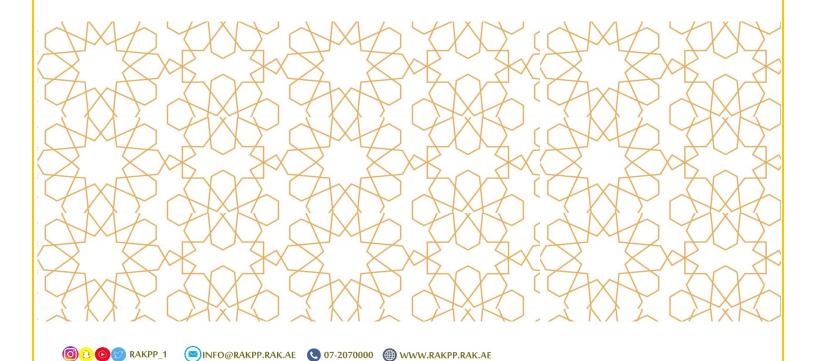




Services Guidebook 2019



Public Prosecution-Ras Al Khaimah







H.H Sheikh Saud Bin Saqr Al Qasimi

Supreme Council member and Ruler of Ras Al Khaimah





H.H Sheikh Mohammed Bin Saud Al Qasimi

Crown Prince of Ras Al Khaimah





Introduction:

The Public Prosecution Department was established as an independent Department based on the Amiri Decree No. 2 of 2012 issued by His Highness Sheikh Saud bin Sagr Al Qasimi, Member of the Supreme Council and Ruler of Ras Al Khaimah. The Public Prosecution Department received great attention from His Highness Sheikh Mohammed bin Saud Al Qasimi Crown Prince of Ras Al Khaimah, Chairman of the Judicial Council — may Allah protect him - since he directed to the need to ease procedures, and achieve the highest levels of accuracy and accomplishment using the shortest and easiest ways. Accordingly, on May 7 2017, Customer Service Center was approved in the organizational structure of the Public Prosecution Department. In addition, on June 8 2017, the name of the Center was changed by a resolution from H.H. Shaikh Mohammed bin Saud Al Qasimi, Crown Prince of Ras Al Khaimah and Chairman of the Judicial Council, to the Customer Happiness Center. The Customer Happiness Center of the Public Prosecution Department of Ras Al Khaimah strives to continuously improve the quality of services provided by the Public Prosecution to customers according to international quality and excellence standards using efficient and qualified human resources, in order to achieve the confidence and satisfaction of all categories of customers on the services provided. Therefore, the Customer Happiness Center in Public Prosecution Department - Ras Al Khaimah issued its Services Guidebook to provide unique experience to customers. Services Guidebook is designed to be easily used by all customers in Customer Happiness Centers of Public Prosecution Department, since it describes a variety of services provided by the Public Prosecution and explains the requirements a necessary to provide these services. Moreover, this Guidebook aims to achieve a number of goals, including achieving customer satisfaction by providing them accurate and complete information about the services provided by the Customer Happiness Center, and enhance the efficiency of service delivery by increasing service transactions that are completed from the first time.



Customer Happiness Charter

Public Prosecution Department in the Government of Ras Al Khaimah commits to provide excellent and smart services at a high and advanced level to achieve customer satisfaction and exceed their expectation



Proud and happy employee in providing the service

- *To deal with you in a friendly, polite and professional manner
- * Honesty, justice, equality, and neutrality in providing of services
- *Make utmost efforts to provide the requirements for the service and the necessary facilities to all the categories of customers with priority given to the people of determination and the families of martyrs
- *Working on the development of the procedures which commensur<mark>ate with</mark> the jour<mark>ney of the client to get the service within the c</mark>ompletion time
- *Saving customer's time by providing the services through the channels that suit you
- *Confidentiality and honesty in the information provided by you
- *Reply to your complaints within two working days
- *Welcoming your opinions and suggestions to develop excel<mark>lent services t</mark>hat meets yo<mark>ur requirement a</mark>nd exceeds your expectat<mark>io</mark>n



Positive Customer happy to receive services

- *Dealing with our employees in a polite, respectful and responsible manner *Commitment to the procedures and laws by providing the service requirements explained to you to be able to benefit from our ser<mark>vi</mark>ces
- *Inform us in case of any change in personal information or conditions related to the completion of the service
- *To be objective, transparent and taking initiative in giving comments, suggestions, and complaints
- *Participate in improving our services by comments and suggestions th<mark>rough</mark> the following channels: suggestions and complaints box website personal attendance - Email - call center - smart app
- *Update your personal information in case of any change to keep yo<mark>ur records updated with us</mark>



A dedicated destination for the customer happy

Working hours

*Customer happiness centers: Whole Year: From 7:30 am -9:30 pm

Ramadan Time: From 8:00 am -6:00 pm

*Electronic services : 24 / 7

*Smart services: 24 / 7



دائرة النيابة العامة **Public Prosecution Department**

You can contact us for your happiness

Website

rakpp.rak.ae

E-Mail

info@rakpp.rak.ae

Call Center

07-2070000

P.O Box

10

Social Media

RAKPP 1





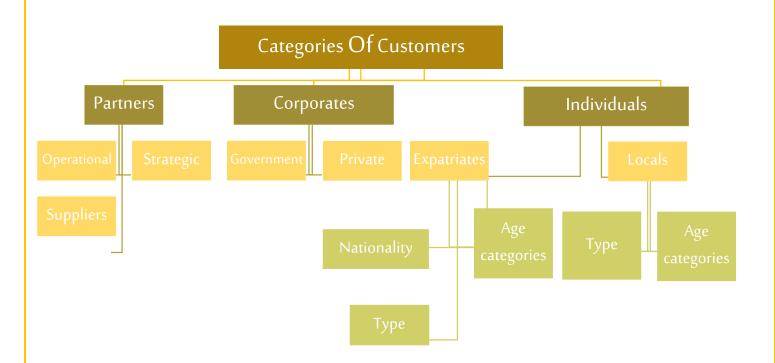


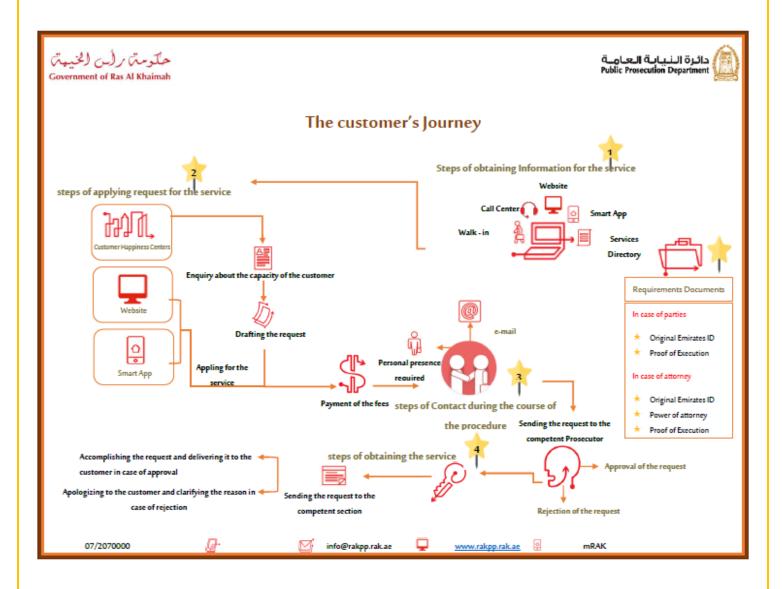
Mrak















Service: It is an output / benefit provided by corporate or authorized corporates in order to meet the needs and desires of their customers. It is mainly non-interchangeable and intangible.

Structure of services

- 1- Group of services :: It's the umbrella in which main service and supplementary services are included
- 2- Main service: It is the complete main service that remaining services are related thereto. It may include different sub-services according to the customer type and service nature and shall be provided following the same procedures with slight amendments.
- 3- Supplementary service: It is annexed to the main service. It may also include different sub-services according to the customer type and service nature, and shall be provided following the same procedures with slight amendments.
- **4-** Additional Services: It contributes to Customer Happiness and represents a competitive advantage to successful corporates.
- 5- Package: It is the process of services collection according to particular relevant events based on the customers' expectations and needs.





Relevancy of Services

- **1-Relevant Services**: They are services relevant to other services, or up to approvals provided by other entities.
- 2- Non-relevant Services: They are services non-relevant to other services, or up to approvals provided by other entities

Classification of Customers benefiting from the service

- **1- Government-to-Government G2G:** It is the service provided by Authority to other Government authorities.
- **2- Government to Business Sector G2B:** It is the service provided by Authority to Business Sector.
- **3- Government to Individual Citizens G2C**: It is the service provided by Authority to the Individual Citizens.
- **4- Government to Public G2P:** It is the service provided by Authority to the public, generally.





Types of services: The Government classified the customer's services to five main types:

1-Information Services: They are group of services related to information transfer from Government to customers. These services may be provided at the initiative of the Government, such as training programs, awareness campaigns, or at the request of a customer such as enquiries.

2-Procedural services: This type includes all forms of services that meet the needs of customer and shall be deemed as a transaction in nature, such as issuing a driving license.

3-Commercial services: They are range of services provided to secure revenues for the government, such as selling geological maps, national statistics, etc.

4-Social services: They are range of services provided by the Government to promote the welfare of society and specific group therein, such as services provided to employees of correctional and punitive institutions.

5-Control services: This category includes all services that customers should be subject to a such as regular inspections.

Service channels:

- Customer Happiness Center
- Website
- Smart App
- Happiness Self-Service Center





Group	Main services	Classification	Supplementary services	Classification
	Enquiry Services	Main		
Information	1- Lawsuit Enquiry	1- Sub-Main		
Services	2- Application Enquiry	2. Sub-Main		
	3. Court Hearings Enquiry	3. Sub-Main		

Group	Main services	Classification	Supplementary	Classification
			services	
	Trusts and Confiscated items Services in Penal Lawsuits	Main		
	1- Application to Receive Passport	1. Sub/Main		
	2- Application to receive Emirates ID	2. Sub/Main		
	3- Application to receive Driving License	3. Sub/Main		
Trusts and	4- Application to receive vehicle registration card	4. Sub/Main		
Confiscated items	5- Application to receive Trusts and Confiscated items of the Lawsuit	5. Sub/Main		
Services	6- Application to include Passport in several Penal lawsuits	6. Sub/Main		
	7- Application to cancel residency by the P.R.O	7. Sub/Main		
	8- Application to renew residency by the P.R.O	8. Sub/Main		
	9- Application to renew Passport by the P.R.O	9. Sub/Main		
	10- Application to renew Emirates ID by the P.R.O	10. Sub/Main		



Group	Main services	Classification	Supplementary services	Classification
	Photocopy of the Penal Lawsuits Judgment rendered in the three Judicial levels	Main		
	1- Application of a photocopy of Judgment	1- Sub/Main		
	2- Application by Non-litigants to apply for an official photocopy of the judgment, subject to the permission of the Attorney General or his/her representative for legal interest.	2- Sub/Main		
Photocopy Services	 Application of true photocopy of Judgment 	3- Sub/Main		
Services	Photocopying Penal lawsuit documents	Main		
	1- Application to obtain any soft or hard-unattested photocopy of the lawsuit file	1- Sub/Main		
	2- Application to obtain a photocopy of documents in a lawsuit in which investigation has been concluded.	2- Sub/Main		
	3- Application to obtain a true photocopy of the lawsuit documents	3- Sub/Main		





Group	Main services	Classification	Supplementary services	Classification
			Cancel / Exchange Bail	Supplementary
	Bail in Penal Lawsuit	Main	1- Application to obtain Bail	1- Sub Main
D - 1			Exchange	
Bail			2- Application to obtain Bail	2- Sub/Main
Services	1- Application to obtain		cancellation	
	Financial Bail or Appearance	1- Sub/Main	3- Application to obtain	3- Sub/Main
	Bail		Exchange of Passport in a	
			lawsuit	

Group	Main services	Classification	Supplementary services	Classification
	Issue To Whom It May Concern Certificate on a Penal Lawsuit	Main		
	1- Application of Certificate on Final Judgment	1- Sub/Main		
	2- Application of Certificate on Judgment execution	2- Sub/Main		
Certificates	3- Application of Certificate on confiscating Passport	3- Sub/Main		
Services	4- Application of Certificate on confiscating an Official Card	4- Sub/Main		
	5- Application of Certificate on a lawsuit pending before Court	5- Sub/Main		
	6- Application of certificate on Lawsuit under investigation	6- Sub/Main		
	7- Application of to whom it may concern certificate, as required	7- Sub/Main		



Group	Main services	Classification	Supplementary services	Classification
	Vehicles and Means of Transportation	Main	Receive / cease encashment of funds in a Lawsuit	Supplementary
	1.Application to release a transportation mean (Vehicle – bike – ship)	1.Sub/Main	1.Application to receive Funds in lawsuit	1.Supplementary Partial
	2.Application to obtain a permission to repair a transportation mean (Vehicle – bike – ship)	2.Sub/Main	2.Application to cease encashment of funds in lawsuit	2.Supplementary Partial
	Deposit Funds in a Penal lawsuit	Main		
General Judicial	1- Application to deposit funds in lawsuit	1-Sub/Main		
Services	Prisoners services	Main		
Services	1- Application to visit Prisoners	1-Sub/Main		
	2- Application to bring Prisoner to conduct a Power of Attorney	2-Sub/Main		
	Original Documents	Main		
	1- Application to receive original documents from Penal Lawsuit	1-Sub/Main		
	2- Application to enclose documents in a Penal Lawsuit	2-Sub/Main		



Group	Main services	Classification	Supplementary services	Classification
	Complaints and experts response	Main		
	1-Application to challenge or litigate one of the prosecutors	1-Sub/Main		
	2- Application to challenge Experts	2-Sub/Main		
	3- Application submitted before Public Posecution for rehearing	3-Sub/Main		
	Amnesty and padon	Main		
	1- Application to amnesty from fine	1-Sub/Main		
General	2- Application to amnesty from deportation	2-Sub/Main		
Judicial	3- Application to amnesty from imprisonment penalty	3-Sub/Main		
Services	4- Application to amnesty from fine and deportation execution	4-Sub/Main		
	5- Application to amnesty from fine and imprisonment penalty	5-Sub/Main		
	6-Pardon Application	6-Sub/Main		
	Grievances	Main		
	1-Grievance Application in a Penal Lawsuit	1-Sub/Main		
	2-Grievance re Application quest in cancellation of lawsuit	2-Sub/Main		



Group	Main services	Classification	Supplementary services	Classification
	Investigation	Main		Supplementary
	1-Application of advocate's appearance in investigation sessions before Public Prosecutor	1-Sub/Main	1-Change the date of investigation session	1-Supplementary Partial
	Other Judicial Applications	Main		
	1- Application to reopen a previously-closed shop	1-Sub/Main		
	2- Application to receive the dead body	2-Sub/Main		
	3- Application to view the Lawsuits before Public Prosecution	3-Sub/Main		
General Judicial	4- Application to subpoena witness in a Penal Lawsuit	4-Sub/Main		
Services	5- Application to admit the accused in any of drugs treatment centers	5-Sub/Main		
	6- Application to receive the summary of a penal lawsuit from electronic system	6-Sub/Main		
	7- Application to transfer the lawsuit / statement of facts / complaint from Police to Public Prosecution	7-Sub/Main		
	8-Any other applications submitted to Public Prosecution other than the above-listed	8-Sub/Main		





