



**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

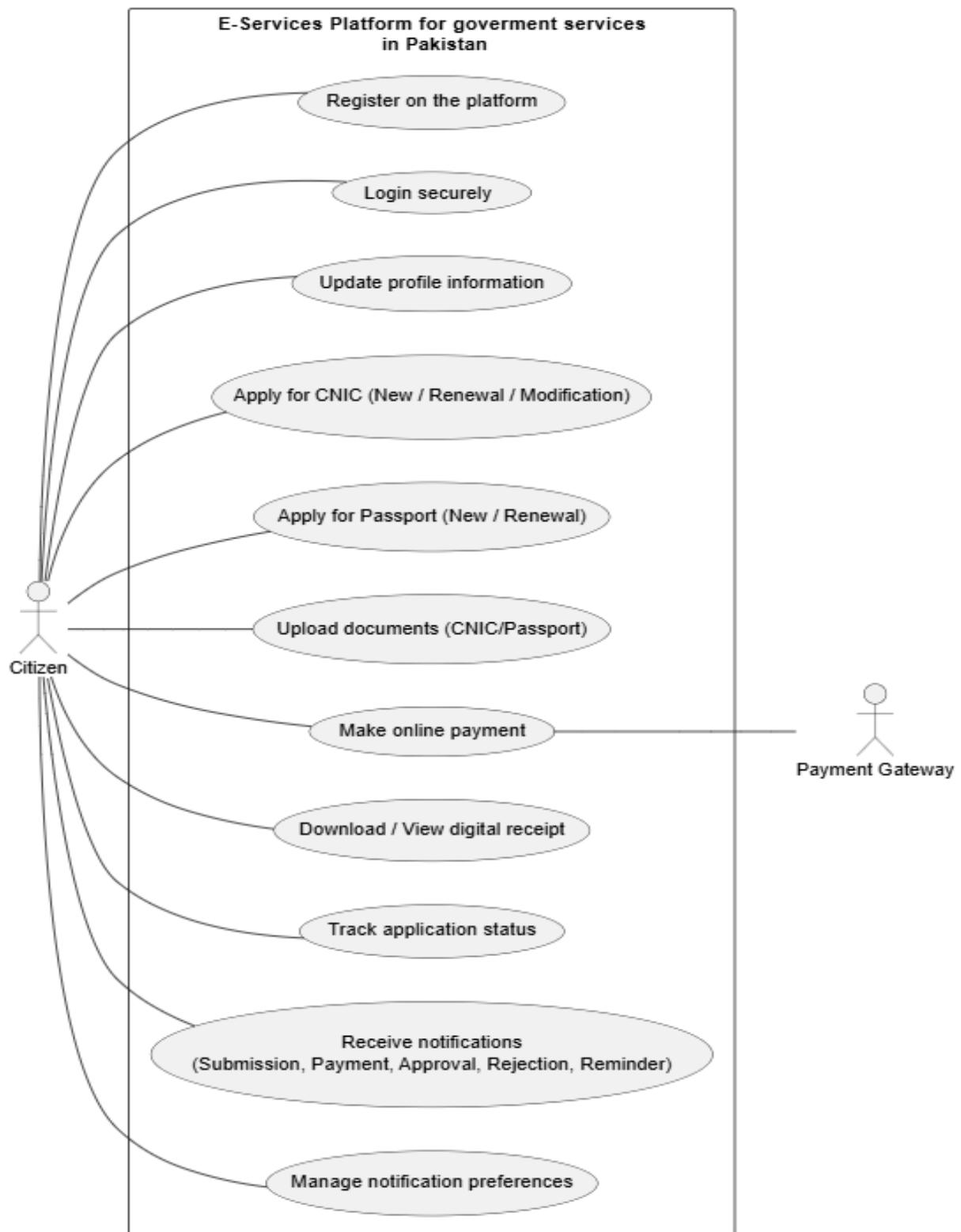
- **Citizen (End-User)**: submits applications, uploads documents, makes payments.
- **Government Official (Approver)**: verifies documents, approves/rejects applications.
- **System Administrator**: manages users, monitors activity, generates reports.
- **NADRA System**: verifies CNIC and identity information.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

