

**Issuance No. 2**

**Date of Issuance 28 / 11 / 2019**

**Ministry of Interior**

**Ras Al Khaimah Police General Command**

**Services Guide**

**Al Mamourah Comprehensive Police Station**

**Issuance No. 2**

**Date of Issuance 28 / 11 / 2019**

## Customer Happiness Charter

Proud Employee + Dedicated Entity + Positive and Proactive Customer =



We pledge to make you happy



We work to make you happy



Help us make you happy

## Customer Happiness



**Dear Customers**  
Our ultimate goal of providing our services to you is to realize your happiness and welfare in an environment abound with positivism and constructiveness. Joining our efforts and working collectively and positively will support this goal and reinforce the achievement of happiness and safety in the United Arab Emirates

**Saif bin Zayed Al Nahyan**  
Deputy Prime Minister and Minister of Interior

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**His Excellency Major General**

**Ali bin Alwan Al Nauimi**

**Commander-in-Chief of RAK Police**

**Services Guideline Introduction**

The Al Mamourah Comprehensive Police Station at the RAK Police GHQ has issued a guide of its services giving customers a unique experience while receiving services at the Center. We have taken into account that this guide should be among the leading guidelines in accordance with the international STARS System for classifying services. The guideline was designed to serve the requirements of the Station in which it describes the range of services provided by the center and explains the requirements and steps needed for these services. It also seeks to achieve a number of objectives, including achieving customers' satisfaction by providing accurate and complete information on the services provided by the Station, and enhancing the efficiency of services delivery by increasing the transactions that are completed on the first try.

## **RAK Police General Command's Strategy**

### **Vision**

To have the United Arab Emirates as one of the best countries in the world in achieving safety and security.

### **Mission**

To work effectively and efficiently towards enhancing the quality of life in the UAE community, through smart delivery of safety and security services within an innovation-driven environment to protect lives, honours and properties.

### **Values**

1. Justice
2. Team –work
3. Excellence and innovation
4. Courtesy
5. Integrity
6. Loyalty
7. Positive citizenship

### **Strategic Objectives**

1. Promote safety and security
2. Make roads more Safe
3. Promote civil safety and protection
4. Ensure readiness in tackling incidents
5. Promote customer satisfaction with delivered services
6. Ensure the delivery of all administrative services according to the quality; efficiency and transparency standards
7. Instill the culture of innovation in the corporate performance environment

**Definitions list:**

**A service:**

The governmental service is a series of activities and operations performed by federal agencies or other agencies that provide services on their behalf, to meet the customers' needs.

**Services Structure:**

**1- Main Service**

For example: Open a report

**2- Subsidiary Service:**

The main service may have some amendments according to the category of customers and the purpose of the service. It has the same procedures as the main service and it may have minor amendments.

**Example: Open a criminal report**

**3- Supplementary service:**

The main service may have some supplementary services such as renewing, canceling, amendment, change, and transfer.

**Example: Traffic accident planning and investigation**

**Service name:**

A simplified brief on the service and the related activities.

**Services Packages:**

Setting services in packages is the collection of services by specific relevant events. Service packages classified in this way help in meeting specific needs of customers by setting services of one or more federal agencies. The benefits of service packages should be assessed by the expectations of customers and their needs, and not according to the institutional structure adopted by the federal authority.

**Services types:**

- 1-Information Services:** It is a set of services that transfer information from the government to customers and they may be provided by the government as training programs, awareness campaigns, or in response to a customer's request, such as inquiries.
- 2-Procedural Services:** It includes all types of services that meet the customer's needs, such as driving license issuance.
- 3-Commercial Services:** It includes all types of services that generate revenues for the government.
- 4-Social Services:** It is a set of services provided by the government that enhances the well-being of the community and sometimes only a sector of the community, such as services delivered to the affiliates of the Punitive and Correctional Establishment.
- 5-Control Services:** It includes all the services that the customers should respond to, such as regular inspections campaigns.

