

حكومة رأس الخيمة
Government of Ras Al Khaimah

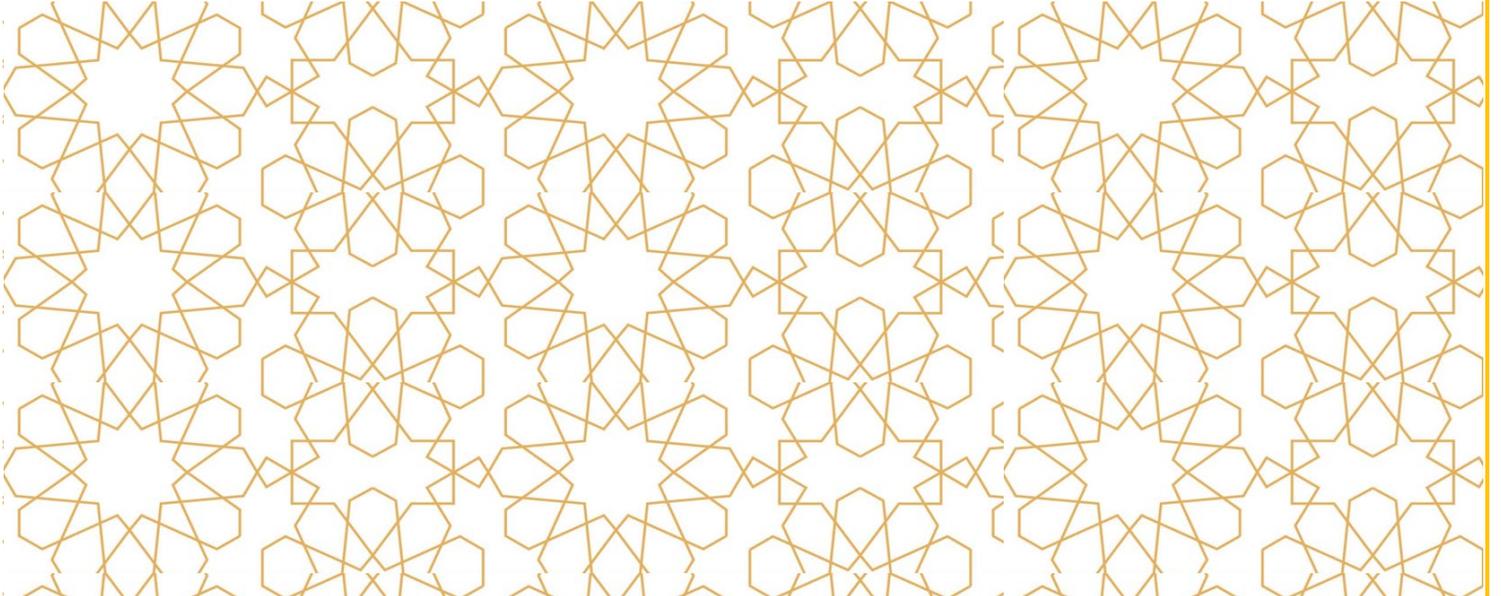


دائرة النيابة العامة
Public Prosecution Department

Services Guidebook 2019



Public Prosecution-Ras Al Khaimah





H.H Sheikh Saud Bin Saqr Al Qasimi

Supreme Council member and Ruler of Ras Al Khaimah



H.H Sheikh Mohammed Bin Saud Al Qasimi

Crown Prince of Ras Al Khaimah

Introduction:

The Public Prosecution Department was established as an independent Department based on the Amiri Decree No. 2 of 2012 issued by His Highness Sheikh Saud bin Saqr Al Qasimi, Member of the Supreme Council and Ruler of Ras Al Khaimah. The Public Prosecution Department received great attention from His Highness Sheikh Mohammed bin Saud Al Qasimi Crown Prince of Ras Al Khaimah, Chairman of the Judicial Council – may Allah protect him - since he directed to the need to ease procedures, and achieve the highest levels of accuracy and accomplishment using the shortest and easiest ways. Accordingly, on May 7 2017, Customer Service Center was approved in the organizational structure of the Public Prosecution Department. In addition, on June 8 2017, the name of the Center was changed by a resolution from H.H. Shaikh Mohammed bin Saud Al Qasimi, Crown Prince of Ras Al Khaimah and Chairman of the Judicial Council, to the Customer Happiness Center. The Customer Happiness Center of the Public Prosecution Department of Ras Al Khaimah strives to continuously improve the quality of services provided by the Public Prosecution to customers according to international quality and excellence standards using efficient and qualified human resources, in order to achieve the confidence and satisfaction of all categories of customers on the services provided. Therefore, the Customer Happiness Center in Public Prosecution Department - Ras Al Khaimah issued its Services Guidebook to provide unique experience to customers. Services Guidebook is designed to be easily used by all customers in Customer Happiness Centers of Public Prosecution Department, since it describes a variety of services provided by the Public Prosecution and explains the requirements a necessary to provide these services. Moreover, this Guidebook aims to achieve a number of goals, including achieving customer satisfaction by providing them accurate and complete information about the services provided by the Customer Happiness Center, and enhance the efficiency of service delivery by increasing service transactions that are completed from the first time.



Customer Happiness Charter

Public Prosecution Department in the Government of Ras Al Khaimah commits to provide excellent and smart services at a high and advanced level to achieve customer satisfaction and exceed their expectation

Proud and happy employee in providing the service

- *To deal with you in a friendly, polite and professional manner
- *Honesty, justice, equality, and neutrality in providing of services
- *Make utmost efforts to provide the requirements for the service and the necessary facilities to all the categories of customers with priority given to the people of determination and the families of martyrs
- *Working on the development of the procedures which commensurate with the journey of the client to get the service within the completion time
- *Saving customer's time by providing the services through the channels that suit you
- *Confidentiality and honesty in the information provided by you
- *Reply to your complaints within two working days
- *Welcoming your opinions and suggestions to develop excellent services that meets your requirement and exceeds your expectation

Positive Customer happy to receive services

- *Dealing with our employees in a polite, respectful and responsible manner
- *Commitment to the procedures and laws by providing the service requirements explained to you to be able to benefit from our services
- *Inform us in case of any change in personal information or conditions related to the completion of the service
- *To be objective, transparent and taking initiative in giving comments, suggestions, and complaints
- *Participate in improving our services by comments and suggestions through the following channels: suggestions and complaints box - website - personal attendance - Email - call center - smart app
- *Update your personal information in case of any change to keep your records updated with us

A dedicated destination for the customer happy

Working hours

- *Customer happiness centers: Whole Year: From 7:30 am -9:30 pm
Ramadan Time: From 8:00 am -6:00 pm

