Service Description Card – Attachment of waiver in a case file

Service code	PP-CS-I-08:01
Name of service	Attachment of waiver in a case file
Service description	Service to attach waiver from a criminal case by one of the parties of the case or their representative according to the followed terms and procedures.
Structure of the service	Main
Type of service	Procedural

Service category	**Targeted customers**		
G2G	Government sector	√	Government Sectors.
G2B	Business Sector	√	Private Sectors, semi Government, All without specification.
G2C	Individual	√	Citizens (senior citizens+ people of discrimination) residence, visitors,……
G2P	Public		

Requirements for service
shall be one of the party or their attorney

Required documents
In case of parties:
- Copy of Emirates ID
- Copy of certified waiver
In case of Attorney:
- Copy of Power of attorney
- Copy of Emirates ID
- Copy of Certified waiver
- Copy of Trade license incase waiver from the owner of license

Sub services
Not available

fees
Application fee 20 AED

Service link	Not linked		linked	√
Partners	Administration of correctional and punitive Department		RAK Police G.H.Q	

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 type of service	√			
3. Issuing 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.	√			
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 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

- Notifying the customer in case of approval or refusal of application

- clearance in case of approval

Restriction of service

Not available

Service package	Execution services

Extra available services

payment machine, ATM, Mobile recharging service, Hospitality, Wi-Fi, Car parking, praying area, WC, special vehicle for transport , TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and senior citizens, people of determination parking,

useful links

- [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

- Percentage of smart Transfer for attachment of waiver in a case file service
- Percentage of Electronic Transfer for attachment of waiver in a case file service
- Percentage of usage of smart attachment of waiver in a case file service
- Percentage of usage of electronic attachment of waiver in a case file service.
- Completion percentage of transactions of attachment of waiver in a case file service.
- Percentage of Errors in providing attachment of waiver in a case file service.
- Average time required for attachment of waiver in a case file service.
- Customer Happiness percentage about attachment of waiver in a case file service.
- No. of transactions of attachment of waiver in a case file services completed within maximum time