizen application records.	
Pre-Conditions:		<ul style="list-style-type: none"><li>Officer logged in on NADRA system.</li></ul>	
Post-Conditions:		<ul style="list-style-type: none"><li>Records updated.</li></ul>	
Normal Flow			
Actor Action		System Response	
1. Officer searches application.		2. System displays record.	
3. Officer edits/verifies info.		4. System validates and saves changes.	
Alternative Flow			
A3.1:		Invalid entry detected → System shows warning → Officer corrects.	

Use Case No.		UC-11	
Use Case Name:		View Dashboard	
Actor:		Operations Supervisor	
Type:		Primary	
Description:		Supervisor views overall stats and reports.	
Pre-Conditions:		<ul style="list-style-type: none"><li>Supervisor logged in with valid credentials.</li></ul>	
Post-Conditions:		<ul style="list-style-type: none"><li>Dashboard displayed.</li></ul>	
Normal Flow			
Actor Action		System Response	
1. Supervisor logs into dashboard.		2. System verifies credentials.	
3. Supervisor requests analytics.		4. System displays charts and pending cases.	
Alternative Flow			
A1.1:		Invalid login → System shows “Access Denied”.	
A3.1:		Data load fails → System prompts retry.	

Use Case No.		UC-12	
Use Case Name:		View Error Logs	
Actor:		Technical Officer (IT)	
Type:		Primary	
Description:		IT officer views system error logs for debugging.	
Pre-Conditions:		<ul style="list-style-type: none"><li>Officer has admin credentials.</li></ul>	
Post-Conditions:		<ul style="list-style-type: none"><li>Logs displayed.</li></ul>	
Normal Flow			
Actor Action		System Response	
1. IT Officer logs into system.		2. System authenticates credentials.	
3. Officer selects “Error Logs”.		4. System retrieves and displays logs.	
Alternative Flow			
A1.1:		Invalid login → Access denied.	
A3.1:		Logs unavailable → System shows “No logs found / Try later”.	