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**SUBJECT:**

**SOFTWARE CONSTRUCTION AND DEVELOPMENT (LAB)**

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**FULLY DRESSES USECASES**

**1. CITIZEN:**

<b>Use case section</b>	<b>Comments</b>	
<b>Use case No</b>	<b>1</b>	
<b>Use case Name</b>	<b>Register on the platform</b>	
<b>Actor</b>	<b>Primary</b>	
<b>Description</b>	<b>User register on the platform</b>	
<b>Precondition</b>	<b>Open the app</b>	
<b>PostCondition</b>	<b>Successfully register on the platform</b>	
<b>Normal flow</b>	<b>Main-flow</b>	<b>System response</b>
	<b>User register for the account</b>	
		<b>System check all the signup conditions.</b>
<b>Alternative flow</b>	<b>1.1: if the credential already exists then choose another credential (username, password).</b>	

**Use Case 2**

<b>Use case section</b>	<b>Comments</b>	
<b>Use case No</b>	<b>2</b>	
<b>Use case Name</b>	<b>Login securely</b>	
<b>Actor</b>	<b>(Primary)</b>	
<b>Description</b>	<b>User logs into the system using valid credentials.</b>	
<b>Precondition</b>	<b>User must be registered on the platform.</b>	
<b>PostCondition</b>	<b>User is authenticated and logged in successfully.</b>	
<b>Normal flow</b>	<b>MAIN flow</b>	<b>System response</b>
	<b>User enters username and password</b>	
		<b>System verifies credentials and grants access.</b>
<b>Alternative flow</b>	<b>2.1: If credentials are invalid, display an error message and request re-entry.</b>	

### Use Case 3

Use case section	Comments
Use case No	3
Use case Name	Update profile information
Actor	Citizen
Description	User updates personal profile information (e.g., contact details).
Precondition	User must be logged in.
PostCondition	Updated profile is saved successfully.
Normal flow	User edits profile fields and submits → System validates and updates profile.
Alternative flow	3.1: If invalid data entered, prompt user to correct input.

### Use Case 4

Use case section	Comments
Use case No	4
Use case Name	Apply for CNIC (New / Renewal / Modification)
Actor	Citizen
Description	User applies for CNIC services such as new registration, renewal, or modification.
Precondition	User must be logged in.
PostCondition	Application for CNIC is submitted successfully.
Normal flow	User fills CNIC form

	uploads necessary documents submits the application.
Alternative flow	4.1: If required fields are missing, system prompts to complete them.

#### Use Case 5

Use case section	Comments
Use case No	5
Use case Name	Apply for Passport
Actor	Primary
Description	User applies for new passport or renews an existing one.
Precondition	User must be logged in.
PostCondition	Passport application submitted successfully.
Normal flow	User fills application form uploads documents submits for processing.
Alternative flow	5.1: If required documents are missing, system displays an alert.

#### Use Case 6

Use case section	Comments
Use case No	6
Use case Name	Upload documents (CNIC/Passport)

<b>Actor</b>	<b>Citizen</b>
<b>Description</b>	<b>User uploads required supporting documents for CNIC or Passport applications.</b>
<b>Precondition</b>	<b>Application form must be initiated.</b>
<b>PostCondition</b>	<b>Documents uploaded successfully.</b>
<b>Normal flow</b>	<b>User selects and uploads files → System verifies file format and saves them.</b>
<b>Alternative flow</b>	<b>6.1: If invalid file type or size, show an error message.</b>

### Use Case 7

Use case section	Comments	
Use case No	7	
Use case Name	Make online payment	
Actor	Citizen(primary), Payment Gateway(secondry)	
Description	User makes payment for CNIC/Passport application using online gateway.	
Precondition	Application submission is complete.	
PostCondition	Payment is processed and confirmed.	
Normal flow		
	Main Flow	System response
	User selects payment option	
		System connects to Payment Gateway
		Payment processed successfully