*Electronic services : 24 / 7

*Smart services : 24 / 7



دائرة النيابة العامة
Public Prosecution Department

You can contact us
for your happiness

Website

rakpp.rak.ae

E-Mail

info@rakpp.rak.ae

Call Center

07-2070000

P.O Box

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Social Media

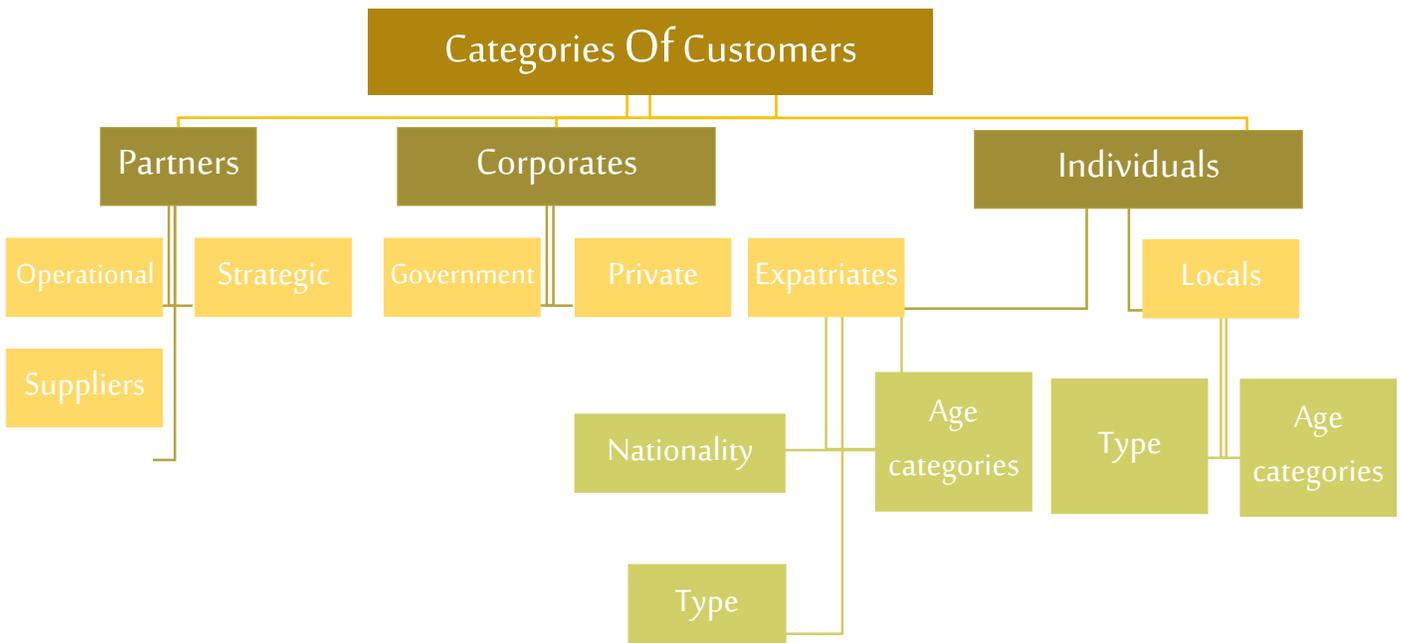
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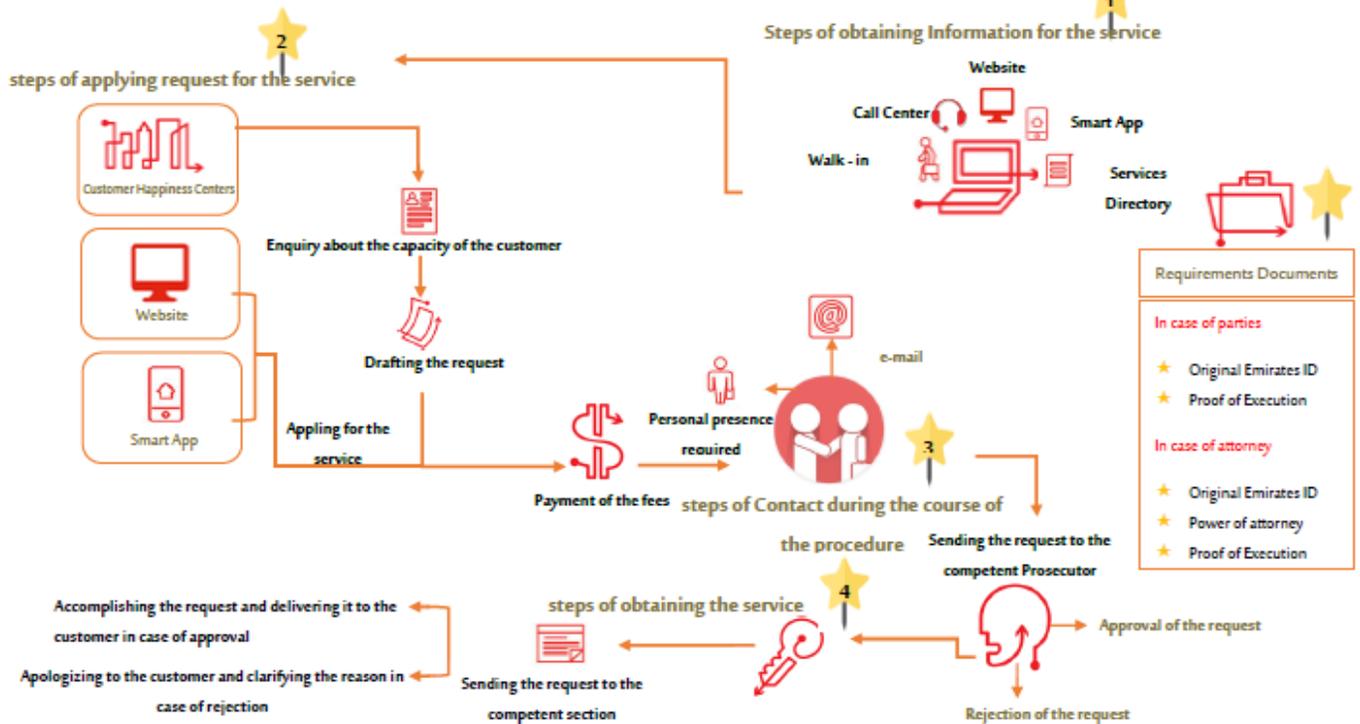
Smart App

Mrak





The customer's Journey



Service: It is an output / benefit provided by corporate or authorized corporates in order to meet the needs and desires of their customers. It is mainly non-interchangeable and intangible.

Structure of services

- 1- **Group of services :** It's the umbrella in which main service and supplementary services are included
- 2- **Main service:** It is the complete main service that remaining services are related thereto. It may include different sub-services according to the customer type and service nature and shall be provided following the same procedures with slight amendments.
- 3- **Supplementary service:** It is annexed to the main service. It may also include different sub-services according to the customer type and service nature, and shall be provided following the same procedures with slight amendments.
- 4- **Additional Services:** It contributes to Customer Happiness and represents a competitive advantage to successful corporates.
- 5- **Package:** It is the process of services collection according to particular relevant events based on the customers' expectations and needs.

Relevancy of Services

1-Relevant Services: They are services relevant to other services, or up to approvals provided by other entities.

2- Non-relevant Services: They are services non-relevant to other services, or up to approvals provided by other entities

Classification of Customers benefiting from the service

1- Government-to-Government G2G: It is the service provided by Authority to other Government authorities.

2- Government to Business Sector G2B: It is the service provided by Authority to Business Sector.

3- Government to Individual Citizens G2C: It is the service provided by Authority to the Individual Citizens.

4- Government to Public G2P: It is the service provided by Authority to the public, generally.

Types of services: The Government classified the customer's services to five main types:

1-Information Services: They are group of services related to information transfer from Government to customers. These services may be provided at the initiative of the Government, such as training programs, awareness campaigns, or at the request of a customer such as enquiries.

2-Procedural services: This type includes all forms of services that meet the needs of customer and shall be deemed as a transaction in nature, such as issuing a driving license.

3-Commercial services: They are range of services provided to secure revenues for the government, such as selling geological maps, national statistics, etc.

4-Social services: They are range of services provided by the Government to promote the welfare of society and specific group therein, such as services provided to employees of correctional and punitive institutions.

5-Control services: This category includes all services that customers should be subject to, such as regular inspections.

● **Service channels:**

- Customer Happiness Center
- Website
- Smart App
- Happiness Self-Service Center

Group	Main services	Classification	Supplementary services	Classification
Information Services	Enquiry Services	Main		
	1- Lawsuit Enquiry	1- Sub-Main		
	2- Application Enquiry	2. Sub-Main		
	3. Court Hearings Enquiry	3. Sub-Main		

Group	Main services	Classification	Supplementary services	Classification
Trusts and Confiscated items Services	Trusts and Confiscated items Services in Penal Lawsuits	Main		
	1- Application to Receive Passport	1. Sub/Main		
	2- Application to receive Emirates ID	2. Sub/Main		
	3- Application to receive Driving License	3. Sub/Main		
	4- Application to receive vehicle registration card	4. Sub/Main		
	5- Application to receive Trusts and Confiscated items of the Lawsuit	5. Sub/Main		
	6- Application to include Passport in several Penal lawsuits	6. Sub/Main		
	7- Application to cancel residency by the P.R.O	7. Sub/Main		
	8- Application to renew residency by the P.R.O	8. Sub/Main		
	9- Application to renew Passport by the P.R.O	9. Sub/Main		
	10- Application to renew Emirates ID by the P.R.O	10. Sub/Main		

Group	Main services	Classification	Supplementary services	Classification
Photocopy Services	Photocopy of the Penal Lawsuits Judgment rendered in the three Judicial levels	Main		
	1- Application of a photocopy of Judgment	1- Sub/Main		
	2- Application by Non-litigants to apply for an official photocopy of the judgment, subject to the permission of the Attorney General or his/her representative for legal interest.	2- Sub/Main		
	3- Application of true photocopy of Judgment	3- Sub/Main		
	Photocopying Penal lawsuit documents	Main		
	1- Application to obtain any soft or hard-unattested photocopy of the lawsuit file	1- Sub/Main		
	2- Application to obtain a photocopy of documents in a lawsuit in which investigation has been concluded.	2- Sub/Main		
	3- Application to obtain a true photocopy of the lawsuit documents	3- Sub/Main		

Group	Main services	Classification	Supplementary services	Classification
Bail Services	Bail in Penal Lawsuit	Main	Cancel / Exchange Bail	Supplementary
			1- Application to obtain Bail Exchange	1- Sub Main
	1- Application to obtain Financial Bail or Appearance Bail	1- Sub/Main	2- Application to obtain Bail cancellation	2- Sub/Main
			3- Application to obtain Exchange of Passport in a lawsuit	3- Sub/Main

Group	Main services	Classification	Supplementary services	Classification
Certificates Services	Issue To Whom It May Concern Certificate on a Penal Lawsuit	Main		
	1- Application of Certificate on Final Judgment	1- Sub/Main		
	2- Application of Certificate on Judgment execution	2- Sub/Main		
	3- Application of Certificate on confiscating Passport	3- Sub/Main		
	4- Application of Certificate on confiscating an Official Card	4- Sub/Main		
	5- Application of Certificate on a lawsuit pending before Court	5- Sub/Main		
	6- Application of certificate on Lawsuit under investigation	6- Sub/Main		
	7- Application of to whom it may concern certificate, as required	7- Sub/Main		

Group	Main services	Classification	Supplementary services	Classification
General Judicial Services	Vehicles and Means of Transportation	Main	Receive / cease encashment of funds in a Lawsuit	Supplementary
	1.Application to release a transportation mean (Vehicle – bike – ship)	1.Sub/Main	1.Application to receive Funds in lawsuit	1.Supplementary Partial
	2.Application to obtain a permission to repair a transportation mean (Vehicle – bike – ship)	2.Sub/Main	2.Application to cease encashment of funds in lawsuit	2.Supplementary Partial
	Deposit Funds in a Penal lawsuit	Main		
	1- Application to deposit funds in lawsuit	1-Sub/Main		
	Prisoners services	Main		
	1- Application to visit Prisoners	1-Sub/Main		
	2- Application to bring Prisoner to conduct a Power of Attorney	2-Sub/Main		
	Original Documents	Main		
	1- Application to receive original documents from Penal Lawsuit	1-Sub/Main		
2- Application to enclose documents in a Penal Lawsuit	2-Sub/Main			

