

*Services Guide for  
Main Customer Service Centre*

*“Together We Build the Future of Dubai”*

*As RTA is keen to provide customers with level best services to meet their requirements & expectations of adopting latest technologies to ensure quality performance and save time, we are pleased to present to you RTA Services Procedures Manual. It covers all services deliverable under one ceiling from RTA Main Customer Service Center, 2008 – 2009.*

*Note:  
Entitled to the RTA to change the data  
contained in the manual without prior notice.*

## *Our Responsibility*

Delivery of distinguished service to customers rests on having in place streamlined organizations with well-educated manpower and positive attitudes towards customers. These attitudes are reflected in specific functional practices shown by customer service employees in the course of doing their jobs, and could be categorized under the theme “Our Responsibilities” as follows:

### **COOPERATION WITH THE WORK TEAM**

Show and promote cooperation within the work team. This will open up serious new windows for development, overcoming problems and transforming the Center into a vital and successful working environment.

### **GENERAL APPEARANCE**

Always dress modestly and present oneself formally.

### **DATA CONFIDENTIALITY**

Always respect the confidentiality of the customer’s data and never disclose it.

### **CONSULTATION**

Establish a regular methodology for involvement and consultation with customers on matters related to service delivery and improvement.

#### **INTERNAL CUSTOMER**

Consult with employees and treat them as internal customers. Try to support and encourage them to deliver distinguished services.

#### **OBSERVING WORKING HOURS**

Maintain punctuality in attendance. This will promote punctuality and order.

#### **MUTUAL TRUST**

Always seek to pin confidence in your superiors and colleagues at workplace.

#### **CREDIBILITY & TRANSPARENCY**

Maintain credibility and transparency in dealing with customers and colleagues at workplace.

#### **PROMISES**

Keep up promises given, be it to colleagues or external customers. Don't promise to do things beyond your reach.

#### **SERVICE DELIVERY AREA**

Contribute to keeping the work area clean and tidy in an effort to maintain customer convenience.

#### **EATING & DRINKING**

Avoid eating & drinking in service-providing counters.

#### **BREAKS AND PRAYER TIMES**

Manage your break time, which is just 30 minutes, for breakfast and praying in coordination with the supervisor.

#### **MAGNETIC IDENTITY CARDS**

Always put on your magnetic identity card.

#### **SMILING**

Always smile and meet customers with a beaming personality.

#### **WELCOME AND FARWELL EXPRESSIONS**

Use suitable expressions to welcome the customer and thank the guest afterwards quoting his / her name, if possible. (Refer to Welcoming Tips).

#### **OFFICIAL LANGUAGES**

Provide the service in Arabic & English. Inform customers of their right to be treated in any of the two official languages.

#### **CUSTOMER CARE**

Try to make every customer feel that he or she is welcomed. Show individual respect and attention to every customer, and accord him /her pleasant & sincere treatment.

#### **EQUALITY**

Ensure the entitlement of customers to a fair treatment, quoting supporting legislations.

### **BODY LANGUAGE**

Give attention to the customer using the right body language. Eye contact and intonation can create a positive impression on the client.

### **COMMUNICATION METHOD**

Communicate with the customer citing his / her first name or a proper title such as Mr., Mrs, Ms, Dr.

### **FLEXIBILITY**

Be flexible with customers regardless of their cultures and languages to ensure good & fair treatment.

In continuation of the key gold keys mentioned earlier, which are capable of leading us as a unified work team to achieve customer service excellence, which is all what we mentioned stems down to one main stream to achieve six key points. We are making relentless efforts ahead to realize these points; which are:

- Respect RTA customers.
- Offer unique and distinguished quality services.
- Sustain development & improvement.
- Delegate authorities as well as simplified and smooth procedures.
- Dedicate key attention to deliver the best services.
- Emphasise while interacting with customers.

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## Strategy & Corporate Governance Services: Commercial Affairs & Investment Dep't

<i>Name of Procedures</i>	<i>Approval for issuing permits of ads on commercial vehicles</i>
<i>Time Taken</i>	<i>10 -20 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"><li><i>1. reference number for direct online application from customer</i></li><li><i>2. Ad permit application</i></li><li><i>3. Ad layout</i></li><li><i>4. Copy of commercial license</i></li><li><i>5. Copy of vehicle registration card</i></li></ol>	<ol style="list-style-type: none"><li><i>1. Ad permit on commercial vehicles</i></li></ol>

### *Remarks:*

- Depends on the approval of the RTA according to the applicable standards & policies (investigation).*
- Arabic ad: 50%, English ad: 50%*

<i>First Step Name of Procedures</i>	<i>Approval for issuing permits of ads on mobile vehicles</i>
<i>Time Taken</i>	<i>5 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. Application form for ad permit</li> <li>2. Ad layout</li> <li>3. Dimensions of the ad area as stated in the ad</li> <li>4. Copy of the commercial license</li> <li>5. Approval of Traffic Dep't</li> <li>6. Photographic image of the vehicle</li> </ol>	<ol style="list-style-type: none"> <li>1. Referring the application to Commercial Affairs &amp; Investment Dep't</li> </ol>

**Remarks:**

- Arabic ad: 50%, English ad: 50%

<i>Second Step Name of Procedures</i>	<i>Issuing permits of ads on mobile vehicles</i>
<i>Time Taken</i>	<i>10 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. Receipt of application issued from the RTA along with the reference number</li> </ol>	<ol style="list-style-type: none"> <li>1. stamped &amp; approved copy of the application form and supporting documents (permit)</li> </ol>

**Remarks:**

- After signing up by the customer in the website of the RTA.

