

## Service Description Card – photocopy of Case documents in which investigation is over

Service code	PP-CS-P04:06		
Name of service	photocopy of Case documents in which investigation is over		
Service description	service that enables the customer to get photocopy of documents from a Criminal 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 determination) residence, visitors,.....
Public	G2P		
<b>Requirements for service</b>			
shall be one of the party or their attorney			
<b>Required documents</b>			
<p>In case of parties:</p> <ul style="list-style-type: none"> <li>- Copy of Emirates ID</li> </ul> <p>In case of Attorney:</p> <ul style="list-style-type: none"> <li>- Copy of Power of attorney</li> <li>- Copy of Emirates ID</li> </ul>			
<b>Sub services</b>			
Not available			
<b>fees</b>			
<ul style="list-style-type: none"> <li>- Application fee 20 AED</li> <li>- 5 AED for each paper</li> </ul>			
Service link	Not linked	√	linked
Partners			
<b>Form used in service</b>			

Not available				
Steps of the service				
Steps of Services	Customer Happiness Centers	Electronic Services	Smart services	Self-service device
1. Receiving of customer and confirming his identity.	√			
2. Enquire about the type of service	√			
3. Issuing waiting no. (waiting no. Q-MATC No.) from the system 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 Prosecutor the request is assigned by the employee to the competent section	√			
10. Execution of request	√			
11. Receive the service	√	√	√	√
channels providing service	service timing		Time period for request completion	
Customer Happiness Center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM		14 working hours	
Customer Happiness self Service center	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM			
Website	Normal days : 24 Hours In Ramadan: 24 Hours			
RAK Government Portal	Normal days : 24 Hours In Ramadan: 24 Hours			

Self-service device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	
Government smart App MRAK	Normal days : 24 Hours In Ramadan: 24 Hours	
<b>Main outcome from the service</b>		
Photocopy of Case documents		
<b>Restriction of service</b>		
Not available		
<b>Service package</b>		
<b>Extra available services</b>		
Payment machine, ATM, Mobile recharging service, Hospitality, Wi-Fi, Car parking, praying area, WC, special vehicles for transportation , TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and senior citizens, people of determination parking,		
<b>useful links</b>		
<ul style="list-style-type: none"> <li>- <a href="#">Electronic service link</a></li> <li>- <a href="#">Smart service link</a></li> <li>- <a href="#">Service guide link</a></li> <li>- <a href="#">Suggestion link</a></li> <li>- <a href="#">Complaints link</a></li> <li>- <a href="#">Enquiries link</a></li> <li>- <a href="#">Laws and legislation link</a></li> </ul>		
<b>Notes</b>		
<ul style="list-style-type: none"> <li>- Notify the customer in case of approval or refusal of the application.</li> <li>- Applicant receives photocopy of case file in case of approval.</li> </ul>		
<b>Service Performance indicators</b>		
<ul style="list-style-type: none"> <li>- Percentage of smart Transfer for photocopy of Case documents in which investigation is over service.</li> <li>- Percentage of Electronic Transfer for photocopy of Case documents in which investigation is over service.</li> <li>- Percentage of usage of photocopy of smart Case documents in which investigation is over service.</li> <li>- Percentage of usage for the service photocopy of Case documents in which investigation is over electronically.</li> <li>- Completion percentage of transactions for photocopy of Case documents in which investigation is over service.</li> <li>- Percentage of errors in providing photocopy of Case documents in which investigation is over service.</li> <li>- Average time required for photocopy of Case documents in which investigation is over service.</li> <li>- Customer Happiness percentage about photocopy of Case documents in which investigation is over service.</li> </ul>		



- No. of transactions of service photocopy of Case documents in which investigation is over service completed within maximum time