Group	Main services	Classification	Supplementary services	Classification
General Judicial Services	Complaints and experts response	Main		
	1-Application to challenge or litigate one of the prosecutors	1-Sub/Main		
	2- Application to challenge Experts	2-Sub/Main		
	3- Application submitted before Public Posecution for rehearing	3-Sub/Main		
	Amnesty and padon	Main		
	1- Application to amnesty from fine	1-Sub/Main		
	2- Application to amnesty from deportation	2-Sub/Main		
	3- Application to amnesty from imprisonment penalty	3-Sub/Main		
	4- Application to amnesty from fine and deportation execution	4-Sub/Main		
	5- Application to amnesty from fine and imprisonment penalty	5-Sub/Main		
	6-Pardon Application	6-Sub/Main		
	Grievances	Main		
	1-Grievance Application in a Penal Lawsuit	1-Sub/Main		
	2-Grievance re Application quest in cancellation of lawsuit	2-Sub/Main		

Group	Main services	Classification	Supplementary services	Classification
General Judicial Services	Investigation	Main		Supplementary
	1-Application of advocate's appearance in investigation sessions before Public Prosecutor	1-Sub/Main	1-Change the date of investigation session	1-Supplementary Partial
	Other Judicial Applications	Main		
	1- Application to reopen a previously-closed shop	1-Sub/Main		
	2- Application to receive the dead body	2-Sub/Main		
	3- Application to view the Lawsuits before Public Prosecution	3-Sub/Main		
	4- Application to subpoena witness in a Penal Lawsuit	4-Sub/Main		
	5- Application to admit the accused in any of drugs treatment centers	5-Sub/Main		
	6- Application to receive the summary of a penal lawsuit from electronic system	6-Sub/Main		
	7- Application to transfer the lawsuit / statement of facts / complaint from Police to Public Prosecution	7-Sub/Main		
8-Any other applications submitted to Public Prosecution other than the above-listed	8-Sub/Main			

Group	Main services	Classification	Supplementary services	Classification
Registration Services	1-Rehabilitation Application	1-Main		
	2- Application to create Petition	2-Main		
	3- Application to create Petition submitted to Government departments and entities	3-Main		

Group	Main services	Classification	Supplementary services	Classification
Criminal Adjudication Services	Penal Judgments	Main	Change the date of hearing	Supplementary
	1-Application to obtain explanation of Penal Judgment	1-Sub/Main	1-Application to change the date of hearing	1-Supplementary Partial
	2- Application to open the pleading in a Penal Lawsuit	2-Sub/Main		
	3- Application to rectify a material mistake in a Penal Judgment	3-Sub/Main		

Group	Main services	Classification	Supplementary services	Classification
Execution Services	1-Application to enclose waiver in a lawsuit	1-Main	1-Application to cease search for an accused	1-Supplementary
	2- Subpoena Application	2-Main	2- Application to cancel travel ban	2-Supplementary
	3- Application to object against execution	3-Main	3- Application to cancel international arrest warrant	3-Supplementary
	4- Application to Calculate the imprisonment period	4-Main	4- Application to postpone installment in a Penal Lawsuit	4-Supplementary
	5- Application to enlist an accused in a travel ban list	5-Main		
	6- Application to add imprisonment periods of other lawsuits to the Lawsuit	6-Main		
	7- Application of international arrest warrant	7-Main		
	8- Application to pay fine of penal lawsuit in installments	8-Main		
	9- Application to stop execution of Penalty	9-Main		
	10- Application to adjourn execution of Penal Judgment	10-Main		
	11- Application to release on health grounds	11-Main		
	12-Application of process service	12-Main		

Group	Main services	Classification	Supplementary services	Classification
Appeal Services	Appeal to Judgments	Main	1-Application to cancel Appeal	1-Supplementary
	1- Application submitted to Public Prosecution to challenge by Appeal	1-Sub/Main		
	2- Application submitted to Public Prosecution to challenge by Cassation	2-Sub/Main		
	3-Register the challenge	3-Sub/Main		
	4- Register the challenge of penal cassation	4-Sub/Main		
	5- Register the challenge of penal appeal	5-Sub/Main		
	6- Register an appeal from a civil claimant	6-Sub/Main		

Information Services



They are customer services used to know the details on cases, applications or hearings dates of the customer in Public Prosecution Department

Service Description Card –Enquiry Services

Service Code	PP-CS-IS-01:01			
Service Name	Enquiry Services			
Service Description	Services enable customer to know details related to lawsuits, applications or hearings dates in Public Prosecution Department.			
Service Structure	Main			
Service Type	Information			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant Government Authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of the Power of Attorney				
Sub services				
1.Enquiry about lawsuits 2. Enquiry about applications 3.Enquiry about court hearings				
Fees				
FREE				
Service Relevancy		Related	√	Non-related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps for providing the service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-service Device
1. Receiving the customer and confirming his/her identity	√			

2. Entering lawsuit No.	√	√	√	
3. Entering lawsuit year	√	√	√	
4. Entering the lawsuit type	√	√	√	
5. Receiving the service	√	√	√	
Service Providing Channels	Service Timings	Time Spent to Complete the Service		
Customer's Happiness Center	Normal days: 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	5 minutes		
Customer's Happiness Self-Service Center	Normal days: 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Website	24/7			
RAK Government Portal	24/7			
Government Smart Application (Mrak)	24/7			
Main outcome of the service				
The customer obtains general information and details related to the lawsuit				
Service limitations				
NONE				
Service package	Information Services			
Extra available services				
Cash payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, people of determination parking, Photocopy machine				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link 				
Notes				
NONE				

Service Description Card – Lawsuits Enquiry

Service Code	PP-CS-IS-01:01.01			
Service Name	Lawsuits Enquiry			
Service Description	This electronic service enables the customer to know the details related to lawsuits in Public Prosecution Department			
Service Structure	Sub/Main			
Service Type	Information			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant private and semi-government sectors	
Individual Citizens	G2C	√	Citizens - Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of the Power of Attorney				
Sub services				
NONE				
Fees				
FREE				
Service Relevancy		Related	√	Non-related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps for providing the service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-service Device
1. Receiving the customer and confirming his/her identity	√			
2. Entering the lawsuit No.	√	√	√	

3. Entering the lawsuit year	√	√	√	
4. Entering the lawsuit type	√	√	√	
5. Receiving the service	√	√	√	
Service Providing Channels	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days: 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Customer's Happiness Self-Service Center	Normal days: 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Website	24/7			
RAK Government Portal	24/7			
Government Smart Application (Mrak)	24/7			
Main outcome of the service				
The customer obtains the information and details related to the lawsuit				
Service limitations				
NONE				
Service package	Information Services			
Extra available services				
Cash payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, people of determination parking, Photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link - Electronic Service Link 				
Notes				
NONE				

Service Description Card – Applications Enquiry

Service Code	PP-CS-IS-01:01.02			
Service Name	Applications Enquiry			
Service Description	This electronic service enables the customer from to know the details related to applications which have been previously created in The Public Prosecution Department			
Service Structure	Sub/Main			
Service Type	Information			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens - Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of the Power of Attorney				
Sub services				
NONE				
Fees				
FREE				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps for providing the service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-service Device
1. Receiving the customer and confirming his/her identity	√			
2. Entering the application No.	√	√	√	
3.Receiving the service	√	√	√	

Service Providing Channels	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days: 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes
Customer's Happiness Self-Service Center	Normal days: 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	
Government Smart Application (Mrak)	24/7	
Main outcome of the service		
The customer obtains general information about status of the lawsuit application		
Service limitations		
NONE		
Service package	Information Services	
Extra available services		
Cash payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, people of determination parking, Photocopy machine		
Useful Links		
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link 		
Notes		
NONE		

Service Description Card – Court Hearing Enquiry

Service Code	PP-CS-IS-01:01.03			
Service Name	Court Hearing Enquiry			
Service Description	This electronic service enables the customer to know the general details about court hearings and dates thereof			
Service Structure	Sub/Main			
Service Type	Information			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of the Power of Attorney				
Sub services				
NONE				
Fees				
FREE				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps for providing the service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-service Device
1.Receiving the customer and confirming his/her identity	√			
2.Entering the name of the department	√	√	√	

3.Entering hearing date	√	√	√	
4.Receiving the service	√	√	√	
Service Providing Channels	Service Timings	Time Spent to Complete the Service		
Customer's Happiness Center	Normal days: 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes		
Customer's Happiness Self-Service Center	Normal days: 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Website	24/7			
RAK Government Portal	24/7			
Government Smart Application (Mrak)	24/7			
Main outcome of the service				
The customer obtains general information related to the hearing				
Service limitations				
NONE				
Service package	Information Services			
Extra available services				
Cash payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, people of determination parking, Photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link 				
Notes				
NONE				

Trusts and Confiscated Items Services



They are customer services used to submit an application to receive trusts, confiscated items, and official Documents on penal lawsuits

Service Description Card – Trusts and Confiscated Items services in Penal Lawsuits

