

Digital Certificate Application and Verification System with Citizen Services Portal

As A/An	I want to	So that
Citizen	Create a profile	I can register myself in the system
	Login with email or phone number and password	I can securely access my account
	View my profile	I can see my personal information
	Update my profile information	I can correct or change any details
	Change my password	I can login if I forget my password
	Apply for a birth certificate	I can receive a legal document for birth registration
	Apply for a death certificate	I can obtain official proof of a relative's death
	Apply for a marriage certificate	I can get legal proof of my marriage
	Apply for a nationality certificate	I can use it as official proof of citizenship
	Apply for correction of certificate info	I can fix wrong or outdated information
	Download issued certificates	I can store and print my certificates
	Track application status	I can monitor the progress of my application
	Upload supporting documents	I can attach proofs for verification
	Receive SMS/email alerts	I can stay informed about updates
	Save draft applications	I can complete them later
	Make online payments for fees	I can pay charges directly
	Download payment receipts	I can keep transaction records
	View application history	I can review all past submissions and outcomes
	Re-request certificates	I can reissue a lost or damaged certificate
Government Officer	Create a profile	I can register myself in the system
	Login with email or phone number and password	I can securely access my dashboard

	View list of citizen applications	I can review submitted requests
	Filter/search certificate applications	I can find a specific citizen's application quickly
	Approve certificate requests	I can authorize verified citizen requests
	Reject certificate requests	I can deny incorrect or invalid applications
	Add remarks to an application	I can communicate the reason for approval/rejection
	Upload approved certificates	I can make them available for download by citizens.
	View citizen-uploaded documents	I can verify proof before approving requests
	Edit uploaded certificate (if any mistake)	I can fix errors in uploaded files
	Send notification to citizen	I can inform users about approval and rejection.
	View my profile	I can review my assigned duties and info
	Change my password	I can login if I forget my password
	Approve/reject multiple applications	I can process multiple applications at once
	Generate application reports	I can export data for specific time frames
	Assign applications to officers	I can delegate specific requests to team members
	Add internal comments	I can record internal notes not visible to citizens
Admin	Login with email or phone number and password	I can manage the platform securely
	Add new government officer	I can onboard new staff into the system
	Edit government officer info	I can update designations or contact details
	Remove government officer	I can deactivate unauthorized or retired officer
	View all citizen and officer accounts	I can audit all users for security or tracking
	View certificate issuance statistics	I can generate reports for monitoring activity
	View pending and processed applications	I can monitor overall system performance
	Reset user passwords	I can help if someone is locked out
	Send notifications	I can notify all users of changes or issues

	Manage certificate types and templates	I can update or add new types of certificates
	Audit log tracking	I can monitor all system activities for security
	Manage payment gateways	I can configure online payment systems
	Archive old applications	I can store historical data safely
	Integrate National ID information	I can auto-verify user identities.

Features and Scopes

Users:

- 1) Citizen
- 2) Government Officer
- 3) Admin

Scopes:

- 1) Profile Management:

Features:

- a. All users can login with a valid mail or phone number and password.
- b. After successful login all users can view their dashboard.
- c. All users can view their own profile details.
- d. All users can update their information with valid information.
- e. All users can change their password.