<b>Alternative flow</b>	<b>7.1: If transaction fails, system notifies user and requests retry.</b>
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### Use Case 8

<b>Use case section</b>	<b>Comments</b>	
<b>Use case No</b>	8	
<b>Use case Name</b>	Download / View digital receipt	
<b>Actor</b>	Citizen	
<b>Description</b>	User can view or download a receipt for completed payment.	
<b>Precondition</b>	Payment must be successful.	
<b>PostCondition</b>	Receipt is downloaded.	
<b>Normal flow</b>		
	<b>Main Flow</b>	<b>System Respose</b>
	User Download Receipt	
		System retrieves and displays receipt
<b>Alternative flow</b>	8.1: If record not found, display error message.	

### Use Case 9

<b>Use case section</b>	<b>Comments</b>
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<b>Use case No</b>	<b>9</b>	
<b>Use case Name</b>	<b>Track application status</b>	
<b>Actor</b>	<b>Citizen</b>	
<b>Description</b>	<b>User tracks the current status of their CNIC or Passport application.</b>	
<b>Precondition</b>	<b>Application must be submitted.</b>	
<b>PostCondition</b>	<b>Status information is displayed.</b>	
<b>Normal flow</b>	<b>User navigates to status page</b>	
	<b>Main Flow</b>	<b>System Response</b>
	<b>User navigates to status page</b>	
		<b>System fetches and displays latest update.</b>
<b>Alternative flow</b>	<b>9.1: If record not found, system shows appropriate message.</b>	

#### Use Case 10

<b>Use case section</b>	<b>Comments</b>	
<b>Use case No</b>	<b>10</b>	
<b>Use case Name</b>	<b>Receive notifications (submission, payment, approval, rejection, reminder)</b>	
<b>Actor</b>	<b>Citizen</b>	
<b>Description</b>	<b>System sends notifications related to application progress.</b>	
<b>Precondition</b>	<b>Application or payment events must occur.</b>	
<b>PostCondition</b>	<b>Notifications are delivered to the user.</b>	
<b>Normal flow</b>	<b>Main Flow</b>	<b>System Response</b>
		<b>System sends relevant notifications to the user via email/SMS/app.</b>

<b>Alternative flow</b>	<b>10.1: If delivery fails, system retries or logs the failure.</b>
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### Use Case 11

<b>Use case section</b>	<b>Comments</b>	
<b>Use case No</b>	<b>11</b>	
<b>Use case Name</b>	<b>Manage notification preferences</b>	
<b>Actor</b>	<b>Citizen</b>	
<b>Description</b>	<b>User customizes how they want to receive notifications.</b>	
<b>Precondition</b>	<b>User must be logged in.</b>	
<b>PostCondition</b>	<b>Notification preferences are updated successfully.</b>	
<b>Normal flow</b>		
	<b>Main Flow</b>	<b>System Response</b>
	<b>User selects preferred channels</b>	
		<b>System saves preferences</b>
<b>Alternative flow</b>	<b>11.1: If invalid configuration, system shows an error.</b>	



## GOVERNMENT OFFICIAL:

### Use Case 1

Use case section	Comments
Use case No	1
Use case Name	Login securely
Actor	Government Official
Description	Official logs into the system using valid credentials.
Precondition	Official must be registered in the system.
PostCondition	Official successfully logged in to the dashboard.
Normal flow	<b>Main flow</b> Official enters username and password.
Alternative flow	1.1: If credentials are invalid, display an error message and request re-entry.

### Use Case 2

Use case section	Comments
Use case No	2
Use case Name	View assigned applications
Actor	Government Official
Description	Official views all applications assigned to their department or role.
Precondition	Official must be logged in.
PostCondition	Assigned applications are displayed on the dashboard.
Normal flow	Official navigates to “Assigned Applications” → System retrieves and displays relevant application list.

