Service Description Card – Create Petition Service

Service code	PP-CS-JG-05:02
Name of service	Create Petition Service
Service description	Service that enables the customer to file their complaints to be reviewed by the Public Prosecution Department
Structure of the service	Main
Type of service	Procedural

Service category		Targeted customers	
Government sector	G2G		
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

Text of petition signed shall be attached with the electronic request + when visiting the Customer Happiness Center

Incase of parties:

- Copy of Emirates ID

Incase of Attorney:

- Copy of Power of attorney
- Copy of Emirates ID
- copy of the Trade license incase if the complaint is filed on the behalf of the Trade license owner.

Sub services

Not available

fees

- Application fees 20 AED

Service link	Not linked		linked	√
Partners	RAK Police GHQ			

Form used in service

Not available

Steps of service			
Steps of Services	**Customer Happiness Centers**	**Electronic 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. Receiving the application and validating it.	√		
7. Creating Petition request	√	√	√
8. Paying the specified fees	√	√	√
9. Assign the request electronically to the competent Prosecutor by the employee for approval	√		
10. In case the decision is - dismissal of the request - the request is kept and given to the customer	√		
11. In case of approval and issuing orders (filing a complaint or prove status) execution of the service and sending it to the competent Police Station.	√		

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	
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	3 working days
Self-service device	Normal days : 7:30 AM – 9:30 PM In Ramadan: 8:00 AM – 6:00 PM	

Main outcome from the service

-	The customer is notified in case of approval or refusal

Restriction of service

Not available

Service package	General Judicial 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

- [Electronic service link](#)
- [Smart service link](#)
- [Service guide link](#)
- [Suggestion link](#)
- [Complaints link](#)
- [Enquiries link](#)
- [Laws and legislation link](#)

Notes

- Select the competent Police Station for the Petition
- In case of approval visit the Police Station after one working day from the approval.

Service performance indicators

- Percentage of smart Transfer for the service Create Petition.
- Percentage of Electronic Transfer for the service Create Petition
- Percentage of usage of Create Smart Petition service
- Percentage of usage for service Create Electronic Petition services.
- Completion percentage of transactions of Create Petition service within maximum time
- Percentage of errors in providing Create Petition service
- Average time required for Create Petition service
- Customer Happiness percentage about Create Petition service
- No. of transactions of Create petition service completed within the maximum time