

REVOLUTIONIZING THE SERVICES

SMS GATEWAYS

Citizen will receive system generated SMS

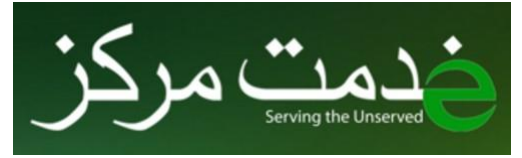
at the time:

- ✓ When Issuance of FARD application is received.
- ✓ When application for Issuance of FARD is completed / rejected.
- ✓ When FARD is delivered to the citizen.

Toll free number: 0800-09100



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



ISSUANCE OF FARD

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	
		Number of Adjacent Khatoni(s)	Charges (PKR)
1	Service Fee (PKR)	One	50/-
		Two	100/-
		Three or more	150/-
		In case of complete Khaiwat	Rs. 50 x No of Khatonis
2	Service Time for Issuance of Fard	30 Minutes	
3	Issuance authority	LRMIS Officer	
4	Fee payment mode	Cash	
5	Designated Bank for Service Fee	National Bank of Pakistan (Adjacent to eKM)	

DOCUMENTS REQUIRED

Documents	Original	No. of Copies	Attestation	Amount PKR	
CNIC	✓	X	X	X	
Challan Form	✓	X	X	Number of Adjacent Khaton (s)	Charges (PKR)
				One	50/-
				Two	100/-
				Three or more	150/-
			In case of complete Khaiwat	Rs. 50 x No of Khatonis	

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

Service will be delivered on the spot. Citizen won't have to wait for days to get land records. Now one visit at CFSC with appropriate documents can get FARD in just thirty minutes. So Citizens do not need to track their application.