



SERVICE DIRECTORY

Public Services Department

2018



About Public Services Department

Public Services Department is one of the oldest local departments established in the Emirate of Ras Al Khaimah. The late Sheikh Saqr Bin Mohammed Al Qasimi may Allah save his soul issued the decree of establishing the department in 1965. However, the history of this department, as a modern organization and a miscellaneous service, dates back to 1985, when the first law was issued defining its competencies and granting it broad powers

in supervising the various facilities that are basically concerned with the provision of infrastructure services, civil projects and public services of citizens. The overall development of the Emirate, as it witnessed an urban renaissance and development has significantly enhanced the Emirate's infrastructure.

The Executive Council of Ras Al Khaimah has approved a draft law to restructure Public Works and Services Department,



which will be replaced by Public Services Department . The Department will be followed by four service authorities, namely Sewerage Authority, Works Authority, Waste Management Authority and Landscaping Authority. In this context, it is necessary to translate all laws and regulations into English for all concerned parties.

Public Services Department is a civil institution where all interests and services of the modern society in the Emirate, so there is no room here to review all activities

and tasks provided by the department to the Emirate and citizens. The Department works on the executing projects and government buildings, and supervises the process of roads maintenance, cleanliness of the emirate. And it organizes the process of dealing with local, government and federal departments , and to reduce the exploitation of the Emirate roads. In addition to its great role in economic, social, health, environmental, agricultural and other services

Words of the Director General:

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Ahmed Mohammed Al Hammadi

Director- General of Public Services Department
Executive Council Member

UAE witnesses significant growth at all levels, and our Government is giving high priority to infrastructure development projects across the country to enhance the role of the country on the global economy map to achieve the vision of UAE 2021.

Since the establishment of Public Services Department in 1985, the Department has achieved remarkable achievements and successes, and has played an active and distinctive role in supporting development, economic and social plans.

One of our top priorities is to meet our various commitments to our clients and employees who are highly experienced and efficient. We are keen to use the interactive method of constructive and continuous dialogue with our clients. Based on our vision, we are looking forward to becoming a high-performance department that puts clients at the top of their priorities and develops and benefits from their experiences. We "Public Services Department" really believe that (UAE deserves the best) and that is not just a slogan for us, it is truth, a way of life, a constant drive to achieve excellence and world-class quality.

Words of the Manager Customer Happiness Center



Aisha Ali Al Suwaidi

Manager of Customer Happiness Center

Clients Happiness is the reference of government services development in UAE, so the government works to consolidate the concepts of happiness and promote it to become a practice, culture and approach of work in all of Customer happiness centers.

The Concept of customers' happiness is considered as a document by which government agencies are committed to achieve happiness through building an active and positive partnership between three parties, the employee, the agent and the client. Each party plays a key role in reaching services that delight customers and translate the government's focus on their happiness.

Customer Happiness Centers are designed to increase performance efficiency, and provide a

distinguished service environment to delight the clients and satisfy their needs. It comes within the scope of Public Services Department to enhance work competitiveness and sustainability and to overcome the obstacles and facilitate transactions procedures which positively affects the customers.

Senior leadership at Public Services Department seeks to develop works and communicate with the clients in accordance with their requirements and their usual needs in order to get the best solutions and innovative mechanisms that serve customers and achieve happiness in accordance with the highest international standards and practices

Increasing efforts for more performance excellency, and improving services quality in line with the Government's good directions to provide the best services to the customers and facilitate their affairs. In addition to giving the service of public a top priority to reflect the continuous development of the country, where the leadership, staff and technical services are assigned for thia goal.

Public Services Department is always keen to raise staff awareness in a non-traditional and practical way. As well as experiences exchange between facade staff and Department staff to contribute to give the staff of Customers Happiness Center full confidence about the importance of their place in the facade, and taking suggestions and observations from staff, which contributes to the continuous development and achieve excellence and access to government service excellence and ensure the satisfaction and happiness of customers.