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**Classification of Services (Main - Sub - Supplementary - Procedural) at the Criminal Investigation Branch of Al Mamourah Comprehensive Police Station**

**Criminal Services Package**

<b>Main Services</b>	<b>Sub -Services</b>	<b>Service Type</b>	<b>Supplementary Services</b>	<b>Service Type</b>
Security Reports	Open a Criminal Report	Procedural	Waiver Request of Criminal Report	Procedural
			Amendment Request of Criminal Report	Procedural
	Open Lost Items Report	Procedural	Waiver Request of Lost items Report	Procedural
			Amendment Request of Lost Items Report	Procedural
	Open Status Proof Record	Procedural	Waiver Request of Status Proof Record	Procedural
			Amendment Request of Status Proof Record	Procedural
	Open Found Items Report	Procedural		
	Found Items Delivery	Procedural		
Security Certificates	For Whom It May Concern Certificate	Procedural		

**Classification of Services (Main - Sub - Supplementary - Procedural) at the Traffic and Patrols Branch of Al Mamourah Comprehensive Police Station****Traffic Services Package**

<b>Main Services</b>	<b>Sub -Services</b>	<b>Service Type</b>
Traffic Accidents	Response to Severe Accidents	Procedural
	Response to Minor Accidents	Procedural
	Issuance of Vehicle Repair Permit	Procedural
	Inquiry on Vehicle Accidents	Procedural
Traffic Violations	Inquiry on Traffic Violations	Procedural
	Issuance of Traffic Violations Clearance Certificate	Procedural
	Request for Releasing Impounded Vehicle	Procedural

**Priority Customer Segmentation**

<b>No</b>	<b>Customer Segmentation</b>
1	People of Determination
2	Senior Citizens
3	Ladies
4	Partners
5	Community Categories (Individuals, Companies)

<b>Criminal Investigation Services</b>	Open a Criminal Case	<b>10</b>
	Amendment Request of Criminal Report	<b>11</b>
	Waiver Request of Criminal Report	<b>12</b>
	Open Found Items Report	<b>13</b>
	Found Items Delivery	<b>14</b>
	For Whom It May Concern Certificate	<b>15</b>
	Open Lost Items Report	<b>16</b>
	Waiver Request of Lost Items Report	<b>17</b>
	Amendment Request of Lost Items Report	<b>18</b>
	Open Status Proof Record	<b>19</b>
	Waiver Request of Status Proof Record	<b>20</b>
Amendment Request of Status Proof Record	<b>21</b>	
<b>Traffic and Patrols Services</b>	Response to Severe Traffic Accidents	<b>22</b>
	Traffic Fines Clearance Certificate	<b>23</b>
	Inquiry on Traffic offenses and the Valid Period of Confiscated Driving Licenses	<b>24</b>
	Response to Minor Traffic Accidents	<b>25</b>
	Issuance of Vehicle Repair Permit	<b>26</b>
	Inquiry on Vehicle Accidents	<b>27</b>
	Request for Releasing Impounded Vehicle	<b>28</b>

<b>Service Name</b>	Open a Criminal Case	<b>Service Eligibility</b>	Locals, expats, visitors, companies, and governmental organizations.
<b>Service Description</b>	Through this service, you can open a report and coordinate with the competent authority to transfer the case to the judicial authorities.	<b>Service Limit</b>	Personal Attendance
<b>Package</b>	Not available	<b>Service Requirements</b>	ID – Passport for Expats and Visa Copy. Personal Attendance or Legal Representative.
<b>Interconnection</b>	Not available	<b>Fees</b>	Free
<b>Service Segmentation</b>	Subsidiary	<b>Average Time to Complete the Service</b>	14 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	24 h
<b>Service Type</b>	Complex	<b>Service Channels</b>	- Customer Happiness Centre of Al Mamourah Comprehensive Police Station - www.rakpolice.gov.ae - MOI application
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the report – Enlist it in the MOI criminal system – Write the parties’ statements – Follow up procedures until the case is transferred to the Court.

