

## Character Certificate FAQs

**Q1.** Which department specifically deals with Character Certificate?

**Ans.** Punjab Police is the relevant department for Character Certificate.

**Q2.** Who issues Character Certificate?

**Ans.** Relevant DPO/CPO issues Character Certificate.

**Q3.** 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 Markaz website, Mobile App, 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.

**Q4.** Can I directly go to relevant DPO/CPO office for the issuance of Character Certificate apart from e-Khidmat Markaz?

**Ans.** Yes, you can also avail Character Certificate service form the DPO/CPO office.

**Q5.** How much time department takes for the issuance of Character Certificate?

**Ans.** Department issues Character Certificate in 15 working days.

**Q6.** How much time e-Khidmat center will take for the issuance of Character Certificate?

**Ans.** 18 working days.

**Q7.** What are the application processing charges?

**Ans.** There is no departmental fee for the issuance of Character Certificate.

**Q8.** What are the application processing charges of e-Khidmat Markaz?

**Ans.** e-Khidmat Center does not charge any amount.

**Q9.** What is the service fee payment method?

**Ans.** There is no departmental fee for the issuance of Character Certificate.

**Q10.** What is the name of the designated bank for the payment of service fee?

**Ans.** There is no departmental fee for the issuance of Character Certificate.

**Q11.** What are the required documents for Character Certificate service?

**Ans.** Given below are the required documents:

1. Application form duly attested by Notable / Numberdaar / Chairman Local Zakat Committee
2. Applicant's original Valid CNIC along with photocopy
3. Applicant's Original Valid Passport along with photocopy
4. 3 Photographs, passport size with white / blue back ground

5. Affidavit from blood relative (In case applicant is abroad)
6. Proof of Residence abroad
7. Department NOC for Government Officers

**Q12.** From where I can get the Application Form and other related documents?

**Ans.** You can collect the Application Form and other related documents from all the e-Khidmat Markaz across Punjab and from the CPO/ DPO office.

**Q13.** 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 and through our SMS Gateways as well.

**Q14.** What are application statuses and their meanings?

**Ans.**

Sr. No.	Status	Meaning
1	Your application under process at e-Khidmat Markaz, <b>&lt;District&gt;</b>	When application is <b>under process</b> at e-Khidmat Markaz before forwarding it to the Relevant DPO/CPO.
2	Your application under process at <b>&lt;District&gt;</b> , <b>&lt;DPO/CPO&gt;</b> office	When application is <b>under process</b> at Relevant DPO/CPO office which includes verification from police records and internal approvals.
3	Your certificate printed and ready for delivery at <b>&lt;District&gt;</b> , <b>&lt;DPO/CPO&gt;</b> office	When certificate is <b>printed and signed</b> by the Relevant DPO/CPO.
4	Your certificate have been delivered	When certificate has been <b>physically delivered</b> to the citizen <b>from</b> Relevant DPO/CPO.
5	Objection is marked on your application. Please contact with Manager e-Khidmat Markaz, <b>&lt;District&gt;</b>	When Relevant DPO/CPO <b>has marked some objection</b> on the application.
6	Your application has been dropped from e-Khidmat Markaz, <b>&lt;District&gt;</b> due to Non Responsiveness.	When citizen <b>will not respond to the objection within 30 (Thirty) days</b> , application will be dropped form e- Khidmat Markaz.

**Q15.** What is web address of e-Khidmat Markaz website?

**Ans.** <http://www.fc.punjab.gov.pk>

**Q16.** What is the Toll Free number of e-Khidmat Markaz?

**Ans.** 0800-09100.

**Q17.** What is the SMS short code of e-Khidmat Markaz?

**Ans.** 9100.

**Q18.** How will I be informed regarding completion / objection in application processing /?

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

**Q19.** How will I collect my Certificate?

**Ans.** From the relevant DPO/CPO office.