<b>Alternative flow</b>	2.1: If no assigned applications are found, system displays “No applications available.”
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### Use Case 3

<b>Use case section</b>	<b>Comments</b>
<b>Use case No</b>	3
<b>Use case Name</b>	Verify submitted documents
<b>Actor</b>	Government Official
<b>Description</b>	Official verifies uploaded documents submitted by citizens.
<b>Precondition</b>	Application and documents must be submitted by the citizen.
<b>PostCondition</b>	Documents are marked as verified or flagged for resubmission.
<b>Normal flow</b>	<b>Main-flow :</b>  Official opens an application  Official reviews and verifies each document.
<b>Alternative flow</b>	3.1: If document format or content is invalid, system allows the official to flag and request correction.

### Use Case 4

<b>Use case section</b>	<b>Comments</b>
<b>Use case No</b>	4
<b>Use case Name</b>	Approve / Reject application
<b>Actor</b>	Government Official
<b>Description</b>	Official reviews and either approves or rejects a citizen’s application.
<b>Precondition</b>	Document verification must be complete.

<b>PostCondition</b>	Application is marked as approved or rejected in the system.
<b>Normal flow</b>	Official reviews details and selects “Approve” or “Reject” → System updates the application status accordingly.
<b>Alternative flow</b>	4.1: If mandatory verification is incomplete, system prevents approval/rejection.

#### Use Case 5

<b>Use case section</b>	<b>Comments</b>
<b>Use case No</b>	5
<b>Use case Name</b>	Request additional documents from Citizen
<b>Actor</b>	Government Official
<b>Description</b>	Official requests more documents or clarifications from the applicant.
<b>Precondition</b>	Application must be under review.
<b>PostCondition</b>	Notification is sent to the citizen to upload requested documents.
<b>Normal flow</b>	Official selects “Request Additional Documents” → System records request and notifies the citizen.
<b>Alternative flow</b>	5.1: If network or system error occurs, request is logged for retry.

#### Use Case 6

<b>Use case section</b>	<b>Comments</b>
<b>Use case No</b>	6
<b>Use case Name</b>	Update application status
<b>Actor</b>	Government Official
<b>Description</b>	Official updates the progress status of an application.

<b>Precondition</b>	Application must exist in the system.
<b>PostCondition</b>	Updated status is reflected on both official and citizen dashboards.
<b>Normal flow</b>	<b>Main-flow :</b>  Official selects an application  Official updates the status (e.g., “Under Review”, “Approved”, “Rejected”).
<b>Alternative flow</b>	6.1: If invalid status entered, system displays an error message.

### Use Case 7

<b>Use case section</b>	<b>Comments</b>	
<b>Use case No</b>	7	
<b>Use case Name</b>	Manage application workflow / queue	
<b>Actor</b>	Government Official	
<b>Description</b>	Official manages the workflow of applications by prioritizing, forwarding, or assigning them.	
<b>Precondition</b>	Official must be logged in.	
<b>PostCondition</b>	Application queue is updated successfully.	
<b>Normal flow</b>	<b>Main Flow</b>	<b>System Flow</b>
	Official views workflow queue	
	Adjusts application priority or assigns to other officials	
		System updates workflow records.
<b>Alternative flow</b>	7.1: If user lacks permission, system restricts access to workflow management.	

## SYSTEM ADMINISTRATOR:

### Use Case 1

<b>Use case section</b>	<b>Comments</b>
<b>Use case No</b>	1
<b>Use case Name</b>	Manage citizen accounts
<b>Actor</b>	System Administrator
<b>Description</b>	Administrator manages citizen user accounts including activation, deactivation, or deletion.
<b>Precondition</b>	Admin must be logged into the system.
<b>PostCondition</b>	Citizen account details are updated successfully.
<b>Normal flow</b>	<b>Main-flow</b>  Admin searches for a citizen account  Admin updates, deactivates, or deletes the account
<b>Alternative flow</b>	1.1: If account not found, system shows “No record found.”