<b>Service Name</b>	Amendment Request of Criminal Report	<b>Service Eligibility</b>	Locals, expats, visitors, companies, and governmental organizations.
<b>Service Description</b>	Through this service, the complainant may amend the submitted criminal report.	<b>Service Limit</b>	Personal Attendance
<b>Package</b>	Not available	<b>Service Requirements</b>	ID – Passport for Expats and Visa Copy. Personal Attendance or Legal Representative.
<b>Interconnection</b>	Open Criminal Report	<b>Fees</b>	Free
<b>Service Segmentation</b>	Complementary	<b>Average Time to Complete the Service</b>	6 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	24 h
<b>Service Type</b>	Normal	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the report. Check the required documents. Acknowledge the amendment. Add it to the criminal report.

<b>Service Name</b>	Waiver Request of Criminal Report	<b>Service Eligibility</b>	Locals, expats, visitors, companies, and governmental organizations.
<b>Service Description</b>	Through this service, the complainant may waiver the submitted criminal report.	<b>Service Limit</b>	In-person
<b>Package</b>	Not available	<b>Service Requirements</b>	ID – Passport for Expats and Visa Copy. Personal Attendance or Legal Representative.
<b>Interconnection</b>	Open Criminal Report	<b>Fees</b>	Free
<b>Service Segmentation</b>	Complementary	<b>Average Time to Complete the Service</b>	6 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	24 h
<b>Service Type</b>	Normal	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the report. Check the required documents. Acknowledge the waiver.

<b>Service Name</b>	Open Found Items Report	<b>Service Eligibility</b>	Locals, expats, visitors, companies, and governmental organizations.
<b>Service Description</b>	Through this service, a report is opened for all kinds of found items upon the receipt of found items from customers at the police station.	<b>Service Limit</b>	In-person
<b>Package</b>	Not available	<b>Service Requirements</b>	ID – Passport for Expats and Visa Copy.
<b>Interconnection</b>	Not available	<b>Fees</b>	Free
<b>Service Segmentation</b>	Subsidiary	<b>Average Time to Complete the Service</b>	8 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	24 h
<b>Service Type</b>	Normal	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive found items. Open a report. Enlist it in the criminal reports system.

<b>Service Name</b>	Delivery of Found Items	<b>Service Eligibility</b>	Locals, expats, visitors, companies, and governmental organizations.
<b>Service Description</b>	Through this service, all kinds of found items are delivered when specifications and data are provided by a customer.	<b>Service Limit</b>	In-person
<b>Package</b>	Not available	<b>Service Requirements</b>	ID – Passport for Expats and Visa Copy.
<b>Interconnection</b>	Not available	<b>Fees</b>	Free
<b>Service Segmentation</b>	Subsidiary	<b>Average Time to Complete the Service</b>	6 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	24 h
<b>Service Type</b>	Normal	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Deliver found items and sign a receipt.

<b>Service Name</b>	For Whom It May Concern Certificate	<b>Service Eligibility</b>	Locals, expats, visitors, companies, and governmental organizations.
<b>Service Description</b>	Through this service, For Whom It May Concern Certificate is issued for competent authorities.	<b>Service Limit</b>	In-person
<b>Package</b>	Not available	<b>Service Requirements</b>	ID – Passport for Expats and Visa Copy. Personal Attendance or Legal Representative.
<b>Interconnection</b>	Not available	<b>Fees</b>	AED 30
<b>Service Segmentation</b>	Subsidiary	<b>Average Time to Complete the Service</b>	8 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	7:30 am to 2:30 pm
<b>Service Type</b>	Normal	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the customer. Apply for the certificate after fulfilling the requirements. Pay fees.

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<b>Service Name</b>	Open Lost Items Report	<b>Service Eligibility</b>	Locals, expats, and visitors.
<b>Service Description</b>	Through this service, a lost items certificate is granted to customers for lost documents, formal or informal certificates, number plates, physical items, or other interesting items.	<b>Service Limit</b>	Personal Attendance or Legal Representative.
<b>Package</b>	Not available	<b>Service Requirements</b>	ID
<b>Interconnection</b>	Not available	<b>Fees</b>	AED 30
<b>Service Segmentation</b>	Subsidiary	<b>Average Time to Complete the Service</b>	8 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	7:30 am to 2:30 pm 24 h on: - www.rakpolice.gov.ae - MOI application
<b>Service Type</b>	Normal	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station - www.rakpolice.gov.ae - MOI application
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the customer. Open a report in the criminal system. Pay fees and receive the lost items certificate.

