

Computerized National Identity Card (CNIC) FAQs

Q1. Which department specifically deals with CNIC?

Ans. National Data Base and Registration Authority (NADRA) is the relevant department for Computerized National Identity Card (CNIC).

Q2. Who issues CNIC?

Ans. NADRA Officer issues CNIC.

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, Mobile App, 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 the parent department for CNIC apart from e-Khidmat Markaz?

Ans. Yes, you can also avail CNIC service form the parent department.

Q5. How much time department takes for the issuance of CNIC?

Ans.

Sr. No.	Categories	Delivery Time (Working Days)
1	Normal	45
2	Urgent	25
3	Smart Card	7

Q6. How much time e-Khidmat Markaz will take for the issuance of CNIC?

Ans.

Sr. No.	Categories	Delivery Time (Working Days)
1	Normal	45
2	Urgent	25
3	Smart Card	7

Q7. What are the Application processing charges?

Ans. The departmental fee for the issuance of CNIC varies depending upon the type of CNIC.

Sr. No.	Categories	Fee
1	Normal	0
2	Urgent	300
3	Smart Card	1500

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 via cash.

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 CNIC?

Ans.

- Birth Certificate / Matriculation Certificate / CNICs of immediate blood relatives / Citizenship certificate issued by MOI
- Citizen should visit e-Khidmat Markaz along with a blood relative to get his/her CNIC application processed.

Note

- No documents are demanded from illiterate applicant for age verification for first time.
- Residents of FATA/PATA will only be entertained at their native DAUs and their forms will be attested by concerned PA/APA.
- we are catering only new CNIC application requests from e-Khidmat Center at the moment

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

Ans. You just need to have the required documents rest will be ensured at e-Khidmat Markaz.

Q13. How I can track my application status?

Ans. No need of tracking. CNIC service will be provided on the spot by NADRA Officer at e-Khidmat Markaz.

Q14. What is web address of e-Khidmat website?

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

Q15. What is the Toll Free number of e-Khidmat Markaz?

Ans. 0800-09100.

Q16. What is the SMS short code of e-Khidmat Markaz?

Ans. 9100.

Q17. How will I be informed regarding completion / objection in application processing /?

Ans. Applicants would be informed on the spot.

Q18. How will I collect my CNIC?

Ans. It will be handed over to you after designated period of processing by NADRA Officer at e- Khidmat Markaz.

Q19. How I can track my application status?

Ans. N/A because service will be provided immediately by department's backend office.