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1. Citizens with citizens – Abu-al-Zubayr, Islamic Police
2. Soldiers with Diwans – Affairs will counsel, then contact Abu-Lu'ay.
3. Soldiers with citizens – Police stations then to be transmitted to the military police.
4. Citizens with Diwans – There is nothing wrong with receiving the complaint in the police station but it has to be forwarded to the Affairs and those who are exclusively authorized to recall and sermon.