<i>First Step</i> <i>Name of Procedures</i>	<i>Application for permits of ads on rail</i>
<i>Time Taken</i>	<i>5 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. <i>Application form for ad permit</i></li> <li>2. <i>Ad layout</i></li> <li>3. <i>Copy of the commercial license</i></li> <li>4. <i>Landlord approval</i></li> <li>5. <i>Photographic image of the vehicle</i></li> <li>6. <i>Sketch of rail location</i></li> <li>7. <i>Land map</i></li> <li>8. <i>Right of Way Dep't Approval</i></li> </ol>	<ol style="list-style-type: none"> <li>1. <i>Referring the application to Commercial Affairs &amp; Investment Dep't</i></li> </ol>

**Remarks:**

- *Arabic ad: 50%, English ad: 50%*

<i>Second Step Name of Procedures</i>	<i>Application for permits of ads on rail</i>
<i>Time Taken</i>	<i>10 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Receipt of application issued from the RTA along with the reference number</i>	<i>1. stamped &amp; approved copy of the application form and supporting documents (permit)</i>

**Remarks:**

- Depends on the approval of the RTA according to the applicable standards & policies.

<i>First Step Name of Procedures</i>	<i>Application for permits of ads on flags and banners</i>
<i>Time Taken</i>	<i>5 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Application for ad permit / cancellation 2. Ad layout 3. Copy of the commercial license 4. Photographic image of ad location 5. Sketch of ad location 6. Flags dimensions 7. Right of Way Dep't Approval</i>	<i>1. Referring the application to Commercial Affairs &amp; Investment Dep't</i>

<i>Second Step Name of Procedures</i>	<i>Application for permits of ads on flags and banners</i>
<b>Time Taken</b>	<i>10 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Receipt of application issued from the RTA along with the reference number</i>	<i>1. stamped &amp; approved copy of the application form and supporting documents (permit)</i>

<i>First Step Name of Procedures</i>	<i>Application for permits of ads on air balloons</i>
<b>Time Taken</b>	<i>5 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li><i>1. Application form for ad permit / cancellation</i></li> <li><i>2. Ad layout</i></li> <li><i>3. Copy of the commercial license</i></li> <li><i>4. Approval of Civil Aviation Dep't</i></li> <li><i>5. Approval of Civil Defence Dep't</i></li> <li><i>6. Photographic image of the ad site</i></li> <li><i>7. Right of Way Dep't Approval</i></li> </ol>	<i>1. Referring the application to Commercial Affairs &amp; Investment Dep't</i>

<i>Second Step Name of Procedures</i>	<i>Application for permits of ads on air balloons</i>
<i>Time Taken</i>	<i>10 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Receipt of application issued from the RTA along with the reference number</i>	<i>1. stamped &amp; approved copy of the application form and supporting documents (permit)</i>

## Corporate Support Services: Finance Dep't

<i>Name of Procedures</i>	<i>Selling and issuing Prepaid Parking Cards</i>
<i>Time Taken</i>	<i>5 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"><li><i>1. Payment voucher</i></li><li><i>2. Copy of the commercial license (Corporate)</i></li><li><i>3. Letter from the company regarding the number &amp; categories of cards</i></li><li><i>4. Company stamp on the license and letter</i></li></ol>	<ol style="list-style-type: none"><li><i>1. Parking card &amp; receipt</i></li></ol>

### *Remarks:*

*- follow up payment procedures*

<i>Name of Procedures</i>	<i>Selling and issuing Salik Tags</i>
<i>Time Taken</i>	<i>4 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"><li><i>1. Vehicle registration card</i></li><li><i>2. Application form</i></li><li><i>3. Due amount</i></li></ol>	<ol style="list-style-type: none"><li><i>1. Salik Tag and Toll receipt</i></li></ol>

<i>Name of Procedures</i>	<i>Payment of fine / parking fine</i>
<i>Time Taken</i>	<i>4 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li><i>1. Parking fine ticket / offence receipt or vehicle number</i></li> <li><i>2. Due amount</i></li> </ol>	<ol style="list-style-type: none"> <li><i>1. Issue receipt of fine / parking offence according to payment procedures</i></li> </ol>

<i>Name of Procedures</i>	<i>Cheque collection: (suppliers, Salik ...etc)</i>
<i>Time Taken</i>	<i>3 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li><i>1. A cheque</i></li> <li><i>2. Deposit note</i></li> </ol>	<ol style="list-style-type: none"> <li><i>1. Issue cheque receipt</i></li> </ol>

**Remarks:**

- *Date of cheque shall be on the same day, one day earlier or 6 months earlier at most. The cheque shall be drawn on a local bank. Payee details shall be: Roads & Transport Authority (in full and not abbreviated)*

## Corporate Support Services: Procurement Dep't

<i>Name of Procedures</i>	<i>Acceptance of Suppliers Registration Application</i>
<i>Time Taken</i>	<i>2 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li><i>Application form must be filled in Arabic and English (available in the Procurement Section).</i></li> <li><i>Copy of the business license issued by the Economic Department.</i></li> <li><i>Copy of the certificate from the Chamber of Commerce and Industry.</i></li> <li><i>A letter from the supplier addressed to the Manager of procurement Section.</i></li> <li><i>A list of specialized materials of the supplier.</i></li> <li><i>An accurate map for the location of the supplier.</i></li> <li><i>Copy of the Agent's product certificate issued by the factory.</i></li> <li><i>Copy of the company's establishment.</i></li> <li><i>Copy of the company licenses showing the names of partners.</i></li> <li><i>Copy of the certificate for the registration of membership in the company in Mohamed Bin Rashed Establishments for Young Business Leaders. (If any).</i></li> <li><i>Permission letter from the Dubai Technology, Electronic Commerce and Media Free Zone Authority of any other Free Zone.</i></li> <li><i>Financial Status duly audited by chartered accountant.</i></li> <li><i>Names and details of Sister Companies.</i></li> <li><i>Company capital.</i></li> <li><i>Provide us with any details which you are dealing with any government department.</i></li> </ol>	<ol style="list-style-type: none"> <li><i>Suppliers Registration Application Form</i></li> </ol>