Group	Main services	Classification	Supplementary services	Classification
	1-Rehabilitation Application	1-Main		
Registration	2- Application to create Petition 3- Application to create Petition	2-Main		
Services	submitted to Government departments and entities	3-Main		

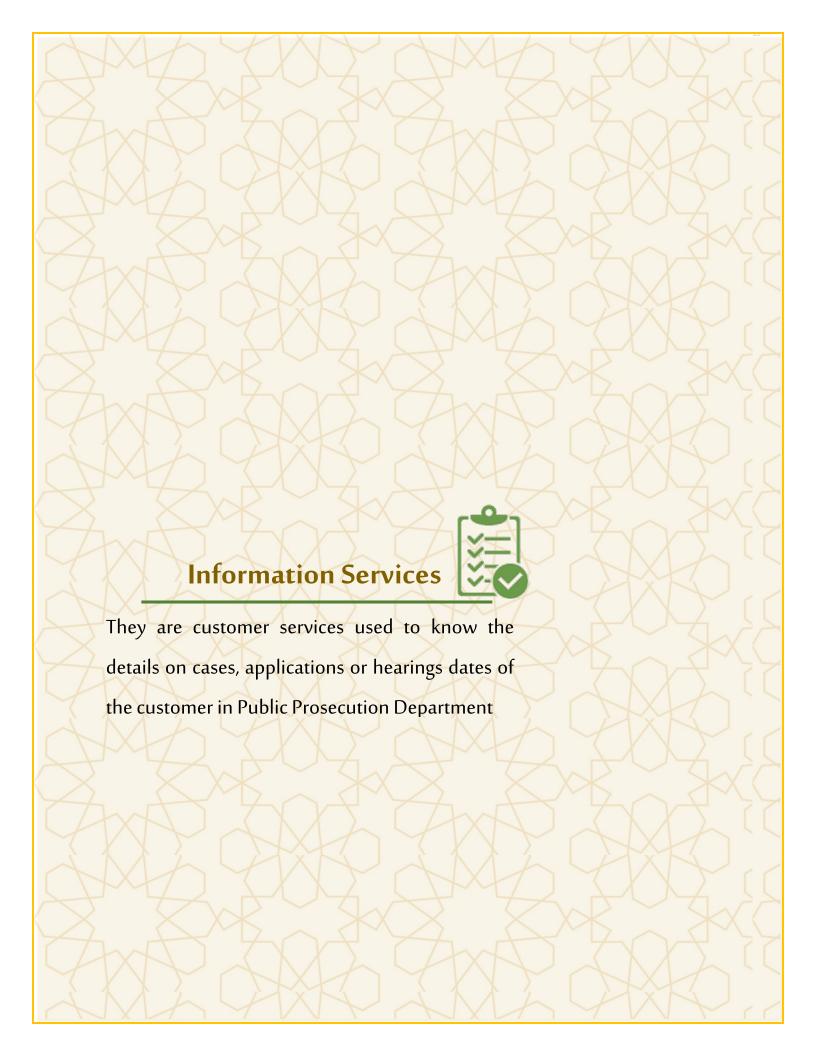
Group	Main services	Classification	Supplementary services	Classification
	Penal Judgments	Main	Change the date of hearing	Supplementary
Criminal	1-Application to obtain explanation of Penal Judgment	1-Sub/Main	1-Application to change the date of hearing	1-Supplementary Partial
Adjudication Services	2- Application to open the pleading in a Penal Lawsuit	2-Sub/Main		
	3- Application to rectify a material mistake in a Penal Judgment	3-Sub/Main		



Group	Main services	Classification	Supplementary services	Classification
	1-Application to enclose waiver in a lawsuit	1-Main	1-Application to cease search for an accused	1-Supplementary
	2- Subpoena Application	2-Main	2- Application to cancel travel ban	2-Supplementary
	3- Application to object against execution	3-Main	3- Application to cancel international arrest warrant	3-Supplementary
	4- Application to Calculate the imprisonment period	4-Main	4- Application to postpone installment in a Penal Lawsuit	4-Supplementary
Execution	5- Application to enlist an accused in a travel ban list	5-Main		
Services	6- Application to add imprisonment periods of other lawsuits to the Lawsuit	6-Main		
	7- Application of international arrest warrant	7-Main		
	8- Application to pay fine of penal lawsuit in installments	8-Main		
	9- Application to stop execution of Penalty	9-Main		
	10- Application to adjourn execution of Penal Judgment	10-Main		
	11- Application to release on health grounds	11-Main		
	12-Application of process service	12-Main		



Group	Main services	Classification	Supplementary services	Classification
	Appeal to Judgments	Main	1-Application to cancel Appeal	1-Supplementary
	1- Application submitted to Public Prosecution to challenge by Appeal	1-Sub/Main		
Appeal	2- Application submitted to Public Prosecution to challenge by Cassation	2-Sub/Main		
Services	3-Register the challenge	3-Sub/Main		
	4- Register the challenge of penal cassation	4-Sub/Main		
	5- Register the challenge of penal appeal	5-Sub/Main		
	6- Register an appeal from a civil claimant	6-Sub/Main		







Service Description Card —Enquiry Services					
Service Code		PP-0	CS-IS-01:01		
Service Name		Enq	uiry Services		
Service Description		Sen	ervices enable customer to know details related to lawsuits, applications or hearings dates in		
Service Description		Pub	Public Prosecution Department.		
Service Structure		Mai	Main		
Service Type		Info	Information		
Service Category		Tar	geted Customers		
Government sector	G2G		Relevant Government Authorities		
Business Sector	G2B	√ All relevant Private and semi-government sectors			
Individual Citizens	G2C	$\sqrt{}$	√ Citizens -Elderly locals - People of determination — Residents and relevant visitors		
Public	G2P				

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of the Power of Attorney

Sub services

- 1.Enquiry about lawsuits
- 2. Enquiry about applications
- 3. Enquiry about court hearings

Fees

FREE

Service Relevancy	Related	$\sqrt{}$	Non-related
Partners			

Forms used for the service

NONE

Steps for providing the service	Customer's	Electronic	Smart	Self-service
	Happiness Centers	Services	Services	Device
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			





دائرة النيابة العامـة Public Prosecution Department

2. Entering lawsuit No.	$\sqrt{}$	√	$\sqrt{}$	
3. Entering lawsuit year	V	√	$\sqrt{}$	
4. Entering the lawsuit type	√	√	√	
5. Receiving the service	V	√	\checkmark	

Service Providing Channels	Service Timings	Time Spent to Complete the Service			
Customer's Happiness Center	Normal days: 7:30 AM — 9:30 PM				
	In Ramadan: 8:00 AM — 6:00 PM				
Customer's Happiness Self-Service Center	Normal days: 7:30 AM — 9:30 PM				
	In Ramadan: 8:00 AM — 6:00 PM	5 minutes			
Website	24/7	3 minutes			
RAK Government Portal	24/7				
Government Smart Application (Mrak)	24/7				

Main outcome of the service

The customer obtains general information and details related to the lawsuit

Service limitations

NONE

Service package

Information Services

Extra available services

Cash payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, people of determination parking, Photocopy machine

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





Service Description Card — Lawsuits Enquiry					
Service Code	PP-CS-I	S-01:01.01			
Service Name	Lawsui	ts Enquiry			
Service Description	This ele	ctronic service enables the customer to know the details related to lawsuits in Public			
Service Description	Prosecu	Prosecution Department			
Service Structure	Sub/Main				
Service Type Information					
Service Category Targeted Customers		ed Customers			
Government sector G2G	\checkmark	Relevant government authorities			
Business Sector G2B	$\sqrt{}$ All relevant private and semi-government sectors				
Individual Citizens G2C	$\sqrt{}$	√ Citizens - Elderly locals - People of determination — Residents and relevant visitors			
Public G2P					

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates $\ensuremath{\mathsf{ID}}$

In case of attorney: Original Emirates ID + photocopy of the Power of Attorney

Sub services

NONE

Fees

FREE

Service Relevancy	Related	V	Non-related
Partners			

Forms used for the service

NONE

Steps for providing the service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-service Device
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Entering the lawsuit No.	V	√ √	V	





دائرة النيابة العامة Public Prosecution Department

3. Entering the lawsuit year	V	\checkmark	$\sqrt{}$	
4. Entering the lawsuit type	√	√	V	
5. Receiving the service	V	$\sqrt{}$	$\sqrt{}$	

Service Providing Channels	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days: 7:30 AM — 9:30 PM In Ramadan: 8:00 AM — 6:00 PM	
Customer's Happiness Self-Service Center	Normal days: 7:30 AM — 9:30 PM In Ramadan: 8:00 AM — 6:00 PM 15 minutes	
Website	24/7	
RAK Government Portal	24/7	
Government Smart Application (Mrak)	24/7	

Main outcome of the service

The customer obtains the information and details related to the lawsuit

Service limitations

NONE

Service package

Information Services

Extra available services

Cash payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, people of determination parking, Photocopy machine.

Useful Links

- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link
- Electronic Service Link

Notes





Service Description Card — Applications Enquiry					
PP-CS	i-IS-01:01.02				
Appli	cations Enquiry				
This e	lectronic service enables the customer from to know the details related to applications which				
have	have been previously created in The Public Prosecution Department				
Sub/Main					
Service Type Information					
Service Category Targeted Customers					
	Relevant government authorities				
	√ All relevant Private and semi-government sectors				
	√ Citizens - Elderly locals - People of determination — Residents and relevant visitors				
	PP-CS Applie This e have Sub/N Inforr Targe				

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of the Power of Attorney

Sub services

NONE

Foos

FREE

Service Relevancy	Related	$\sqrt{}$	Non-Related
Partners			

Forms used for the service

NONE

Steps for providing the service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-service Device
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Entering the application No.	√	√	√	
3.Receiving the service	V	V	V	





Service Providing Channels	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days: 7:30 AM — 9:30 PM In Ramadan: 8:00 AM — 6:00 PM	
Customer's Happiness Self-Service Center	Normal days: 7:30 AM — 9:30 PM In Ramadan: 8:00 AM — 6:00 PM	15 minutes
Website	24/7	
RAK Government Portal	24/7	
Government Smart Application (Mrak)	24/7	

Main outcome of the service

The customer obtains general information about status of the lawsuit application

Service limitations

NONE

Service package

Information Services

Extra available services

Cash payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, people of determination parking, Photocopy machine

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





Service Description Card — Court Hearing Enquiry				
Service Code		PP-CS-IS-01:01.03		
Service Name		Court	Hearing Enquiry	
Samiga Dascription		This e	lectronic service enables the customer to know the general details about court hearings and	
Service Description dates thereof		thereof		
Service Structure		Sub/Main		
Service Type		Information		
Service Category		Targeted Customers		
Government sector	G2G		Relevant government authorities	
Business Sector	G2B		All relevant Private and semi-government sectors	
Individual Citizens	G2C	$\sqrt{}$ Citizens -Elderly locals - People of determination — Residents and relevant visitors		
Public	G2P			
C				

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID $\,$

In case of attorney: Original Emirates ID + photocopy of the Power of Attorney

Sub services

NONE

Fees

FREE

Service Relevancy	Related	$\sqrt{}$	Non-Related
Partners			

Forms used for the service

NONE

Steps for providing the service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-service Device
1.Receiving the customer and confirming his/her identity	$\sqrt{}$			
2.Entering the name of the department	$\sqrt{}$	$\sqrt{}$	V	





3.Entering hearing date	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$	
4.Receiving the service	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$	

5 111	'	' '
Service Providing Channels	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days: 7:30 AM — 9:30 PM In Ramadan: 8:00 AM — 6:00 PM	
Customer's Happiness Self-Service Center	Normal days: 7:30 AM — 9:30 PM In Ramadan: 8:00 AM — 6:00 PM	15 minutes
Website	24/7	
RAK Government Portal	24/7	
Government Smart Application (Mrak)	24/7	

Main outcome of the service

The customer obtains general information related to the hearing

Service limitations

NONE

Service package

Information Services

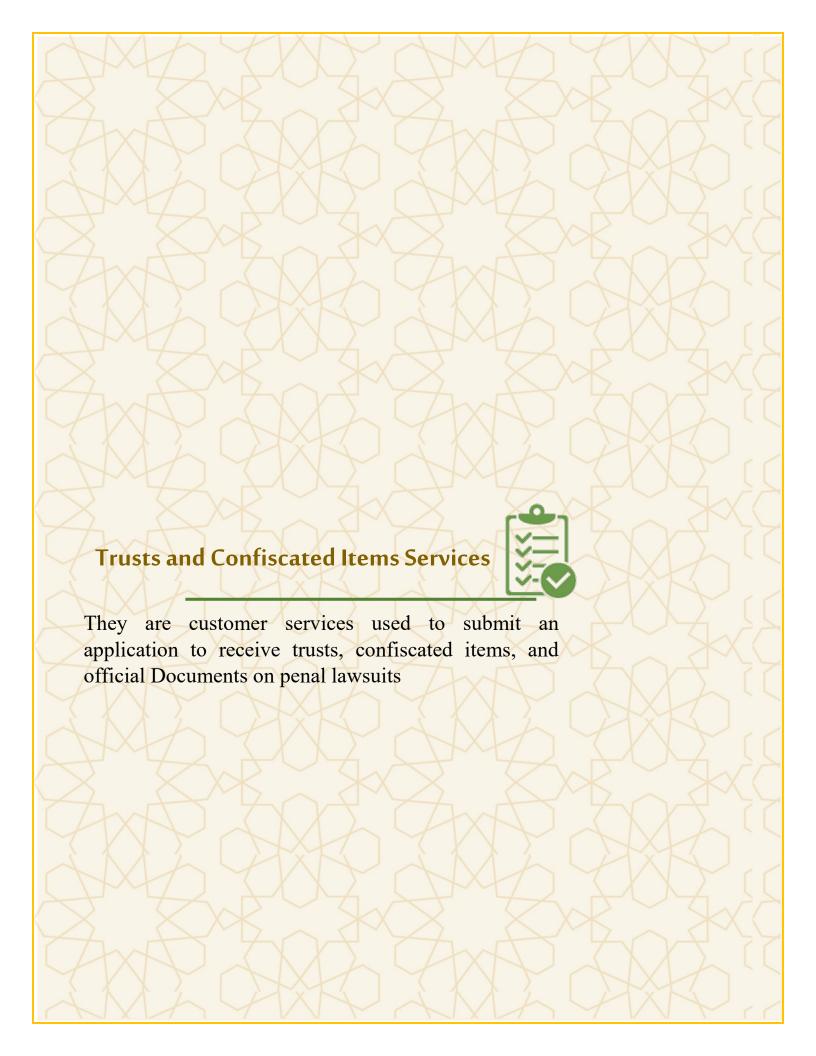
Extra available services

Cash payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, people of determination parking, Photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes







Service Descrip	otion C	ard -	- Trusts and Confiscated Items services in Penal Lawsuits	
Service Code		PP-CS-SS-02:01		
Service Name		Confi	scated items and Trusts in Penal Lawsuits	
Service Description		Services enable the customer to submit an application related to Trusts and confiscated items of the customer or concerned parties as per the followed procedures		
Service Structure		Main		
Service Type		Procedural		
Service Category		Targeted Customers		
Government sector	G2G		Relevant government authorities	
Business Sector	G2B		All relevant Private and semi-government sectors	
Individual Citizens	G2C	√ Citizens - Elderly locals - People of determination — Residents and relevant visitors		
Public	G2P			
Service Requirements				

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub services

- 1. Application to receive Passport
- 2. Application to receive official Documents and cards

To be submitted by one of the parties or an attorney thereof.

