

Birth Certificate FAQs

Q1. Which department specifically deals with Birth Certificate?

Ans. Local Government and Community Development (LG&CD) is the relevant department for Birth Certificate.

Q2. Who issues Birth Certificate?

Ans. Relevant Union Council issues Birth Certificate.

Q3. Why should I choose e-Khidmat Markaz?

Ans. We provide hassle free services to the citizens under one roof in timely manner through appropriate application tracking ID from e-Khidmat Markaz website, helpline and SMS gateways. Service will be offered with promising time management systems, for extended hours by means of separate counters for male/female and observe special elderly service protocol.

Q4. Can I directly go to relevant Union Council for the issuance of Birth Certificate apart from e-Khidmat Markaz?

Ans. Yes, you can also avail Birth Certificate service form the relevant Union Council.

Q5. How much time Union Council takes for the issuance of Birth Certificate?

Ans.

Sr. No.	Cases	Service Delivery Time at Union Council
01.	Application Received within 60 days of Birth	3
02.	Application Received from 61 st day till 7 years of Birth	7

Q6. How much time e-Khidmat center will take for the issuance of Birth Certificate?

Ans. Service delivery time varies depending upon the number of days with in which application is received. See table for details

Sr. No.	Cases	Service Delivery Time for Delivery of Copy at e-Sahulat Center (working days)	Service Delivery Time for Delivery of Original Certificate through Post (working days)
01.	Application Received within 60 days	3	7
02.	Application Received from 61 st day till 7 years	7	11

Q7. What are the Application processing charges?

Ans. The departmental fee for the issuance of Birth Certificate is PKR 100/-

Q8. What are the application processing charges of e-Khidmat Markaz?

Ans. e-Khidmat Markaz does not charge any amount.

Q9. What is the service fee payment method?

Ans. Service fee is paid through bank.

Q10. What is the name of the designated bank for the payment of service fee?

Ans. National Bank of Pakistan.

Q11. What are the required documents for Birth certificate service?

Ans. Given below are the required documents:

Sr. No.	Required Documents	Normal	Late
		Within 60 Days of Birth	61st day – 7 years
1	Application Form A	✓	✓
2	Birth Certificate (Hospital Birth) or School Certificate or Attested Vaccination Card Copy	X	✓
3	Attested Affidavit Rs. 50 (2 witnesses) in case of Birth in house	X	✓
4	Bank Challan Form	✓	✓

Q12. From where I can get the Application Form, Challan Form and other related documents?

Ans. You can collect the Application Form, Challan Form and other related documents from all the e-Khidmat Markaz across Punjab, from website of e-Khidmat Markaz and from the parent department.

Q13. How I can track my application status?

Ans. You can track your application via application tracking ID, through our website, Mobile App, by calling on our toll free number and through our SMS Gateways as well

Q14. What are application statuses and their meanings?

Ans.

Sr. No.	Status	Meaning
1	Your application under process at e-Khidmat Markaz, <District>	When application is under process at e-Khidmat Markaz before forwarding it to the Relevant Union Council.

2	Your application under process at < District >, < Tehsil Name >, < Union Council >	When application is under process at Relevant Union Council office which includes entry of record, verification and internal approvals.
3	Your certificate printed and ready for delivery at < District >, < Tehsil Name >, < Union Council >	When certificate is printed and signed by the Relevant Union Council.
4	Your certificate have been delivered	When certificate has been physically delivered to the citizen from Relevant Union Council.
5	Objection is marked on your application. Please contact with Manager e-Khidmat Markaz, < District >	When Relevant Union Council has marked some objection on the application.
6	Your application has been dropped from e-Khidmat Markaz, < District > due to Non Responsiveness.	When citizen will not respond to the objection within 30 (Thirty) days , application will be dropped form e- Khidmat Markaz.

Q15. What is web address of e-Khidmat Markaz website?

Ans. <http://www.fc.punjab.gov.pk>

Q16. What is the Toll Free number of e-Khidmat Markaz?

Ans. 0800-09100.

Q17. What is the SMS short code of e-Khidmat Markaz?

Ans. 9100.

Q18. How will I be informed regarding completion / objection in application processing /?

Ans. Applicants will be informed through SMS and calls from e-Khidmat Markaz Call Centers, in case of any problem in application / service.

Q19. How will I collect my Certificate?

Ans. Relevant Union Council will post/courier the certificate to applicant's address.