Service Code	PP-CS-SS-02:01		
Service Name	Confiscated items and Trusts in Penal Lawsuits		
Service Description	Services enable the customer to submit an application related to Trusts and confiscated items of the customer or concerned parties as per the followed procedures		
Service Structure	Main		
Service Type	Procedural		
Service Category	Targeted Customers		
Government sector	G2G	√	Relevant government authorities
Business Sector	G2B	√	All relevant Private and semi-government sectors
Individual Citizens	G2C	√	Citizens - Elderly locals - People of determination – Residents and relevant visitors
Public	G2P		
Service Requirements			
To be submitted by one of the parties or an attorney thereof.			
Required documents			
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of Power of Attorney			
Sub services			
1. Application to receive Passport 2. Application to receive official Documents and cards 3. Application to receive Emirates ID 4. Application to receive driving license 5. Application to receive vehicle registration card 6. Application to receive Trusts and confiscated items in the Lawsuit		7. Application to include Passport in several Penal lawsuits 8. Application to cancel residency by P.R.O 9. Application to renew residency by P.R.O 10. Application to renew Passport by P.R.O 11. Application to renew Emirates ID by P.R.O	
Fees			
Application fees are AED 20/-			
Service Relevancy	√	Related	Non-Related
Partners	The Public Prosecutions in UAE - The Courts -Federal Authority for Identity and Citizenship- embassies & consulates		
Forms used for the service			
NONE			

Service Steps				
Steps for providing the service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-service Device
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	√	√
7. Payment of the specified fees	√	√	√	√
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√
Service Providing Channels	Service Timings	Time Spent to Complete the Service		
Customer's Happiness Center	Normal days: 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes		
Customer's Happiness Self-Service Center	Normal days: 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Website	24/7			
RAK Government Portal	24/7			
Self-service Machine	Normal days: 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Government Smart Application (Mrak)	24/7			
Main outcome of the service				
-Notifying the customer of rejection or approval of the application				
-The applicant receives Trusts, Confiscated items and official documents in case of approval				
Service limitations				
NONE				
Service package	Trusts and Confiscated items Services			
Extra available services				

Cash payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, people of determination parking, Photocopy machine

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes

NONE

Service Description Card – Service of receiving Passport

Service Code	PP-CS-SS-02:01.01			
Service Name	Application to receive Passport			
Service Description	This electronic service enables the customer to submit an application to receive the passport seized in the lawsuit			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector G2G	√	Relevant Government Authorities		
Business Sector G2B	√	All relevant Private and semi-government sectors		
Individual Citizens G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors		
Public G2P				
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
Fees				
Application fees are AED 20/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Service Device
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	√	√
7. Payment of the specified fees	√	√	√	√

8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√
Channels to provide service	Service Timings	Time Spent to Complete the Service		
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 Minutes		
Customer's Happiness Self-Service Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Website	24/7			
RAK Government Portal	24/7			
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Government smart App (MRAK)	24/7			
Main outcome from the service				
-Notifying the customer of rejection or approval of the application -The applicant receives passport in case of approval				
Restriction of service				
NONE				
Service package		Trusts and Confiscated items Services		
Extra available services				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link 		<ul style="list-style-type: none"> - Complaints Link - Enquiries Link - Laws and Legislations Link 		
Notes				
NONE				

Service Description Card – Service of receiving Emirates ID Card

Service Code	PP-CS-SS-02:01.03			
Service Name	Application to receive Emirates ID Card			
Service Description	This electronic service enables the customer to submit an application to receive the Emirates ID seized in the lawsuit			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector G2G				
Business Sector G2B				
Individual Citizens G2C	√			Citizens - Elderly locals - People of determination – Residents and relevant visitors
Public G2P				
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
fees				
Application fees are AED 20/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Service Device
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			

4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√		
7. Payment of the specified fees	√	√		
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√		
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 Minutes	
Customer's Happiness Self-Service Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Website	24/7			
RAK Government Portal	24/7			
Main outcome from the service				
-Notifying the customer of rejection or approval of the application -The applicant receives Emirates ID card in case of approval				
Restriction of service				
NONE				
Service package		Trusts and Confiscated items Services		
Extra available services				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link 		<ul style="list-style-type: none"> - Complaints Link - Enquiries Link - Laws and Legislations Link 		
Notes				
NONE				

Service Description Card – Service of receiving Driving License

Service Code	PP-CS-SS-02:01.04			
Service Name	Application to receive Driving License			
Service Description	This electronic service enables the customer to submit an application to receive the driving license seized in the lawsuit			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G			
Business Sector	G2B			
Individual Citizens	G2C	√		Citizens - Elderly locals - People of determination – Residents and relevant visitors
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
fees				
Application fees are AED 20/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Service Device
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			

6. Filling in the application and providing the service	√	√		
7. Payment of the specified fees	√	√		
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√		
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 Minutes	
Customer's Happiness Self-Service Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Website	24/7			
RAK Government Portal	24/7			
Main outcome from the service				
-Notifying the customer of rejection or approval of the application -The applicant receives Driving License in case of approval				
Restriction of service				
NONE				
Service package		Trusts and Confiscated items Services		
Extra available services				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link 				
Notes				
NONE				

Service Description Card – Service of receiving Vehicle Registration Card

Service Code	PP-CS-SS-02:01.05			
Service Name	Application to receive Vehicle Registration Card			
Service Description	This electronic service enables the customer to submit an application to receive the Vehicle registration card seized in the lawsuit			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant private and semi-government sectors	
Individual Citizens	G2C	√	Citizens - Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
Fees				
Application fees are AED 20/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Service Device
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			

5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√		
7. Payment of the specified fees	√	√		
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√		

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 Minutes
Customer's Happiness Self-Service Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	

Main outcome from the service

-Notifying the customer of rejection or approval of the application
-The applicant receives Vehicle Registration Card in case of approval

Restriction of service

NONE

Service package Trusts and Confiscated items Services

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes

NONE

Service Description Card – Service of receiving Trusts and Confiscated Items in the lawsuit

Service Code	PP-CS-SS-02:01.06			
Service Name	Application to receive Trusts and Confiscated Items in the lawsuit			
Service Description	This electronic service enables the customer to submit an application to receive Trusts and Confiscated Items in the lawsuit			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant private and semi-government sectors	
Individual Citizens	G2C	√	Citizens - Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
fees				
Application fees are AED 20/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Service Device
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	√	

7. Payment of the specified fees	√	√	√	
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 Minutes
Customer's Happiness Self-Service Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	
Government smart App (MRAK)	24/7	

Main outcome from the service

-Notifying the customer of rejection or approval of the application
-The applicant receives Confiscated items and Trusts in case of approval

Restriction of service

NONE

Service package Trusts and Confiscated items Services

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes

NONE

Service Description Card – Service of including Passport in several Penal Lawsuits

Service Code	PP-CS-SS-02:01.07			
Service Name	Application to include Passport in several Penal Lawsuits			
Service Description	This electronic service enables the customer to submit an application to Include the seized Passport in several Penal Lawsuits			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G			
Business Sector	G2B			
Individual Citizens	G2C	√	Citizens - Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
fees				
Application fees are AED 20/-				
Service Relevancy	√	Related		Non-Related
Partners	- The Public Prosecutions in UAE - The Courts			
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Service Device
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√		

7. Payment of the specified fees	√	√		
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√		

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 Minutes
Customer's Happiness Self-Service Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	

Main outcome from the service

-Notifying the customer of rejection or approval of the application
-To issue an official letter to the competent authority to include Passport in case of approval

Restriction of service

NONE

Service package Trusts and Confiscated items Services

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes

NONE

Service Description Card – Service of Residency Cancellation by P.R.O

Service Code	PP-CS-SS-02:01.08			
Service Name	Application of Residency Cancellation by P.R.O			
Service Description	This service enables the customer to apply for sending the Passport for residency visa cancellation by the PRO.			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant private and semi-government sectors	
Individual Citizens	G2C	√	Citizens - Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
Fees				
Application fees are AED 20/-				
Service Relevancy	√	Related		Non-Related
Partners	Federal Authority for Identity and Citizenship			
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Service Device
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√			
7. Payment of the specified fees	√			

8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√			
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 Minutes	
Main outcome from the service				
<p>-Notifying the customer of rejection or approval of the application</p> <p>-To issue an official letter to the competent authority and attach the passport with PRO of Public Prosecution to take cancellation procedures in case of approval</p>				
Restriction of service				
NONE				
Service package		Trusts and Confiscated items Services		
Extra available services				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link 				
Notes				
NONE				

Service Description Card – Service of Residency Renewal by PRO

Service Code	PP-CS-SS-02:01.09			
Service Name	Application to renew the residency by PRO			
Service Description	This electronic service enables the customer to apply for sending Passport for residency renewal by PRO			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant private and semi-government sectors	
Individual Citizens	G2C	√	Citizens - Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
Fees				
Application fees are AED 20/-				
Service Relevancy	√	Related		Non-Related
Partners	Federal Authority for Identity and Citizenship			
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Service Device
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			

6. Filling in the application and providing the service	√	√	√	
7. Payment of the specified fees	√	√	√	
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 Minutes
Customer's Happiness Self-Service Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	
Government smart App (MRAK)	24/7	

Main outcome from the service

- Notifying the customer of rejection or approval of the application
- To issue an official letter to the competent authority and attach the passport with PRO of Public Prosecution to take renewal procedures in case of approval

Restriction of service

NONE

Service package

Trusts and Confiscated items Services

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes

NONE

Service Description Card – Service of Passport Renewal by PRO

Service Code	PP-CS-SS-02:01.10			
Service Name	Service of Passport Renewal by PRO			
Service Description	This electronic service enables the customer to apply Passport renewal by PRO			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G			
Business Sector	G2B			
Individual Citizens	G2C	√	Citizens - Elderly locals - People of determination – Residents and relevant visitors.	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
Fees				
Application fees are AED 20/-				
Service Relevancy	√	Related		Non-Related
Partners	- Federal Authority For Identity and Citizenship - Embassies & Consulates			
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Service Device
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			