- 3. Application to receive Emirates ID
- 4. Application to receive driving license
- 5. Application to receive vehicle registration card
- 6. Application to receive Trusts and confiscated items in the Lawsuit
- 7. Application to include Passport in several Penal lawsuits
- 8. Application to cancel residency by P.R.O
- 9. Application to renew residency by P.R.O
- 10. Application to renew Passport by P.R.O
- 11. Application to renew Emirates ID by P.R.O

Fees

Application fees are AED 20/-

Service Relevancy	V	Related		Non-Related	
Partners	The Public Prosecutions in UAE - The Courts -Federal Authority for Identity and Citizenship- embassies				
	& consulates				

Forms used for the service





Service Steps				
Steps for providing the service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-service Device
1. Receiving the customer and confirming his/her ider	ntity			
2. Enquiry about the Service Type	V			
3. Issue Q-MATC No. to the customer according to the service and guiding him/her to the waiting area	required $\sqrt{}$			
4. The Employee withdraws the Q-MATC waiting Nos. system and receives and welcomes the customer.	from the $\sqrt{}$			
5. Confirming the capacity of the applicant electronica	lly. √			
6. Filling in the application and providing the service	V	V	√	√
7. Payment of the specified fees	V	√	√	√
8. The application is assigned electronically to the comprosecutor by the employee to be approved	petent			
9. If the application was approved by the competent P application shall be assigned by employee to the com	$\sqrt{}$			
10. Execution of the application	√			
11. Receiving the service	√	√	√	√
Samilea Browiding Channels	Samisa Timinas	T: C	nt to Complete	.l C

Service Providing Channels	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days: 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Customer's Happiness Self-Service Center	Normal days: 7:30 AM — 9:30 PM	
Customer's nappiness sen-service Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	15 minutes
RAK Government Portal	24/7	
Self-service Machine	Normal days: 7:30 AM — 9:30 PM	
Sen-service Machine	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

Main outcome of the service

- -Notifying the customer of rejection or approval of the application
- -The applicant receives Trusts, Confiscated items and official documents in case of approval

Service limitations

NONE

Service package Trusts and Confiscated items Services

Extra available services





Cash payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, people of determination parking, Photocopy machine

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





Service Description Card — Service of receiving Passport			
Service Code	PP-CS-SS-02:01.01		
Service Name	Application to receive Passport		
Samica Description	This electronic service enables the customer to submit an application to receive the passport seized in the		
Service Description	lawsuit		
Service Structure	Sub/Main		
Service Type	Procedural		

Service Category		Targeted Customers		
Government sector	G2G	$\sqrt{}$	Relevant Government Authorities	
Business Sector	G2B	$\sqrt{}$	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination — Residents and relevant visitors	
Public	G2P			

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

Fees

Application fees are AED 20/-

Service Relevancy	Related	$\sqrt{}$	Non-Related

Partners

Forms used for the service

NONE

Steps of Service	Customer's	Electronic	Smart	Self-Service
Steps of Service	Happiness Centers	Services	Services	Device
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the	2/			
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos.	2/			
from the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	$\sqrt{}$			
6. Filling in the application and providing the service	√	√	$\sqrt{}$	V
7. Payment of the specified fees	√	√	√	√





8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√				
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee	V				
to the competent section					
10. Execution of the application	V				
11. Receiving the service	$\sqrt{}$	$\sqrt{}$	\checkmark	$\sqrt{}$	
Channels to provide service	Service Tim	ings	Time Spent to Complete the Service		
Customer's Happiness Center	Normal days : 7:30 AM — 9:30 PM In Ramadan: 8:00 AM — 6:00 PM				
Customer's Happiness Self-Service Center	Normal days : 7:30 AM — 9:30 PM In Ramadan: 8:00 AM — 6:00 PM				
Website	24/7		15 Minutes		
RAK Government Portal	24/7				
Self-service Device	Normal days : 7:30 AM — 9:30 PM In Ramadan: 8:00 AM — 6:00 PM				
Government smart App (MRAK)	24/7				

Main outcome from the service

- -Notifying the customer of rejection or approval of the application
- -The applicant receives passport in case of approval

Restriction of service

NONE

	Service package	Trusts and Confiscated items Services
--	-----------------	---------------------------------------

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link	- Complaints Link
- Smart Service Link	- Enquiries Link
- Services Guidebook Link	- Laws and Legislations Link
- Suggestions Link	
Notes	
NONE	





Service Description Card — Service of receiving Emirates ID Card							
Service Code		PP-CS	S-SS-02:01.	03			
Service Name		Appli	cation to re	ceive Emirates ID Card			
Service Description		This e	electronic se	ervice enables the customer to submit an application to receive the Emirates ID seized in			
the lawsuit							
Service Structure		Sub/Main					
Service Type		Procedural					
Service Category		Targeted Customers		Targeted Customers			
Government sector	G2G						
Business Sector	G2B						
Individual Citizens	G2C		Citizens - Elderly locals - People of determination — Residents and relevant visitors				
Public	G2P						
			V	Citizens - Elderly locals - People of determination — Residents and relevant visitors			

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

fees

Application fees are AED 20/-

Service Relevancy	Related	$\sqrt{}$	Non-Related
Daytmans	_		

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Service Device
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Enquiry about the Service Type	V			
3. Issue Q-MATC No. to the customer according to the	ما			
required service and guiding him/her to the waiting area	V			





4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the	V		
customer.			
5. Confirming the capacity of the applicant electronically.	$\sqrt{}$		
6. Filling in the application and providing the service	V	√	
7. Payment of the specified fees	$\sqrt{}$	V	
8. The application is assigned electronically to the	٦/		
competent prosecutor by the employee to be approved	٧		
9. If the application was approved by the competent			
Prosecutor, the application shall be assigned by employee	$\sqrt{}$		
to the competent section			
10. Execution of the application	√		
11. Receiving the service	V	√	

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM — 9:30 PM	
	In Ramadan: 8:00 AM — 6:00 PM	
Customer's Happiness Self-Service Center	Normal days : 7:30 AM — 9:30 PM	
	In Ramadan: 8:00 AM — 6:00 PM	15 Minutes
Website	24/7	
RAK Government Portal	24/7	

Main outcome from the service

- -Notifying the customer of rejection or approval of the application
- -The applicant receives Emirates ID card in case of approval

Restriction of service

NONE

Service package

Trusts and Confiscated items Services

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

-	Electronic Service Link	-	Complaints Link
-	Smart Service Link	-	Enquiries Link
-	Services Guidebook Link	-	Laws and Legislations Link
-	Suggestions Link		

Notes





Service Description Card — Service of receiving Driving License							
Service Code		PP-C	PP-CS-SS-02:01.04				
Service Name		Appli	ication to re	ceive Driving License			
Service Description			This electronic service enables the customer to submit an application to receive the driving license seized in the lawsuit				
Service Structure		Sub/Main					
Service Type		Procedural					
Service Category		Targeted Customers					
Government sector	G2G						
Business Sector	G2B						
Individual Citizens	G2C		V	Citizens - Elderly locals - People of determination — Residents and relevant visitors			
Public	G2P						
Camilas Daguiyaway	4-						

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

fees

Application fees are AED 20/-

Service Relevancy	Related		Non-Related
Dartners			

Forms used for the service

NONE

Stand of Samileo	Customer's	Electronic	Smart	Self-Service
Steps of Service	Happiness Centers	Services	Services	Device
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the	2			
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from	ما			
the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	√			





6. Filling in the application and providing the service	√	√	
7. Payment of the specified fees	√	√	
8. The application is assigned electronically to the	2/		
competent prosecutor by the employee to be approved	V		
9. If the application was approved by the competent			
Prosecutor, the application shall be assigned by employee	\checkmark		
to the competent section			
10. Execution of the application	$\sqrt{}$		
11. Receiving the service	√	V	

Channels to provide service		ervice Timings	Time S	Spent to Complet	e the Service
Customer's Happiness Center	Normal da	ys : 7:30 AM — 9:30 PM			
	In Ramada	an: 8:00 AM — 6:00 PM			
Customer's Happiness Self-Service Center	Normal da	ys : 7:30 AM — 9:30 PM	1	1E Minuta	
.,	In Ramad	an: 8:00 AM — 6:00 PM		15 Minutes	
Website		24/7			
RAK Government Portal		24/7			

- -Notifying the customer of rejection or approval of the application
- -The applicant receives Driving License in case of approval

Restriction of service

NONE

Service package

Trusts and Confiscated items Services

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





Service Description Card — Service of receiving Vehicle Registration Card							
Service Code	PP-C	S-SS-02:01	.05				
Service Name	Appli	cation to r	eceive Vehicle Registration Card				
Service Description	This	his electronic service enables the customer to submit an application to receive the Vehicle registration card					
Service Description	seize	eized in the lawsuit					
Service Structure	Sub/	Sub/Main					
Service Type	Proce	Procedural					
Service Category			Targeted Customers				
Government sector	G2G	V	Relevant government authorities				
Business Sector	G2B	V	All relevant private and semi-government sectors				
Individual Citizens	G2C	2C $$ Citizens - Elderly locals - People of determination — Residents and relevant visitors					
Public	G2P						
Sarvica Paguirament	<u>-</u>						

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

Fees

Application fees are AED 20/-

Service Relevancy	Related	$\sqrt{}$	Non-Related
Partners			

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Service Device
Receiving the customer and confirming his/her identity	V			
2. Enquiry about the Service Type	V			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	V			





5. Confirming the capacity of the applicant electronically.	V		
6. Filling in the application and providing the service	\checkmark	√	
7. Payment of the specified fees	√	√	
8. The application is assigned electronically to the	.1		
competent prosecutor by the employee to be approved	٧		
9. If the application was approved by the competent			
Prosecutor, the application shall be assigned by	$\sqrt{}$		
employee to the competent section			
10. Execution of the application	V		
11. Receiving the service	√	√	

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM — 9:30 PM	
	In Ramadan: 8:00 AM — 6:00 PM	
Control of the second s	Normal days : 7:30 AM — 9:30 PM	15 Minutes
Customer's Happiness Self-Service Center	In Ramadan: 8:00 AM — 6:00 PM	15 Minutes
Website	24/7	
RAK Government Portal	24/7	

- -Notifying the customer of rejection or approval of the application
- -The applicant receives Vehicle Registration Card in case of approval

Restriction of service

NONE

Service package

Trusts and Confiscated items Services

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





Service Description Card — Service of receiving Trusts and Confiscated Items in the lawsuit						
Service Code	PP-0	PP-CS-SS-02:01.06				
Service Name	Арр	lication to re	eceive Trusts and Confiscated Items in the lawsuit			
Samilea Description	This	This electronic service enables the customer to submit an application to receive Trusts and Confiscated				
Service Description	ltem	Items in the lawsuit				
Service Structure	Sub/Main					
Service Type	Procedural					
Service Category			Targeted Customers			
Government sector G2G		√	Relevant government authorities			
Business Sector G2B		√	All relevant private and semi-government sectors			
Individual Citizens G2C		√	Citizens - Elderly locals - People of determination — Residents and relevant visitors			
Public G2P						
Service Requirements		•				

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

fees

Application fees are AED 20/-

Service Relevancy	Related	$\sqrt{}$	Non-Related
Partners		_	_

Forms used for the service

NONE

Steps of Service	Customer's	Electronic	Smart	Self-Service Device
Steps of Service	Happiness Centers	Services	Services	Self-Service Device
1. Receiving the customer and confirming his/her identity	\checkmark			
2. Enquiry about the Service Type	\checkmark			
3. Issue Q-MATC No. to the customer according to the	-1			
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos.	2/			
from the system and receives and welcomes the customer.	٧			
5. Confirming the capacity of the applicant electronically.	\checkmark			
6. Filling in the application and providing the service	√	√		





7. Payment of the specified fees	√	√	√	
8. The application is assigned electronically to the	2/			
competent prosecutor by the employee to be approved	V			
9. If the application was approved by the competent				
Prosecutor, the application shall be assigned by employee	\checkmark			
to the competent section				
10. Execution of the application	V			
11. Receiving the service	√	√	V	

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM — 9:30 PM	
	In Ramadan: 8:00 AM — 6:00 PM	
Customer's Happiness Self-Service Center	Normal days : 7:30 AM — 9:30 PM	
	In Ramadan: 8:00 AM — 6:00 PM	15 Minutes
Website	24/7	
RAK Government Portal	24/7	
Government smart App (MRAK(24/7	

- -Notifying the customer of rejection or approval of the application
- -The applicant receives Confiscated items and Trusts in case of approval

Restriction of service

NONE

Service package

Trusts and Confiscated items Services

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





Service Description Card – Service of including Passport in several Penal Lawsuits					
PP-CS-SS-02:01.07					
Application to include Passport in several Penal Lawsuits					
This electronic service enables the customer to submit an application to Include the seized Passport in					
several Penal Lawsuits					
Sub/Main					
Procedural					
Targeted Customers					
Citizens - Elderly locals - People of determination — Residents and relevant visitor	rs				
	PP-CS-SS-02:01.07 Application to include Passport in several Penal Lawsuits This electronic service enables the customer to submit an application to Include the seized Passport several Penal Lawsuits Sub/Main Procedural				

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

fees

Application fees are AED 20/-

Service Relevancy	$\sqrt{}$	Related	Non-Related
Partners	- The Public Prosecutions i	n UAE - The Courts	

Forms used for the service

NONE

Steps of Service	Customer's	Electronic	Smart	Self-Service
Steps of Service	Happiness Centers	Services	Services	Device
1. Receiving the customer and confirming his/her identity	V			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the required	2			
service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from the				
system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	V			
6. Filling in the application and providing the service	$\sqrt{}$	√		





7. Payment of the specified fees	$\sqrt{}$	$\sqrt{}$	
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	V		
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	V		
10. Execution of the application	V		
11. Receiving the service	V	√	

Channels to provide service Service Timings		Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM — 9:30 PM	
In Ramadan: 8:00 AM — 6:00 PM		
Customer's Happiness Self-	Normal days : 7:30 AM — 9:30 PM	45 Minutes
Service Center	In Ramadan: 8:00 AM — 6:00 PM	15 Minutes
Website	24/7	
RAK Government Portal 24/7		