#### 5. Use Cases:

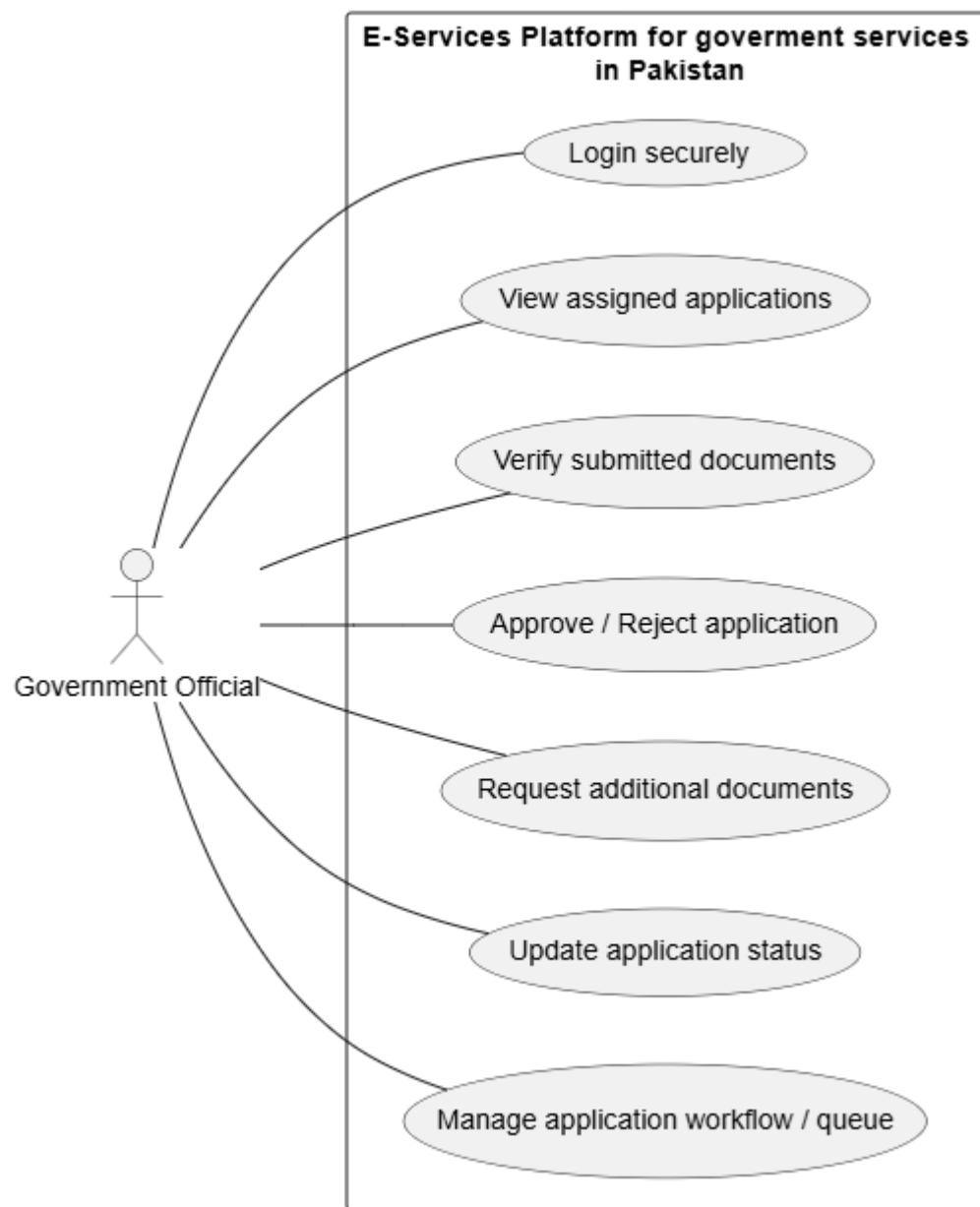
- **For Citizen**: Register, Login, Update Profile, Apply for CNIC, Apply for Passport, Upload Documents, Make Online Payment, View Receipt, Track Status, Manage Notifications.
- **For Government Official**: Login, View Applications, Verify Documents, Approve/Reject, Request More Info, Update Status.
- **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