<b>Service Name</b>	Waiver of Lost Items Report	<b>Service Eligibility</b>	Locals, expats, and visitors.
<b>Service Description</b>	Through this service, the complainant may waiver the submitted lost items report.	<b>Service Limit</b>	Personal Attendance or Legal Representative.
<b>Package</b>	Not available	<b>Service Requirements</b>	ID
<b>Interconnection</b>	Open Lost Items Report	<b>Fees</b>	Free
<b>Service Segmentation</b>	Complementary	<b>Average Time to Complete the Service</b>	6 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	7:30 am to 2:30 pm
<b>Service Type</b>	Normal	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the report. Check the required documents. Acknowledge the amendment.

<b>Service Name</b>	Amendment Request of Lost Items Report	<b>Service Eligibility</b>	Locals, expats, and visitors.
<b>Service Description</b>	Through this service, the complainant may amend the submitted Lost Items Report.	<b>Service Limit</b>	Personal Attendance
<b>Package</b>	Not available	<b>Service Requirements</b>	ID – Passport for Expats and Visa Copy. Personal Attendance or Legal Representative.
<b>Interconnection</b>	Open Lost Items Report	<b>Fees</b>	Free
<b>Service Segmentation</b>	Complementary	<b>Average Time to Complete the Service</b>	6 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	7:30 am to 2:30 pm
<b>Service Type</b>	Normal	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the report. Check the required documents. Acknowledge the amendment.

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<b>Service Name</b>	Open Status Proof Record	<b>Service Eligibility</b>	Locals, expats, and visitors.
<b>Service Description</b>	Through this service, an investigation record is opened between parties to proof a status "incident".	<b>Service Limit</b>	Personal Attendance or Legal Representative.
<b>Package</b>	Not available	<b>Service Requirements</b>	ID - Passport for Expats and Visa Copy.
<b>Interconnection</b>	Not available	<b>Fees</b>	Free
<b>Service Segmentation</b>	Subsidiary	<b>Average Time to Complete the Service</b>	14 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	24 h
<b>Service Type</b>	Complex	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station - <a href="http://www.rakpolice.gov.ae">www.rakpolice.gov.ae</a> - MOI application
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the report. Check the required documents. Sign the status proof record.

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<b>Service Name</b>	Waiver of Status Proof Record Report	<b>Service Eligibility</b>	Locals, expats, and visitors.
<b>Service Description</b>	Through this service, the complainant may waiver the submitted status proof report.	<b>Service Limit</b>	Personal Attendance or Legal Representative.
<b>Package</b>	Not available	<b>Service Requirements</b>	ID
<b>Interconnection</b>	Open Status Proof Record Report	<b>Fees</b>	Free
<b>Service Segmentation</b>	Complementary	<b>Average Time to Complete the Service</b>	6 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	24 h
<b>Service Type</b>	Normal	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the customer. Check the required documents. Acknowledge the waiver.

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<b>Service Name</b>	Amendment Request of Status Proof Report	<b>Service Eligibility</b>	Locals, expats, and visitors.
<b>Service Description</b>	Through this service, the complainant may amend the submitted status proof report.	<b>Service Limit</b>	Personal Attendance or Legal Representative.
<b>Package</b>	Not available	<b>Service Requirements</b>	ID
<b>Interconnection</b>	Open Status Proof Record	<b>Fees</b>	Free
<b>Service Segmentation</b>	Complementary	<b>Average Time to Complete the Service</b>	6 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	24 h
<b>Service Type</b>	Normal	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the customer. Check the required documents. Acknowledge the amendment. Add it to status proof report.