6. Filling in the application and providing the service	√	√	√	√
7. Payment of the specified fees	√	√	√	√
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 Minutes
Customer's Happiness Self-Service Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	
Self-Service Machine	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Government smart App (MRAK)	24/7	

Main outcome from the service

- Notifying the customer of rejection or approval of the application
- To issue an official letter to the competent authority and attach the passport with PRO of Public Prosecution to take renewal procedures in case of approval

Restriction of service

NONE

Service package

Trusts and Confiscated items Services

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- | | |
|---------------------------|------------------------------|
| - Electronic Service Link | - Complaints Link |
| - Smart Service Link | - Enquiries Link |
| - Services Guidebook Link | - Laws and Legislations Link |
| - Suggestions Link | |

Notes

NONE

Service Description Card – Service of Emirates ID Renewal by PRO

Service Code	PP-CS-SS-02:01.11			
Service Name	Service of Emirates ID Renewal by PRO			
Service Description	This electronic service enables the customer to apply Emirates ID renewal by PRO			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G			
Business Sector	G2B			
Individual Citizens	G2C	√	Citizens - Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
Fees				
Application fees are AED 20/-				
Service Relevancy		Related	√	Non-Related
Partners	- Federal Authority for Identity and Citizenship			
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Service Device
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			

6. Filling in the application and providing the service	√	√		
7. Payment of the specified fees	√	√		
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√		

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 Minutes
Customer's Happiness Self-Service Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	

Main outcome from the service

- Notifying the customer of rejection or approval of the application
- To issue an official letter to the competent authority and attach the Emirates ID with PRO of Public Prosecution to take renewal procedures in case of approval

Restriction of service

NONE

Service package

Trusts and Confiscated items Services

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes

NONE

Photocopying Services



They are customer services used to obtain a photocopy of judgment on lawsuit and the papers of penal lawsuits.

Service Description Card – Judgment Photocopy of Penal Lawsuits in the three Judicial levels

Service Code	PP-CS-P-03:01			
Service Name	Photocopy of judgment in penal lawsuits of three Judicial levels			
Service Description	This electronic service enables the customer to receive photocopy of Judgment in penal lawsuits with three legal levels			
Service Structure	Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector G2G	√	Relevant Government Authorities		
Business Sector G2B	√	All relevant Private and semi-government sectors		
Individual Citizens G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors		
Public G2P				
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub services				
<ul style="list-style-type: none"> - Application to obtain a photocopy of judgment. - Application to obtain an official photocopy of Judgment by Non-litigants if Attorney General or his Deputy approved the same for legal interest. - Application to obtain a true certified photocopy of judgment 				
Fees				
Shall be specified based on sub service.				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			

4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	√	√
7. Payment of the specified fees	√	√	√	√
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes
Website	24/7	
RAK Government Portal	24/7	
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Government Smart Application (Mrak)	24/7	

Final outcome from the service

- Application shall be submitted to the competent prosecutor and customer shall be notified of rejection or approval.
- Applicant shall obtain a photocopy of Judgment in case of approval.

Service Limitation

After judgment rendering

Service Package Photocopying Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes

NONE

Service Description Card – Service of Judgment Photocopy

Service Code	PP-CS-P-03:01.01			
Service Name	Application of Judgment Photocopy			
Service Description	This Electronic service enables the customer to apply for obtaining a photocopy of a lawsuit judgment.			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant Government Authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub services				
NONE				
Fees				
Application fees are AED 20/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	√	√
7. Payment of the specified fees	√	√	√	√

8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes
Website	24/7	
RAK Government Portal	24/7	
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Government Smart Application (Mrak)	24/7	

Final outcome from the service

- Application shall be submitted to the competent prosecutor and customer shall be notified of rejection or approval.
- Applicant shall obtain a photocopy of Judgment in case of approval.

Service Limitation

After judgment rendering

Service Package	Photocopying Services
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Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- | | | |
|---------------------------|--------------------|------------------------------|
| - Electronic Service Link | - Suggestions Link | - Laws and Legislations Link |
| - Smart Service Link | - Complaints Link | |
| - Services Guidebook Link | - Enquiries Link | |

Notes

NONE

Service Description Card – Application of an official photocopy of the judgment by Non-litigants subject to a permission from Attorney General or his Deputy under legal interest

Service Code	PP-CS-P-03:01.02			
Service Name	Application of an official photocopy of the judgment by Non-litigants subject to a permission from Attorney General or his Deputy under legal interest			
Service Description	This Electronic service enables the customer to obtain the lawsuit judgment photocopy subject to a permission from Attorney General or his Deputy under legal interest			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Related government sectors	
Business Sector	G2B	√	All related private and semi-government sectors	
Individual Citizens	G2C	√	Citizens (elderly locals+ people of determination) residence, visitors,.....	
Public	G2P			
Service Requirements				
NONE				
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub services				
NONE				
Fees				
Application fees are AED 300/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			

4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√		
7. Payment of the specified fees	√	√		
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√		

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes
Website	24/7	
RAK Government Portal	24/7	
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Government Smart Application (Mrak)	24/7	

Final outcome from the service

- Application shall be submitted to the competent prosecutor or his Deputy and customer shall be notified of rejection or approval.
- Applicant shall obtain a photocopy of Judgment in case of approval.

Service Limitation

After judgment rendering

Service Package	Photocopying Services
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Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- | | | |
|---------------------------|--------------------|------------------------------|
| - Electronic Service Link | - Suggestions Link | - Laws and Legislations Link |
| - Smart Service Link | - Complaints Link | |
| - Services Guidebook Link | - Enquiries Link | |

Notes

NONE

Service Description Card – Application of a true certified photocopy of Judgment

Service Code	PP-CS-P-03:01.03			
Service Name	Application of a true photocopy of Judgment			
Service Description	This Electronic service enables the customer to obtain a true certified photocopy of the lawsuit judgment.			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector G2G	√	Relevant government authorities		
Business Sector G2B	√	All relevant Private and semi-government sectors		
Individual Citizens G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors		
Public G2P				
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub services				
NONE				
Fees				
Application fees are AED 50/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	√	√

7. Payment of the specified fees	√	√	√	√
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Website	24/7			
RAK Government Portal	24/7			
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Government Smart Application (Mrak)	24/7			
Final outcome from the service				
<ul style="list-style-type: none"> - Application shall be submitted to the competent prosecutor and customer shall be notified of rejection or approval. - Applicant shall obtain a photocopy of Judgment in case of approval. 				
Service Limitation				
After judgment rendering				
Service Package		Photocopying Services		
Extra Services available				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link 				
Notes				
NONE				

Service Description Card –Photocopying of Penal Lawsuit Papers

Service Code	PP-CS-P-03:02			
Service Name	Photocopying of Penal Lawsuit Papers			
Service Description	This Electronic service enables the customer to obtain a photocopy of penal lawsuit papers			
Service Structure	Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector G2G	√	Relevant government authorities		
Business Sector G2B	√	All relevant Private and semi-government sectors		
Individual Citizens G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors		
Public G2P				
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub services				
<ol style="list-style-type: none"> Apply for obtaining any soft or hard unattested photocopy of lawsuit file Apply for obtaining a photocopy of lawsuit file in which investigation is over Apply for obtaining a true copy 				
Fees				
Shall be specified based on sub service.				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	√	√

7. Payment of the specified fees	√	√	√	√
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Website	24/7			
RAK Government Portal	24/7			
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Government Smart Application (Mrak)	24/7			
Final outcome from the service				
<ul style="list-style-type: none"> - Application shall be submitted to the competent prosecutor and customer shall be notified of rejection or approval. - Applicant shall obtain a photocopy of Judgment in case of approval. 				
Service Limitation				
After judgment rendering				
Service Package		Photocopying Services		
Extra Services available				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link 				
Notes				
NONE				

Service Description Card – Application to obtain any unattested soft or hard Photocopy of lawsuit Papers

Service code	PP-CS-P-03:02.01			
Service Name	Application to obtain any unattested hard or soft Photocopy of lawsuit Papers			
Service Description	This Electronic service enables the customer to obtain any unattested soft or hard photocopy of lawsuit papers.			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
Fees				
- Application Fees are AED 20/-				
- AED 5/- for each paper				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			

6. Filling in the application and providing the service	√			
7. Payment of the specified fees	√			
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√			

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes

Final outcome from the service
<ul style="list-style-type: none"> - Application shall be submitted to the competent prosecutor and customer shall be notified of rejection or approval. - Applicant shall obtain a photocopy of Judgment in case of approval.

Service Limitation
NONE

Service Package
Photocopying Services

Extra Services available
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link

Notes
NONE



Service Description Card – Photocopying papers of an investigation-ended lawsuit

Service Code	PP-CS-P-03:02.02			
Service Name	An application to photocopy of papers of an investigation-ended lawsuit			
Service Description	This Electronic service enables the customer to obtain a photocopy of papers of an investigation-ended lawsuit			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
Fees				
- Application Fees are AED 20/- - AED 5/- for each paper				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			

6. Filling in the application and providing the service	√	√	√	√
7. Payment of the specified fees	√	√	√	√
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes
Website	24/7	
RAK Government Portal	24/7	
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Government Smart Application (Mrak)	24/7	

Final outcome from the service

- Application shall be submitted to the competent prosecutor and customer shall be notified of rejection or approval.
- Applicant shall obtain a photocopy of Judgment in case of approval.

