



## **Project Artifacts#01**

### **Use-Case Diagrams**

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## 1. Introduction

This project focuses on designing and developing an **online platform for CNIC and Passport applications**. The system will enable citizens to register, submit applications, upload required documents, and track their status online. It will also integrate with **NADRA verification systems** and **payment gateways** to ensure security and smooth processing.

## 2. Objectives

- To digitalize the CNIC and Passport application process.
- To provide a secure, user-friendly online system for citizens.
- To enable real-time application tracking and notifications.
- To reduce manual paperwork and time at government offices.
- To integrate online payments for faster processing.
- To ensure transparency and efficiency in the verification process.

## 3. Scope

- **In Scope:**
  - Citizen registration, login, and profile management.
  - CNIC (New, Renewal, Modification) and Passport applications.
  - Online document submission.
  - Integration with NADRA for identity verification.
  - Online payments (JazzCash, Easypaisa, Bank Cards).
  - Application tracking and digital receipts.
  - Notifications (SMS/Email).
  - Government officials' dashboard for document verification.
  - Administrator features for monitoring and reporting.
- **Out of Scope:**
  - Physical document printing/delivery.
  - Offline applications.
  - International passport services.

#### 4. Stakeholders & Actors

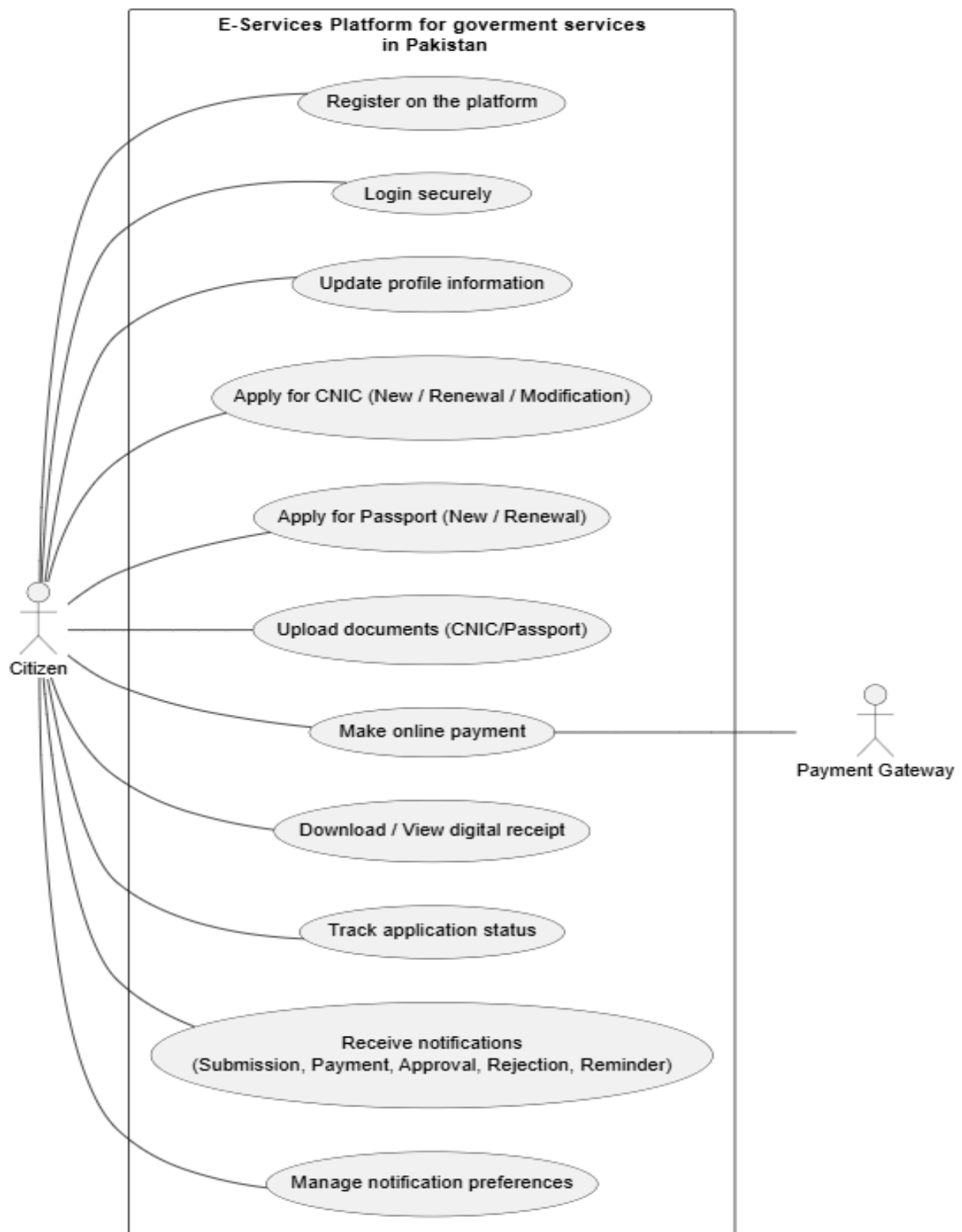
- **Citizen (End-User):** submits applications, uploads documents, makes payments.
- **Government Official (Approver):** verifies documents, approves/rejects applications.
- **System Administrator:** manages users, monitors activity, generates reports.
- **NADRA System:** verifies CNIC and identity information.
- **Payment Gateway (External Actor):** processes secure online payments.