### Use Case 2

<b>Use case section</b>	<b>Comments</b>
<b>Use case No</b>	2
<b>Use case Name</b>	Manage government official accounts
<b>Actor</b>	System Administrator
<b>Description</b>	Administrator manages accounts of government officials including creation, modification, or suspension.
<b>Precondition</b>	Admin must be logged in with full privileges.
<b>PostCondition</b>	Official accounts are created, modified, or deactivated successfully.

<b>Normal flow</b>	<b>Main Flow</b>	<b>System Response</b>	
	Admin opens the government official management section		
	Adds or edits details		
		System validates and updates record	
<b>Alternative flow</b>	2.1: If account creation fails due to duplicate ID, system notifies the admin.		

### Use Case 3

<b>Use case section</b>	<b>Comments</b>
<b>Use case No</b>	3
<b>Use case Name</b>	Assign roles and permissions
<b>Actor</b>	System Administrator
<b>Description</b>	Admin assigns roles and sets permissions for citizens and officials to control system access.
<b>Precondition</b>	Roles and permission sets must exist in the system.
<b>PostCondition</b>	User roles and permissions are updated successfully.
<b>Normal flow</b>	<b>Main-flow</b>  Admin opens user role settings  Admin selects or modifies permissions for a user.
<b>Alternative flow</b>	3.1: If invalid permission is assigned, system rejects the update and shows an alert.

### Use Case 4

<b>Use case section</b>	<b>Comments</b>
<b>Use case No</b>	4

<b>Use case Name</b>	Monitor system activity (audit logs)	
<b>Actor</b>	System Administrator	
<b>Description</b>	Admin monitors all user and system activities for auditing and troubleshooting.	
<b>Precondition</b>	System must be active and logging events.	
<b>PostCondition</b>	Activity logs are displayed for admin review.	
<b>Normal flow</b>	Main Flow	System Flow
	Admin navigates to “Audit Logs”	
		System retrieves and displays system activity logs.
<b>Alternative flow</b>	4.1: If no logs are found, system displays a “No activity records available” message.	

#### Use Case 5

<b>Use case section</b>	<b>Comments</b>	
<b>Use case No</b>	5	
<b>Use case Name</b>	Ensure database and system uptime/security	
<b>Actor</b>	System Administrator	
<b>Description</b>	Admin monitors system uptime, performs backups, and ensures overall database security.	
<b>Precondition</b>	Admin must have system access credentials.	
<b>PostCondition</b>	System and database remain operational and secure.	
<b>Normal flow</b>	System Flow	System Response
	Admin monitors uptime dashboard and runs maintenance tasks	
		System executes checks and reports status.
<b>Alternative flow</b>	5.1: If a system error or downtime occurs, admin receives an alert notification.	

### Use Case 6

Use case section	Comments	
Use case No	6	
Use case Name	Generate reports	
Actor	System Administrator	
Description	Admin generates performance, user activity, and security reports.	
Precondition	Admin must be logged in.	
PostCondition	Report is generated successfully and displayed on screen.	
Normal flow	Main Flow	System Flow
	Admin selects report type	
		System retrieves data and generates report.
Alternative flow	6.1: If no data is available, system shows a “No data found” message.	

### Use Case 7

Use case section	Comments	
Use case No	7	
Use case Name	Export reports (Excel, PDF)	
Actor	System Administrator	
Description	Admin exports generated reports into Excel or PDF format for offline use or sharing.	
Precondition	Report must be generated already.	
PostCondition	File is downloaded successfully in the selected format.	
Normal flow	<b>Main-flow:</b> Admin clicks “Export” and selects format (Excel/PDF).	



