

# REVOLUTIONIZING THE SERVICES

## SMS GATEWAYS

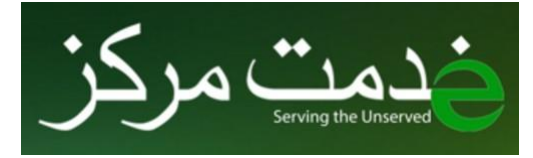
Citizen will receive system generated SMS at the time:

- ✓ When Marriage Certificate application is received.
- ✓ When citizens application for Marriage Certificate is dispatched to the relevant UC.
- ✓ On 5<sup>th</sup> day from the date of receipt of the application.
- ✓ When application for Marriage Certificate is completed / rejected.
- ✓ When Marriage Certificate is delivered to the citizen.



Toll free number: 0800-09100

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



## MARRIAGE 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	Enrollment Fee (PKR)	-
2	Certificate Fee (PKR)	100
3	Service Time at E-Khidmat Center for Delivery of Copy (Working Days)	3
4	Service Time for Delivery of Original Certificate through Post (Working Days)	6
5	Issuance Authority	Secretary Union council
6	Fee Payment Mode	Cash
7	Designated Bank for Service Fee	National Bank of Pakistan (Adjacent to E-Khidmat Markaz)

## DOCUMENTS REQUIRED

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

**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 Marriage 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.