Service Limitation

NONE

Service Package Photocopying Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes

NONE

Service Description Card – True certified Photocopy of Lawsuit Papers

Service Code	PP-CS-P-03:02.03			
Service Name	Application to obtain a true certified photocopy of lawsuit papers			
Service Description	This service enables the customer to obtain a true certified photocopy of lawsuit papers			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector G2G	√	Relevant government authorities		
Business Sector G2B	√	All relevant Private and semi-government sectors		
Individual Citizens G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors		
Public G2P				
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
Fees				
<ul style="list-style-type: none"> - Application Fees are AED 20/- - AED 5/- for each paper - AED 20/- for each true certified photocopy 				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√			

7. Payment of the specified fees	√			
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√			
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Final outcome from the service				
<ul style="list-style-type: none"> - Application shall be submitted to the competent prosecutor and customer shall be notified of rejection or approval. - Applicant shall obtain a photocopy of judgment in case of approval. 				
Service Limitation				
NONE				
Service Package		Photocopying Services		
Extra Services available				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
- Electronic Service Link		- Suggestions Link		- Laws and Legislations Link
- Smart Service Link		- Complaints Link		
- Services Guidebook Link		- Enquiries Link		
Notes				
NONE				

Bail Services



They are customer services used to apply for bailing the Accused in penal lawsuit.

Service Description Card – Bail on a Penal Lawsuit

Service Code	PP-CS-G-04:01			
Service Name	Bail on a Penal Lawsuit			
Service Description	This service enables the customer to apply for bailing an accused in a lawsuit			
Service Structure	Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector G2G				
Business Sector G2B				
Individual Citizens G2C	√			Citizens -Elderly locals - People of determination – Residents and relevant visitors
Public G2P				
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
1. Financial Bail or Appearance Bail				
Fees				
- Application Fees are AED 20/-				
Service Relevancy	√	Related		Non-Related
Partners	<ul style="list-style-type: none"> - RAK Police GHQ - Department of punitive and correctional establishment 			
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			

5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	√	
7. Payment of the specified fees	√	√	√	
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Website	24/7			
RAK Government Portal	24/7			
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Government Smart Application (Mrak)	24/7			
Final outcome from the service				
<ul style="list-style-type: none"> - Customer shall be notified of rejection or approval of the application. - A letter shall be issued and sent to the competent authority to get the Accused bailed in case of approval. 				
Service Limitation				
NONE				
Service Package		Bail Services		
Extra Services available				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link 				
Notes				
NONE				

Service Description Card – Financial Bail or Appearance Guarantee

Service Code	PP-CS-G-04:01.01			
Service Name	Financial Bail or Appearance Guarantee			
Service Description	This electronic service enables customer to bail an accused in a penal lawsuit financially or by appearance			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector G2G				
Business Sector G2B				
Individual Citizens G2C	√			Citizens -Elderly locals - People of determination – Residents and relevant visitors
Public G2P				
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
Fees				
- Application Fees are AED 20/-				
Service Relevancy	√	Related		Non-Related
Partners	<ul style="list-style-type: none"> - RAK Police GHQ - Department of punitive and correctional establishment 			
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			

6. Filling in the application and providing the service	√	√	√	
7. Payment of the specified fees	√	√	√	
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes
Website	24/7	
RAK Government Portal	24/7	
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Government Smart Application (Mrak)	24/7	

Final outcome from the service

- Customer shall be notified of rejection or approval of the application.
- A letter shall be issued and sent to the competent authority to get the Accused bailed in case of approval.

Service Limitation

NONE

Service Package	Bail Services
-----------------	---------------

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- | | | |
|---------------------------|--------------------|------------------------------|
| - Electronic Service Link | - Suggestions Link | - Laws and Legislations Link |
| - Smart Service Link | - Complaints Link | |
| - Services Guidebook Link | - Enquiries Link | |

Notes

NONE

Service Description Card – Bail Cancellation / Exchange

Service Code	PP-CS-G-04:02			
Service Name	Bail Cancellation / Exchange			
Service Description	This electronic service enables the customer to apply for bail cancellation or exchange in a penal lawsuit			
Service Structure	Supplementary			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector G2G				
Business Sector G2B				
Individual Citizens G2C	√			Citizens -Elderly locals - People of determination – Residents and relevant visitors
Public G2P				
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
<ul style="list-style-type: none"> - Bail Exchange Application - Bail Cancellation Application - Application to exchange passport in a lawsuit 				
Fees				
- Application Fees are AED 20/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			

4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	√	√
7. Payment of the specified fees	√	√	√	√
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes
Website	24/7	
RAK Government Portal	24/7	
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Government Smart Application (Mrak)	24/7	

Final outcome from the service

- Customer shall be notified of rejection or approval of the application.
- A letter shall be issued and sent to the competent authority to get the Accused bailed in case of approval.

Service Limitation

NONE

Bail Services	Bail Services
---------------	---------------

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- | | | |
|---------------------------|--------------------|------------------------------|
| - Electronic Service Link | - Suggestions Link | - Laws and Legislations Link |
| - Smart Service Link | - Complaints Link | |
| - Services Guidebook Link | - Enquiries Link | |

Notes

NONE

Service Description Card – Bail Exchange

Service Code	PP-CS-G-04:02.01			
Service Name	Bail Exchange Application			
Service Description	This electronic service enables the customer to apply for exchanging bail in a penal lawsuit			
Service Structure	Sub/Supplementary			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector G2G				
Business Sector G2B				
Individual Citizens G2C	√			Citizens -Elderly locals - People of determination – Residents and relevant visitors
Public G2P				
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
Fees				
- Application Fees are AED 20/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√			

7. Payment of the specified fees	√			
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√			
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Final outcome from the service				
<ul style="list-style-type: none"> - Customer shall be notified of rejection or approval of the application. - Bail exchange in case of approval. 				
Service Limitation				
NONE				
Service Package	Bail Services			
Extra Services available				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link 				
Notes				
NONE				

Service Description Card –Bail Cancellation

Service Code	PP-CS-G-04:02.02			
Service Name	Bail Cancellation Application			
Service Description	This electronic service enables the customer to apply for bail cancellation in a penal lawsuit			
Service Structure	Sub/Supplementary			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G			
Business Sector	G2B			
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
Fees				
- Application Fees are AED 20/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√			
7. Payment of the specified fees	√			

8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√			
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Final outcome from the service				
<ul style="list-style-type: none"> - Customer shall be notified of rejection or approval of the application. - Bail cancellation in case of approval. 				
Service Limitation				
NONE				
Service Package		Bail Services		
Extra Services available				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link 				
Notes				
NONE				

Service Description Card – Passport Exchange in a lawsuit

Service Code	PP-CS-G-04:02.03			
Service Name	Passport Exchange in a lawsuit			
Service Description	This electronic service enables customer to apply for passport exchange with another in a penal lawsuit			
Service Structure	Sub Supplementary			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G			
Business Sector	G2B			
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
Sub Services				
NONE				
Fees				
- Application Fees are AED 20/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	√	√
7. Payment of the specified fees	√	√	√	√

8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes
Website	24/7	
RAK Government Portal	24/7	
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Government Smart Application (Mrak)	24/7	

Final outcome from the service

- Customer shall be notified of rejection or approval of the application.
- Passport shall be exchanged by another in case of approval.

Service Limitation

NONE

Service Package: Bail Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes

NONE

Certificates Services



They are customer services used to obtain “To Whom It May Concern Certificate” on penal lawsuits.

Service Description Card – “To Whom it May Concern” Certificate on a penal lawsuit

Service Code	PP-CS-C-05:01					
Service Name	Issuance of “To Whom it May Concern” Certificate on a penal lawsuit					
Service Description	This service enables the customer apply for “To Whom it May Concern” Certificate on a penal lawsuit					
Service Structure	Main					
Service Type	Procedural					
Service Category	Targeted Customers					
Government sector G2G	√	Relevant government authorities				
Business Sector G2B	√	All relevant Private and semi-government sectors				
Individual Citizens G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors				
Public G2P						
Service Requirements						
To be submitted by one of the parties or an attorney thereof.						
Required documents						
In cases of parties: Original Emirates ID						
In case of attorney: Original Emirates ID + photocopy of Power of Attorney						
<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"> 1) Application on “Certificate of Final judgment” 2) Application on “Certificate of Judgment Execution” 3) Application on “Certificate of Confiscating a Passport” 4) Application on “Certificate of Confiscating an Official Card” </td> <td style="width: 50%;"> 5) Application on “Certificate of lawsuit pending before the Court” 6) Application on “Certificate of a lawsuit under investigation” 7) Application on “To Whom It May Concern Certificate”, as requested. </td> </tr> </table>					1) Application on “Certificate of Final judgment” 2) Application on “Certificate of Judgment Execution” 3) Application on “Certificate of Confiscating a Passport” 4) Application on “Certificate of Confiscating an Official Card”	5) Application on “Certificate of lawsuit pending before the Court” 6) Application on “Certificate of a lawsuit under investigation” 7) Application on “To Whom It May Concern Certificate”, as requested.
1) Application on “Certificate of Final judgment” 2) Application on “Certificate of Judgment Execution” 3) Application on “Certificate of Confiscating a Passport” 4) Application on “Certificate of Confiscating an Official Card”	5) Application on “Certificate of lawsuit pending before the Court” 6) Application on “Certificate of a lawsuit under investigation” 7) Application on “To Whom It May Concern Certificate”, as requested.					
Fees						
- Application Fees are AED 50/-						
Service Relevancy		Related	√	Non-Related		
Partners						
Forms used for the service						
NONE						
Service Steps						
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services		
1. Receiving the customer and confirming his/her identity	√					
2. Enquiry about the Service Type	√					
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√					
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√					

