

REVOLUTIONIZING THE SERVICES

SMS GATEWAYS

Citizen will receive system generated SMS

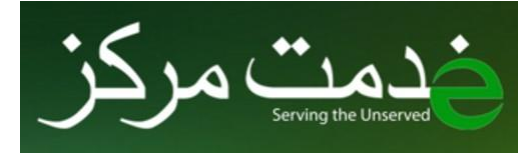
at the time:

- ✓ When Character Certificate application is received.
- ✓ When citizens application for Character Certificate is dispatched to the relevant DPO.
- ✓ On 7th day from the date of receipt of the application.
- ✓ When application for Character Certificate is completed / rejected.
- ✓ When Character Certificate is delivered to the citizen.

Toll free number: 0800-09100



<http://www.fc.punjab.gov.pk>
TOLL FREE NUMBER: 0800-09100



CHARACTER CERTIFICATE

SIMPLICITY IS DIVERSITY

To provide speedy, customer centric, cost-effective and quality service to serve wider interests of citizens.

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PUNJAB GOVERNMENT INITIATIVE

There are a number of departments in the public sector which are involved in the provision of services to citizens. Each department is providing one or more service using different set of processes which may be automated or manual. In order to facilitate the public interphase with various government departments / agencies; the Chief Minister Punjab has issued directions / orders to establish public e-Khidmat Markaz. The concept is to integrate all such services under one roof from where citizens could avail unhindered and easy access to governmental services. e-Khidmat Markaz concepts to integrate fifteen governmental services under one roof for citizens, easing Citizens vs. Governmental interphase. These services include issuance of Birth Certificate, Marriage Certificate, Death Certificate, Divorce Certificate, Character Certificate, Motor Vehicle Registration, Token Tax Collection, Vehicle Transfer of Ownership, FARD, Learners Driving License, Traffic Fine Collection, Domicile Certificate, Issuance of CNIC, NADRA E-Sahulat, and Route Permit.

SUMMARY OF THE SERVICE

Sr.No.	Particulars	Details
1	Service Fee (PKR)	No Service Free
2	Service Time for Delivery of Certificate from CPO /DPO	18 working days
3	Issuance authority	Relevant DPO/CPO
4	Fee payment mode	-
5	Designated bank for service fee	-

DOCUMENTS REQUIRED

Sr. No	Documents Required	Original	No. Of Photo Copies	Attestation Required	Fee
1	Application Form	✓	X	✓	X
2	CNIC	✓	1	✓	X
3	Passport	✓	1	✓	X
4	Photographs Passport size (with blue background)	✓	3	X	X
5	Affidavit (In case Applicant is abroad)	✓	X	X	50

NOTE: Original valid CNIC is mandatory for availing e-Khidmat Markaz Services

Why e-Khidmat Markaz? BENEFITS!!!

- ✓ Minimizing distance to access.
- ✓ Extending access to un-served groups.
- ✓ Introducing transparency, efficiency and accountability.
- ✓ Simplifying transaction procedures.
- ✓ Minimizing costs to citizens.
- ✓ Minimizing cost to government (internal efficiency)
- ✓ Increasing government revenue.
- ✓ Increased public satisfaction index
- ✓ Improving the transaction time for citizens and government
- ✓ Offering innovative services
- ✓ Modernization / adoption of best practices

APPLICATION TRACKING

Citizens can track Character Certificate application via application tracking ID, through our website, Mobile App, by calling on our toll free number 0800-09100 and through our SMS Gateways (9100) as well.