<i>Name of Procedures</i>	<i>Buying tender &amp; bidding documents</i>
<i>Time Taken</i>	<i>6 minutes</i>
<i>Fees</i>	<i>Depends on the value of the tender + knowledge dirham</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Tender Entering Invitation</i>	<i>1. Issuing Tender Documents</i>

**Remarks:**

- *The customer shall be authorized by the Co. to receive the document*

## Marine Agency Services: Registration & Licensing Dep't

<i>Name of Procedures</i>	<i>Renewal of licensing of abra operation</i>
<i>Time Taken</i>	<i>30 minutes</i>
<i>Fees</i>	<i>Dh5000 + Dh500 as insurance premium</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. Copy of valid passport of the owner</li> <li>2. Original previous abra operation license</li> <li>3. Original registration document (issued from Dubai Police Ports Station)</li> <li>4. Original driving license of abra driver</li> <li>5. Original work card issued to abra drivers</li> </ol>	<ol style="list-style-type: none"> <li>1. New permit (abra registration license)</li> </ol>

### *Remarks:*

- The owner may not make a deal involving the abra unless the approval of Registration & Licensing Dep't at RTA is sought.
- Abra Operation Licensing form No. FRM-AS-002

**Marine Agency Services:  
Operation & Performance Dep't**

<i>Name of Procedures</i>	<i>Maintenance Permit</i>
<i>Time Taken</i>	<i>30 minutes (excluding maintenance time)</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Application form 2. Abra license 3. Driving license of abra driver</i>	<i>1. Maintenance card</i>

**Remarks:**

*- Abra Maintenance form No. FRM-008*

<i>Name of Procedures</i>	<i>Entering details of modification of abra specifications</i>
<b>Time Taken</b>	<i>30 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. Copy of valid passport of the owner</li> <li>2. Original previous abra operation license</li> <li>3. Original registration document (issued from Dubai Police Ports Station)</li> <li>4. Original driving license of abra driver</li> <li>5. Original work card issued to abra drivers</li> </ol>	<ol style="list-style-type: none"> <li>1. New permit</li> </ol>

**Remarks:**

- Abra Maintenance Permit Form No. FRM-AS-008

<i>Name of Procedures</i>	<i>Payment of fees &amp; violation charges</i>
<b>Time Taken</b>	<i>5 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. Fine ticket</li> </ol>	<ol style="list-style-type: none"> <li>1. Payment receipt</li> </ol>

**Remarks:**

- Payment shall be made within 7 days from issuing offence ticket, otherwise legal actions will be further taken.

## Public Transport Agency Services: Transportation Service

<i>Name of Procedures</i>	<i>Reporting invalid cards (Salik, Parking &amp; Smart)</i>
<i>Time Taken</i>	<i>5 minutes</i>
<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Invalid card</i>	<i>1. Informing the client about the invalid card</i>

<i>Name of Procedures</i>	<i>Selling &amp; renewing bus cards</i>
<i>Time Taken</i>	<i>3 minutes / in case of renewal 10 – 15 minutes in case of sale</i>
<i>Fees</i>	<i>New student card 65 Renewal of students card 60 New monthly card 95 Renewal of monthly cards 90 Prepaid cards starting from Dh10 to Dh200 plus Dh5 as new card fees</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Bus cards for renewal purposes 2. Students card: passport copy, original residency, application form completed &amp; stamped by the school of students, and a photograph</i>	<i>1. Issuance of the prepaid monthly bus smart card E-Go Bus Card, or students card</i>

<i>Name of Procedures</i>	<i>Issuing NOC to the bank (or the reverse side) for owners of taxi numbers. Receipt of application for ownership certificate of taxi number plate.</i>
<b>Time Taken</b>	<b>5 minutes</b>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. Passport copy</li> </ol>	<ol style="list-style-type: none"> <li>1. To Whom soever it may Concern Certificate</li> <li>2. Transferring the letter to the Director of the Dep't for signature for the second procedure</li> </ol>

<i>Name of Procedures</i>	<i>Receipt of application for changing account number / bank of owners of taxi numbers.</i>
<b>Time Taken</b>	<b>5 minutes</b>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. Clearance certificate from the previous bank (in case of changing the bank)</li> <li>2. Updated details of bank account number</li> </ol>	<ol style="list-style-type: none"> <li>1. Transferring the documents to the back office for updating details</li> </ol>

<i>Name of Procedures</i>	<i>Receipt of application for transferring the monthly income based on a Power of Attorney from the owner</i>
<i>Time Taken</i>	<i>5 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li><i>1. Passport of the attorney</i></li> <li><i>2. Details of the attorney</i></li> <li><i>3. New account number of the attorney</i></li> </ol>	<ol style="list-style-type: none"> <li><i>1. Transferring the documents to the back office for taking appropriate action (update)</i></li> </ol>

**Remarks:**

- *The back office will take necessary action on the application*
- *The Power of Attorney is to be abolished with the death of the number owner.*

<i>Name of Procedures</i>	<i>Receipt of application for transferring the monthly income to the heirs based on a Power of Attorney issued from the Court</i>
<b>Time Taken</b>	<b>5 minutes</b>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. <i>Legal notification</i></li> <li>2. <i>Passport copies of all heirs (proxy holders)</i></li> <li>3. <i>New addresses and contact details of heirs (proxy holders)</i></li> <li>4. <i>New account number of heirs (proxy holders)</i></li> <li>5. <i>Death certificate</i></li> <li>6. <i>Copy of Power of Attorney issued from Dubai Courts</i></li> </ol>	<ol style="list-style-type: none"> <li>1. <i>Transfer of documents to the back office for updating details and filing them.</i></li> </ol>

<i>Name of Procedures</i>	<i>Receipt of application for practicing passenger transport by deluxe vehicles / buses on international / intercity bus lines</i>
<b>Time Taken</b>	<b>15 - 30 minutes</b>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. Application form</li> <li>2. Passport copy</li> <li>3. Citizenship copy</li> <li>4. List of licenses</li> <li>5. Residency (expatriates)</li> <li>6. Letter from the employer (expatriates)</li> </ol>	<ol style="list-style-type: none"> <li>1. Referring details of license holder and partners to Security Office for endorsement.</li> <li>2. Referring the documents to the back office for approval of the concerned Director</li> </ol>