5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	√	√
7. Payment of the specified fees	√	√	√	√
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Website	24/7			
RAK Government Portal	24/7			
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Government Smart Application (Mrak)	24/7			
Final outcome from the service				
<ul style="list-style-type: none"> - Customer shall be notified of rejection or approval of the application. - Applicant shall obtain certificate on lawsuit in case of approval. 				
Service Limitation				
Pursuant to the sub service.				
Service Package		Certificates Services		
Extra Services available				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
- Electronic Service Link		- Suggestions Link		- Laws and Legislations Link
- Smart Service Link		- Complaints Link		
- Services Guidebook Link		- Enquiries Link		
Notes				
NONE				

Service Description Card – Certificate on Confiscating Passport

Service Code	PP-CS-C-05:01.03			
Service Name	Application of Certificate on Confiscating Passport			
Service Description	This service enables customer to apply for “To Whom it May Concern Certificate” on Confiscating Passport			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
NONE				
Fees				
- Application Fees are AED 50/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			

4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√			
7. Payment of the specified fees	√			
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√			
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Final outcome from the service				
<ul style="list-style-type: none"> - Customer shall be notified of rejection or approval of the application. - Applicant shall obtain certificate on confiscating the passport in case of approval. 				
Service Limitation				
NONE				
Service Package	Certificates Services			
Extra Services available				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link 				
Notes				
NONE				

Service Description Card – Certificate on Confiscating an Official Card

Service Code	PP-CS-C-05:01.04			
Service Name	Certificate on Confiscating an Official Card			
Service Description	This service enables customer to apply for “To Whom it May Concern Certificate” on confiscating an Official Card			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
NONE				
Fees				
- Application Fees are AED 50/-				
Service Relevancy		Related	√ Non-Related	
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			

6. Filling in the application and providing the service	√			
7. Payment of the specified fees	√			
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√			
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Final outcome from the service				
<ul style="list-style-type: none"> - Customer shall be notified of rejection or approval of the application. - Applicant shall obtain certificate on confiscating the official card in case of approval. 				
Service Limitation				
NONE				
Service Package		Certificates Services		
Extra Services available				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link 				
Notes				
NONE				

Service Description Card – Certificate on a lawsuit pending before the Court

Service Code	PP-CS-C-05:01.05			
Service Name	Application of a certificate on a lawsuit pending before the court			
Service Description	This service enables customer to apply for “To Whom It May Concern Certificate” on a lawsuit pending before the court.			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
NONE				
Fees				
- Application Fees are AED 50/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√			
7. Payment of the specified fees	√			

8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√			
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Final outcome from the service				
<ul style="list-style-type: none"> - Customer shall be notified of rejection or approval of the application. - Applicant shall obtain certificate on a lawsuit pending before the court in case of approval. 				
Service Limitation				
If the lawsuit is still pending before the court.				
Service Package	Certificates Services			
Extra Services available				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link 				
Notes				
NONE				

Service Description Card – Certificate on a Lawsuit under investigation

Service Code	PP-CS-C-05:01.06			
Service Name	Application of a certificate on a lawsuit under investigation			
Service Description	This service enables customer to apply for “To Whom It May Concern Certificate” on a lawsuit under investigation.			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
NONE				
Fees				
- Application Fees are AED 50/-				
Service Relevancy		Related	√ Non-Related	
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√			
7. Payment of the specified fees	√			

8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√			
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Final outcome from the service				
<ul style="list-style-type: none"> - Customer shall be notified of rejection or approval of the application. - Applicant shall obtain certificate on a lawsuit under investigation in case of approval. 				
Service Limitation				
During the stage of investigation.				
Service Package	Certificates Services			
Extra Services available				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
Useful Links				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link - Complaints Link - Enquiries Link - Laws and Legislations Link 				
Notes				
NONE				

.Service Description Card – “To Whom It May Concern Certificate”, as requested

Service Code	PP-CS-C-05:01.07			
Service Name	Application of “To Whom It May Concern Certificate”, as requested			
Service Description	This service enables the customer to apply for “To Whom It May Concern Certificate”, as requested			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + photocopy of Power of Attorney				
NONE				
Fees				
- Application Fees are AED 50/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	√	√
7. Payment of the specified fees	√	√	√	√

8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes
Website	24/7	
RAK Government Portal	24/7	
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Government Smart Application (Mrak)	24/7	

Final outcome from the service

- Customer shall be notified of rejection or approval of the application.
- Applicant shall obtain certificate on a lawsuit, as requested, in case of approval.

Service Limitation

NONE

Service Package

Certificates Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes

NONE

General Judicial Services



The customer can submit such services through proceedings on penal lawsuits.

Service Description Card – Vehicles and Means of Transportation

Service Code	PP-CS-/G-06:01			
Service Name	Vehicles and Means of Transportation			
Service Description	Services related to vehicles and means of transportation			
Service Structure	Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required Documents				
In cases of parties: Original Emirates ID + Photocopy of the transportation mean license In case of attorney: Original Emirates ID + Photocopy of Power of Attorney + Photocopy of the transportation mean license + Photocopy of Trade License in case of ownership of a vehicle for license holder.				
Sub services				
1- Application to release impounded transportation mean (Vehicle – Bike – Ship) 2- Application of permission to repair damaged transportation mean (Vehicle – Bike – Ship)				
Fees				
- Application fees are AED 20/-				
Service Relevancy		Related	√	Non-Related
Partners	- RAK Police GHQ		- Armed Forces	
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			

5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	√	√
7. Payment of the specified fees	√	√	√	√
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Website	24/7			
RAK Government Portal	24/7			
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Government Smart Application (Mrak)	24/7			
Final outcome from the service				
<ul style="list-style-type: none"> - Customer shall be notified of rejection or approval of the application. - Applicant shall obtain certificate on a lawsuit, as requested, in case of approval. 				
Service Limitation				
NONE				
Service Package		General Judicial Services		
Extra Services available				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link 		<ul style="list-style-type: none"> - Complaints Link - Enquiries Link - Laws and Legislations Link 		
Notes				
NONE				

Service Description Card – Release an impounded Transportation Mean

Service Code	PP-CS-JG-06:01.01			
Service Name	Application to release an impounded transportation mean; vehicle, bike or a ship.			
Service Description	This electronic service enables customer to apply for releasing transportation mean impounded in a lawsuit			
Service Structure	Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector G2G	√	Relevant government authorities		
Business Sector G2B	√	All relevant Private and semi-government sectors		
Individual Citizens G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors		
Public G2P				
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required Documents				
In cases of parties: Original Emirates ID + Photocopy of the transportation mean license In case of attorney: Original Emirates ID + Photocopy of Power of Attorney + Photocopy of the transportation mean license + Photocopy of Trade License in case of releasing a vehicle owned by license holder.				
Sub services				
NONE				
Fees				
- Application fees are AED 20/-				
Service Relevancy	√	Related		Non-Related
Partners	- RAK Police GHQ		- Armed Forces	
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			

6. Filling in the application and providing the service	√	√	√	√
7. Payment of the specified fees	√	√	√	√
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes
Website	24/7	
RAK Government Portal	24/7	
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Government Smart Application (Mrak)	24/7	

Final outcome from the service

- Customer shall be notified of rejection or approval of the application.
- To issue an official letter directed to the competent authority, in case of approval.

Service Limitation

NONE

Service Package

General Judicial Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link

- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes

NONE

Service Description Card – Permission to repair Transportation mean

Service Code	PP-CS-JG-06:01.02			
Service Name	Application to obtain a permission to repair transportation mean (Vehicle – Bike – Ship)			
Service Description	This electronic service enables the customer to apply for obtaining a permission from Public Prosecution Department to repair a damaged transportation mean			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector G2G	√	Relevant government authorities		
Business Sector G2B	√	All relevant Private and semi-government sectors		
Individual Citizens G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors		
Public G2P				
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required Documents				
In cases of parties: Original Emirates ID + Photocopy of the transportation mean license				
In case of attorney: Original Emirates ID + Photocopy of Power of Attorney + Photocopy of the transportation mean license + Photocopy of Trade License in case of releasing a vehicle owned by license holder.				
Sub services				
NONE				
Fees				
- Application fees are AED 20/-				
Service Relevancy	√	Related		Non-Related
Partners	- RAK Police GHQ		- Armed Forces	
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			

5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	√	√
7. Payment of the specified fees	√	√	√	√
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Website	24/7			
RAK Government Portal	24/7			
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Government Smart Application (Mrak)	24/7			
Final outcome from the service				
<ul style="list-style-type: none"> - Customer shall be notified of rejection or approval of the application. - To issue an official letter directed to the competent authority, in case of approval. 				
Service Limitation				
NONE				
Service Package		General Judicial Services		
Extra Services available				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link 		<ul style="list-style-type: none"> - Complaints Link - Enquiries Link - Laws and Legislations Link 		
Notes				
NONE				

Service Description Card – Deposit Funds on a Penal Lawsuit

Service Code	PP-CS-JG-06:02			
Service Name	Deposit Funds on a Penal Lawsuit			
Service Description	A service related to deposit funds on a penal lawsuit			
Service Structure	Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + Photocopy of Power of Attorney				
Sub services				
- Application to deposit funds on a lawsuit				
fees				
- Application fees are AED 20/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√		

7. Payment of the specified fees	√	√		
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√		

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes
Website	24/7	
RAK Government Portal	24/7	
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Government Smart Application (Mrak)	24/7	

Final outcome from the service

- Customer shall be notified of rejection or approval of the application.
- To deposit funds on a lawsuit, in case of approval.

