

## Death Certificate FAQs

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

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

**Q2.** Who issues Death Certificate?

**Ans.** Relevant Union Council issues Death 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 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 Union Council for the issuance of Death Certificate apart from e-Khidmat Markaz?

**Ans.** Yes, you can also avail Death Certificate service form the Relevant Union Council.

**Q5.** How much time Union Council takes for the issuance of Death Certificate?

**Ans.** Union Council issues Death Certificate in 3 working days.

**Q6.** What is the service delivery time for Death Certificate at e-Khidmat Markaz?

**Ans.**

| Sr. No. | Cases                               | Service Delivery Time for Delivery of Copy at e-Sahulat Center (working days) | Service Delivery Time for Delivery of Original Certificate through Post (working days) |
|---------|-------------------------------------|---|--|
| 01.     | Application Received within 60 days | 3   | 6  |
| 02.     | Application Received after 60 days  | Has to go through Relevant court  |  |

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

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

**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.** Service fee is paid through bank

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

**Ans.** National Bank of Pakistan.

**Q11.** What are the required documents for Death certificate service?

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

| Sr. No. | Documents Required          | Normal (Within 60 Days) | Late (61st day Onwards)                       |
|---------|-----------------------------|-------------------------|---|
| 1       | Application Form B          | ✓                       | All such cases shall be applied through court |
| 2       | Bank Challan Form (Rs. 100) | ✓                       |   |

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

**Ans.** You can collect the Application Form, Challan Form and other related documents from all the e-Khidmat Markaz across Punjab, from website of e-Khidmat Markaz and from the parent department.

**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.** 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, 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.

**Q15.** 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 Union Council.                               |
| 2       | Your application under process at <b>&lt;District&gt;</b> , <b>&lt;Tehsil Name&gt;</b> , <b>&lt;Union Council&gt;</b>                   | When application is <b>under process</b> at Relevant Union Council office which includes entry of record, verification and internal approvals. |
| 3       | Your certificate printed and ready for delivery at <b>&lt;District&gt;</b> , <b>&lt;Tehsil Name&gt;</b> , <b>&lt;Union Council &gt;</b> | When certificate is <b>printed and signed</b> by the Relevant Union Council.   |

|   |  |   |
|---|--|---|
| 4 | Your certificate have been delivered   | When certificate has been <b>physically delivered</b> to the citizen <b>from</b> Relevant Union Council.                            |
| 5 | Objection is marked on your application. Please contact with Manager e-Khidmat Markaz, <b>&lt;District&gt;</b> | When Relevant Union Council <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. |

**Q16.** What is web address of e-Khidmat Markaz website?

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

**Q17.** What is the Toll Free number of e-Khidmat Markaz?

**Ans.** 0800-09100.

**Q18.** What is the SMS short code of e-Khidmat Markaz?

**Ans.** 9100.

**Q19.** 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.

**Q20.** How will I collect my Certificate?

**Ans.** Relevant Union Council will post/courier the certificate to applicant's address.