

Service Description Card – Appeal registration service

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| Service code | PP-CS-A-09:05 | | |
| Name of service | Appeal registration | | |
| Service description | Electronic service that enables the sentenced to Appeal against the Judgments issued by the First Instance Courts in Criminal Cases | | |
| Structure of the service | Main | | |
| Type of service | Procedural | | |
| Service category | Targeted customers | | |
| Government sector G2G | | | |
| Business Sector G2B | | | |
| Individual G2C | √ | Citizens (senior citizens+ people of discrimination) residence, visitors,..... | |
| Public G2P | | | |
| Requirements for service | | | |
| shall be one of the party or their attorney | | | |
| Required documents | | | |
| <ol style="list-style-type: none"> Copy of Emirates ID Appeal file if found In case the sentenced is in prison certificate shall be attached to summon him from prison In case of attorney: copy of power of attorney + copy of Emirates ID | | | |
| Sub services | | | |
| Not available | | | |
| fees | | | |
| <ul style="list-style-type: none"> Appeal fee 500 AED Application fee 20 AED | | | |
| Service link | Not linked | √ | linked |
| Partners | | | |
| Forms used in service | | | |

| Prisoner appeal report form (only for the inmates of Punitive and correctional Department) | | |
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| Steps of the service | | |
| Steps of Services | Customer Happiness Centers | Electronic Services |
| 1. Receiving of customer and confirming his identity. | √ | |
| 2. Enquire about the type of service | √ | |
| 3. Issuing waiting no. (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 him. | √ | |
| 5. Conforming the capacity of the applicant. | √ | |
| 6. Entering the case no. and year | √ | √ |
| 7. Prepare the request and provide the service | √ | |
| 8. Paying the fees of request | √ | |
| 9. Copying the case and preparing new Appeal case | √ | |
| 10. Specifying the parties (Appellant and respondent) | √ | √ |
| 11. Set the Hearing Date | √ | |
| 12. Attachment of required documents | √ | √ |
| 13. Payment of fees | √ | √ |
| 14. Printing of Appeal report and signature of the appellant on it. | √ | |
| 15. Sending of Appeal report electronically | √ | |
| 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 | |

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| Self-service device | Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM | |
| Main outcome of the service | | |
| - Appeal Report | | |
| Restrictions | | |
| - Appeal shall be filed within 15 days from the date of issuing Judgment | | |
| Service package | Appeal services | |
| Extra available services | | |
| Cash payment machine, ATM, Mobile recharging service, Hospitality, Wi-Fi, Car parking, praying area, W.C., 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 | | |
| <p>If the Appellant is sentenced, he shall implement the Judgment before the registration of Appeal.</p> <ul style="list-style-type: none"> - Attach receipt of the fine if the Judgment includes fine. - Certificate from the prison in case the Judgment is imprisonment. | | |
| Service performance indicators | | |
| <ul style="list-style-type: none"> - percentage of smart Transfer for Appeal registration service - percentage of Electronic Transfer for Appeal registration service - Percentage of usage of Smart Appeal registration service - Percentage of usage of electronic Appeal registration service - Completion percentage of transactions of Appeal registration service - Percentage of error in providing Appeal registration service - Average time required for Appeal registration service - Customer Happiness percentage about Appeal registration service - No. of transactions of Appeal registration service completed within the maximum time | | |