



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

النيابة العامة في رأس الخيمة
Public Prosecution of Ras Al Khaimah



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 commensurate with the journey of the client to get the service within the completion 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 excellent services that meets your requirement and exceeds your expectation

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 services
- *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 through 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 your records updated with us

A dedicated destination for the customer happy

Working hours

- *Customer happiness centers: Whole Year: From 7:30 am - 3:30 pm
Ramadan Time: From 8:00 am - 1:00 pm

*Electronic services : 24 / 7

*Smart services : 24 / 7

You can contact us
for your happiness

Website

rakpp.rak.ae

E-Mail

info@rakpp.rak.ae

Call Center

07-2070000

P.O Box

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Social Media

RAKPP_1



Smart App

Mrak

