

## Marriage Certificate FAQs

**Q1.** Which department specifically deals with Marriage Certificate?

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

**Q2.** Who issues Marriage Certificate?

**Ans.** Relevant Union Council issues Marriage 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 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 relevant Union Council for the issuance of Marriage Certificate apart from e-Khidmat Markaz?

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

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

**Ans.** 3 Working Days

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

**Ans.**

Sr. No.	Case	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.	Marriage Certificate	3	7

**Q7.** What are the Application processing charges?

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

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

**Ans.** e-Khidmat Center 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 Marriage certificate service?

**Ans.** See below table of required documents:

Sr. No.	Documents Required	Original	Attestation Required	Amount (PKR)
1	Application Form	✓	✓	X
2	Nikkah Nama	✓	X	X
3	Bank Challan Form	✓	X	100

**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, Mobile App, through our website, 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, <b>&lt;District&gt;</b>	When application is <b>under process</b> at e-Khidmat Markaz before forwarding it to the Relevant Union Council.
2	Your application under process at <b>&lt;District&gt;</b> , <b>&lt;Tehsil Name&gt;</b> , <b>&lt;Union Council&gt;</b>	When application is <b>under process</b> at Relevant Union Council office which includes entry of record, verification and internal approvals.
3	Your certificate printed and ready for delivery at <b>&lt;District&gt;</b> , <b>&lt;Tehsil Name&gt;</b> , <b>&lt;Union Council &gt;</b>	When certificate is <b>printed and signed</b> by the Relevant Union Council.
4	Your certificate have been delivered	When certificate has been <b>physically delivered</b> to the citizen <b>from</b> Relevant Union Council.
5	Objection is marked on your application. Please contact with Manager e-Khidmat Markaz,	When Relevant Union Council <b>has marked some objection</b> on

	<District>	the application.
6	Your application has been dropped from e-Khidmat Markaz, <District> due to Non Responsiveness.	When citizen <b>will not respond to the objection within 30 (Thirty) days</b> , 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 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.