



دائرة المحاكم  
Courts Department

Communication with Staff of RAK Courts Department

On

General Enquiries or Technical Support

### General Enquiries

If you have general enquiries on the operations and procedures of RAK Courts whether general or related to the identification of official account of using electronic and smart services provide by the Department, do not hesitate to communicate with Courts competent staff through the following official channels. All your enquiries shall be replied directly or you will be phone-called within no more than 1-3 working days.

#### Option# 1 (Direct Contact to Department Telephone Number):

Response Times: 8:00 A.M. – 6:00 P.M. / Sunday - Thursday	
Direct Contact Number	0097172070111

#### Option# 2 (Communication through Official Email):

Response Times: 24/7 & Phone Calling within 1 – 3 Working Days, as Problem requires.	
Official Email	<a href="mailto:info@courts.rak.ae">info@courts.rak.ae</a>

#### Option# 3 (Communication through Whatsapp):

Response Times: 24/7 & Phone Calling within 1 – 3 Working Days, as Problem requires.	
Registration Section – Judicial Services Dept.	00971564271376
Execution Section – Judicial Services Dept.	00971565015223
Process Service Section – Judicial Services Dept.	00971564271490
Appeal Section – Judicial Services Dept.	00971564271558
Inheritance & Estates Section – Community Services Dept.	00971564271676
Certification Section – Community Services Dept.	00971564271785
Marriage Officers Section – Community Services Dept.	00971564271597
Family Tolerance Section – Community Services Dept.	00971567401500
Notary Public 1	00971509790356
Notary Public 2	00971564271675
Family Court Services	00971564271570
Labor Court Services	00971564271587
Financial Services	00971567065400

#### Option# 4 (Submit Enquiry through Official Website of Courts Department):

Response Times: 24/7 & Phone Calling within 1 – 3 Working Days, as Problem requires.	
Link	<a href="http://www.courts.rak.ae/ar/pages/enquiry.aspx">http://www.courts.rak.ae/ar/pages/enquiry.aspx</a>

### Technical Problems

If any technical problems occurred, kindly communicate through mentioned channels, taking into account providing adequate information to enable competent staff to transfer the same, after review, to the competent technical team to take necessary action and solve the problem as soon as possible.

Channel Used	Channel through which service is used or provided. For example; Courts website, e-services on RAK Government portal, mRAK smart application or any other website.
Authority	Section concerned with providing service. For example, Certification Section - Community Services Dept. or Registration Section - Judicial Services Dept.
Service Type	For example; service of an application to interpret a judgment, an application to serve process or lawsuit inquiry.
Service Provider Capacity	E.g. Plaintiff, Defendant or Attorney.
Username	For example; username on UAE Pass platform with no necessary to mention password for being personal and non-given to anybody.
Problem Screenshot	For example; clear screenshot of the error appears through electronic or smart services.
Appropriate Ref. No.	For example; number, type and year of lawsuit or number and year of inheritance file.
Tel. No.	Phone number of the user to be contacted, if necessary.

#### Option# 1 (File Complaint through Official Website of Courts Department):

Response Times: 24/7 & Phone Calling within 1 - 3 Working Days, if necessary.	
Official Website	<a href="http://www.courts.rak.ae">www.courts.rak.ae</a>

#### Option# 2 (File Complaint through Email):

Response Times: 24/7 & Phone Calling within 1 - 3 Working Days, as Problem requires.	
Official Email	<a href="mailto:info@courts.rak.ae">info@courts.rak.ae</a>