<i>Name of Procedures</i>	<i>Issue a certificate addressed to the Dep't of Economic Development for issuing a permit to practice passenger transport by deluxe vehicles / buses on international / intercity bus lines</i>
<i>Time Taken</i>	<i>5 minutes</i>
<i>Fees</i>	<i>Deluxe vehicles: Dh20.010 + Dh50.400 as bank guarantee International buses: Dh1010 + bus registration: Dh110</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. A letter from the Dep't of Economic Development in Dubai signed by the Dep't Director</i>	<i>1. Payment voucher 2. A letter from the Dep't of Economic Development in Dubai signed by the Dep't Director</i>

<i>Name of Procedures</i>	<i>Receipt of signed documents of agreement from an entity practicing passenger transport by deluxe vehicles / buses on international / intercity bus lines</i>
<b>Time Taken</b>	<b>10 minutes</b>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. Copy of the commercial license</li> <li>2. Original bank guarantee</li> <li>3. A declaration duly signed &amp; stamped by the customer</li> <li>4. A letter showing types of vehicles to be operated (based on a list issued from the RTA)</li> </ol>	<ol style="list-style-type: none"> <li>1. Forwarding the documents to the back office for signing by the Dep't Director and approval of vehicles list</li> </ol>

<i>Name of Procedures</i>	<i>Registering vehicles under passenger transport by deluxe vehicles on international lines</i>
<b>Time Taken</b>	<b>5 minutes</b>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. Copy of an agreement signed and stamped by the Dep't Director</li> </ol>	<ol style="list-style-type: none"> <li>1. Hand over to the customer a copy of an agreement signed and stamped by the Dep't Director</li> </ol>

<i>Name of Procedures</i>	<i>Receiving an application for registering vehicles under passenger transport by deluxe vehicles on international lines</i>
<b>Time Taken</b>	<i>5 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Application for registering vehicles</i>	<i>1. Approval of the application</i>

<i>Name of Procedures</i>	<i>Receiving sets of vehicle registration cards from an entity practicing passenger transport by deluxe vehicles</i>
<b>Time Taken</b>	<i>5 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Sets of vehicle registration cards</i>	<i>1. Referring vehicle registration cards to the back office for registration</i>

<i>Name of Procedures</i>	<i>Receiving an application for adding vehicles from an entity practicing passenger transport by deluxe vehicles / buses on international lines</i>
<i>Time Taken</i>	<i>5 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<p><i>1. A letter from the company showing the number and type of vehicles</i>  <i>In case a provisional approval is granted, the client shall submit the following documents:</i></p> <ol style="list-style-type: none"> <li><i>1. A bank guarantee</i></li> <li><i>2. Vehicle registration fees</i></li> </ol>	<p><i>1. Referring the documents to Franchise and Control Dep't for registration</i></p>

<i>Name of Procedures</i>	<i>Receiving an application for a permit to amend a commercial license to transport passengers by deluxe vehicles / buses on international lines / intercity buses</i>
<b>Time Taken</b>	<b>5 -10 minutes</b>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. Application form</li> <li>2. Copy of the commercial license</li> <li>3. Passport copies of new partners, if applicable</li> <li>4. A letter from the Notary Public authorizing addition of a new partner, if applicable</li> </ol>	<ol style="list-style-type: none"> <li>1. Referring the documents to Dep't Director for approval</li> </ol>

<i>Name of Procedures</i>	<i>Receiving an application for a permit to renew a commercial license to transport passengers by deluxe vehicles / buses on international lines / intercity buses</i>
<b>Time Taken</b>	<b>5 minutes</b>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. Application form</li> <li>2. Copy of the commercial license</li> </ol>	<ol style="list-style-type: none"> <li>1. Referring the documents to Dep't Director for approval</li> </ol>

<i>Name of Procedures</i>	<i>Receiving an application for registering private vehicles to franchise companies for company use</i>
<i>Time Taken</i>	<i>5 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li><i>1. Application form</i></li> <li><i>2. Copy of the commercial license</i></li> </ol>	<ol style="list-style-type: none"> <li><i>1. Referring the documents to the back office for necessary action</i></li> </ol>

<i>Name of Procedures</i>	<i>Deferred Payment System Service</i>
<i>Time Taken</i>	<i>10 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li><i>1. Commercial license (corporate applications only)</i></li> <li><i>2. Passport copy (individual applications only)</i></li> </ol>	<ol style="list-style-type: none"> <li><i>1. Prepaid Payment Voucher</i></li> <li><i>2. Receipt</i></li> </ol>

## Traffic & Roads Agency Services: Roads Maintenance Dep't

<i>Name of Procedures</i>	<ol style="list-style-type: none"> <li>1. Application for provision of a shovel / pavement</li> <li>2. Application for provision of pavement works (modifications &amp; repairs)</li> <li>3. Application for temporary gravel roads for residential areas</li> </ol>
<i>Time Taken</i>	5 minutes per transactions

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. Application form Number: FM-MD-COM-005</li> <li>2. Passport copy</li> <li>3. Site sketch from the Municipality</li> </ol>	<ol style="list-style-type: none"> <li>1. Application form to be sent to Roads &amp; Facilities Maintenance Dep't</li> </ol>

### *Remarks:*

- *The first service: The application and supply will be accepted for one time only.*
- *The second service: The application and provision of service shall be accepted provided the required roads shall be within the right of way and not part of roads project planned during 6 months.*
- *All the above mentioned services will be provided free of charge.*