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<b>Service Name</b>	Response to Severe Traffic Accidents	<b>Service Eligibility</b>	Locals, expats, visitors, companies, and governmental organizations.
<b>Service Description</b>	Through this service, a response is provided to severe traffic accidents, injuries and accidents that arises dispute between the parties.	<b>Service Limit</b>	Not available
<b>Package</b>	Not available	<b>Service Requirements</b>	Registration Card and Driving License
<b>Interconnection</b>	Not available	<b>Fees</b>	Free
<b>Service Segmentation</b>	Complementary	<b>Average Time to Complete the Service</b>	8 minutes
<b>Service Category</b>	Subsidiary	<b>Service Time</b>	24 h
<b>Service Type</b>	Normal	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station 999 Call Centre
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	The caller reports the incident to the central operations room by calling (999) / the operator receives the report and asks for information such as (location - time of the accident - injuries - any need to dispatch an ambulance patrol or other patrols to help) If there are no injuries and no damage to state property, the operator transfer the call to Saaed / whereas if there are injuries, the operator of the operations room transfer the report to the patrol concerned at the national ambulance patrols at the site of the accident. The patrol receives the report and heads to the accident / upon the arrival, it informs the operations room and takes the necessary procedures (planning - regulate traffic - request a support patrol) as soon as procedures are completed, it notifies the operation room / The operations operator closes the report and records the taken procedure.

<b>Service Name</b>	Issuance of Traffic Fines Clearance Certificate	<b>Service Eligibility</b>	Locals, expats, visitors, companies, and governmental organizations.
<b>Service Description</b>	Through this service, a traffic fines clearance certificate is issued after paying the due fines.	<b>Service Limit</b>	Pay all due fines
<b>Package</b>	Not available	<b>Service Requirements</b>	Driving license, Registration Card, ID
<b>Interconnection</b>	Not available	<b>Fees</b>	AED 100
<b>Service Segmentation</b>	Subsidiary	<b>Average Time to Complete the Service</b>	4.5 minutes
<b>Service Category</b>	Informative	<b>Service Time</b>	Sunday to Thursday 7:30 am to 2:30 pm
<b>Service Type</b>	Fast	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the customer. Check the required documents. Data entry in the traffic system. Hand over the certificate.

<b>Service Name</b>	Inquiry on Traffic Offenses and the Valid Period of Confiscated Driving Licenses	<b>Service Eligibility</b>	Locals, expats, visitors, companies, and governmental organizations.
<b>Service Description</b>	Through this service, inquiries about fines and black points are responded.	<b>Service Limit</b>	Not available
<b>Package</b>	Not available	<b>Service Requirements</b>	Driving license, Registration Card, ID
<b>Interconnection</b>	Not available	<b>Fees</b>	Free
<b>Service Segmentation</b>	Subsidiary	<b>Average Time to Complete the Service</b>	3 minutes
<b>Service Category</b>	Informative	<b>Service Time</b>	Sunday to Thursday 24 h on: - www.rakpolice.gov.ae - MOI application
<b>Service Type</b>	Fast	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station - www.rakpolice.gov.ae - MOI application
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the customer. Check the system and print the traffic fines form. Hand over the certificate to the customer. Check the system for black points.

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<b>Service Name</b>	Response to Minor Traffic Accidents	<b>Service Eligibility</b>	Locals, expats, visitors, companies, and governmental organizations.
<b>Service Description</b>	Through this service, a response is provided to minor traffic accidents.	<b>Service Limit</b>	Minor traffic accident
<b>Package</b>	Not available	<b>Service Requirements</b>	Registration Card and driving license
<b>Interconnection</b>	Not available	<b>Fees</b>	Free
<b>Service Segmentation</b>	Subsidiary	<b>Average Time to Complete the Service</b>	8 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	24 h
<b>Service Type</b>	Normal	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station 999 Call Centre
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	The caller reports the incident to the central operations room by calling (999) / the operator receives the report and asks for information such as (location - time of the accident - injuries - any need to dispatch an ambulance patrol or other patrols to help) If there are no injuries and no damage to state property, the operator transfer the call to Saaed / whereas if there are injuries, the operator of the operations room transfer the report to the patrol concerned at the national ambulance patrols at the site of the accident. The operations operator closes the report and records the taken procedure.