- -Notifying the customer of rejection or approval of the application
- -To issue an official letter to the competent authority to include Passport in case of approval

Restriction of service

NONE

Service package

Trusts and Confiscated items Services

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





Service Description Card — Service of Residency Cancellation by P.R.O				
Service Code	PP-CS-SS	-02:01.08		
Service Name	Application	on of Reside	ency Cancellation by P.R.O	
Service Description	This servi	ce enables	the customer to apply for sending the Passport for residency visa cancellation by the	
Service Description	PRO.			
Service Structure	Sub/Mair	Sub/Main		
Service Type	Procedura	Procedural		
Service Category	vice Category Targeted Customers			
Government sector	G2G	√	Relevant government authorities	
Business Sector	Business Sector G2B √ All relevant private and semi-government sectors			
Individual Citizens	G2C	2C $$ Citizens - Elderly locals - People of determination — Residents and relevant visitors		
Public	G2P			

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

Fees

Application fees are AED 20/-

Service Relevancy	$\sqrt{}$	Related	Non-Related
Partners	Federal Authority for Id	lentity and Citizenship	

Forms used for the service

NONE

Stone of Samira	Customer's	Electronic	Smart	Self-Service
Steps of Service	Happiness Centers	Services	Services	Device
1. Receiving the customer and confirming his/her identity	V			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the required	ما			
service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from the	ما			
system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	$\sqrt{}$			
6. Filling in the application and providing the service	√			
7. Payment of the specified fees	√			





8. The application is assigned electronically to the competent prosecutor by the employee to be approved	\checkmark		
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	V		
10. Execution of the application	$\sqrt{}$		
11. Receiving the service	$\sqrt{}$		

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM — 9:30 PM	15 Minutes
.,	In Ramadan: 8:00 AM — 6:00 PM	15 Minutes

- -Notifying the customer of rejection or approval of the application
- -To issue an official letter to the competent authority and attach the passport with PRO of Public Prosecution to take cancellation procedures in case of approval

Restriction of service

NONE

Service package

Trusts and Confiscated items Services

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





Service Description Card — Service of Residency Renewal by PRO					
Service Code	PP-CS-SS-02:01	PP-CS-SS-02:01.09			
Service Name	Application to r	renew the residency by PRO			
Service Description	This electronic	This electronic service enables the customer to apply for sending Passport for residency renewal by			
Service Description	PRO				
Service Structure	Sub/Main				
Service Type	Procedural				
Service Category	Targeted Customers				
Government sector G2G	√	Relevant government authorities			
Business Sector G2B	√	All relevant private and semi-government sectors			
Individual Citizens G2C	Citizens - Elderly locals - People of determination — Residents and relevant visitors				
Public G2P					

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

Fees

Application fees are AED 20/-

Service Relevancy	$\sqrt{}$	Related	Non-Related
Partners	Federal Authority for Identity and Citizenship		

Forms used for the service

NONE

Co	Customer's	Electronic	Smart	Self-Service
Steps of Service	Happiness Centers	Services	Services	Device
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the required	2			
service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from the	2			
system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	√			





6. Filling in the application and providing the service	$\sqrt{}$	√	$\sqrt{}$	
7. Payment of the specified fees	√	√	√	
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	V			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	V			
10. Execution of the application	√			
11. Receiving the service	√	√	√	

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM — 9:30 PM	
	In Ramadan: 8:00 AM — 6:00 PM	
Customer's Happiness Self-Serv	ce Normal days : 7:30 AM — 9:30 PM	
Center	In Ramadan: 8:00 AM — 6:00 PM	15 Minutes
Website	24/7	
RAK Government Portal	24/7	
Government smart App (MRAK	24/7	

- -Notifying the customer of rejection or approval of the application
- -To issue an official letter to the competent authority and attach the passport with PRO of Public Prosecution to take renewal procedures in case of approval

Restriction of service

NONE

Service package

Trusts and Confiscated items Services

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





Service Description Card — Service of Passport Renewal by PRO						
Service Code	PP-CS-SS-	PP-CS-SS-02:01.10				
Service Name	Service of	Passpoi	rt Renewal by PRO			
Service Description	This electr	This electronic service enables the customer to apply Passport renewal by PRO				
Service Structure	Sub/Main					
Service Type	Procedural					
Service Category	Targeted Customers					
Government sector G2G						
Business Sector G2B						
Individual Citizens G2C		$\sqrt{}$	Citizens - Elderly locals - People of determination — Residents and relevant visitors.			
Public G2P						

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

Fees

Application fees are AED 20/-

Service Relevancy	V	Related			Non-Related
Partners	- Federal Authority For Identity and Citizenship		-	Embassies & Consu	lates

Forms used for the service

NONE

c. (c. :	Customer's	Electronic	Smart	Self-Service
Steps of Service	Happiness Centers	Services	Services	Device
1. Receiving the customer and confirming his/her identity	V			
2. Enquiry about the Service Type	V			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	√			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	V			





6. Filling in the application and providing the service	$\sqrt{}$	V	V	V
7. Payment of the specified fees	V	V	V	V
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	V			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	V			
10. Execution of the application	√			
11. Receiving the service	V	V	V	√

Channels to provide service	Service Timings	Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM — 9:30 PM		
	In Ramadan: 8:00 AM — 6:00 PM		
Customer's Happiness Self-Service Center	Normal days : 7:30 AM — 9:30 PM		
Customer's mappiness sem-service Center	In Ramadan: 8:00 AM — 6:00 PM		
Website	24/7	15 Minutes	
RAK Government Portal	24/7		
Self-Service Machine	Normal days : 7:30 AM — 9:30 PM		
Sen-Service Machine	In Ramadan: 8:00 AM — 6:00 PM		
Government smart App (MRAK)	24/7		

- -Notifying the customer of rejection or approval of the application
- -To issue an official letter to the competent authority and attach the passport with PRO of Public Prosecution to take renewal procedures in case of approval

Restriction of service

NONE

Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link	- Complaints Link
- Smart Service Link	- Enquiries Link
- Services Guidebook Link	- Laws and Legislations Link
- Suggestions Link	

Notes





Service Description Card — Service of Emirates ID Renewal by PRO						
Service Code		PP-C	PP-CS-SS-02:01.11			
Service Name		Servi	Service of Emirates ID Renewal by PRO			
Service Description		This	electronic	service enables the customer to apply Emirates ID renewal by PRO		
Service Structure		Sub/Main				
Service Type		Procedural				
Service Category				Targeted Customers		
Government sector	G2G					
Business Sector	G2B					
Individual Citizens	G2C		V	Citizens - Elderly locals - People of determination — Residents and relevant visitors		
Public	G2P					
c . p .						

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

Fees

Application fees are AED 20/-

Service Relevancy		Related	V	Non-Related
Partners	- Fede	al Authority for Identity and Citizen	ship	

Forms used for the service

NONE

Stone of Somice	Customer's	Electronic	Smart	Self-Service Device
Steps of Service	Happiness Centers	Services	Services	Sell-Service Device
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the	2/			
required service and guiding him/her to the waiting area	٧			
4. The Employee withdraws the Q-MATC waiting Nos. from	2/			
the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	$\sqrt{}$			





6. Filling in the application and providing the service	V	V	
7. Payment of the specified fees	V	V	
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	V		
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	V		
10. Execution of the application	√		
11. Receiving the service	V	V	

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM — 9:30 PM	
	In Ramadan: 8:00 AM — 6:00 PM	
Customer's Happiness Self-Service	Normal days : 7:30 AM — 9:30 PM	
Center	In Ramadan: 8:00 AM — 6:00 PM	15 Minutes
Website	24/7	
RAK Government Portal	24/7	

- -Notifying the customer of rejection or approval of the application
- -To issue an official letter to the competent authority and attach the Emirates ID with PRO of Public Prosecution to take renewal procedures in case of approval

Restriction of service

NONE

Service package

Trusts and Confiscated items Services

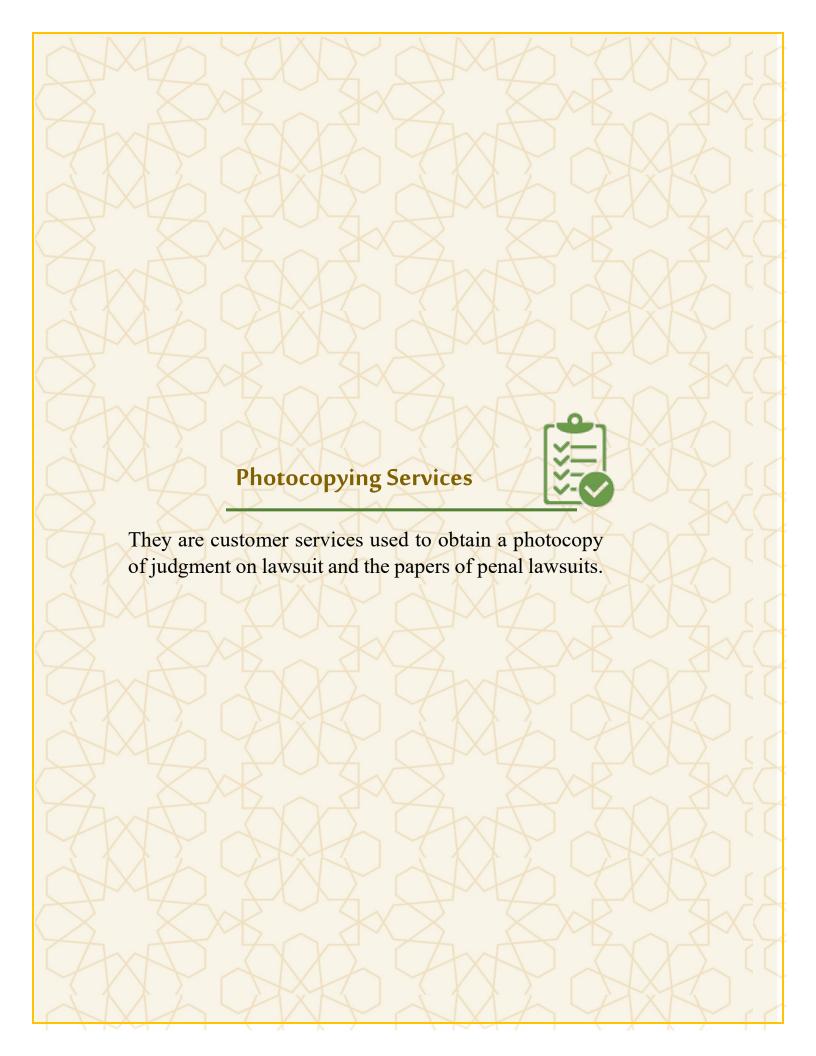
Extra available services

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes







Service Description Card – Judgment Photocopy of Penal Lawsuits in the three Judicial levels					
Service Code	PP-CS-P-C	PP-CS-P-03:01			
Service Name	Photocop	y of judg	ment in penal lawsuits of three Judicial levels		
Service Description	This electi	ronic ser	vice enables the customer to receive photocopy of Judgment in penal lawsuits with		
Service Description	three legal levels				
Service Structure	Main				
Service Type	Procedural				
Service Category			Targeted Customers		
Government sector G20	j		Relevant Government Authorities		
Business Sector G2	В		All relevant Private and semi-government sectors		
Individual Citizens G2	C Citizens -Elderly locals - People of determination — Residents and relevant visitors				
Public G2	P				

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub services

- Application to obtain a photocopy of judgment.
- Application to obtain an official photocopy of Judgment by Non-litigants if Attorney General or his Deputy approved the same for legal interest.
- Application to obtain a true certified photocopy of judgment

Fees

Shall be specified based on sub service.

Service Relevancy	Related	$\sqrt{}$	Non-Related

Partners

Forms used for the service

NONE

Steps of Service	Customer's	Electronic	Smart	Self-Services
	Happiness Centers	Services	Services	
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required	ما			
service and guiding him/her to the waiting area	V			





4. The Employee withdraws the Q-MATC waiting Nos. from the	V			
system and receives and welcomes the customer.	·			
5. Confirming the capacity of the applicant electronically.	$\sqrt{}$			
6. Filling in the application and providing the service	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$
7. Payment of the specified fees	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$
8. The application is assigned electronically to the competent	al.			
prosecutor by the employee to be approved	V			
9. If the application was approved by the competent	.1			
Prosecutor, the application shall be assigned by employee to	V			
the competent section				
10. Execution of the application	V			
11. Receiving the service	V	V	V	√

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customoda Haminasa Conton	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Self-service Device	Normal days : 7:30 AM — 9:30 PM	
Seif-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Application shall be submitted to the competent prosecutor and customer shall be notified of rejection or approval.
- Applicant shall obtain a photocopy of Judgment in case of approval.

Service Limitation

After judgment rendering

Service Package

Photocopying Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link Suggestions Link Laws and Legislations Link
- Smart Service Link Complaints Link
- Services Guidebook Link Enquiries Link

Notes





Service Description Card — Service of Judgment Photocopy					
Service Code	PP-CS-P-03:01.0	1			
Service Name	Application of Ju	dgment Photocopy			
Service Description	This Electronic s	ervice enables the customer to apply for obtaining a photocopy of a lawsuit judgment.			
Service Structure	Sub/Main	Sub/Main			
Service Type	Procedural	Procedural			
Service Category	Targeted Custo	Targeted Customers			
Government sector G2G		Relevant Government Authorities			
Business Sector G2B	√ All relevant Private and semi-government sectors				
Individual Citizens G2C	Citizens -Elderly locals - People of determination — Residents and relevant visitors				
Public G2P					

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub services

NONE

Fees

Application fees are AED 20/-

Service Relevancy	Related	$\sqrt{}$	Non-Related
-------------------	---------	-----------	-------------

Partners

Forms used for the service

NONE

Stone of Samira	Customer's	Electronic	Smart	Self-Services
Steps of Service	Happiness Centers	Services	Services	Sell-Services
1. Receiving the customer and confirming his/her identity	V			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the required	ما			
service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from the	ما			
system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	$\sqrt{}$			
6. Filling in the application and providing the service	√	√	√	V
7. Payment of the specified fees	V	√	√	V





8. The application is assigned electronically to the competent prosecutor by the employee to be approved	V			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	V			
10. Execution of the application	$\sqrt{}$			
11. Receiving the service	V	√	√	V

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customov's Happiness Contor	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Self-service Device	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Application shall be submitted to the competent prosecutor and customer shall be notified of rejection or approval.
- Applicant shall obtain a photocopy of Judgment in case of approval.