## Traffic & Roads Agency Services: Traffic Dep't

<i>Name of Procedures</i>	<i>Application for directional signs</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<ul style="list-style-type: none"> <li>- <i>Temporary directional signs- 6 months: Dh1000/- including maintenance</i></li> <li>- <i>Permanent directional signs- 4 years: Dh4000/- including maintenance</i></li> </ul>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. <i>Application form for signs (No reference number for the application)</i></li> <li>2. <i>Copy of the commercial license</i></li> <li>3. <i>A sketch of the site for which signs are required to be erected</i></li> <li>4. <i>Certificates required from relevant government units; for example Health Dep't in case of medical clinics</i></li> <li>5. <i>A digital copy and two hard copies size A4 of signs layout in original colours with dimensions</i></li> </ol>	<ol style="list-style-type: none"> <li>1. <i>Refer the application for directional signs to Traffic Dep't</i></li> </ol>

### *Remarks:*

- *The application will be considered for approval or rejection according to the standards & policies of the RTA.*

<i>Name of Procedures</i>	<i>Application for numbering houses and buildings</i>
<i>Time Taken</i>	<i>10 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li><i>1. Application form for the service (No reference number is provided for the application)</i></li> <li><i>2. Building permit and certificate of completion (for houses and buildings under construction)</i></li> <li><i>3. A map showing the location of the house or building</i></li> </ol>	<ol style="list-style-type: none"> <li><i>1. Refer to Traffic Dep't for the application form</i></li> </ol>

**Remarks:**

- Numbers are not optional
- Numbering will be conducted in accordance with the approved sketches

<i>Name of Procedures</i>	<i>Application for obtaining Technical Manuals</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<p><i>Four Technical Manuals are available:</i></p> <ol style="list-style-type: none"> <li><i>1. Dubai Traffic Control Means Manual (Part 1 &amp; 2) (available in Arabic &amp; English against Dh2,500/- + Dh10/-)</i></li> <li><i>2. Dubai Calming Traffic Manual (available in English only against Dh1,500/- + Dh10/-)</i></li> <li><i>3. Dubai Pedestrian &amp; Cyclists Manual (available in English only against Dh2,500/- + Dh10/-)</i></li> <li><i>4. Dubai Road Ads Control Manual (available in English only against Dh1,500/- + Dh10/-)</i></li> </ol>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Application letter (optional)</i>	<i>1. Provision of Traffic Manual</i>

## Traffic & Roads Agency Services: Road Fees & Parking Dep't

<i>Name of Procedures</i>	1. Applications for parking permits 2. Issuing parking permits
<i>Time Taken</i>	5 minutes per service

<i>Required Documents</i>	<i>Service Provided</i>
<p><i>The first service:</i></p> <ol style="list-style-type: none"> <li>1. Application form</li> <li>2. Passport copy (UAE Nationals L)</li> <li>3. Site map (UAE Nationals L)</li> <li>4. Copy of a valid ownership certificate</li> <li>5. Copy of nationality (UAE Nationals L)</li> <li>6. Lease agreement or house ownership certificate</li> </ol> <p><i>The second service:</i></p> <ol style="list-style-type: none"> <li>1. Reference of the application submitted</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer the application to Road Fees &amp; Parking Dep't</li> <li>2. Issue a parking permit to the client</li> </ol>

### *Remarks:*

- Approval or dismissal of the application depending on the standards & policies of the RTA.
- Permits for UAE nationals are exempted from fees

<i>Name of Procedures</i>	<ol style="list-style-type: none"> <li>1. Applications for reserving parking spaces</li> <li>2. Issuing reserved parking permits</li> </ol>
<i>Time Taken</i>	5 minutes per service
<i>Fees</i>	<p>Dh5000/- per annum  Dh3000/- per 6 months  Less than the above: to be calculated by days (Dh17 per day)</p>

<i>Required Documents</i>	<i>Service Provided</i>
<p><i>The first service:</i></p> <ol style="list-style-type: none"> <li>1. Application form</li> <li>2. Copy of the commercial license</li> <li>3. Copy of land map</li> <li>4. Photographic image of the parking(s) to be reserved</li> </ol> <p><i>The second service:</i></p> <ol style="list-style-type: none"> <li>1. Reference number of the application</li> <li>2. Payment receipt (for the first service)</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer the application to Road Fees &amp; Parking Dep't</li> <li>2. Issue a parking permit to the client</li> </ol>

**Remarks:**

- Approval or dismissal of the application depending on the standards & policies of the RTA.
- 600 dirhams for each parking and for the installation of steel poles, chains and locks.

<i>Name of Procedures</i>	<ol style="list-style-type: none"> <li>1. Applications for utilizing private land plots as paid parking area</li> <li>2. Issuing permits for utilizing private land plots as paid parking area</li> </ol>
<i>Time Taken</i>	5 minutes per service
<i>Fees</i>	Dh10,000/- plus insurance premium and other fees to be fixed later

<i>Required Documents</i>	<i>Service Provided</i>
<p><i>The first service:</i></p> <ol style="list-style-type: none"> <li>1. Application form</li> <li>2. Copy of the commercial license</li> <li>3. NOC from the Economic Development Dep't</li> <li>4. NOC from Dubai Municipality</li> <li>5. NOC from Engineering &amp; Traffic Technologies Section at Roads Dep't</li> <li>6. Copy of land map issued from Dubai Municipality</li> <li>7. Copy of land lease contract or NOC from the landlord</li> <li>8. A sketch showing vehicle flow, entry &amp; exit, and number of parking spaces.</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer the application to Road Fees &amp; Parking Dep't</li> <li>2. Issue a parking permit to use the private land as a parking area</li> </ol>

<i>Required Documents</i>	<i>Service Provided</i>
<i>The second service:</i> <i>1. Reference number of the application</i> <i>2. Payment receipt (for the first service)</i>	

*Remarks:*

- Approval or dismissal of the application depending on the standards & policies of the RTA.*