<b>Service Name</b>	Issuance of Vehicle Repair Permit	<b>Service Eligibility</b>	Locals, expats, visitors, companies, and governmental organizations.
<b>Service Description</b>	Through this service, a permit is given to repair damaged vehicles because of severe accidents after planning the accident.	<b>Service Limit</b>	Personal Attendance or Representative.
<b>Package</b>	Not available	<b>Service Requirements</b>	Registration Card - driving license – a copy of the traffic case file
<b>Interconnection</b>	Not available	<b>Fees</b>	AED 50
<b>Service Segmentation</b>	Subsidiary	<b>Average Time to Complete the Service</b>	8 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	24 h
<b>Service Type</b>	Normal	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the customer. Check the required documents. Enlist it in the traffic system. Get the fees, print the permit, and hand it over to the customer.

<b>Service Name</b>	Inquiry on Traffic Accidents	<b>Service Eligibility</b>	Locals, expats, visitors, companies, and governmental organizations.
<b>Service Description</b>	Through this service, inquiries about the vehicle traffic accidents are responded.	<b>Service Limit</b>	Not available
<b>Package</b>	Not available	<b>Service Requirements</b>	Driving license, Registration Card, ID
<b>Interconnection</b>	Traffic Accidents	<b>Fees</b>	Free
<b>Service Segmentation</b>	Subsidiary	<b>Average Time to Complete the Service</b>	3 minutes
<b>Service Category</b>	Informative	<b>Service Time</b>	Sunday to Thursday 7:30 am to 2:30 pm 24 h on: - www.rakpolice.gov.ae - MOI application
<b>Service Type</b>	Fast	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station - www.rakpolice.gov.ae - MOI application
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the customer. Check the system and print the report. Hand it over to the customer.

<b>Service Name</b>	Request for Releasing Impounded Vehicle	<b>Service Eligibility</b>	Locals, expats, visitors, companies, and governmental organizations.
<b>Service Description</b>	Through this service, a request is provided for releasing impounded vehicle.	<b>Service Limit</b>	Pay all due traffic fines of the vehicle and the traffic file of the owner according to the system validity
<b>Package</b>	Not available	<b>Service Requirements</b>	Personal attendance of the owner or his legal representative, Registration Card, Pay fines, Pay circulars and other obligations, if any. Personal presence of the violating driver is mandatory if there are traffic points to add them to his license, and the expiration of the impoundment period will result in a fine of AED 50 for each day delay.
<b>Interconnection</b>	Pay fines and circulations if any	<b>Fees</b>	Free
<b>Service Segmentation</b>	Subsidiary	<b>Average Time to Complete the Service</b>	4.5 minutes
<b>Service Category</b>	Procedural	<b>Service Time</b>	Sunday to Thursday 7:30 am to 2:30 pm
<b>Service Type</b>	Fast	<b>Service Channels</b>	Customer Happiness Centre of Al Mamourah Comprehensive Police Station
<b>Targeted Customers</b>	Individuals – Companies – Governmental Agencies	<b>Application Procedures</b>	Receive the customer. Check the required documents and enlist them in the traffic system. Hand over the releasing order to the customer.

**(Common Questions)**

<b>No</b>	<b>Common Questions</b>	<b>Answers</b>
1	<b>What are the official working hours of the Traffic and Licensing Services Centre?</b>	7:30 am to 2:00 pm
2	<b>What is the website used for requesting information services?</b>	1- MoI App 2- <a href="http://www.rakpolice.gov.ae">www.rakpolice.gov.ae</a>
3	<b>Is there a phone number for the centre?</b>	07-2356666
4	<b>What are the requirements for opening a criminal report? And how much the fees?</b>	Personal attendance and ID. It is free.
5	<b>What are the requirements for painting and denting service? And how much the fees?</b>	The vehicle for testing. AED 50 fee.
6	<b>What are the requirements for updating data on the traffic system? And how much the fees?</b>	Personal attendance, ID, and Driving license. It is free.
7	<b>What are the requirements for adding black points? And how much the fees?</b>	Personal attendance, ID, and Driving license. It is free.

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