



Project Title: *NADRA*

Course Title: Software Construction & Development

Department: Computing (*Software Engineering*)

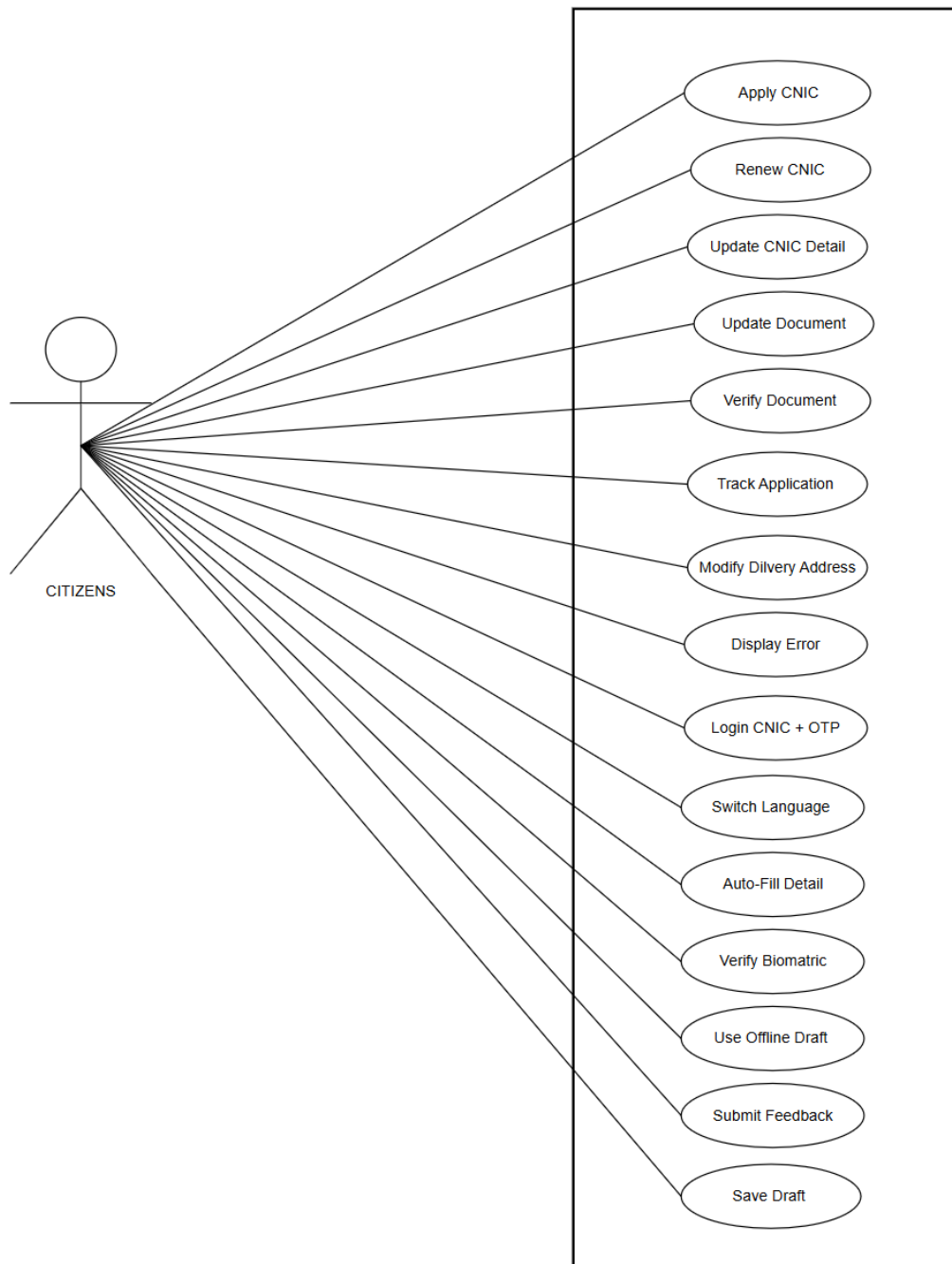
Submitted To: Islam Abbasi

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Stakeholder-Wise Use Cases:

- **Citizen (Use Cases):**
 1. Apply CNIC
 2. Renew CNIC
 3. Update CNIC Details
 4. Upload Documents
 5. Verify Documents
 6. Track Application
 7. Modify Delivery Address
 8. Save Draft
 9. Display Errors
 10. Login CNIC + OTP
 11. Switch Language
 12. Auto-fill Data
 13. Verify Biometric
 14. Use Offline Draft
 15. Submit Feedback



- **Receptionist (Use Cases):**
 1. Generate Token
 2. View Appointment Status
 3. Verify Document Checklist

- **Data Entry Officer (Use Cases):**
 1. Manage Records
 2. Restrict Device Access

- **Operations Supervisor (Use Cases):**
 1. View Dashboard
 2. Escalate Priority Application

- **Technical Officer - IT (Use Cases):**
 1. View Error Logs