

## FAQs

Q: Which department specifically deals with Construction Permit for Warehouses?

A: Municipal Corporation Lahore (MCL) is the relevant department for Construction Permit for Warehouses.

Q: Who issues Construction Permit for Warehouses?

A: Relevant MCL Zone issues Sanction letter after approval of case from Chief Officer MCL.

Q: What is the service delivery time for Construction Permit for Warehouses?

A: Service Delivery Time is 21 working days.

Q: Can I directly go to relevant Zone for the issuance of Construction Permit for Warehouses apart from e-Khidmat Markaz?

A: No, Construction Permit for Warehouses service will be available only from e-Khidmat Markaz Jinnah Hall Lahore.

Q: How I can track my application status?

A: You can track your application via application tracking ID, through our website, by calling on our toll free number (0800-09100) and through our SMS Gateways (9100) as well.

Q: What are the Application processing charges?

A: 5% Documents Scrutiny Fee to be submitted in BOP at the time of documents submission for documents scrutiny (Fee will be calculated on total covered area). Total Fee of Rs.5 per covered sq. feet will be paid, once case is approved by Chief Officer.

Q: From where I can get the application forms?

A: You can collect the required application form from e-Khidmat Markaz Jinnah Hall Lahore and from our website as well as from the parent department.

Q: What is the service fee payment method?

A: Service fee is paid via cash in designated Bank.

Q: What is the name of the designated bank for the payment of service fee?

A: Bank of Punjab, Jinnah Hall Branch, Lahore, Pakistan.

Q: What is the Toll Free number of e-Khidmat Markaz?

A: You can always reach us at 0800-09100.

Q: How I will be informed in case of any problem in application / service delivery?

A: Applicants will be informed through SMS and calls from e-Khidmat Call Centers or parent department, in case of any issue in application / service.

Q: Can I get my required service at my home?

A: No, we cannot deliver your required service at doorstep.

Q: What is the SMS short code of e-Khidmat Markaz?

A: 9100.