Service Limitation

After judgment rendering

Service Package

Photocopying Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link Suggestions Link Laws and Legislations Link
- Smart Service Link Complaints Link
- Services Guidebook Link Enquiries Link

Notes





Service Description Card – Application of an official photocopy of the judgment by Non-litigants subject to a permission from Attorney General or his Deputy under legal interest

· ·				
Service Code		PP-CS-P-03:01.02		
		Application of an official photocopy of the judgment by Non-litigants subject to a permission from		
Service Name		Attorney General or his Deputy under legal interest		
Service Description		This Electronic	service enables the customer to obtain the lawsuit judgment photocopy subject to a	
		permission from Attorney General or his Deputy under legal interest		
Service Structure		Sub/Main		
Service Type		Procedural		
Service Category		Targeted Customers		
Government sector	G2G	√	Related government sectors	
Business Sector	G2B	V	All related private and semi-government sectors	
Individual Citizens	G2C	√	Citizens (elderly locals+ people of determination) residence, visitors,	
Public	G2P			

Service Requirements

NONE

Service Requirements

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub services

NONE

Fees

Application fees are AED 300/-

Service Relevancy	Related	$\sqrt{}$	Non-Related
-------------------	---------	-----------	-------------

Partners

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Enquiry about the Service Type	V			
3. Issue Q-MATC No. to the customer according to the required	-1			
service and guiding him/her to the waiting area	V			





4. The Employee withdraws the Q-MATC waiting Nos. from the	V		
system and receives and welcomes the customer.			
5. Confirming the capacity of the applicant electronically.	$\sqrt{}$		
6. Filling in the application and providing the service	$\sqrt{}$	$\sqrt{}$	
7. Payment of the specified fees	$\sqrt{}$	$\sqrt{}$	
8. The application is assigned electronically to the competent	2		
prosecutor by the employee to be approved	V		
9. If the application was approved by the competent	. 1		
Prosecutor, the application shall be assigned by employee to	V		
the competent section			
10. Execution of the application	V		
11. Receiving the service	V	V	

Channels to provide service	Service Timings	Time Spent to Complete the Service
	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Self-service Device	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Application shall be submitted to the competent prosecutor or his Deputy and customer shall be notified of rejection or approval.
- Applicant shall obtain a photocopy of Judgment in case of approval.

Service Limitation

After judgment rendering

Service Package

Photocopying Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link Suggestions Link Laws and Legislations Link
- Smart Service Link Complaints Link
- Services Guidebook Link
 Enquiries Link

Notes





Service Description Card – Application of a true certified phor

Service Code	PP-CS-P-03:01.03
Service Name	Application of a true photocopy of Judgment
Service Description	This Electronic service enables the customer to obtain a true certified photocopy of the lawsuit judgment.
Service Structure	Sub/Main
Service Type	Procedural

Service Category		Targeted Customers		
Government sector	G2G	√	Relevant government authorities	
Business Sector	G2B	√	All relevant Private and semi-government sectors	
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination — Residents and relevant visitors	
Public	G2P			

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub services

NONE

Fees

Application fees are AED 50/-

Service Relevancy	Related	$\sqrt{}$	Non-Related
-------------------	---------	-----------	-------------

Partners

Forms used for the service

NONE

c (c)	Customer's Happiness	Electronic	Smart	- 16 -
Steps of Service	Centers	Services	Services	Self-Services
1. Receiving the customer and confirming his/her identity	\checkmark			
2. Enquiry about the Service Type	\checkmark			
3. Issue Q-MATC No. to the customer according to the required	ما			
service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from the	ما			
system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	V	√	V	√





7. Payment of the specified fees	V	√	V	V
8. The application is assigned electronically to the competent	ما			
prosecutor by the employee to be approved	V			
9. If the application was approved by the competent	1			
Prosecutor, the application shall be assigned by employee to	V			
the competent section				
10. Execution of the application	V			
11. Receiving the service	V	√	√	√

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customov's Hamiltons Conton	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Self-service Device	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Application shall be submitted to the competent prosecutor and customer shall be notified of rejection or approval.
- Applicant shall obtain a photocopy of Judgment in case of approval.

Service Limitation

After judgment rendering

Service Package

Photocopying Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link Suggestions Link Laws and Legislations Link
- Smart Service Link
 Services Guidebook Link
 Enquiries Link

Notes





Service Description Card —Photocopying of Penal Lawsuit Papers			
Service Code PP-CS-P-03:02			
Service Name	Photocopying of Penal Lawsuit Papers		
Service Description	This Electronic service enables the customer to obtain a photocopy of penal lawsuit papers		
Service Structure Main			
Service Type Procedural			
Service Category			Targeted Customers
		1	

Service Category		Targeted Customers	
Government sector	G2G	V	Relevant government authorities
Business Sector	G2B	V	All relevant Private and semi-government sectors
Individual Citizens	G2C	V	Citizens -Elderly locals - People of determination — Residents and relevant visitors
Public	G2P		

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub services

- 1. Apply for obtaining any soft or hard unattested photocopy of lawsuit file
- 2. Apply for obtaining a photocopy of lawsuit file in which investigation is over
- 3. Apply for obtaining a true copy

Fees

Shall be specified based on sub service.

Service Relevancy	Related	$\sqrt{}$	Non-Related

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	V			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	V	V	V	V





7. Payment of the specified fees	V	√	V	V
8. The application is assigned electronically to the competent	ما			
prosecutor by the employee to be approved	V			
9. If the application was approved by the competent	1			
Prosecutor, the application shall be assigned by employee to	V			
the competent section				
10. Execution of the application	V			
11. Receiving the service	V	√	√	√

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customov's Hamiltons Conton	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Self-service Device	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Application shall be submitted to the competent prosecutor and customer shall be notified of rejection or approval.
- Applicant shall obtain a photocopy of Judgment in case of approval.

Service Limitation

After judgment rendering

Service Package

Photocopying Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link Suggestions Link Laws and Legislations Link
- Smart Service Link
 Services Guidebook Link
 Enquiries Link

Notes





Service Description Card – Application to obtain any unattested soft or hard Photocopy of lawsuit Papers

Service code	PP-CS-P-03:02.01	
Service Name	Application to obtain any unattested hard or soft Photocopy of lawsuit Papers	
Samias Description	This Electronic service enables the customer to obtain any unattested soft or hard photocopy of lawsuit	
Service Description	papers.	
Service Structure	Sub/Main	
Service Type	Procedural	

Service Category		Targeted Customers	
Government sector	G2G	√	Relevant government authorities
Business Sector	G2B	√	All relevant Private and semi-government sectors
Individual Citizens	G2C		Citizens -Elderly locals - People of determination — Residents and relevant visitors
Public	G2P		

Service Requirements

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

Fees

- Application Fees are AED 20/-
- AED 5/- for each paper

Service Relevancy	Related	$\sqrt{}$	Non-Related

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	V			





			Tublic Trosecution
6. Filling in the application and providing the service	$\sqrt{}$		
7. Payment of the specified fees	√		
8. The application is assigned electronically to the competent	-1		
prosecutor by the employee to be approved	V		
9. If the application was approved by the competent	1		
Prosecutor, the application shall be assigned by employee to	V		
the competent section			
10. Execution of the application	V		
11. Receiving the service	√		

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customor's Happiness Contor	Normal days : 7:30 AM — 9:30 PM	15 minutes
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	13 minutes

- Application shall be submitted to the competent prosecutor and customer shall be notified of rejection or approval.
- Applicant shall obtain a photocopy of Judgment in case of approval.

Service Limitation

NONE

Service Package

Photocopying Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Suggestions Link

- Laws and Legislations Link

- Smart Service Link

- Complaints Link
- Services Guidebook Link
- Enquiries Link

Notes





Service Description Card — Photocopying papers of an investigation-ended lawsuit				
Service Code	PP-CS	-P-03:02.02		
Service Name	An ap	plication to ph	otocopy of papers of an investigation-ended lawsuit	
Service Description	This E	lectronic servi	ce enables the customer to obtain a photocopy of papers of an investigation-ended	
Service Description	lawsuit			
Service Structure	Sub/N	Sub/Main		
Service Type	Proce	Procedural		
Service Category			Targeted Customers	
Government sector G	52G	\checkmark	Relevant government authorities	
Business Sector G2B √		$\sqrt{}$	All relevant Private and semi-government sectors	
Individual Citizens G2C √		V	Citizens -Elderly locals - People of determination — Residents and relevant visitors	
Public (52P			

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

Fees

- Application Fees are AED 20/-
- AED 5/- for each paper

Service Relevancy	Related	$\sqrt{}$	Non-Related
Partners			

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	V			
2. Enquiry about the Service Type	V			
3. Issue Q-MATC No. to the customer according to the	ما			
required service and guiding him/her to the waiting area	٧			
4. The Employee withdraws the Q-MATC waiting Nos. from	ما			
the system and receives and welcomes the customer.	٧			
5. Confirming the capacity of the applicant electronically.	V			





6. Filling in the application and providing the service	V	V	$\sqrt{}$	$\sqrt{}$
7. Payment of the specified fees	V	V	V	V
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	V			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	V			
10. Execution of the application	V			
11. Receiving the service	V	V	V	V

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customov's Hannings Contor	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Salf annia Davia	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Application shall be submitted to the competent prosecutor and customer shall be notified of rejection or approval.
- Applicant shall obtain a photocopy of Judgment in case of approval.

Service Limitation

NONE

Service Package

Photocopying Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link Suggestions Link Laws and Legislations Link
- Smart Service Link Complaints Link
- Services Guidebook Link Enquiries Link

Notes





Service	Des	cription Ca	ard – True certified Photocopy of Lawsuit Papers	
Service Code		PP-CS-P-03:02.0	13	
Service Name		Application to ol	otain a true certified photocopy of lawsuit papers	
Service Description		This service enables the customer to obtain a true certified photocopy of lawsuit papers		
Service Structure	tructure Sub/Main			
Service Type	ce Type Procedural			
Service Category			Targeted Customers	
Government sector	G2G		Relevant government authorities	
Business Sector G2B		V	All relevant Private and semi-government sectors	
Individual Citizens G2C		√	Citizens -Elderly locals - People of determination — Residents and relevant visitors	
Public	G2P			

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

Fees

- Application Fees are AED 20/-
- AED 5/- for each paper
- AED 20/- for each true certified photocopy

Service Relevancy	Related	$\sqrt{}$	Non-Related

Forms used for the service

NONE

control crops				
Steps of Service	Customer's Happiness	Electronic	Smart	Self-Services
steps of service	Centers	Services	Services	Sen Services
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the				
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from	ا			
the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√			





7. Payment of the specified fees	√		
8. The application is assigned electronically to the competent	ما		
prosecutor by the employee to be approved	V		
9. If the application was approved by the competent	1		
Prosecutor, the application shall be assigned by employee to	V		
the competent section			
10. Execution of the application	√		
11. Receiving the service	$\sqrt{}$		

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM — 9:30 PM	15 minutes
	In Ramadan: 8:00 AM — 6:00 PM	15 minutes

- Application shall be submitted to the competent prosecutor and customer shall be notified of rejection or approval.
- Applicant shall obtain a photocopy of Judgment in case of approval.

Service Limitation

NONE

Service Package Photocopying Services

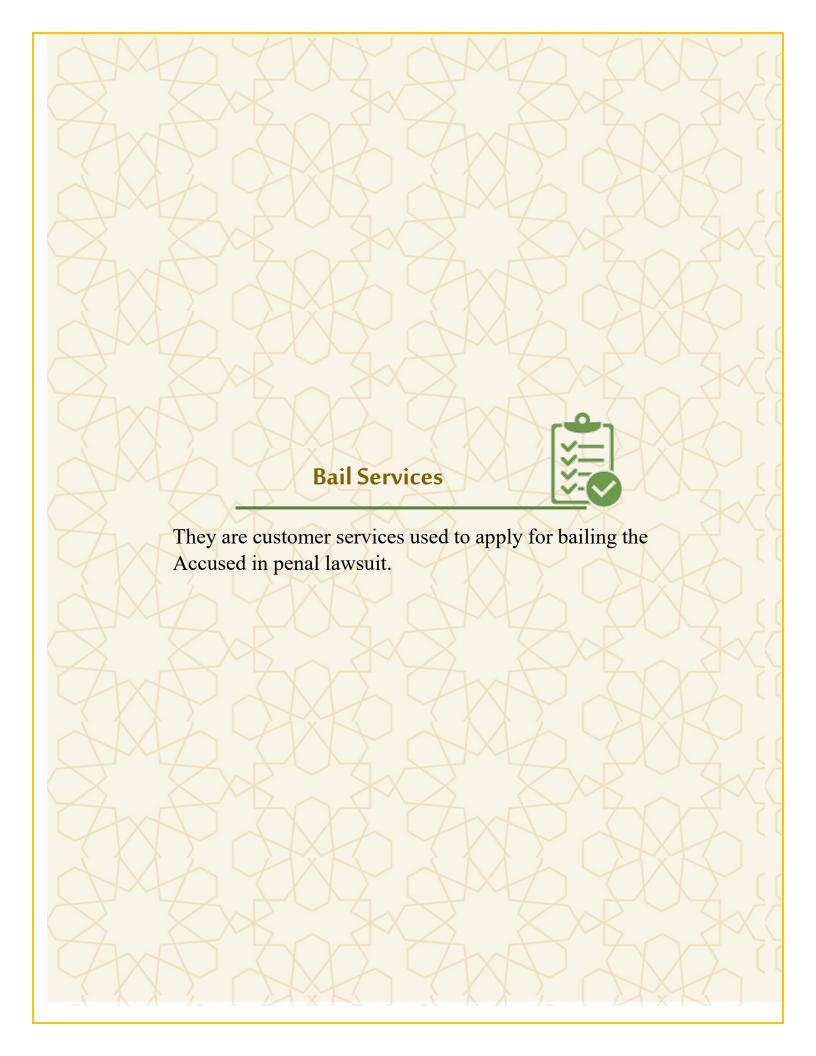
Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link Suggestions Link Laws and Legislations Link
- Smart Service Link Complaints Link
- Services Guidebook Link Enquiries Link

Notes







Service Description Card — Bail on a Penal Lawsuit				
Service Code	PP-	PP-CS-G-04:01		
Service Name	Bai	Bail on a Penal Lawsuit		
Service Description	This service enables the customer to apply for bailing an accused in a lawsuit			
Service Structure	Main			
Service Type	Procedural			
Service Category	Service Category Targeted Customers			
Government sector G2G				
Business Sector G2B				
Individual Citizens G2C		√	Citizens -Elderly locals - People of determination — Residents and relevant visitors	
Public G	Public G2P			

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

1. Financial Bail or Appearance Bail

Fees

- Application Fees are AED 20/-

Service Relevancy	$\sqrt{}$	Related		Non-Related	
Partners	- RAK Police GHQ				
raitheis	- Department of punitive and correctional establishment				

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Enquiry about the Service Type	V			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	V			





5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√	√	V	
7. Payment of the specified fees	V	$\sqrt{}$	V	
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	V			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	V			
10. Execution of the application	V			
11. Receiving the service	√	$\sqrt{}$	$\sqrt{}$	

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer's Hanning or Courts	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Self-service Device	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Customer shall be notified of rejection or approval of the application.
- A letter shall be issued and sent to the competent authority to get the Accused bailed in case of approval.