<i>Name of Procedures</i>	<ol style="list-style-type: none"> <li>1. Applications for occupying road pavements</li> <li>2. Issuing permits for occupying road pavements</li> </ol>
<i>Time Taken</i>	5 minutes per service
<i>Fees</i>	Dh1,000/- plus insurance premium and other fees to be fixed later

<i>Required Documents</i>	<i>Service Provided</i>
<p><i>The first service:</i></p> <ol style="list-style-type: none"> <li>1. Application form</li> <li>2. Copy of the commercial license</li> <li>3. Photographic image of the site</li> <li>4. Land map issued from Dubai Municipality</li> <li>5. A valid lease agreement</li> <li>6. Site map</li> <li>7. NOC from the landlord</li> </ol> <p><i>The second service:</i></p> <ol style="list-style-type: none"> <li>1. Reference number of the application</li> <li>2. Payment receipt (for the first service)</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer the application to Parking Dep't</li> <li>2. Issue a permit to occupy road pavements</li> </ol>

**Remarks:**

- Approval or dismissal of the application depending on the standards & policies of the RTA.

<i>Name of Procedures</i>	<i>Issuing a NOC to remove / install Parking machines (under the responsibility of Maintenance Section, Parking Dep't*)</i>
<b>Time Taken</b>	<i>5 minutes per service</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li><i>1. Application form</i></li> <li><i>2. Copy of the commercial license</i></li> <li><i>3. Project plan showing the suggested work</i></li> </ol>	<ol style="list-style-type: none"> <li><i>1. Refer the application to Road Fees &amp; Parking Dep't</i></li> </ol>

**Remarks:**

- Approval or dismissal of the application depending on the standards & policies of the RTA.

### **Traffic & Roads Agency Services Intelligence Traffic Systems Dep't**

<i>Name of Procedures</i>	<i>Receiving of Salik disputes</i>
<b>Time Taken</b>	<i>10 minutes</i>
<b>Fees</b>	<i>Nil</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li><i>1- Application form of disputes</i></li> </ol>	<ol style="list-style-type: none"> <li><i>1- Refer disputes (complaints &amp; reports) to the back office of Intelligent Traffic Systems for investigation purposes</i></li> </ol>

## Traffic & Roads Agency Services Right of Way Services Dep't

<i>Name of Procedures</i>	<i>Issuing a demolition / construction permit</i>
<i>Time Taken</i>	<i>5 -10 minutes</i>
<i>Fees</i>	<i>Demolition: Dh100/- Construction: Dh75/-</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. A letter from the company showing details of the required service</li> <li>2. Site map</li> <li>3. Detailed sketch and measurements</li> <li>4. NOC from service-providers (telecommunication, and DEWA) in the event of demolition.</li> <li>5. NOC from Buildings and Sewage Departments in the event of demolition.</li> <li>6. The commercial license</li> </ol>	<ol style="list-style-type: none"> <li>1. Demolition / construction permit</li> </ol>

<i>Name of Procedures</i>	<i>Issuing a movement permit (new / renewal) for entry &amp; exit of heavy vehicles from and to exclusion zones or during prohibited timings</i>
<i>Time Taken</i>	<i>15 minutes</i>
<i>Fees</i>	<i>Dh50 per month per vehicle</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li><i>1. A letter from the company showing details of the required permit</i></li> <li><i>2. Copy of vehicle registration</i></li> <li><i>3. Copy of testing certificate from Licensing Section</i></li> <li><i>4. Copy of the previous permit (in case of renewal)</i></li> <li><i>5. Copy of the commercial license</i></li> <li><i>6. Specify roads on which vehicles need to use</i></li> <li><i>7. Specify the timings of using roads and number of trips</i></li> </ol>	<ol style="list-style-type: none"> <li><i>1. Entry &amp; Exit movement permit</i></li> </ol>

**Remarks:**

- *Validity of the Permit shall be according to work requirements but not exceeding 3 months, renewable.*

<i>Name of Procedures</i>	<i>Issuing a movement permit (new) for heavy vehicles with excess weight</i>
<i>Time Taken</i>	<i>15 minutes</i>
<i>Fees</i>	<i>50Dh per month per vehicle</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Application form</i>	<i>1. A permit for the movement of vehicles with excess weight</i>

**Remarks:**

- *Validity of the Permit depends on work requirements*

<i>Name of Procedures</i>	<i>Issuing a movement permit (new) for heavy construction vehicles</i>
<i>Time Taken</i>	<i>15 minutes</i>
<i>Fees</i>	<i>50Dh per month per vehicle</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Application form</i>	<i>1. A permit for the movement of heavy construction vehicles</i>

**Remarks:**

- *Validity of the Permit depends on work requirements*

<i>Name of Procedures</i>	<i>Receiving an application for a permit to protect utility lines</i>
<i>Time Taken</i>	<i>5 minutes</i>
<i>Fees</i>	<i>75Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. A letter from the company showing details of the required permit</li> <li>2. A copy of the commercial license</li> <li>3. A site map</li> <li>4. NOC from relevant bodies (telecommunication, and DEWA)</li> <li>5. Copy of the previous permit (in case of renewal)</li> <li>6. A letter of exemption from fees, if applicable</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to the engineer in the back office for the application approval</li> </ol>

<i>Name of Procedures</i>	<i>Receiving an application for using a part of the road</i>
<i>Time Taken</i>	<i>5 minutes</i>
<i>Fees</i>	<i>75 Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. A letter from the company showing details of the required permit</li> <li>2. A copy of the commercial license</li> <li>3. A site map</li> <li>4. NOC from relevant bodies (telecommunication, and DEWA)</li> <li>5. Copy of the previous permit (in case of renewal)</li> <li>6. A letter of exemption from fees, if applicable</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to the engineer in the back office for the application approval</li> </ol>

