

Service Description Card – Photocopy of Judgment Service

Service code	PP-CS-P-04:01			
Name of service	Photocopy of Judgment			
Service description	Service that enables the customer to receive copy of Judgment from the case file.			
Structure of the service	Main			
Type of service	Procedural			
Service category	Targeted customers			
Government sector	G2G	√	Government Sectors	
Business Sector	G2B	√	Private Sectors, semi Government, All without specification	
Individual	G2C	√	Citizens (senior citizens+ people of discrimination) residence, visitors,.....	
Public	G2P			
Requirements for service				
shall be one of the party or their attorney				
Required documents				
In case of parties:				
- Copy of Emirates ID				
In case of Attorney:				
- Copy of Power of attorney				
- Copy of Emirates ID				
Sub services				
Not available				
fees				
- Application fee 30 AED				
Service link	Not linked	√	linked	
Partners				
Form used in service				
Not available				
Steps of service				
Steps of Services	Customer Happiness Centers	Electronic Services	Smart services	Self-service device
1. Receiving the customer and confirming his identity.	√			



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

Main outcome from the service	
The competent Prosecutor reviews the application and the applicant is notified in case of approval or refusal + the applicant receives photocopy of Judgment in case of approval.	
Restriction of service	
Not available	
Service package	Photocopy services
Extra available services	
Payment machine, ATM, Mobile recharging service, Hospitality, Wi-Fi, Car parking, praying area, WC, special vehicles for transportation , TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and senior citizens, people of determination parking,	
useful links	
<ul style="list-style-type: none">- Electronic service link- Smart service link- Service guide link- Suggestion link- Complaints link- Enquiries link- Laws and legislation link	
Notes	
<ul style="list-style-type: none">- Not available	
Service Performance indicators	
<ul style="list-style-type: none">- Percentage of smart Transfer for photocopy of Judgment service.- Percentage of Electronic Transfer for photocopy of Judgment service- Percentage of usage of smart photocopy of Judgment service- Percentage of usage for electronic photocopy of Judgment service.- Completion percentage of transactions of photocopy of Judgment service- Percentage of errors in providing photocopy of Judgment service- Average time required for photocopy of Judgment service- Customer Happiness percentage about photocopy of Judgment service- No. of transactions of photocopy of Judgment service completed within the maximum time	