Service Limitation

NONE

Service Package: General Judicial Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link 	<ul style="list-style-type: none"> - Complaints Link - Enquiries Link - Laws and Legislations Link
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Notes

NONE

Service Description Card – Deposit Funds on a Lawsuit

Service Code	PP-CS-JG-06:02.01			
Service Name	Application to deposit Funds on a Lawsuit			
Service Description	This electronic service enables customer to apply for depositing funds as a security on a penal lawsuit			
Service Structure	Sub/Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination – Residents and relevant visitors	
Public	G2P			
Service Requirements				
To be submitted by one of the parties or an attorney thereof.				
Required documents				
In cases of parties: Original Emirates ID				
In case of attorney: Original Emirates ID + Photocopy of Power of Attorney				
Sub services				
NONE				
fees				
- Application fees are AED 20/-				
Service Relevancy		Related	√	Non-Related
Partners				
Forms used for the service				
NONE				
Service Steps				
Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	√			

6. Filling in the application and providing the service	√	√		
7. Payment of the specified fees	√	√		
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	√			
10. Execution of the application	√			
11. Receiving the service	√	√		
Channels to provide service	Service Timings		Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Website	24/7			
RAK Government Portal	24/7			
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Government Smart Application (Mrak)	24/7			
Final outcome from the service				
<ul style="list-style-type: none"> - Customer shall be notified of rejection or approval of the application. - To deposit funds as a security on a lawsuit, in case of approval. 				
Service Limitation				
NONE				
Service Package		General Judicial Services		
Extra Services available				
Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.				
<ul style="list-style-type: none"> - Electronic Service Link - Smart Service Link - Services Guidebook Link - Suggestions Link 		<ul style="list-style-type: none"> - Complaints Link - Enquiries Link - Laws and Legislations Link 		
Notes				
NONE				

Service Description Card –Prisoners Services

Service Code	PP-CS-JG-06:04		
Service Name	Prisoners Services		
Service Description	Services related to visit prisoners or bring prisoners		
Service Structure	Main		
Service Type	Procedural		
Service Category	Targeted Customers		
Government Sector G2G	√	Related government authorities	
Business Sector G2B	√	All related private and semi-government sectors	
Individuals G2C	√	Locals - elderly Locals - people of determination- residents, visitors	
Public G2P			
Service Requirements			
To be submitted by one of the parties or their attorney			
Required Documents			
In case of parties: Original Emirates ID + Prisoner summoning letter from Notary Public (in case of bringing prisoner to make power of attorney)			
In case of attorney: Original Emirates ID + Copy of power of attorney + Prisoner summoning letter from Notary Public (in case of bringing prisoner to make power of attorney)			
Sub-services			
<ol style="list-style-type: none"> Prisoner Visit Application Prisoner bringing for making power of attorney application 			
Fees			
Application fee is AED 20			
	Service Relevancy	Related	√
		Non-related	
Partners	Punitative and Correctional Establishment		
Forms used for service			
None			
Service Steps			

Steps of Rendering Services	Customer Happiness Centers	Electronic Services	Smart Services	Self Service Device
1. Receive customer and confirm his capacity.	√			
2. Enquire about the type of service	√			
3. Issue Q-MATC No. to the customer according to the type of required service then guide him to waiting hall	√			
4. The employee withdraws Q-MATC Nos. from the system and receives and welcomes customer.	√			
5. Confirm the capacity of the applicant electronically	√			
6. Prepare the application and provide the service	√	√	√	√
7. Pay the determined fees	√	√	√	√
8. Assign the application electronically to the concerned Prosecutor by the employee for approval.	√			
9. In case of approval by the concerned Prosecutor, the application is assigned by the employee to the concerned department	√			
10. Execute the application .	√			
11. Receive the service.	√	√	√	√
Channels providing service	Service Timing	Time period for completion of service		
Customer Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes		
Happiness Self Service Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Website	24/7			
RAK Government Portal	24/7			
Self-service Device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Government Smart Application (Mrak)	24/7			

Main outcome of the service

- Notify the customer of rejection or approval
- Make an official letter to the competent authority in case of approval

Service Limitation

None

Service Package

General Judicial Services

Available Extra Services

Cash payment machine, ATM, mobile charging service, hospitality, Wi-Fi, car parking, prayer room, special vehicle for transportation , TV screen, reading corner, cafeteria, wheel chairs for the people of determination and elderly Locals, people of determination parking, photocopy machine.

Useful Links

- Electronic service link
- Smart service link
- Service guide link
- Suggestions link
- Complaints link
- Enquiries link
- Laws and legislations link

Notes

None

Service Description Card –Prisoner Visit Service

Service Code	PP-CS-JG-06:04.01			
Service Name	Prisoner Visit Application			
Service Description	An electronic service that enables the customer to apply to visit a prisoner in the Punitative and Correctional Establishment			
Service Structure	Sub / Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government Sector G2G		√	Related government authorities	
Business Sector G2B		√	All related private and semi-government sectors	
Individuals G2C		√	Locals - elderly Locals - people of determination- residents, visitors	
Public G2P				
Service Requirements				
To be submitted by one of the parties or their attorney				
Required Documents				
In case of parties: Original Emirates ID In case of attorney: Original Emirates ID + Copy of power of attorney				
Sub-services				
None				
Fees				
Application fee is AED 20				
Service Relevancy	Related		√	Non-related
Partners	Punitative and Correctional Establishment			
Forms used for service				
None				
Service Steps				
Steps of Rendering Service	Customer Happiness Centers	Electronic Services	Smart Services	Self Service Device
1. Receive customer and confirm his capacity.	√			

2. Enquire about the type of service	√			
3. Issue Q-MATC No. to the customer according to the type of required service then guide him to waiting hall	√			
4. The employee withdraws Q-MATC Nos. from the system and receives and welcomes customer.	√			
5. Confirm the capacity of the applicant electronically	√			
6. Prepare the application and provide the service	√	√	√	√
7. Pay the determined fees	√	√	√	√
8. Assign the application electronically to the concerned Prosecutor by the employee for approval.	√			
9. In case of approval by the concerned Prosecutor, the application is assigned by the employee to the concerned department	√			
10. Execute the application .	√			
11. Receive the service.	√	√	√	√
Channels providing service	Service Timing		Time period for completion of service	
Customer Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		15 minutes	
Happiness Self Service Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Website	24/7			
RAK Government Portal	24/7			
Self-service device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Government Smart Application (Mrak)	24/7			

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Main outcome of the service

- Notify the customer of rejection or approval
- Make an official letter to the competent authority in case of approval

Service Limitation

None

Service Package

General Judicial Services

Available Extra Services

Cash payment machine, ATM, mobile charging service, hospitality, Wi-Fi, car parking, prayer room, special vehicle for transportation , TV screen, reading corner, cafeteria, wheel chairs for the people of determination and elderly Locals, people of determination parking, photocopy machine.

Useful Links

- Electronic service link
- Smart service link
- Service guide link
- Suggestions link
- Complaints link
- Enquiries link
- Laws and legislations link

Notes

None

Service Description Card – Bring Prisoner To Make Power of Attorney Service

Service Code	PP-CS-JG-06:04.02			
Service Name	A request for bringing a prisoner to make power of attorney			
Service Description	An electronic service that enables the customer to submit an application to Public Prosecution to bring a prisoner from Punitative and Correctional Establishment to make power of attorney with Notary Public Section			
Service Structure	Sub / Main			
Service Type	Procedural			
Service Category	Targeted Customers			
Government Sector G2G	√	Related government Authorities		
Business Sector G2B		All related private and semi-government sectors		
Individuals G2C	√	Locals - elderly Locals - people of determination- residents, visitors		
Public G2P				
Service Requirements				
To be submitted by one of the parties or their attorney				
Required Documents				
<p>In case of parties: Original Emirates ID + Prisoner summoning letter from Notary Public</p> <p>In case of attorney: Original Emirates ID + Copy of power of attorney + Prisoner summoning letter from Notary Public</p>				
Sub-services				
None				
Fees				
Application fee is AED 20				
Service Relevancy	Related	√	Non-related	
Partners	Punitative and Correctional Establishment			
Forms used for service				
None				
Service Steps				
Steps of Rendering Service	Customer Happiness Centers	Electronic Services	Smart Services	Self Service Device

1. Receive customer and confirm his capacity.	√			
2. Enquire about the type of service	√			
3. Issue Q-MATC No. to the customer according to the type of required service then guide him to waiting hall	√			
4. The employee withdraws Q-MATC Nos. from the system and receives and welcomes customer.	√			
5. Confirm the capacity of the applicant electronically	√			
6. Prepare the application and provide the service	√	√	√	
7. Pay the determined fees	√	√	√	
8. Assign the application electronically to the concerned Prosecutor by the employee for approval.				
9. In case of approval by the concerned Prosecutor, the application is assigned by the employee to the concerned department	√			
10. Execute the application .	√			
11. Receive the service.	√	√	√	
Channels providing service	Service Timing	Time period for completion of service		
Customer Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			

Happiness Self Service Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	15 minutes
Website	24/7	
RAK Government Portal	24/7	
Government Smart Application (Mrak)	24/7	

Main outcome of the service

- Notify the customer of rejection or approval
- Make an official letter to the competent authority in case of approval

Service Limitation

None

Service Package

General Judicial Services

Available Extra Services

Cash payment machine, ATM, mobile charging service, hospitality, Wi-Fi, car parking, prayer room, special vehicle for transportation , TV screen, reading corner, cafeteria, wheel chairs for the people of determination and elderly Locals, people of determination parking, photocopy machine.

Useful Links

- Electronic service link
- Smart service link
- Service guide link
- Suggestions link
- Complaints link
- Enquiries link
- Laws and legislations link



Notes

None



