

## Vehicle Transfer of Ownership FAQs

**Q1.** Which department specifically deals with Vehicle Transfer of Ownership?

**Ans.** Excise and Taxation (E&T) is the relevant department for Vehicle Transfer of Ownership.

**Q2.** Who issues Vehicle Transfer of Ownership?

**Ans.** Excise and Taxation Officer issues Vehicle Transfer of Ownership.

**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 the parent department for Vehicle Transfer of Ownership apart from e-Khidmat Markaz?

**Ans.** Yes, you can also avail Vehicle Transfer of Ownership service form the parent department.

**Q5.** How much time department takes for Vehicle Transfer of Ownership?

**Ans.** Department takes 7 Working days for Vehicle Transfer of Ownership.

**Q6.** What is the service delivery time for Vehicle Transfer of Ownership?

**Ans.** 7 Working Days and service will be delivered through E&T department.

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

**Ans.** Vehicle Transfer of Ownership charges 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 Vehicle Transfer of Ownership?

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

1. Transfer of Deed (prescribed)
2. T.O. (Transfer Order) Form
3. Copy of Valid CNIC of Seller
4. Copy of Valid CNIC of Purchaser
5. Copy of Valid CNICs of Witnesses
6. Original Registration Certificate containing update payment of Token Tax
7. Original Registration File (If applicable)

8. Citizen will collect the file from Excise and Taxation Counter

**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.** No need of tracking. 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 Centers, 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