Service Limitation

NONE

Service Package

Bail Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link - Suggestions Link - Laws and Legislations Link

Smart Service Link
 Services Guidebook Link
 Enquiries Link

Notes



Service Code



Service Description Card — Financial Bail or Appearance Guar	antee

PP-CS-G-04:01.01 Financial Bail or Appearance Guarantee Service Name

This electronic service enables customer to bail an accused in a penal lawsuit financially or by appearance **Service Description** Sub/Main **Service Structure**

Service Type Procedural

• •			
Service Category			Targeted Customers
Government sector	G2G		
Business Sector	G2B		
Individual Citizens	G2C	V	Citizens -Elderly locals - People of determination — Residents and relevant visitors
Public	G2P		

Service Requirements

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

Application Fees are AED 20/-

Service Relevancy	V	Related	Non-Related
	- RAK Police GHQ		

Partners

Department of punitive and correctional establishment

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	V			
2. Enquiry about the Service Type	V			
3. Issue Q-MATC No. to the customer according to the	ما			
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from	al.			
the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	$\sqrt{}$			





6. Filling in the application and providing the service	√	√	√	
7. Payment of the specified fees	√	√	√	
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	V			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	V			
10. Execution of the application	V			
11. Receiving the service	V	$\sqrt{}$	V	

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customoda Hannings Contou	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Calfaration Davids	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Customer shall be notified of rejection or approval of the application.
- A letter shall be issued and sent to the competent authority to get the Accused bailed in case of approval.

Service Limitation

NONE

Service Package Bail Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link - Suggestions Link - Laws and Legislations Link

Smart Service Link
 Services Guidebook Link
 Enquiries Link

Notes





Service Description Card – Bail Cancellation / Exchange				
Service Code	PP-C	CS-G-04:02		
Service Name	Bail	Cancellation /	Exchange	
Service Description	This electronic service enables the customer to apply for bail cancellation or exchange in a penal lawsui			
Service Structure	Supplementary			
Service Type Procedural				
Service Category			Targeted Customers	
Government sector	G2G			
Business Sector	G2B			
Individual Citizens	G2C	V	Citizens -Elderly locals - People of determination — Residents and relevant visitors	
Public	G2P			

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

- Bail Exchange Application
- Bail Cancellation Application
- Application to exchange passport in a lawsuit

Fees

Application Fees are AED 20/-

Service Relevancy	Related	$\sqrt{}$	Non-Related
Partners			

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the				
required service and guiding him/her to the waiting area	V			





4. The Employee withdraws the Q-MATC waiting Nos. from	-/			
the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	$\sqrt{}$	V	V	V
7. Payment of the specified fees	$\sqrt{}$	√	V	V
8. The application is assigned electronically to the competent	-/			
prosecutor by the employee to be approved	V			
9. If the application was approved by the competent	1			
Prosecutor, the application shall be assigned by employee to	V			
the competent section				
10. Execution of the application	√			
11. Receiving the service	√	1	V	V

Channels to provide service	Service Timings	Time Spent to Complete the Service
Curtour /a Harrison Courtou	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Self comics Device	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Customer shall be notified of rejection or approval of the application.
- A letter shall be issued and sent to the competent authority to get the Accused bailed in case of approval.

Service Limitation

NONE

Bail Services Bail Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link Suggestions Link Laws and Legislations Link
- Smart Service Link Complaints Link
- Services Guidebook Link Enquiries Link

Notes





Service Description Card — Bail Exchange				
Service Code	PP-CS-G-04:02.0	P-CS-G-04:02.01		
Service Name	Bail Exchange Ap	Bail Exchange Application		
Service Description	This electronic service enables the customer to apply for exchanging bail in a penal lawsuit			
Service Structure	Sub/Supplementary			
Service Type	Procedural			
Service Category Targeted Customers		Targeted Customers		
Government sector G2	G			

Service Category		Targeted Customers		
Government sector	G2G			
Business Sector	G2B			
Individual Citizens	G2C	$\sqrt{}$	Citizens -Elderly locals - People of determination — Residents and relevant visitors	
Public	G2P			

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

Fees

- Application Fees are AED 20/-

Service Relevancy	Related	$\sqrt{}$	Non-Related

Partners

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	√			





7. Payment of the specified fees	√		
8. The application is assigned electronically to the competent	ما		
prosecutor by the employee to be approved	V		
9. If the application was approved by the competent	1		
Prosecutor, the application shall be assigned by employee to	V		
the competent section			
10. Execution of the application	√		
11. Receiving the service	√		

Channels to provide service	Service Timings		Time S	Time Spent to Complete the Service		
Customor's Hamminass Conton	Normal da	ys : 7:30 AM — 9:30 PM		15 minutes		
Customer's Happiness Center	In Ramada	an: 8:00 AM – 6:00 PM		13 minutes		

- Customer shall be notified of rejection or approval of the application.
- Bail exchange in case of approval.

Service Limitation

NONE

Service Package

Bail Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





Service Description Card —Bail Cancellation					
Service Code	PP-C	:S-G-04:02.02			
Service Name	Bail	Cancellation A _l	pplication		
Service Description	This	electronic serv	ice enables the customer to apply for bail cancellation in a penal lawsuit		
Service Structure	Sub/	Sub/Supplementary			
Service Type	Proc	Procedural			
Service Category	Ta	rgeted Custor	ners		
Government sector	G2G				
Business Sector	G2B				
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination — Residents and relevant visitors		
Public	G2P				
Comics Doguiyaman					

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

Sub Services

NONE

Fees

- Application Fees are AED 20/-

Service Relevancy		Related	$\sqrt{}$	Non-Related
-------------------	--	---------	-----------	-------------

Partners

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	V			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the	ما			
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from	2			
the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	$\sqrt{}$			
6. Filling in the application and providing the service	√			
7. Payment of the specified fees	V			





8. The application is assigned electronically to the	ما		
competent prosecutor by the employee to be approved	V		
9. If the application was approved by the competent	1		
Prosecutor, the application shall be assigned by employee	V		
to the competent section			
10. Execution of the application	V		
11. Receiving the service	V		

Channels to provide service	Service Timings	Time Spent to Complete the Service	
Customer's Happiness Center	Normal days : 7:30 AM — 9:30 PM	15 minutes	
Customer s rappiness Center	In Ramadan: 8:00 AM — 6:00 PM	13 minutes	

- Customer shall be notified of rejection or approval of the application.
- Bail cancellation in case of approval.

Service Limitation

NONE

Service Package

Bail Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





Service Code	PP-C	PP-CS-G-04:02.03					
Service Name	Pass	port Exchange in	a lawsuit				
Service Description	This	electronic service	enables customer to apply for	passport exchange with ar	nother in a penal lawsuit		
Service Structure	Sub	Supplementary					
Service Type	Proc	edural					
Service Category			Target	ed Customers			
Government sector G2G							
Business Sector	G2B						
Individual Citizens	G2C	√ (Citizens -Elderly locals - People of determination — Residents and relevant visitors				
Public	G2P						
Service Requirements	;						
To be submitted by one	of the	parties or an atto	rney thereof.				
Required documents							
In cases of parties: Orig	inal Em	irates ID					
In case of attorney: Orig	ginal En	nirates ID + photo	ocopy of Power of Attorney				
Sub Services							
NONE							
Fees							
- Application Fees a	re AED	20/-					
Service Relevancy			Related	$\sqrt{}$	Non-Related		
Partners							

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	V			
2. Enquiry about the Service Type	V			
3. Issue Q-MATC No. to the customer according to the	ما			
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from	ما			
the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	$\sqrt{}$			
6. Filling in the application and providing the service	V	V	V	V
7. Payment of the specified fees	√	V	V	$\sqrt{}$





8. The application is assigned electronically to the competent prosecutor by the employee to be approved	√			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	V			
10. Execution of the application	V			
11. Receiving the service	V	V	$\sqrt{}$	V

Channels to provide service	Service Timings	Time Spent to Complete the Service
Contamorá Hanris de Contam	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
C.I.C.	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Customer shall be notified of rejection or approval of the application.
- Passport shall be exchanged by another in case of approval.

Service Limitation

NONE

Service Package

Bail Services

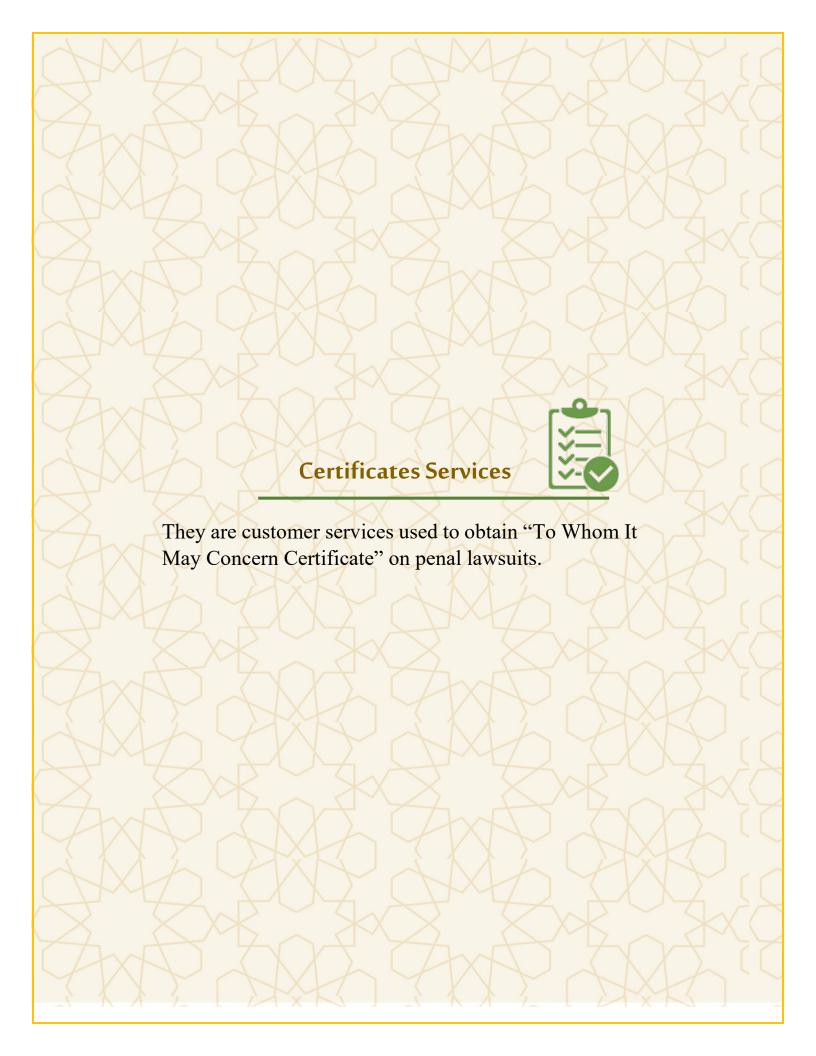
Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes







Service Des	cript	tion C	Card –	"To Whom it May Concern" Certificate on a penal lawsuit		
Service Code		PP-CS	S-C-05:01			
Service Name		Issuar	suance of "To Whom it May Concern" Certificate on a penal lawsuit			
Service Description		This s	is service enables the customer apply for "To Whom it May Concern" Certificate on a penal lawsuit			
Service Structure		Main	n			
Service Type		Proce	dural	al		
Service Category				Targeted Customers		
Government sector	G2G		√ Relevant government authorities			
Business Sector	G2B		√ All relevant Private and semi-government sectors			

Individual Citizens

Public

To be submitted by one of the parties or an attorney thereof.

G2C

G2P

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

- 1) Application on "Certificate of Final judgment"
- 2) Application on "Certificate of Judgment Execution"
- 3) Application on "Certificate of Confiscating a Passport"
- Application on "Certificate of Confiscating an Official Card"
- Application on "Certificate of lawsuit pending before the Court"

Citizens -Elderly locals - People of determination - Residents and relevant visitors

- 6) Application on "Certificate of a lawsuit under investigation"
- 7) Application on "To Whom It May Concern Certificate", as requested.

Fees

- Application Fees are AED 50/-

Service Relevancy	Related	 Non-Related
Partners		

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the	ما			
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from	ما			
the system and receives and welcomes the customer.	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \			





5. Confirming the capacity of the applicant electronically.	\checkmark			
6. Filling in the application and providing the service	√	V	V	V
7. Payment of the specified fees	√	1	V	V
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	V			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	V			
10. Execution of the application	V			
11. Receiving the service	$\sqrt{}$	V	V	V

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customor's Hannings Contor	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Self-service Device	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Customer shall be notified of rejection or approval of the application.
- Applicant shall obtain certificate on lawsuit in case of approval.

Service Limitation

Pursuant to the sub service.

Service Package

Certificates Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link - Suggestions Link - Laws and Legislations Link

Smart Service Link
 Services Guidebook Link
 Enquiries Link

Notes





Service Description Card — Certificate on Confiscating Passport					
Service Code	PP-CS-C	-05:01.0	3		
Service Name	Applicat	ion of C	ertificate on Confiscating Passport		
Service Description	This serv	This service enables customer to apply for "To Whom it May Concern Certificate" on Confiscating Passport			
Service Structure	Sub/Ma	Sub/Main			
Service Type	Procedu	Procedural			
Service Category		Targeted Customers			
Government sector	52G	V	Relevant government authorities		
Business Sector	52B	52B √ All relevant Private and semi-government sectors			
Individual Citizens	52C	2C $\sqrt{\text{Citizens -Elderly locals - People of determination } - \text{Residents and relevant visitors}}$			
Public	G2P				
Public	G2P				

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

NONE

Fees

- Application Fees are AED 50/-

Service Relevancy		Related	$\sqrt{}$	Non-Related
-------------------	--	---------	-----------	-------------

Partners

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the	ما			
required service and guiding him/her to the waiting area	V			





			1
4. The Employee withdraws the Q-MATC waiting Nos. from	ما		
the system and receives and welcomes the customer.	V		
5. Confirming the capacity of the applicant electronically.	$\sqrt{}$		
6. Filling in the application and providing the service	$\sqrt{}$		
7. Payment of the specified fees	$\sqrt{}$		
8. The application is assigned electronically to the	ما		
competent prosecutor by the employee to be approved	V		
9. If the application was approved by the competent	1		
Prosecutor, the application shall be assigned by employee	V		
to the competent section			
10. Execution of the application	V		
11. Receiving the service	V		

Channels to provide service	Service Timings	Time Sp	ent to Complete the Service
Customer's Happiness Center	Normal days : 7:30 AM — 9:30 PM		15 minutes
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM		13 minutes

- Customer shall be notified of rejection or approval of the application.
- Applicant shall obtain certificate on confiscating the passport in case of approval.

Service Limitation

NONE

Service Package

Certificates Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





Service D	escrip	tion C	Card — Certificate on Confiscating an Official Card		
Service Code	PP-CS	5-C-05:0	1.04		
Service Name	Certif	icate on	Confiscating an Official Card		
Samica Description	This s	ervice ei	nables customer to apply for "To Whom it May Concern Certificate" on confiscating an		
Service Description	Offici	Official Card			
Service Structure	Sub/N	Sub/Main			
Service Type	Proce	dural			
Service Category			Targeted Customers		
Government sector G	2G	V	Relevant government authorities		
Business Sector G2B			All relevant Private and semi-government sectors		
Individual Citizens G	2C	V	Citizens -Elderly locals - People of determination — Residents and relevant visitors		
Public G	i2P				
Service Requirements		•			

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

NONE

Fees

- Application Fees are AED 50/-

Service Relevancy	Related	V	Non-Related

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	V			
2. Enquiry about the Service Type	V			
3. Issue Q-MATC No. to the customer according to the	ما			
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from	ما			
the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	V			





6. Filling in the application and providing the service	√		
7. Payment of the specified fees	V		
8. The application is assigned electronically to the	V		
competent prosecutor by the employee to be approved			
9. If the application was approved by the competent	1		
Prosecutor, the application shall be assigned by employee	V		
to the competent section			
10. Execution of the application	√		
11. Receiving the service	V		

Channels to provide service	Service Timings	Time Spent to Complete the Service	
Customov's Hannings Contar	Normal days : 7:30 AM — 9:30 PM	15 minutes	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	15 minutes	

- Customer shall be notified of rejection or approval of the application.
- Applicant shall obtain certificate on confiscating the official card in case of approval.

