

Service Description Card – Receiving of Passport service			
Service code	PP-CS-SS-02:01		
Name of service	Receiving passport		
Service description	Electronic service that enables the customer to forward request to receive the passport confiscated in a Case		
Structure of the service	Main		
Type of service	Procedural		
Service category	Targeted customers		
Government sector	G2G		
Business Sector	G2B		
Individual	G2C	√	Citizens (senior citizens+ people of discrimination) residence, visitors,.....
Public	G2P		
<b>Requirements for service</b>			
shall be one of the party or their attorney			
<b>Required documents</b>			
<p>In case of parties:</p> <ul style="list-style-type: none"> <li>- Copy of Emirates ID</li> </ul> <p>In case of Attorney:</p> <ul style="list-style-type: none"> <li>- Copy of Power of attorney</li> <li>- Copy of Emirates ID</li> </ul>			
<b>Sub services</b>			
Not available			
<b>fees</b>			
<ul style="list-style-type: none"> <li>- Application fee 20 AED</li> </ul>			
Service link	Not linked	√	linked
Partners			
<b>Form used in service</b>			
Not available			

Steps of the service				
Steps of Services	Customer Happiness Centers	Electronic Services	Smart Services	Self service device
1. Receiving of customer and confirming his identity.	√			
2. Enquire about the type of service	√			
3. Issuing waiting no. (Q-MATC No.) to the customer according to the required service and guiding him to the waiting area	√			
4. The employee withdraws the no. (Q-MATC waiting No.) from the system and welcomes the customer and greets them.	√			
5. Conforming the capacity of the applicant.	√			
6. Prepare the request and provide the service	√	√	√	√
7. Paying the fees of request	√	√	√	√
8. Assign the request electronically to the competent Prosecutor by the employee for approval	√			
9. In case of approval by the competent Prosecutor the request is assigned by the employee to the competent section	√			
10. Execution of request	√			
11. Receive the service	√	√	√	√
channels providing service	service timing		Time period for request completion	
Customer Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		14 working hours	
Customer Happiness self Service center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Website	Normal days : 24 Hours In Ramadan: 24 Hours			
RAK Government Portal	Normal days : 24 Hours In Ramadan: 24 Hours			
Self-service device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			

Government smart App MRAK	Normal days : 24 Hours In Ramadan: 24 Hours	
<b>Main outcome from the service</b>		
<ul style="list-style-type: none"> <li>- The customer is notified in case of approval or refusal</li> <li>- Applicant receives the passport in case of approval</li> </ul>		
<b>Restriction of service</b>		
After the case is closed		
<b>Service package</b>	Confiscation and safekeeping Services	
<b>Extra available services</b>		
Payment machine, ATM, Mobile recharging service, Hospitality, Wi-Fi, Car parking, praying area, WC, special vehicles for transportation , TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and senior citizens, people of determination parking,		
<b>useful links</b>		
<ul style="list-style-type: none"> <li>- <a href="#">Electronic service link</a></li> <li>- <a href="#">Smart service link</a></li> <li>- <a href="#">Service guide link</a></li> <li>- <a href="#">Suggestion link</a></li> <li>- <a href="#">Complaints link</a></li> <li>- <a href="#">Enquiries link</a></li> <li>- <a href="#">Laws and legislation link</a></li> </ul>		
<b>Notes</b>		
<ul style="list-style-type: none"> <li>- Not available</li> </ul>		
<b>Service Performance indicators</b>		
<ul style="list-style-type: none"> <li>- Percentage of smart Transfer for receiving of passport service.</li> <li>- Percentage of Electronic Transfer for receiving of passport service</li> <li>- Percentage of usage of the smart service of receiving passport</li> <li>- Percentage of usage for electronic service of receiving passport.</li> <li>- Completion percentage of transactions of receiving of passport service</li> <li>- Percentage of error in providing Receiving of passport service</li> <li>- Average time required for receiving of passport service</li> <li>- Customer Happiness percentage about receiving of passport service</li> <li>- No. of transactions of Receiving of passport service completed within maximum time</li> </ul>		