

Service Description Card – To Whom It May Concern Certificate Service

Service code	PP-CS-P-01:07			
Name of service	To Whom It May Concern Certificate			
Service description	Service that enables the customer to receive To Whom it May Concern Certificate in a Criminal case			
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 determination) 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 50 AED				
Service link	Not linked	√	linked	
Partners				
Form used in service				
Not available				
Steps of the service				
Steps of Services	Customer Happiness Centers	Electronic Services	Smart services	Self-service device
1. Receiving of customer and confirming his identity.	√			



2. Enquire about the type of service	√			
3. Issuing waiting no. (Q-MATC No.) to the customer according to the required service and guiding him to the waiting area	√			
4. The employee withdraws the no. (Q-MATC waiting No.) from the system and welcomes the customer and greets them.	√			
5. Conforming the capacity of the applicant.	√			
6. Prepare the request and provide the service	√	√	√	√
7. Payment of specified fees	√	√	√	√
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 completion of request	
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				
- Notify the customer in case of approval or refusal				

- Applicant receives the certificate of the case in case of approval.	
Restriction of service	
Not available	
Service package	Certificate 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	
- Not available	
Service Performance indicators	
<ul style="list-style-type: none">- Percentage of smart Transfer for To whom it may concern certificate service.- Percentage of Electronic Transfer for To whom it may concern certificate service.- Percentage of usage of To whom it may concern certificate service- Percentage of usage of To whom it may concern certificate electronic service.- Completion percentage of transactions for To whom it may concern certificate service within maximum time- Percentage of errors in providing To whom it may concern certificate service- Average time required for To whom it may concern certificate service- Customer Happiness percentage about To whom it may concern certificate service- No. of transactions of To whom it may concern certificate service within maximum time	