Provided Services

1 - Works Authority:

1. Execution of temporary roads
2. Flatting and filling of Land Plots
3. Protect a wall
4. Permit of equipment work
5. Demolition and removal

2 - Sewage Authority:

1. Adopt a Plan
2. Issue a certificate of achievement
3. Renewal of a commercial license
4. Connection Request
5. The site is free from sewage network
6. Tankers Requests

3 - Sewage Authority:

1. Projects of Demolition, construction and maintenance
2. Restoration of insurance of demolition and construction projects
3. Request waste container for residential areas and commercial establishments
4. Cleaning the site

4 - Landscaping Authority:

1. Cut trees inside and outside the plot
2. Keep loose animals in cages
3. Request seedlings

5 - Control:

1. Release violations
2. Pay Violations
3. Raise the grievance

6 - Accidents:

7 - Smart Services:

- Urgent fees (per transaction)
- Cut trees
- Request a new waste container
- Waste Container transfer
- Modify a Road
- Cleaning the site
- Request seedlings
- Cut trees inside the plot for mosques
- Adopt a plan
- Flat of plot (parcel)
- Execute sites
- Wall protection
- Request bags
- Demolition Requests
- Rain Emergency
- Accident Report
- Site Preview
- Construction and Demolition Permit
- Insurance of Construction and Demolition
- Issue construction, demolition and maintenance pledges
- No Objection letter (wastewater)
- Certificate of Achievement
- Permit for disposal of construction waste
- Cut trees - inside the house
- Execute a Road
- Issue of replacement lost letter
- Issue residential permits
- Issue Shiol permits
- Issue clearance letter
- Renewal of commercial license



Works Authority

► EXECUTE TEMPORARY ROADS:



(Individuals)



Required documents: Crockery - Identity Card



(Government Agencies + Private Sector)



Required documents: Official letter



Apply in: Counter - via MARK application



Duration: 1 month

► FLATTING AND FILLING OF THE PLOT (PARCEL):



Individuals



Required Documents: Crockery - Identity card - Design level Certificate



Fees: Determined according to the amount of soil



(Government agencies + private sector)



Required documents: Official letter



Fees: Determined according to the amount of soil



Place of service: counter - via MRAK application



Duration: 1 month

▶ WALL PROTECTION:



(Individuals)



Required Documents: Crockery - Identity card- Design level Certificate



Fees: Determined according to the amount of soil



(Government agencies + private sector)



Required documents: Official letter



Place of service: counter - via MRAK application



Duration: 1 month

▶ PERMIT OF EQUIPMENT WORK:



(Individuals + Government agencies + private sector)



Required Documents: Crockery - Identity card of the landlord- Level Design - License of the company , possession certificate of the machine-



Fees : Preview the site : 50 Dirhams

Sheol for 3 days : 50 Dirhams

Vehicle : 100 dirhams per day



Place of the Service : the counter



Duration : 1 month

► DEMOLITION AND REMOVAL



(Individuals)



Required Documents: Crockery - Identity card of Landlord - No Objection letter from (Federal Electricity and Water Authority + Telecommunications + Wastewater Authority)



Fees: preview : 50 Dirhams

Only costs



Place of the Service : the counter



Duration : 2 weeks



(Government agencies + private sector)



Required Documents : Official Letter - Crockery - No Objection letter from (Federal Electricity and Water Authority + Telecommunications + Wastewater Authority)



Fees: preview : 50 Dirhams

Only costs



Place of the Service : the counter



Duration : 2 weeks

Services of Wastewater Authority

► APPROVE SCHEME



(Individuals)



Required Documents: Scheme - Crockey - Consultant License - Identity card of Landlord - Possession certificate .



(Government agencies + private sector)



Required Documents : Scheme - Crockey - Consultant License



Fees: 100



Place of the Service : the counter



Duration : 3 days

ISSUE ACHIEVEMENT CERTIFICATE :



(Individuals)



Required Documents: Achievement Certificate Form - Crockey - Contractor License - Identity card of Landlord - Building permit .



(Government agencies + private sector)



Required Documents: Achievement Certificate Form - Crockey - Contractor License - Building permit .



Fees: 50



Place of the Service : the counter



Duration : 3 days

▶ **ISSUE NO OBJECTION LETTER:**



Renewal of a commercial license

(Private sector)



Required Documents: Licensing Form from Economic Department - Crockey - Identity card of Landlord - Identity card of License owner - commercial license Building permit- Tenancy Contract.



