

# REVOLUTIONIZING THE SERVICES

## SMS GATEWAYS

Citizen will receive system generated SMS

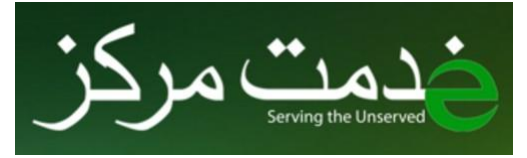
at the time:

- ✓ When Motor Vehicle registration application is received.
- ✓ When application for Motor Vehicle registration is completed / rejected.
- ✓ When Motor Vehicle registration delivered to the citizen.



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

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## MOTOR VEHICLE REGISTRATION

### 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.

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

## SUMMARY OF THE SERVICE

Sr.No.	Contents	Details
1	Service Fee	Vehicle dependent
2	Delivery time	30mins
3	Issuance authority	Excise & Taxation Officer
4	Fee payment mode	Cash
5	Designated bank for service fee	National Bank of Pakistan (Adjacent to CFSC)

## DOCUMENTS REQUIRED

### Locally Manufactured Vehicles

- Application for registration of Vehicle – Form-F
- Copy of CNIC
- Original Sales Certificate of Vehicle
- Original Sales Invoice of Vehicle
- Proof of payment of registration fee & leviable taxes if any

### *Additional documents required if Original purchase disposes off the Vehicle unregistered*

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

### Imported Vehicles

- i. Application for registration of Vehicle – Form-F
- ii. Copy of CNIC of Owner (in case of individual)
- iii. Copy of Import Permission issued by Customs Authorities
- iv. Triplicate Copy of Bill of Entry
- v. Copy of Invoice (in case of direct purchase from manufacturer)
- vi. Copy of Bill Lading
- vii. Original Sales Invoice of Vehicle
- viii. Proof of payment of registration fee & leviable taxes if any

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

- ix. T.O. (Transfer Order) Form (If Applicable)
- x. Documents showing sale of vehicle by importer
- xi. Copy CNIC of seller (in case of individual)
- xii. Copy of invoice (in case of direct purchase from the manufacturer)

## 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

Service will be delivered on the spot. Citizen won't have to wait for days to get Motor Vehicle Registration. Now one visit at CFSC with appropriate documents can get Motor Vehicle Registration on the spot. So Citizens do not need to track their application.