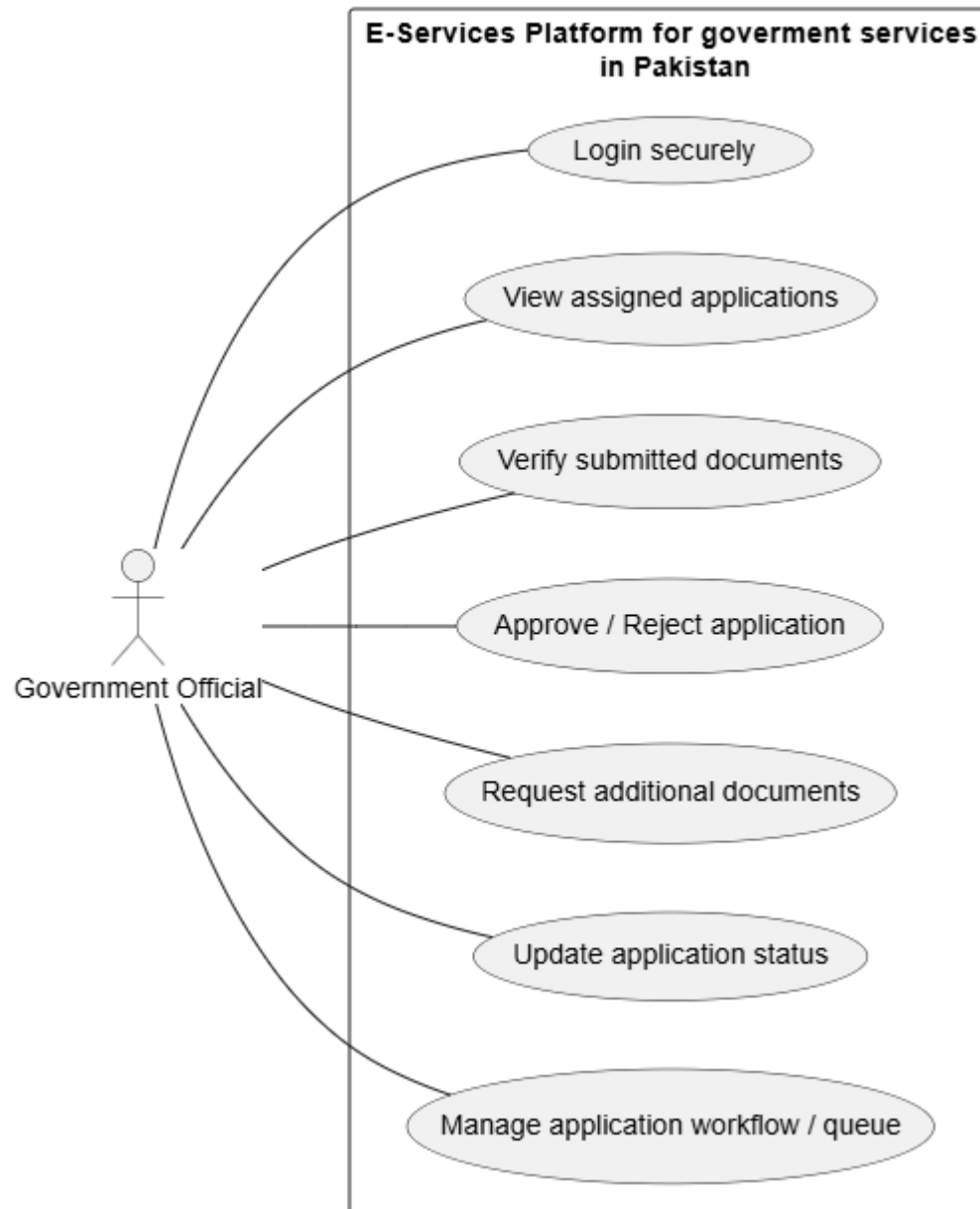
#### 5. Use Cases:

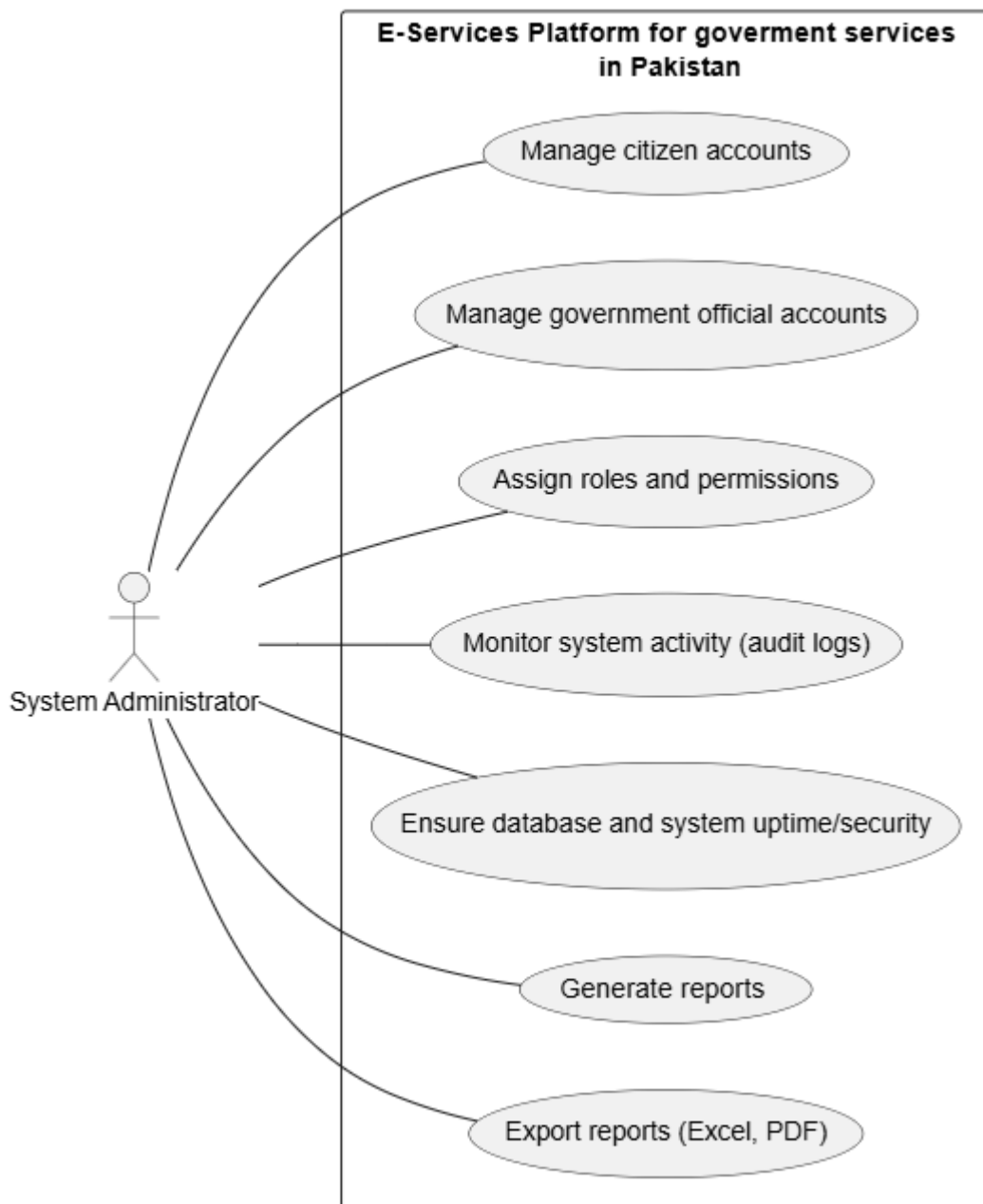
- **For Citizen:** Register, Login, Update Profile, Apply for CNIC, Apply for Passport, Upload Documents, Make Online Payment, View Receipt, Track Status, Manage Notifications.
- **For Government Official:** Login, View Applications, Verify Documents, Approve/Reject, Request More Info, Update Status.
- **For Administrator:** Manage Accounts, Assign Roles, Monitor Activity, Generate Reports.
- **For NADRA System:** CNIC Verification, Identity Validation, Return Status.
- **For Payment Gateway :** Payment Processing, Confirmation, Transaction Updates.