Fees: 150



Place of the Service : the counter



Duration : 3 days

▶ **WASTEWATER CONNECTION REQUEST:**



(Individuals)



Required Documents: Sewage connection Request form - Possession Certificate - Crockey - Completion Certificate Form - Consultant License - Contractor License - Identity card of Landlord - Building permit- Electricity and water bill for old buildings.



(Government agencies)



Required Documents: Sewage connection Request form - Possession Certificate - Crockey - Completion Certificate Form - Consultant License - Contractor License - Building permit- Electricity and water bill for old buildings.



Fees: 100



Place of the Service : the counter



Duration : 3 days

▶ **NO SEWAGE NETWORK IN THE SITE:**



(Individuals)



Required Documents: Crockey - Consultant License - Identity card of Landlord



(Government agencies + Private Sector)



Required Documents: Crockey - Consultant License



Fees: 100



Place of the Service : the counter



Duration : 3 days

▶ **TANKERS REQUESTS**

Services of Waste Management Authority

► PROJECTS OF DEMOLITION, CONSTRUCTION AND MAINTENANCE:



(Individuals + Government agencies)



Required Documents: Contract of the project - Crockey - Identity card of landlord- Consultant License - Identity card of Consultant- The seal of the commercial Company



Fees: 100 for individuals - 1000 for government agencies

Insurance: According to the value and type of the project



Place of the Service : the counter



Duration : during the same day.

► RESTORATION OF INSURANCE OF DEMOLITION AND CONSTRUCTION PROJECTS



Required Documents: receipt voucher



Place of the Service : the counter



Duration : 1 week .



REQUEST WASTE CONTAINER FOR RESIDENTIAL AREAS AND COMMERCIAL ESTABLISHMENTS



(Residential Areas)



Required Documents: Identity Card



Place of the Service : the counter- Mobile - Through the Application MRAK



Duration : 1 Week



(commercial establishments)



Required Documents: License of the Company



Place of the Service : the counter



Duration : 1 Week



CLEANING THE SITE



(Individuals)

(Outside the Plot)



Required Documents: Identity Card



Place of the Service : the counter- Mobile - Through the Application MRAK



Duration : 1 Week

(Inside the Plot)



Required Documents: Identity Card + Crockey



Place of the Service : the counter



Fees: 50 Dirhams + Cost Fees



Duration : 1 Week



(Government agencies + private sector)



Required Documents : Official Letter



Place of the Service : the counter



Fees: preview : 50 Dirhams + Cost Fees (Only costs)



Duration : 1 week

Landscaping Authority

▶ CUT TREES INSIDE AND OUTSIDE THE PLOT



(Individuals)

(Outside the Plot)



Required Documents: Identity Card



Place of the Service : the counter- Mobile – Through the Application MRAK



Duration : 1 Week

(inside the Plot)



Required Documents: Identity Card + Crockey



Place of the Service : the counter



Fees: 50 Dirhams + Cost Fees



Duration : 1 Week



(Government agencies + private sector)

(Outside the Plot)



Required Documents: Official Letter



Place of the Service : the counter



Duration : 1 Week

(inside the Plot)



Required Documents: Official Letter



Place of the Service : the counter



Fees: 500 Dirhams



Duration : 1 Week

► **KEEP LOOSE ANIMALS IN CAGES:**

To inform Contact number: 0563576524

► **REQUEST SEEDLINGS**



(Individuals)



Required documents: Identity Card



(Government agencies + private sector)



Required documents: Official letter



Control

▶ RELEASE VIOLATIONS

To inform , Contact number: 8008118 , or using the application MRAK

▶ PAY VIOLATIONS



(Individuals +Government agencies + private sector)



Required Documents : Original violation ticket.



Place of the Service : the counter



Fees: The violation amount



Duration : the same day

▶ RAISE THE GRIEVANCE



(Individuals +Government agencies + private sector)



Required Documents : Original violation ticket.