<b>Alternative flow</b>	7.1: If export fails, system displays an error message.
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## NADRA SYSTEM:

### Use Case 1

<b>Use case section</b>	<b>Comments</b>
<b>Use case No</b>	1
<b>Use case Name</b>	Verify CNIC number
<b>Actor</b>	NADRA System
<b>Description</b>	The platform sends a CNIC number to the NADRA system for verification.
<b>Precondition</b>	Citizen must submit a CNIC number in the application form.
<b>PostCondition</b>	CNIC verification result is received from NADRA.
<b>Normal flow</b>	<b>Main-flow</b>
	Platform sends CNIC number to NADRA system.
<b>Alternative flow</b>	1.1: If CNIC number is invalid or not found, NADRA returns an error message.

### Use Case 2

<b>Use case section</b>	<b>Comments</b>
<b>Use case No</b>	2
<b>Use case Name</b>	Validate citizen identity data
<b>Actor</b>	NADRA System
<b>Description</b>	The platform sends citizen details (name, CNIC, DOB) to NADRA for identity validation.

<b>Precondition</b>	Citizen details must be provided on the platform.
<b>PostCondition</b>	NADRA validates the identity information and returns a match result.
<b>Normal flow</b>	Platform transmits citizen data → NADRA system cross-checks data in its database → Returns identity validation status.
<b>Alternative flow</b>	2.1: If mismatch found, NADRA sends an “identity not verified” response.

### Use Case 3

<b>Use case section</b>	<b>Comments</b>
<b>Use case No</b>	3
<b>Use case Name</b>	Return verification status
<b>Actor</b>	NADRA System
<b>Description</b>	NADRA system sends verification results (verified/unverified) back to the e-Services platform.
<b>Precondition</b>	Verification or validation request must have been sent.
<b>PostCondition</b>	Verification status is received and displayed on the platform.
<b>Normal flow</b>	NADRA prepares verification response → Sends data back to platform → Platform updates citizen’s application status.
<b>Alternative flow</b>	3.1: If NADRA service is unavailable, system retries or marks verification as pending.

## PAYMENT GATEWAY USE CASES

### Use Case 1

<b>Use case section</b>	<b>Comments</b>
<b>Use case No</b>	1

<b>Use case Name</b>	Process payment transactions
<b>Actor</b>	Payment Gateway
<b>Description</b>	The platform forwards payment information to the Payment Gateway for processing.
<b>Precondition</b>	User has initiated a payment from the platform.
<b>PostCondition</b>	Transaction is processed and recorded in both systems.
<b>Normal flow</b>	<b>Main-flow</b>
	Platform sends payment request with transaction details.
	Payment Gateway returns response code.
<b>Alternative flow</b>	1.1: If transaction fails (network error, insufficient funds), system displays an error.

## Use Case 2

<b>Use case section</b>	<b>Comments</b>
<b>Use case No</b>	2
<b>Use case Name</b>	Confirm payment success/failure
<b>Actor</b>	Payment Gateway
<b>Description</b>	Payment Gateway confirms whether a payment was successful or failed.
<b>Precondition</b>	Payment transaction must have been processed.
<b>PostCondition</b>	Confirmation message is received by the platform.
<b>Normal flow</b>	Payment Gateway sends confirmation message → Platform updates user's payment record and status.
<b>Alternative flow</b>	2.1: If confirmation is delayed, system retries request or marks payment as pending.

### Use Case 3

<b>Use case section</b>	<b>Comments</b>
<b>Use case No</b>	3
<b>Use case Name</b>	Send payment confirmation
<b>Actor</b>	Payment Gateway
<b>Description</b>	Payment Gateway sends a digital confirmation receipt to the e-Services platform.
<b>Precondition</b>	Payment must be successful.
<b>PostCondition</b>	Digital receipt is generated and visible to the user.
<b>Normal flow</b>	<b>Main-flow</b>
	Payment Gateway generates a confirmation record.
<b>Alternative flow</b>	3.1: If the confirmation fails, system logs the issue and requests a recheck from the Payment Gateway.