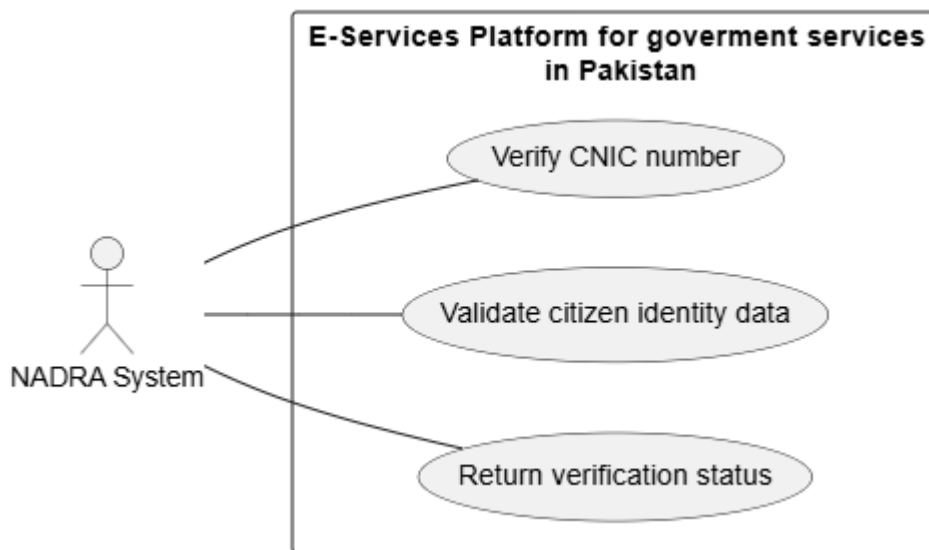
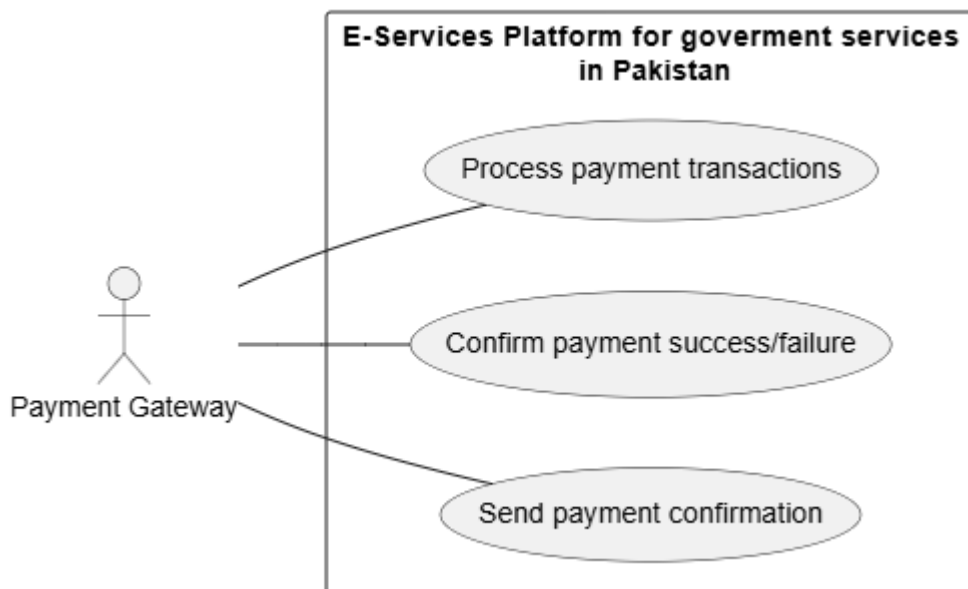
## 6. Initial Use Case Diagram

