

Birth Certificate FAQs

Q1. Which department specifically deals with Birth Certificate?

Ans. Local Government and Community Development (LG&CD) is the relevant department for Birth Certificate.

Q2. Who issues Birth Certificate?

Ans. Relevant Union Council issues Birth Certificate.

Q3. What is the service delivery time for Birth Certificate?

Ans. Service Delivery Time at Union Council for Application Received within 60 days of Birth is 3 working days and Application Received from 61st day till 7 years of Birth is 7 working days. Service Delivery Time for Delivery of Copy at e-Khidmat Markaz for Application Received within 60 days is 3 working days and Application Received from 61st day till 7 years is 7 working days. Service Delivery Time for Delivery of Original Certificate through Post for Application Received within 60 days is 7 working days and for Application Received from 61st day till 7 years is 11 working days.

Q4. Can I directly go to relevant Union Council for the issuance of Birth Certificate apart from e-Khidmat Markaz?

Ans. Yes, you can also avail Birth Certificate service form the parent department.

Q5. Then why should I choose e-Khidmat Markaz?

Ans. We provide hassle free services to the citizens under one roof in timely manner through appropriate application tracking ID from e-Khidmat website, helpline and SMS gateways. Service will be offered with promising time management systems, for extended hours by means of separate counters for male/female and observe special elderly service protocol.

Q6. How I can track my application status?

Ans. You can track your application via application tracking ID, through our website, by calling on our toll free number (0800-09100) and through our SMS Gateways (9100) as well.

Q7. What are the Application processing charges?

Ans. The departmental fee for the issuance of Birth Certificate is PKR 100/-.

Q7. From where I can get the application forms?

Ans. You can collect the required application form from all the e-Khidmat Markaz across Punjab and from our website as well as from the parent department.

Q8. What is the service fee payment method?

Ans. Service fee is paid via cash.

Q9. What is the name of the designated bank for the payment of service fee?

Ans. National Bank of Pakistan.

Q10. What is the application processing method?

Ans. Application will be processed manually by the relevant department.

Q11. What is the Toll Free number of e-Khidmat Center?

Ans. You can always reach us at 0800-09100.

Q12. How I will be informed in case of any problem in application / service delivery?

Ans. Applicants will be informed through SMS and calls from e-Khidmat Call Centers, in case of any problem in application / service.

Q13. Can I get my required service at my home?

Ans. No, we cannot deliver your required service at doorstep.

Q14. What is the Toll Free number of e-Khidmat Markaz?

Ans. You can always reach us at 0800-09100.

Q15. What is the SMS short code of e-Khidmat Markaz?

Ans. 9100.