Service Limitation

NONE

Service Package

Certificates Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





			1 - 3/10 1 1 3 2 2 2 2 2	
Service Desc	cripti	ion Car	d – Certificate on a lawsuit pending before the Court	
Service Code	PP.	-CS-C-05:0	1.05	
Service Name	Ар	plication of	f a certificate on a lawsuit pending before the court	
Service Description		This service enables customer to apply for "To Whom It May Concern Certificate" on a lawsuit pending before the court.		
Service Structure	Sul	Sub/Main		
Service Type	Pro	Procedural		
Service Category			Targeted Customers	
Government sector	G2G	$\sqrt{}$	Relevant government authorities	
Business Sector	G2B	$\sqrt{}$	All relevant Private and semi-government sectors	
Individual Citizens	G2C	$\sqrt{}$	Citizens -Elderly locals - People of determination — Residents and relevant visitors	
Public	G2P			
Sarvica Paguirament	<u>-</u>	•		

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

NONE

Fees

- Application Fees are AED 50/-

Service Relevancy	Related	$\sqrt{}$	Non-Related

Partners

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	V			
2. Enquiry about the Service Type	V			
3. Issue Q-MATC No. to the customer according to the	V			
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos.	V			
from the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	$\sqrt{}$			
6. Filling in the application and providing the service	√			
7. Payment of the specified fees	V			





8. The application is assigned electronically to the	V		
competent prosecutor by the employee to be approved			
9. If the application was approved by the competent	2/		
Prosecutor, the application shall be assigned by employee	V		
to the competent section			
10. Execution of the application	$\sqrt{}$		
11. Receiving the service	√		

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customar's Hannings Contar	Normal days : 7:30 AM — 9:30 PM	15 minutes
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	13 illiliates

- Customer shall be notified of rejection or approval of the application.
- Applicant shall obtain certificate on a lawsuit pending before the court in case of approval.

Service Limitation

If the lawsuit is still pending before the court.

Service Package

Certificates Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





Service Description Card — Certificate on a Lawsuit under investigation					
Service Code			PP-CS-C-05:01.06		
Service Name	Ap	plication of	a certificate on a lawsuit under investigation		
Service Description		This service enables customer to apply for "To Whom It May Concern Certificate" on a lawsuit under investigation.			
Service Structure	Su	Sub/Main			
Service Type	Pr	Procedural			
Service Category		Targeted Customers			
Government sector	G2G	√	Relevant government authorities		
Business Sector	G2B	3 √ All relevant Private and semi-government sectors			
Individual Citizens	G2C	Citizens -Elderly locals - People of determination — Residents and relevant visitors			
Public	G2P				
Comics Description					

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

NONE

Fees

- Application Fees are AED 50/-

Service Relevancy	Related	$\sqrt{}$	Non-Related

Partners

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	V			
2. Enquiry about the Service Type	V			
3. Issue Q-MATC No. to the customer according to the	ما			
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos.	V			
from the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	$\sqrt{}$			
6. Filling in the application and providing the service	√			
7. Payment of the specified fees	V			





8. The application is assigned electronically to the competent prosecutor by the employee to be approved	V		
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	V		
10. Execution of the application	V		
11. Receiving the service	V		

Channels to provide service	Service Timings	Time Spent to Complete the Service	
Customar's Hannings Contar	Normal days : 7:30 AM — 9:30 PM	15 minutes	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	13 minutes	

- Customer shall be notified of rejection or approval of the application.
- Applicant shall obtain certificate on a lawsuit under investigation in case of approval.

Service Limitation

During the stage of investigation.

Service Package

Certificates Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes





$. Service\ Description\ Card-"To\ Whom\ It\ May\ Concern\ Certificate",\ as\ requested$

Service Code	PP-CS-C-05:01.07
Service Name	Application of "To Whom It May Concern Certificate", as requested
Service Description	This service enables the customer to apply for "To Whom It May Concern Certificate", as requested
Service Structure	Sub/Main
Service Type	Procedural

Service Category			Targeted Customers		
Government sector	G2G		Relevant government authorities		
Business Sector	G2B	V	All relevant Private and semi-government sectors		
Individual Citizens	G2C	V	Citizens -Elderly locals - People of determination — Residents and relevant visitors		
Public	G2P				

Service Requirements

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + photocopy of Power of Attorney

NONE

Fees

- Application Fees are AED 50/-

Service Relevancy	Related	$\sqrt{}$	Non-Related

Partners

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√ V	56.7.663	56.7.663	
2. Enquiry about the Service Type	V			
3. Issue Q-MATC No. to the customer according to the	.1			
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos.	ما			
from the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	$\sqrt{}$			
6. Filling in the application and providing the service	√	V	V	√
7. Payment of the specified fees	√	V	V	√





8. The application is assigned electronically to the competent prosecutor by the employee to be approved	V			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	V			
10. Execution of the application	V			
11. Receiving the service	V	V	V	V

Channels to provide service	Service Timings	Time Spent to Complete the Service
Custo mov's Hannings Contor	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Self-service Device	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Customer shall be notified of rejection or approval of the application.
- Applicant shall obtain certificate on a lawsuit, as requested, in case of approval.

Service Limitation

NONE

Service Package

Certificates Services

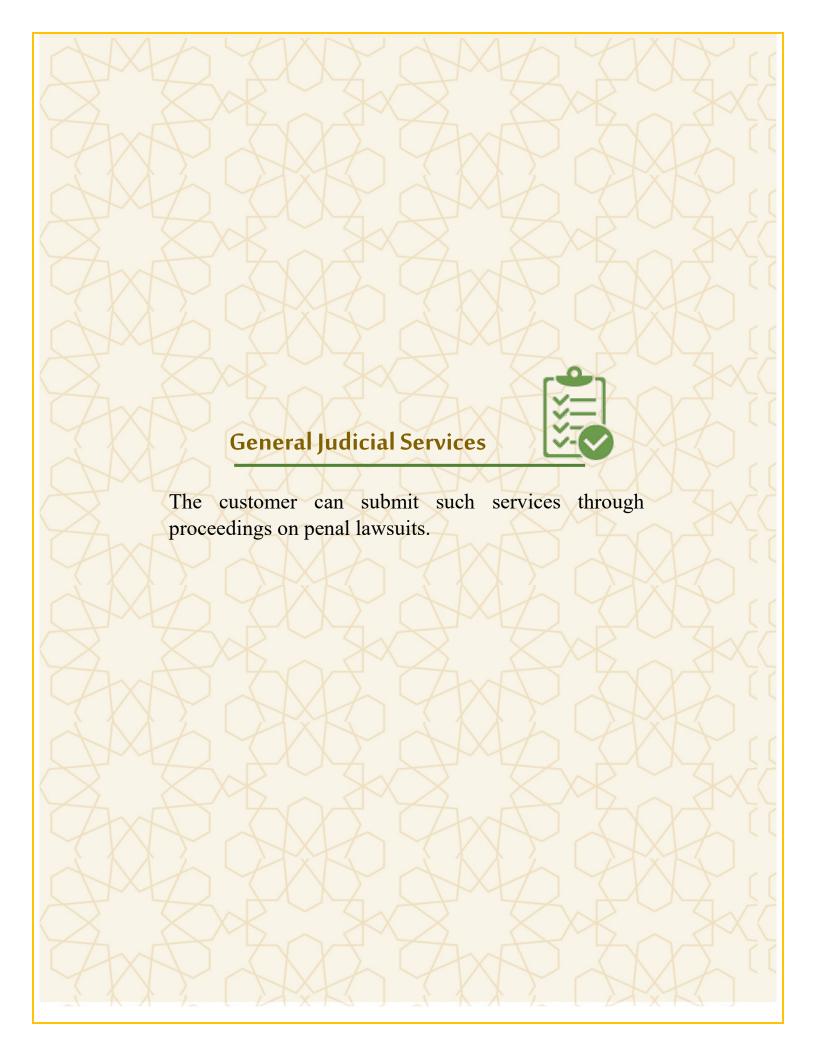
Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

Useful Links

- Electronic Service Link
- Smart Service Link
- Services Guidebook Link
- Suggestions Link
- Complaints Link
- Enquiries Link
- Laws and Legislations Link

Notes







Service Description Card — Vehicles and Means of Transportation					
Service Code		PP-CS- <i>JG</i> -06:0	01		
Service Name		Vehicles and I	Means of Transportation		
Service Description		Services related to vehicles and means of transportation			
Service Structure		Main			
Service Type		Procedural			
Service Category			Targeted Customers		
Government sector	G20	i √	Relevant government authorities		
Business Sector	G2E	√ All relevant Private and semi-government sectors			
Individual Citizens	G20	. √	Citizens -Elderly locals - People of determination — Residents and relevant visitors		
Public	G2F)			

To be submitted by one of the parties or an attorney thereof.

Required Documents

In cases of parties: Original Emirates ID + Photocopy of the transportation mean license

In case of attorney: Original Emirates ID + Photocopy of Power of Attorney + Photocopy of the transportation mean license + Photocopy of Trade License in case of ownership of a vehicle for license holder.

Sub services

- 1- Application to release impounded transportation mean (Vehicle Bike Ship)
- 2- Application of permission to repair damaged transportation mean (Vehicle Bike Ship)

Fees

- Application fees are AED 20/-

Service Relevancy		Related		V	Non-Related
Partners	- RAK Police GF	łQ	-	Armed Forces	

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the	ما			
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos.	ما			
from the system and receives and welcomes the customer.	V			





5. Confirming the capacity of the applicant electronically.	√			
6. Filling in the application and providing the service	V	√	√	√
7. Payment of the specified fees	$\sqrt{}$	$\sqrt{}$	\checkmark	V
8. The application is assigned electronically to the	ما			
competent prosecutor by the employee to be approved	٧			
9. If the application was approved by the competent	.1			
Prosecutor, the application shall be assigned by employee	V			
to the competent section				
10. Execution of the application	√			
11. Receiving the service	√	√	√	V

Channels to provide service	Service Timings	Time Spent to Complete the Service
Contrary's Harrison Contrar	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Calf annia Davia	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Customer shall be notified of rejection or approval of the application.
- Applicant shall obtain certificate on a lawsuit, as requested, in case of approval.

Service Limitation

NONE

Service Package General Judicial Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

-	Suggestions Link	
-	Services Guidebook Link	- Laws and Legislations Link
-	Smart Service Link	- Enquiries Link
-	Electronic Service Link	- Complaints Link

Notes





Service Description Card – Release an impounded Transportation Mean

Service Code	PP-CS-JG-06:01.01
Service Name	Application to release an impounded transportation mean; vehicle, bike or a ship.
Service Description	This electronic service enables customer to apply for releasing transportation mean impounded in a lawsuit
Service Structure	Main
Service Type	Procedural

Service Category		Targeted Customers				
Government sector	G2G	√	Relevant government authorities			
Business Sector	G2B	√	All relevant Private and semi-government sectors			
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination — Residents and relevant visitors			
Public	G2P					

Service Requirements

To be submitted by one of the parties or an attorney thereof.

Required Documents

In cases of parties: Original Emirates ID + Photocopy of the transportation mean license

In case of attorney: Original Emirates ID + Photocopy of Power of Attorney + Photocopy of the transportation mean license + Photocopy of Trade License in case of releasing a vehicle owned by license holder.

Sub services

NONE

Fees

- Application fees are AED 20/-

Service Relevancy	$\sqrt{}$	Related		Non-Related
Partners	- RAK Police GHQ		- Armed Forces	

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from the system and receives and welcomes the customer.	√			
5. Confirming the capacity of the applicant electronically.	V			





6. Filling in the application and providing the service	√	√	$\sqrt{}$	√
7. Payment of the specified fees	√	√	$\sqrt{}$	V
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	V			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to	√			
the competent section				
10. Execution of the application	√			
11. Receiving the service	√	V	V	√

Channels to provide service	Service Timings	Time Spent to Complete the Service
Contamoda Hanniston Contam	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Self-service Device	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Customer shall be notified of rejection or approval of the application.
- To issue an official letter directed to the competent authority, in case of approval.

Service Limitation

NONE

Service Package

General Judicial Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

-	Electronic Service Link	-	Complaints Link
-	Smart Service Link	-	Enquiries Link
-	Services Guidebook Link	-	Laws and Legislations Link
-	Suggestions Link		

Notes





Service Description Card — Permission to repair Transportation mean						
Service Code		PP-0	CS-JG-06:01	.02		
Service Name		Арр	lication to o	btain a permission to repair transportation mean (Vehicle – Bike – Ship)		
Service Description		This electronic service enables the customer to apply for obtaining a permission from Public Prosecution Department to repair a damaged transportation mean				
Service Structure		Sub/Main				
Service Type		Procedural				
Service Category				Targeted Customers		
Government sector	G2G	√ Relevant government authorities				
Business Sector	G2B	√ All relevant Private and semi-government sectors				
Individual Citizens	G2C		Citizens -Elderly locals - People of determination — Residents and relevant visitors			
Public	G2P					

To be submitted by one of the parties or an attorney thereof.

Required Documents

In cases of parties: Original Emirates ID + Photocopy of the transportation mean license

In case of attorney: Original Emirates ID + Photocopy of Power of Attorney + Photocopy of the transportation mean license + Photocopy of Trade License in case of releasing a vehicle owned by license holder.

Sub services

NONE

Fees

- Application fees are AED 20/-

Service Relevancy	$\sqrt{}$	Related		Non-Related
Partners	- RAK Police	GHQ	- Armed Forces	

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the	V			
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos. from	2			
the system and receives and welcomes the customer.	V			





5. Confirming the capacity of the applicant electronically.	V			
6. Filling in the application and providing the service	V	√	√	V
7. Payment of the specified fees	$\sqrt{}$	\checkmark	$\sqrt{}$	$\sqrt{}$
8. The application is assigned electronically to the competent prosecutor by the employee to be approved	V			
9. If the application was approved by the competent Prosecutor, the application shall be assigned by employee to the competent section	V			
10. Execution of the application	V			
11. Receiving the service	V	1	V	V

Channels to provide service	Service Timings	Time Spent to Complete the Service		
Custome / Harrison Courts	Normal days : 7:30 AM — 9:30 PM			
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM			
Website	24/7			
RAK Government Portal	24/7	15 minutes		
Salf annias Davies	Normal days : 7:30 AM — 9:30 PM			
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM			
Government Smart Application (Mrak)	24/7			

- Customer shall be notified of rejection or approval of the application.
- To issue an official letter directed to the competent authority, in case of approval.

