

# REVOLUTIONIZING THE SERVICES

## SMS GATEWAYS

Citizen will receive system generated SMS at the time:

- ✓ When Death Certificate application is received.
- ✓ When citizens application for Death Certificate is dispatched to the relevant UC.
- ✓ On Undecided from the date of receipt of the application.
- ✓ When application for Death Certificate is completed / rejected.
- ✓ When Death Certificate is delivered to the citizen.

Toll free number: 0800-09100



<http://www.fc.punjab.gov.pk>  
TOLL FREE NUMBER: 0800-09100



## DEATH CERTIFICATE

### SIMPLICITY IS DIVERSITY

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

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## 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	Particulars	Normal (Within 60 Days of Death)	Late (61 <sup>st</sup> day Onwards)
1	Enrollment Fee (PKR)	-	All such cases shall be applied through court
2	Certificate Issuance Fee (PKR)	100	
3	Service Time at E-Khidmat Center for Delivery of Copy (Working Days)	3	
4	Service Time for Delivery of Original Certificate through Post (Working Days)	6	
5	Issuance Authority	Secretary Union Council	
6	Fee Payment Mode	Cash	
7	Designated Bank for Service Fee	National Bank of Pakistan (Adjacent to E-Khidmat Center)	

## DOCUMENTS REQUIRED

Sr. No.	Documents Required	Normal (Within 60 Days)
1	Application Form B	✓
2	Death Certificate of Hospital if Death is in hospital	X
3	Affidavit if Death is in house	X
4	Bank Challan Form	✓

**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

## APPLICATION TRACKING

Citizens can track Death Certificate application via application tracking ID, through our website, Mobile App, by calling on our toll free number (0800-09100) and through our SMS Gateways (9100) as well.