Fees: 50 Dirhams



Duration : 1 week

Accidents



(Individuals)



Required documents: Saaed Report , Identity Card of the vehicle's owner –



Fees : Preview the location 150 + Clearance letter 150 + cost of the caused damage



Place of the service : the Counter



Duration : The same day



(Government agencies)



Required documents: Saaed Report – official letter from the concerned entity



Fees : Preview the location 150 + Clearance letter 150 + cost of the caused damage



Place of the service : the Counter



Duration : The same day

(Private sector)



Required documents: Saaed Report – License of the company



Fees : Preview the location 150 + Clearance letter 150 + cost of the caused damage



Place of the service : the Counter



Duration : The same day

Kolona Rakib (M RAK) Application

(M RAK) - Kolna Rakeb application- will be launched soon by Public service Department and in accordance with the standards and requirement of the fourth generation .It is considered the first of its kind in the Emirate, and it is one of the initiatives that will be widely used by users. This application allows them to report any cases might face them (Photos - Video, etc.), and in case of delayed and late decision regarding these cases, the concerned center in Public Services Department follows it until it is confirmed that officials have terminated these cases and handled the notifications opened by the users through the application.

The application is characterized by the following:

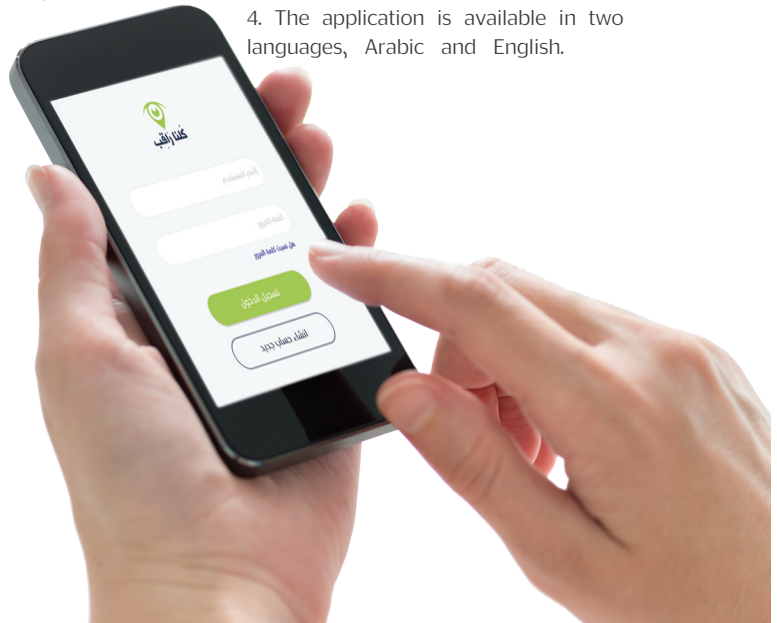
1. Sending notices about the violations and observations related to all services provided in all districts, streets and

roads of the Emirate of Ras Al Khaimah as photos.

2. Quick transfer of notes and observations to customer service center by taking an immediate photo or video clip of any violation / note using mobile phones, and quickly sent through the application to the customer service center in Public Services Department, which in turn will send private messages informing them about receiving the violation observation.

3. The new application automatically identifies the person's location on the map prepared for this purpose and to be used by customer service center to identify the location of the violation / observation. The program also provides a service of the communications containing all previous notifications and the ability to review them and their status.

4. The application is available in two languages, Arabic and English.





If you live in or reside in Ras Al Khaimah,
You will find the MRAK application
Very useful and convenient it puts a lot of
Government services at your fingertips.



Charter

Customer Service Center

Public Services Department is keen to provide excellent services to meet the customers' needs, and in light of that it is committed to:

1. To be welcomed is your right and it is our responsibility.
2. Our services are provided by a dedicated, cooperative and qualified team to understand your needs.
3. Providing high quality service because we believe that our success is reflected in our customer satisfaction.
4. Your expectations are a work methodology that we are committed to achieve.
5. Simplify the procedures within providing services.
6. Provide information through social media channels to be available to you at all times.
7. Provide electronic and intelligent services through different media.

What we want you to provide to get distinct service are the followings:

1. Estimate the efforts of our staff and treat them with mutual respect
2. Provide the required documents (documents required to implement the service) when submitting the request in full and accurate.
3. Inform us in the event of an error or modification in the data or circumstances related to the completion of the transaction.







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