Service Limitation

NONE

Service Package General Judicial Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

- Suggestions Link	
- Services Guidebook Link	- Laws and Legislations Link
- Smart Service Link	- Enquiries Link
- Electronic Service Link	- Complaints Link

Notes





Service Description Card — Deposit Funds on a Penal Lawsuit								
Service Code	PP-CS-JG-06:0	PP-CS-JG-06:02						
Service Name	Deposit Funds	Deposit Funds on a Penal Lawsuit						
Service Description	A service related to deposit funds on a penal lawsuit							
Service Structure	Main							
Service Type	Procedural							
Service Category		Targeted	Customers					
Government sector	G2G	$\sqrt{}$	Relevant government authorities					
Business Sector	G2B √ All relevant Private and semi-government sectors							
Individual Citizens	G2C	G2C √ Citizens -Elderly locals - People of determination — Residents and relevant visitors						
Public	G2P							

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + Photocopy of Power of Attorney

Sub services

- Application to deposit funds on a lawsuit

fees

- Application fees are AED 20/-

Service Relevancy	Related	\checkmark	Non-Related
Dartners			•

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	√			
2. Enquiry about the Service Type	√			
3. Issue Q-MATC No. to the customer according to the	2/			
required service and guiding him/her to the waiting area	٧			
4. The Employee withdraws the Q-MATC waiting Nos.	2/			
from the system and receives and welcomes the customer.	٧			
5. Confirming the capacity of the applicant electronically.	√ ·			
6. Filling in the application and providing the service	√	√		





7. Payment of the specified fees	$\sqrt{}$	√	
8. The application is assigned electronically to the	.1		
competent prosecutor by the employee to be approved	V		
9. If the application was approved by the competent	1		
Prosecutor, the application shall be assigned by employee	V		
to the competent section			
10. Execution of the application	√		
11. Receiving the service	√	1	

Channels to provide service	Service Timings	Time Spent to Complete the Service
Customer/a Hanning on Contain	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Self-service Device	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Customer shall be notified of rejection or approval of the application.
- To deposit funds on a lawsuit, in case of approval.

Service Limitation

NONE

Service Package

General Judicial Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

-	Electronic Service Link	-	Complaints Link
-	Smart Service Link	-	Enquiries Link
-	Services Guidebook Link	-	Laws and Legislations Link
-	Suggestions Link		

Notes





Service Description Card — Deposit Funds on a Lawsuit								
Service Code	PP-CS-JG-06:0	PP-CS-JG-06:02.01						
Service Name	Application to	deposit Fun	ds on a Lawsuit					
Service Description	This electronic	This electronic service enables customer to apply for depositing funds as a security on a penal lawsuit						
Service Structure	Sub/Main							
Service Type	Procedural							
Service Category		Targeted	Customers					
Government sector	G2G	$\sqrt{}$	Relevant government authorities					
Business Sector	G2B	$\sqrt{}$	All relevant Private and semi-government sectors					
Individual Citizens	G2C	√	Citizens -Elderly locals - People of determination — Residents and relevant visitors					
Public	G2P							
Service Requirements								

To be submitted by one of the parties or an attorney thereof.

Required documents

In cases of parties: Original Emirates ID

In case of attorney: Original Emirates ID + Photocopy of Power of Attorney

Sub services

NONE

fees

Application fees are AED 20/-

Service Relevancy	Related		Non-Related
Partners			

Forms used for the service

NONE

Steps of Service	Customer's Happiness Centers	Electronic Services	Smart Services	Self-Services
1. Receiving the customer and confirming his/her identity	$\sqrt{}$			
2. Enquiry about the Service Type	$\sqrt{}$			
3. Issue Q-MATC No. to the customer according to the	al.			
required service and guiding him/her to the waiting area	V			
4. The Employee withdraws the Q-MATC waiting Nos.	-1			
from the system and receives and welcomes the customer.	V			
5. Confirming the capacity of the applicant electronically.	V			





6. Filling in the application and providing the service	√	√	
7. Payment of the specified fees	V	√	
8. The application is assigned electronically to the	2/		
competent prosecutor by the employee to be approved	V		
9. If the application was approved by the competent	.1		
Prosecutor, the application shall be assigned by employee	V		
to the competent section			
10. Execution of the application	V		
11. Receiving the service	√	√	

8		
Channels to provide service	Service Timings	Time Spent to Complete the Service
Contagnada Harrigana Contagn	Normal days : 7:30 AM — 9:30 PM	
Customer's Happiness Center	In Ramadan: 8:00 AM — 6:00 PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
Self annier Davier	Normal days : 7:30 AM — 9:30 PM	
Self-service Device	In Ramadan: 8:00 AM — 6:00 PM	
Government Smart Application (Mrak)	24/7	

- Customer shall be notified of rejection or approval of the application.
- To deposit funds as a security on a lawsuit, in case of approval.

Service Limitation

NONE

Service Package

General Judicial Services

Extra Services available

Payment machine, ATM, Mobile Charging Service, Hospitality, Wi-Fi service, Car parking, Prayer Room, special vehicles for transportation, TV screen, Reading corner, Cafeteria, wheel chairs for the people of determination and elderly locals, parking for people of determination, photocopy machine.

-	Electronic Service Link	-	Complaints Link
-	Smart Service Link	-	Enquiries Link
-	Services Guidebook Link	-	Laws and Legislations Link
-	Suggestions Link		

Notes





Service Description Card —Prisoners Services				
Service Code		PP-CS-JG-06:04		
Service Name		Prisoners Services		
Service Description		Services related to visit prisoners or bring prisoners		
Service Structure		Main		
Service Type		Procedural		
Service Category	Targe	eted Customers		
Government Sector		Related government authorities		
G2G	1	Related government authorities		
Business Sector		All related private and semi-government sectors		
G2B		All related private and semi-government sectors		
Individuals		Locals - elderly Locals - people of determination- residents, visitors		
G2C		Locals - elderly Locals - people of determination- residents, visitors		
Public				
G2P				

To be submitted by one of the parties or their attorney

Required Documents

In case of parties: Original Emirates ID + Prisoner summoning letter from Notary Public (in case of bringing prisoner to make power of attorney)

In case of attorney: Original Emirates ID + Copy of power of attorney + Prisoner summoning letter from Notary Public (in case of bringing prisoner to make power of attorney)

Sub-services

- 1. Prisoner Visit Application
- 2. Prisoner bringing for making power of attorney application

Fees

Application fee is AED 20

	Service Relev	ancy	Related	$\sqrt{}$	Non-related	
Partners	Partners Punitative and Correctional Establishment					

Forms used for service

None





Steps of Rendering Services	Customer Happiness Centers	Electronic Services	Smart Services	Self Service Device
1. Receive customer and confirm his				201100
capacity.	$\sqrt{}$			
2. Enquire about the type of service	$\sqrt{}$			
3. Issue Q-MATC No. to the customer				
according to the type of required	$\sqrt{}$			
service then guide him to waiting hall				
4. The employee withdraws Q-MATC				
Nos. from the system and receives and	$\sqrt{}$			
welcomes customer.				
5. Confirm the capacity of the	-			
applicant electronically	$\sqrt{}$			
6. Prepare the application and provide	1	1	1	1
the service	V	√	$\sqrt{}$	V
7. Pay the determined fees	V	√	V	$\sqrt{}$
8. Assign the application electronically				
to the concerned Prosecutor by the	$\sqrt{}$			
employee for approval.				
9. In case of approval by the concerned				
Prosecutor, the application is assigned	$\sqrt{}$			
by the employee to the concerned				
department				
10. Execute the application .	$\sqrt{}$			
11. Receive the service.	$\sqrt{}$	√	V	√
Channels providing service	Service Timing	Time	period for comple	tion of service
Customer Happiness Conter	Normal days : 7:30 AM — 9:30 PM			
Customer Happiness Center	In Ramadan: 8:00 AM — 6:00 PM			
	Normal days : 7:30 AM — 9:30 PM			
Happiness Self Service Center	In Ramadan: 8:00 AM — 6:00 PM			
Website	24/7			
RAK Government Portal	24/7			
Self-service Device	Normal days : 7:30 AM — 9:30 PM			
Sen-service Device	In Ramadan: 8:00 AM — 6:00 PM			
Government Smart Application (Mrak)	24/7			
			15 minutes	5





Main outcome of the service

- Notify the customer of rejection or approval
- Make an official letter to the competent authority in case of approval

Service Limitation

None

Service Package

General Judicial Services

Available Extra Services

Cash payment machine, ATM, mobile charging service, hospitality, Wi-Fi, car parking, prayer room, special vehicle for transportation, TV screen, reading corner, cafeteria, wheel chairs for the people of determination and elderly Locals, people of determination parking, photocopy machine.

Useful Links

- Electronic service link
- Smart service link
- Service guide link
- Suggestions link
- Complaints link
- Enquiries link
- Laws and legislations link

Notes

None





		Service D	escrip	tion Card —Pris	oner Visit Service		
Service Code	PP-CS	-JG-06:04.01					
Service Name	Prisoner Visit Application						
Service				es the customer to apply	to visit a prisoner in the Pu	nitative and Corre	ctional
Description		ishment	inat enable	es the customer to upply	to visit a prisoner in the Ta	mative and come	ctional
Service Structure	Sub/						
Service Type	Procee						
Service Category		Targeted Cus	stomers				
Government Sector		$\sqrt{}$	Related	government authorities			
Business Sector	G2B		All relat	All related private and semi-government sectors			
Individuals	G2C	· √		,	f determination- residents,	visitors	
Public	G2P						
Service Requiremen	its						
To be submitted by o	ne of th	e parties or thei	r attorney				
Required Documen	ts						
In case of parties: Ori			ppy of pov	ver of attorney			
Sub-services							
None							
Fees							
Application fee is AEE	20						
Service Relevancy		Related				√ Non-r	elated
Partners		Punitative and	l Correctio	onal Establishment	-		'
Forms used for service							
None							
Service Steps							
Steps of Rendering Service		Customer Happiness Centers	Electronic Services	Smart Services	Self Service Device		
1. Receive custome	er and	confirm his ca	pacity.	V			





2. Enquire about the type of service	$\sqrt{}$			
3. Issue Q-MATC No. to the customer				
according to the type of required service then	\checkmark			
guide him to waiting hall				
4. The employee withdraws Q-MATC Nos.				
from the system and receives and welcomes	\checkmark			
customer.				
5. Confirm the capacity of the applicant	I			
electronically	$\sqrt{}$			
6. Prepare the application and provide the	.1	.1	-1	
service	V	V	V	
7. Pay the determined fees	√	√	V	√
8. Assign the application electronically to the				
concerned Prosecutor by the employee for	\checkmark			
approval.				
9. In case of approval by the concerned	ı			
Prosecutor, the application is assigned by the	V			
employee to the concerned department				
10. Execute the application .	$\sqrt{}$			
11. Receive the service.	√	√	V	√
Channels providing service	Service T	iming	Time period for co	mpletion of
Customer Happiness Center	Normal days : 7:30 In Ramadan: 8:00			
Happiness Self Service Center	Normal days : 7:30 AM — 9:30 PM			
Website	In Ramadan: 8:00 AM — 6:00 PM 24/7			
RAK Government Portal	24/7			
Self-service device	Normal days : 7:30) AM — 9:30 PM		
Sen-service device	In Ramadan: 8:00 AM — 6:00 PM			
Government Smart Application (Mrak)	24/	7	15 minute	25





Main outcome of the service

- Notify the customer of rejection or approval
- Make an official letter to the competent authority in case of approval

Service Limitation

None

Service Package

General Judicial Services

Available Extra Services

Cash payment machine, ATM, mobile charging service, hospitality, Wi-Fi, car parking, prayer room, special vehicle for transportation, TV screen, reading corner, cafeteria, wheel chairs for the people of determination and elderly Locals, people of determination parking, photocopy machine.

Useful Links

- Electronic service link
- Smart service link
- Service guide link
- Suggestions link
- Complaints link
- Enquiries link
- Laws and legislations link

Notes

None





Service De	scription	Card -	- Bring Prisoner To M	ake Powe	er of Attor	ney Service
Service Code	PP-CS-JG-06	5:04.02				
Service Name	A request fo	r brining a	prisoner to make power of attorne	ey		
Service Description		m Punitati	at enables the customer to submi ve and Correctional Establishmen	• •		C
Service Structure	Sub/ Main					
Service Type	Procedural					
Service Category	,	Targeted	Customers			
Government Sector	or G2G	$\sqrt{}$	Related government Authorities			
Business Sector	G2B		All related private and semi-gover	rnment sectors		
Individuals	G2C \text{Locals - elderly Locals - people of determination- residents, visitors}				cors	
Public	G2P					
Service Requiren	nents					
To be submitted b	y one of the p	arties or th	neir attorney			
Required Docum	nents					
•			risoner summoning letter from No Copy of power of attorney + Priso	•	g letter from No	otary Public
Sub-services						
None						
Fees						
Application fee is AED 20						
Service Relevan	cy	Related		V	Non-related	1
Partners		Punitative	e and Correctional Establishment	1		l
Forms used for so	ervice					
None						
Service Steps						
Customer Happiness					Self Service Device	





1. Receive customer and confirm his	N			
capacity.	٧			
2. Enquire about the type of service	\checkmark			
3. Issue Q-MATC No. to the				
customer according to the type of	-1			
required service then guide him to	V			
waiting hall				
4. The employee withdraws Q-				
MATC Nos. from the system and	\checkmark			
receives and welcomes customer.				
5. Confirm the capacity of the	V			
applicant electronically	٧			
6. Prepare the application and	V	al.	V	
provide the service	٧	٧	V	
7. Pay the determined fees	√	\checkmark	√	
8. Assign the application				
electronically to the concerned				
Prosecutor by the employee for				
approval.				
9. In case of approval by the				
concerned Prosecutor, the	,			
application is assigned by the	V			
employee to the concerned				
department				
10. Execute the application .	V			
11. Receive the service.	V	$\sqrt{}$	√	
Channels providing service	Service Timing	Time period for completion of service		
	Normal days : 7:30 AM —			
Customer Happiness Center	9:30 PM			
	In Ramadan: 8:00 AM — 6:00 PM			
	PIVI			





	Normal days : 7:30 AM —	
	9:30 PM	
Happiness Self Service Center	In Ramadan: 8:00 AM — 6:00	
	PM	
Website	24/7	
RAK Government Portal	24/7	15 minutes
	24/7	
Government Smart Application (Mrak)		

Main outcome of the service

- Notify the customer of rejection or approval
- Make an official letter to the competent authority in case of approval

Service Limitation

None

Service Package

General Judicial Services

Available Extra Services

Cash payment machine, ATM, mobile charging service, hospitality, Wi-Fi, car parking, prayer room, special vehicle for transportation, TV screen, reading corner, cafeteria, wheel chairs for the people of determination and elderly Locals, people of determination parking, photocopy machine.

Useful Links

- Electronic service link
- Smart service link
- Service guide link
- Suggestions link
- Complaints link
- Enquiries link

Laws and legislations link





Notes		
None		

