

FAQs of E-SAHULAT

Q1. What is the service Delivery Time and Applicable Charges for e-Sahulat?

Ans.

Sr. No.	Service Name	Service Delivery Time (working days)	Applicable Charges (PKR)
01.	E-SAHULAT	Immediate service delivery from department's backend office	Depend upon the service availed

Q2. What are the required documents for E-Sahulat?

Ans.

- 1. Bill Payment of Utility Companies:** Bill / Reference Number
- 2. Pre-Paid / Scratch Card Dispensation Services Cellular Phone operators:** Mobilink, Telenor, Ufone, Warid, Zong
- 3. Long Distance LDI Calling / Recharge Cards:** Hello, GT, PTCL, Calling Cards, Wateen Cards for LDI, WiMAX, HFC/Cable (Internet and Voice), Wireless Cards: Vfone, Dial Log
- 4. National Identity Card Verification Service (VERISYS):** Service Fee Rs. 50/-

Q3. How I would be informed in case of any problem in service delivery?

Ans. Not Applicable

Q4. How I can trace my application status?

Ans. Not Applicable

Q5. Can I get my required service at my home?

Ans. No

Q6. From where I can get the application form?

Ans. Not Applicable

Q7. What is the website of your e-Khidmat Markaz?

Ans. Visit us at <http://www.fc.punjab.gov.pk>

Q8. How you will inform me in case of completion of my service?

Ans. Not Applicable

Q9. What is the Toll Free number of e-Khidmat Markaz?

Ans. 0800-09100.

Q10. What is the SMS short code of e-Khidmat Markaz?

Ans. 9100.