<i>Name of Procedures</i>	<i>Receiving an application for temporary entrance to construction sites</i>
<i>Time Taken</i>	<i>5 minutes</i>
<i>Fees</i>	<i>85 Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. <i>A letter from the company showing details of the required permit</i></li> <li>2. <i>A copy of the commercial license</i></li> <li>3. <i>A site map</i></li> <li>4. <i>NOC from relevant bodies (telecommunication, and DEWA)</i></li> <li>5. <i>Copy of the previous permit (in case of renewal)</i></li> <li>6. <i>A letter of exemption from fees, if applicable</i></li> </ol>	<ol style="list-style-type: none"> <li>1. <i>Refer to the engineer in the back office for the application approval</i></li> </ol>

<i>Name of Procedures</i>	<i>Receiving an application for a permit to conduct a traffic census</i>
<i>Time Taken</i>	<i>5 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. A letter from the company showing details of the required permit</li> <li>2. A copy of the commercial license</li> <li>3. A site map</li> <li>4. NOC from relevant bodies (telecommunication, and DEWA)</li> <li>5. Copy of the previous permit (in case of renewal)</li> <li>6. A letter of exemption from fees, if applicable</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to the engineer in the back office for the application approval</li> </ol>

<i>Name of Procedures</i>	<i>Receiving an application for diverting main roads on temporary basis</i>
<i>Time Taken</i>	<i>5 minutes</i>
<i>Fees</i>	<i>200Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. A letter from the company showing details of the required permit</li> <li>2. A copy of the commercial license</li> <li>3. A site map</li> <li>4. NOC from relevant bodies (telecommunication, and DEWA)</li> <li>5. Copy of the previous permit (in case of renewal)</li> <li>6. A letter of exemption from fees, if applicable</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to the engineer in the back office for the application approval</li> </ol>

<i>Name of Procedures</i>	<i>Receiving an application for diverting subsidiary roads on temporary basis</i>
<i>Time Taken</i>	<i>5 minutes</i>
<i>Fees</i>	<i>100 Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. A letter from the company showing details of the required permit</li> <li>2. A copy of the commercial license</li> <li>3. A site map</li> <li>4. NOC from relevant bodies (telecommunication, and DEWA)</li> <li>5. Copy of the previous permit (in case of renewal)</li> <li>6. A letter of exemption from fees, if applicable</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to the engineer in the back office for the application approval</li> </ol>

<i>Name of Procedures</i>	<i>Receiving an application for closing an lane or a subsidiary road</i>
<i>Time Taken</i>	<i>15 minutes</i>
<i>Fees</i>	<i>50Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Site map</i>	<i>1. A permit for closing an lane or a subsidiary road</i>

**Remarks:**

- *The required documents shall be submitted in case of new applications. The requester shall, in case of renewal, submit a copy of the old permit only.*
- *Applications shall comply with the requirements of the following service-providing bodies such as Dubai Municipality & Dubai Police and any other related instructions.*
- *The permit shall be valid for a maximum period of 3 months.*

<i>Name of Procedures</i>	<i>Receiving an application for NOC related to road projects</i>
<i>Time Taken</i>	<i>5 -10 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li><i>1. A letter addressed to the Right of Way Services Dep't including an application for approval for spare ducts design.</i></li> <li><i>2. A key plan showing project site</i></li> <li><i>3. A detailed plan showing locations &amp; numbers of spare ducts</i></li> <li><i>4. A plan showing distribution of utilities cross section</i></li> <li><i>5. A digital copy</i></li> </ol>	<ol style="list-style-type: none"> <li><i>1. Refer the application to the engineer for approval</i></li> </ol>

**Remarks:**

- *Sites positioning to be carried out through microstation and a site visit after communicating with the applicant, and take photos if necessary.*
- *NOCs are valid for 6 months or less, renewable.*

<i>Name of Procedures</i>	<i>Receiving an application for NOC related to projects of service-providing bodies, consultants &amp; contractors</i>
<i>Time Taken</i>	<i>5 -10 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li><i>1. A letter addressed to the Right of Way Services Dep't including an application for approval designs.</i></li> <li><i>2. A key plan showing project site</i></li> <li><i>3. A detailed plan showing road geometric design.</i></li> <li><i>4. A plan showing distribution of utilities cross section</i></li> <li><i>5. Profiles of internal roads</i></li> <li><i>6. A digital copy</i></li> </ol>	<ol style="list-style-type: none"> <li><i>1. Refer the application to the engineer for approval</i></li> </ol>

<i>Name of Procedures</i>	<i>Receiving an application for NOC related to supporting structures of building foundations</i>
<i>Time Taken</i>	<i>5 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li>1. Drawings</li> <li>2. A general layout of support</li> <li>3. A cross section showing details of supporting method and any other details</li> <li>4. Copy of insurance policy showing third-party responsibility</li> <li>5. Obtaining NOCs from all relevant bodies</li> <li>6. Obtaining a NOC from the consultants of roads &amp; rail projects in case the building site is in the vicinity of road &amp; rail projects</li> <li>7. An undertaking from the owner to remove anchors within a month (in case required) from the date of removal application</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer the application to the engineer for approval</li> </ol>

**Remarks:**

- RTA is not responsible for works of building support or any other works that might impact the surrounding properties.
- Concrete or metal pile shall not encroach more than 600mm from ownership perimeters.
- The certificate issued is valid for 6 months from the date of issuing.