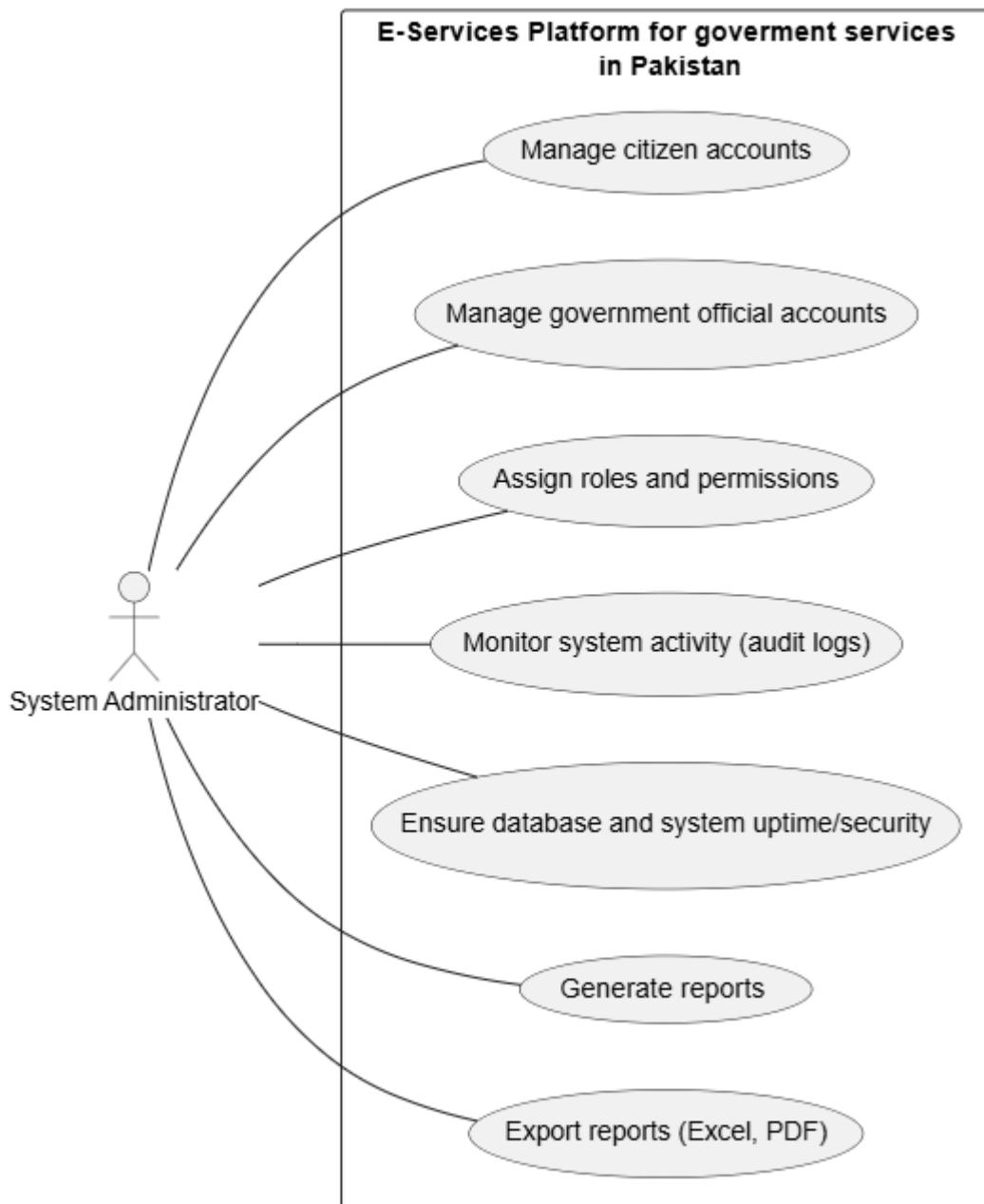
**Citizen:**

