

REVOLUTIONIZING THE SERVICES

SMS GATEWAYS

Citizen will receive system generated SMS

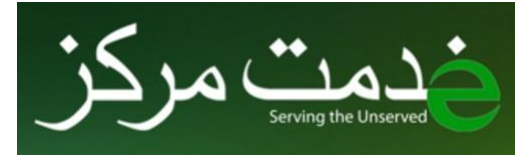
at the time:

- ✓ When application for CNIC is received.
- ✓ When CNIC service is delivered to the citizen.

Toll free number: 0800-09100



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



ISSUANCE OF CNIC

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	200-1500 Category Dependent
2	Delivery time	7-45 days
3	Issuance authority	NADRA Officer
4	Fee payment mode	Cash
5	Designated bank for service fee	National Bank of Pakistan (Adjacent to CFSC)

DOCUMENTS REQUIRED

- Birth Certificate or
- Old NIC or
- Matriculation Certificate or
- CNICs of immediate/blood relatives
- Citizenship certificate issued by MOI
- Citizen should visit e-Khidmat Markaz along with a blood relative to get his/her CNIC application processed.

NOTE: No documents are demanded from illiterate applicant for age verification for first time. Residents of FATA/PATA will only be entertained at their native DAUs and their forms will be attested by concerned PA/APA.

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 in long queues for issuance of CNIC. Now one can visit at CFSC with appropriate documents can apply for the issuance of CNIC without any wait. So Citizens do not need to track their application.