Citizen:

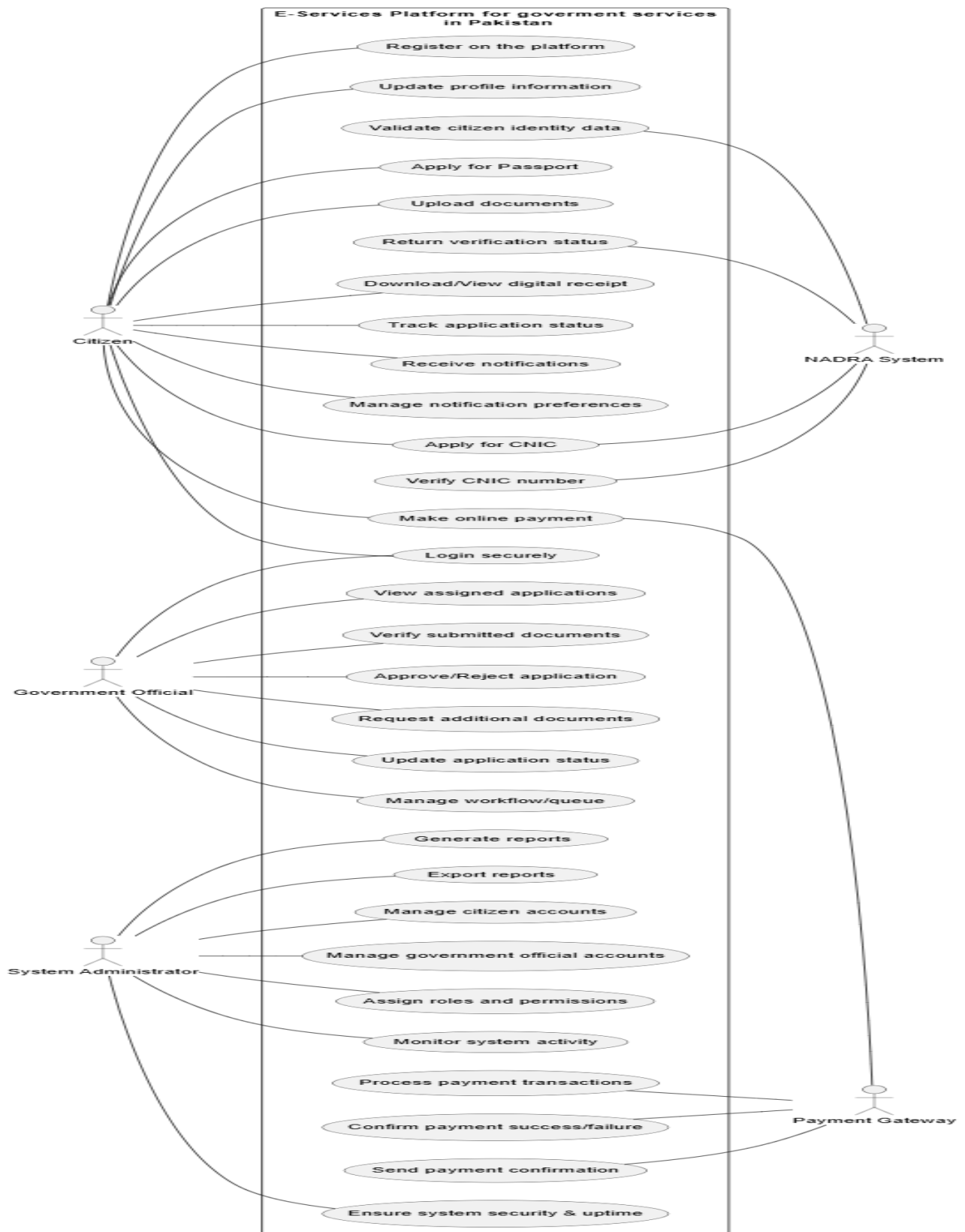


**Government Officials:**

**System Administrator:**

**NADRA:****Payment Gateway**

## Whole System:





## 7. Expected Outcome

By implementing this system, citizens will be able to apply for CNICs and Passports **completely online**, government officials will process applications more efficiently, and administrators will have better control and reporting. This will lead to a **transparent, secure, and citizen-friendly government service**.

**THE END**