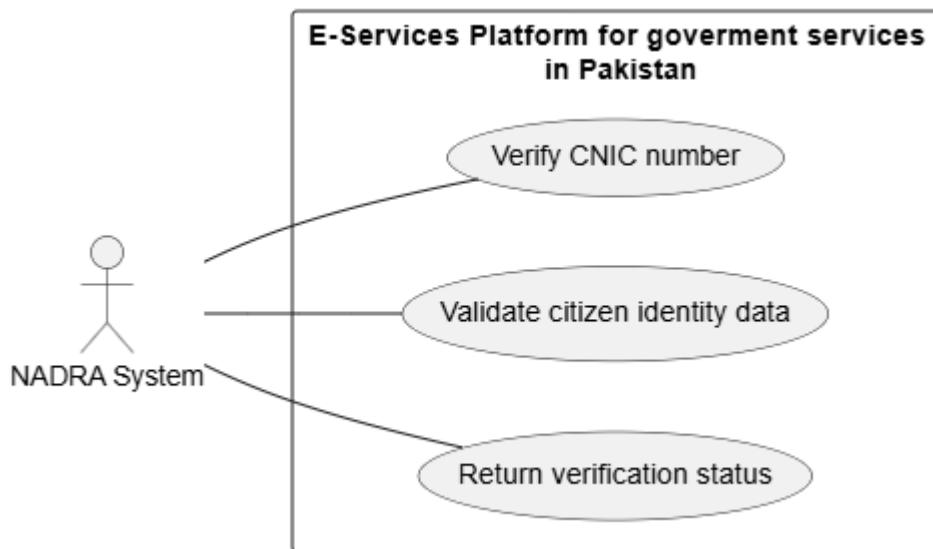
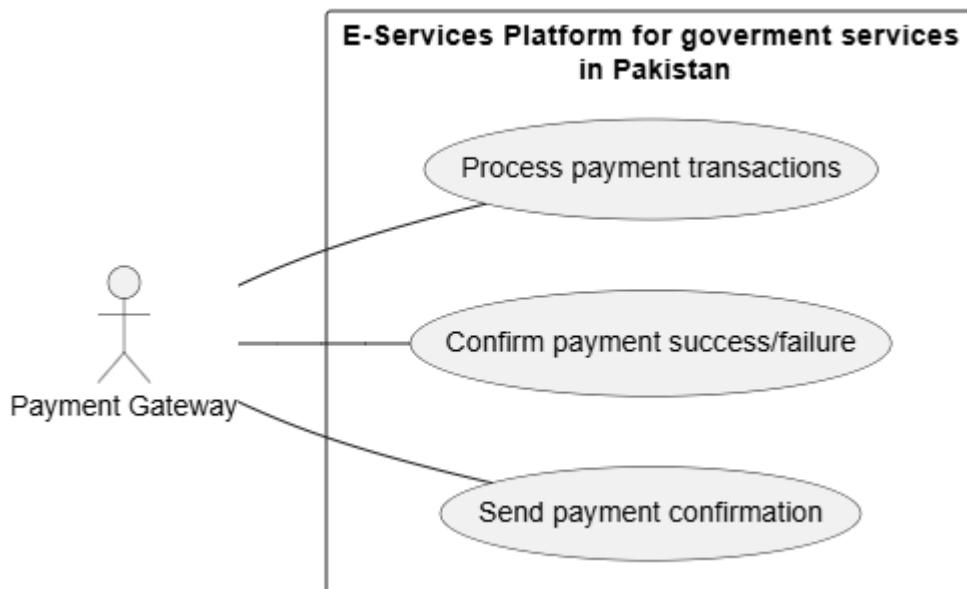


