

## Route Permit FAQs

**Q1.** Which department deals with Route Permit?

**Ans.** Transport department is the relevant department for Route permit.

**Q2.** Who issues Route Permit?

**Ans.** Secretary District Regional Transport Authority (DRTA) is the relevant person for the issuance of intra city and intercity Route Permits.

Secretary Provincial Transport Authority (RTA) is the relevant person for the issuance of intra province Route Permits.

**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 DRTA office for the issuance of Route Permit apart from e-Khidmat Markaz?

**Ans.** Yes, you can also avail Route Permit service form the DRTA office.

**Q5.** How much time department takes for the issuance of Route Permit?

**Ans.**

Sr. No.	Transport Authorities	Service Delivery Time by departments (working days)
1	PTA/RTA :	01
2	LTC	30

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

**Ans.**

Sr. No.	Transport Authorities	Service Delivery Time at e-Khidmat Center (working days)
1	PTA/RTA :	04
2	LTC	33

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

**Ans.**

- a) 450/- & Varies with respect to type of vehicle
- b) LTC charges Rs. 1,500 as computerization fee

**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 postal stamps.

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

**Ans.** Service fee is paid through postal stamps.

**Q11.** What are the required documents for Route Permit?

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

Sr. No.	Document Required	Original Required	No. of Photocopies Required	Attestation Required
1	Application Form	Yes	-	No
2	Post Stamps (450/- & Varies with respect to type of vehicle)	Yes	-	No
3	Affidavit Rs. 50 (Attested by Oath Commissioner)	Yes	-	Yes
4	Copy of Valid CNIC	No	1	No
5	Registration Book of Vehicle	Yes	1	No
6	Proof Of Valid Fitness Certificate Of Same District (Validity 6 Months)	Yes	1	No
7	Proof Of Token Tax Paid (Optional)	Yes	1	No
8	Previous Route Permit (In Case of Fresh Application Of Old Model Vehicles / In Case of Renewal Of Permit)	Yes	1	No
9	NOC of Previous Route Permits From The Original Route Permit Issuing Authority (In Case Of Different District)	Yes	-	No
10	Passenger's guarantee Issued by any Insurance Company or Society (In Case of Stage Vehicle)	Yes	-	No
11	Third Party Risk Insurance Cover	Yes	-	No

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

**Ans.** You can collect the Application Form and other related documents from all the e-Khidmat Centers across Punjab, from website of e-Khidmat Centers 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, 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 Transport Authority.
2	Your application under process at <b>&lt;District&gt;</b> , DRTA Office	When application is <b>under process</b> at Relevant District Regional Transport Authority which includes verification from records and internal approvals.
3	Your certificate printed and ready for delivery at <b>&lt;District&gt;</b> , DRTA Office	When certificate is <b>printed and signed</b> by the Relevant Transport Authority.
4	Your certificate have been delivered	When certificate has been <b>physically delivered</b> to the citizen <b>from</b> e-Khidmat Markaz.
5	Objection is marked on your application. Please contact with Manager e-Khidmat Markaz, <b>&lt;District&gt;</b>	When Relevant Transport Authority <b>has marked some objection</b> on the application.
6	Your application has been dropped from e-Khidmat Markaz, <b>&lt;District&gt;</b> 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.** From e-Khidmat Markaz where you have applied for the certificate along with Toke receipt issued by e-Khidmat Markaz Officer.