

## **Motor Vehicle Registration FAQs**

**Q1.** Which department specifically deals with Motor Vehicle Registration?

**Ans.** Excise and Taxation is the relevant department for Motor Vehicle Registration.

**Q2.** Who issues Motor Vehicle Registration?

**Ans.** Excise and Taxation Office issues Motor Vehicle Registration.

**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 the issuance of Motor Vehicle Registration apart from e-Khidmat Markaz?

**Ans.** Yes, you can also avail Motor Vehicle Registration service form the parent department.

**Q5.** How much time department takes for the issuance of Motor Vehicle Registration?

**Ans.** Department takes 7 Working days for the issuance of Motor Vehicle Registration.

**Q6.** How much time e-Khidmat Markaz will take for the issuance of Motor Vehicle Registration?

**Ans.** e-Khidmat Markaz takes 7 Working days for the issuance of Motor Vehicle Registration.

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

**Ans.** The departmental fee for Motor Vehicle Registration varies depending upon type and model of vehicle.

**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 Motor Vehicle Registration?

**Ans.** Given below are the required documents:

### **Locally Manufactured Vehicles**

1. Application for registration of Vehicle – Form-F

2. Copy of Valid CNIC
3. Original Sales Invoice of Vehicle
4. Original Sales Certificate of Vehicle
5. Proof of payment of registration fee & leviable taxes (if any)

**Additional Documents Required if Original Purchase Disposes Off the Vehicle Unregistered**

6. T.O. (Transfer Order) Form (If Applicable)
7. Documents showing sale of vehicle by original purchaser
8. Copy of CNIC of original purchaser (in case of individual)

**Imported Vehicles**

1. Application for registration of Vehicle – Form-F
2. Copy of CNIC of Owner (in case of individual)
3. Copy of Import Permission issued by Customs Authorities
4. Triplicate Copy of Bill of Entry
5. Copy of Invoice (in case of direct purchase from manufacturer)
6. Copy of Bill Lading
7. Proof of payment of registration fee & leviable taxes (if any)

**Additional documents required if importer disposes off the Vehicle unregistered**

8. T.O. (Transfer Order) Form (If Applicable)
9. Documents showing sale of vehicle by importer
10. Copy CNIC of seller (in case of individual)

**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 Centers and from the parent department.

**Q13.** How I can track my application status?

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

**Q14.** What is web address of e-Khidmat Markaz 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 will be informed through SMS and calls from e-Khidmat Call Center, in case of any problem in application / service.

**Q18.** How will I collect my Motor Vehicle Registration Certificate?

**Ans.** Excise and Taxation Department will post/courier the certificate to applicant's address