## Government Officials:

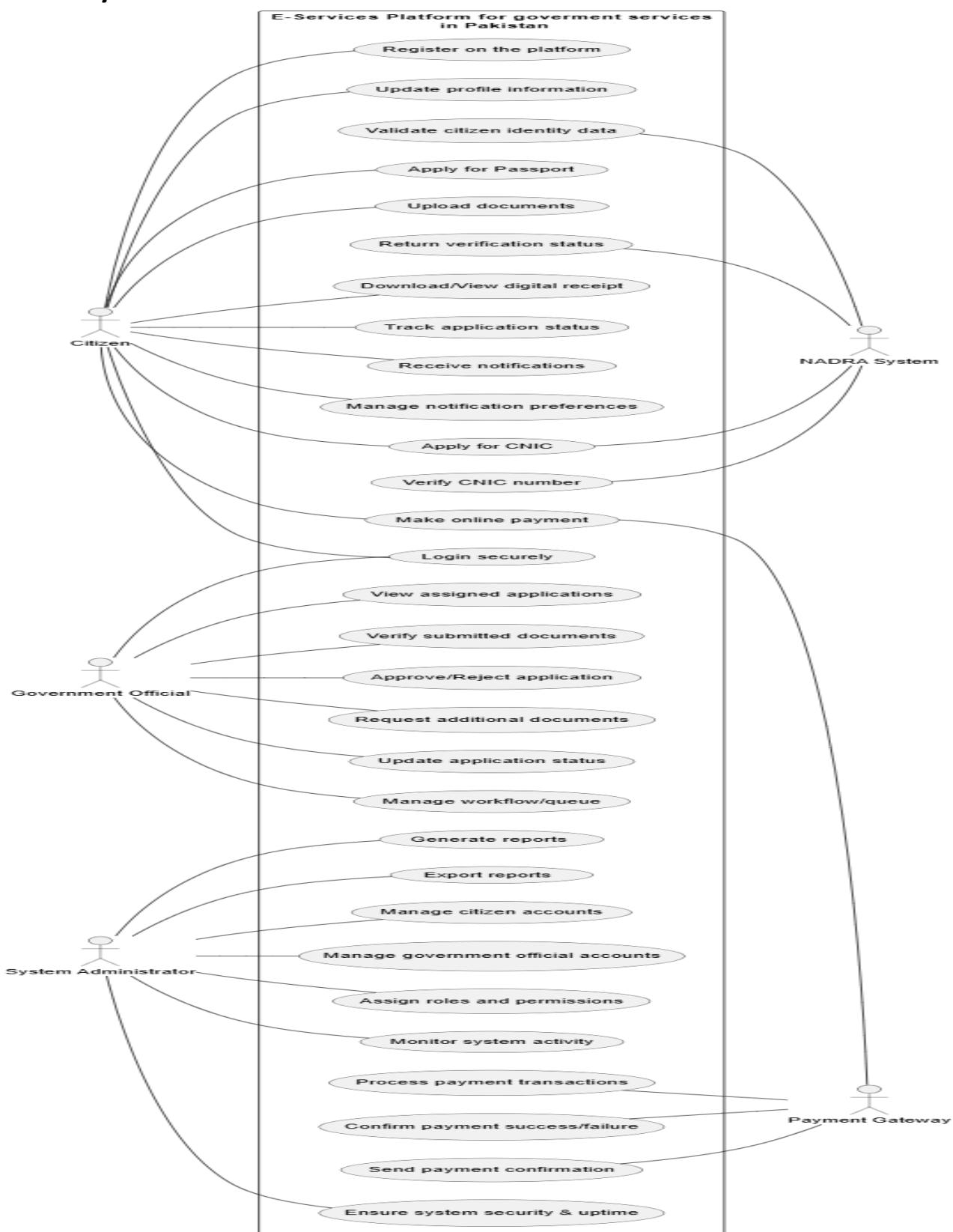


## System Administrator:



**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**