

## **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.** What is the service delivery time for Death Certificate?

**Ans.** Service Delivery Time for Delivery of Copy at e-Khidmat Markaz for Application Received within 60 days is 3 working days and Service Delivery Time for Delivery of Original Certificate through Post for Application Received within 60 days is 6 working days.

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

**Ans.** Yes, you can also avail Death Certificate service from the parent department.

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

**Ans.** Department issues Death Certificate in 3 working days.

**Q6.** 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, 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.

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

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

**Q8.** From where I can get the application forms?

**Ans.** You can collect the required application form from all the e-Khidmat Markaz across Punjab and from our website as well as from the parent department.

**Q9.** What is the name of the designated bank for the payment of service fee?

**Ans.** National Bank of Pakistan.

**Q10.** From where I can get the challan form?

**Ans.** You can get the challan form from e-Khidmat Centers across Punjab and from those branches of National Bank of Pakistan that are adjacent to e-Khidmat Markaz.

**Q11.** What is the Toll Free number of e-Khidmat Markaz?

**Ans.** You can always reach us at 0800-09100.

**Q12.** How I will be informed in case of any problem in application / service delivery?

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

**Q13.** Can I get my required service at my home?

**Ans.** No, we cannot deliver your required service at doorstep.

**Q14.** What is the SMS short code of e-Khidmat Markaz?

**Ans.** 9100