REVOLUTIONIZING THE SERVICES

SMS GATEWAYS

Citizen will receive system generated SMS
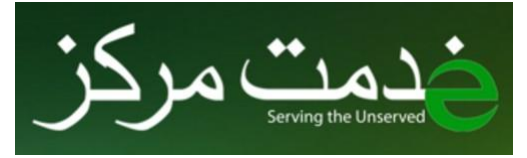
at the time:

✓ When E-Sahulat service is availed at

Facilitation Center.

خدمت مرکز
Serving the Unserved

Serving the Unserved

PUNJAB INFORMATION TECHNOLOGY BOARD

PITB.GOV.PK

E-SAHULAT

SIMPLICITY IS DIVERSITY
To provide speedy, customer centric,
cost-effective and quality service to
serve wider interests of citizens.

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.	Contents	Details
1	Service Fee	Facility Dependent
2	Delivery time	On the Spot
3	Issuance authority	NADRA E-Sahulat Officer
4	Fee payment mode	Cash
5	Designated bank for service fee	N/A

DOCUMENTS REQUIRED

Depends Upon the Service Availed

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

E-Sahulat

Service will be delivered on the spot. E-Sahulat service is basically NADRA hosted service that provides citizens with variety of facilities. Form mobile top-ups to on line Utility payments, from funds transfer to plenty of other services.