<i>Name of Procedures</i>	<i>Receiving an application for NOC related to RTA projects</i>
<i>Time Taken</i>	<i>5 – 10 minutes</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"><li>1. A letter addressed to the Right of Way Services Dep't including an application for approval designs.</li><li>2. A key plan showing project site</li><li>3. A detailed plan showing road geometric design.</li><li>4. A plan showing distribution of utilities cross section</li><li>5. Profiles of internal roads</li><li>6. Computations &amp; equations used in designs</li><li>7. A digital copy</li></ol>	<ol style="list-style-type: none"><li>1. Refer the application to the engineer for approval</li></ol>

## Licensing Agency Services:

<i>Name of Procedures</i>	<i>Paying of fines</i>
<i>Time Taken</i>	<i>5 minutes</i>
<i>Fees</i>	<i>Depend on the offence made</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1. Vehicle registration card</i>	<i>1. Fine payment receipt</i>

<i>Name of Procedures</i>	<i>Registering a new vehicle originating from a car selling dealer</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>Depend on the type of vehicle</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ol style="list-style-type: none"> <li><i>1. Application form (registration, ownership transfer &amp; export)</i></li> <li><i>2. Passport copy of individuals (along with the original passport in case the client has no traffic file)</i></li> <li><i>3. Vehicle insurance policy</i></li> <li><i>4. Custom clearance certificate of vehicle</i></li> </ol>	<ol style="list-style-type: none"> <li><i>1- Vehicle registration card</i></li> <li><i>2- Number plates (serial numbers)</i></li> <li><i>3- Validity label</i></li> <li><i>4- Fees &amp; fines payment receipts</i></li> </ol>

<i>Required Documents</i>	<i>Service Provided</i>
<p>5. <i>Official sales agreement from the dealer</i></p> <p>6. <i>The commercial license (in case the vehicle was for commercial use – applicable to agencies, companies and exhibitions)</i></p> <p>7. <i>A letter from the mortgaging body, in case the vehicle was mortgaged</i></p> <p>8. <i>In case of holders of visas issued from other emirates and GCC nationals who have no identities documents, the following conditions have to apply at the time of registration:</i></p> <ul style="list-style-type: none"> <li data-bbox="174 797 536 893"><i>i. It shall be a corporate agency registered in the emirate of Dubai.</i></li> <li data-bbox="174 899 536 995"><i>ii. Produce a lease agreement authenticated from official bodies.</i></li> <li data-bbox="174 1001 536 1132"><i>iii. Produce an electricity bill or house telephone bill issued from Dubai, in case of no authenticated contract</i></li> <li data-bbox="174 1138 536 1298"><i>iv. The applicant shall be an employee of an a government or semi-government entity (expatriates)</i></li> </ul>	

**Remarks:**

- Details registered in the application have to be verified along with the customs certificate, sales agreement and insurance policy to make sure they are in conformity with the name written in the passport.
- New model vehicles are exempted (same year model) from test for two years from registration date of the vehicle (if sold by an authorized dealer).
- Rented cars and taxis have to be comprehensively insured.

<i>Name of Procedures</i>	<i>Registering a new vehicle originating from a car selling dealer</i>
<b>Time Taken</b>	10 minutes
<b>Fees</b>	Depend on the type of vehicle

<i>Required Documents</i>	<i>Service Provided</i>
<i>1- Application form (registration, ownership transfer &amp; export) 2- Passport copy of individuals (along with the original passport in case the client has no traffic file) 3- Vehicle insurance policy 4- Custom clearance certificate of vehicle 5- Official sales agreement from the dealer (approved showroom), or the presence of the seller in person to the registration center</i>	<i>1- Vehicle registration card 2- Number plates (serial numbers) 3- Validity label 4- Fees &amp; fines payment receipts</i>

<i>Required Documents</i>	<i>Service Provided</i>
<p>6- <i>Vehicle testing certificate (pass the technical test)</i></p> <p>7- <i>The commercial license (in case the vehicle was for commercial use – applicable to agencies, companies and exhibitions)</i></p> <p>8- <i>A letter from the mortgaging body, in case the vehicle was mortgaged</i></p> <p>9- <i>In case of holders of visas issued from other emirates and GCC nationals who have no identities documents, the following conditions have to apply at the time of registration:</i></p> <ul style="list-style-type: none"> <li><i>i. It shall be have a corporate agency registered in the emirate of Dubai.</i></li> <li><i>ii. Produce a lease agreement authenticated from official bodies.</i></li> <li><i>iii. Produce an electricity bill or house telephone bill issued from Dubai, in case of no authenticated contract</i></li> <li><i>iv. The applicant shall be an employee of an a government or semi-government entity (expatriates)</i></li> </ul>	

**Remarks:**

- *Details registered in the application have to be verified along with the customs certificate, sales agreement and insurance policy to make sure they are in conformity with the name written in the passport.*
- *Rented cars and taxis have to be comprehensively insured*
- *Vehicles of models from 1987 up to 2000 shall not be registered unless a certificate proving that they are in conformity with GCC specifications is produced.*

<i>Name of Procedures</i>	<i>Approval of application for registering new commercial vehicles</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>Depend on the type of vehicle</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li>1- Application form (registration, ownership transfer &amp; export)</li> <li>2- Copy of the commercial license</li> <li>3- Vehicle insurance policy</li> <li>4- Custom clearance certificate of vehicle</li> <li>5- A report showing the number of vehicles registered in the traffic file</li> <li>6- Application form (in case the vehicle is not compatible with the scope of the commercial license)</li> <li>7- Technical testing certificate</li> </ul>	<ul style="list-style-type: none"> <li>1- Approval of the application (endorsed)</li> <li>2- Fees &amp; fines payment receipts</li> </ul>

<i>Name of Procedures</i>	<i>Transfer of ownership</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>Depend on the type of vehicle</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li>1- Application form (registration, ownership transfer &amp; export)</li> <li>2- Copy of vehicle testing (pass technical testing)</li> <li>3- Seller identification code</li> <li>4- Buyer's passport copy</li> <li>5- Vehicle registration card</li> <li>6- Approval of mortgage party (in case of mortgaged vehicle)</li> <li>7- Vehicle insurance policy</li> </ul> <p>Power of Attorney from the court authorizing any one acting on behalf of the seller or buyer to complete the procedure (copy of Power of Attorney to be attached)</p>	<ul style="list-style-type: none"> <li>1- Vehicle registration card for the new owner.</li> <li>2- Number plates</li> <li>3- Fees &amp; fines payment receipts</li> </ul>

**Remarks:**

- Vehicle registration card shall be valid, if expired; the vehicle had to be tested.
- The buyer and seller have to be present, or official powers of attorney issued from the court have to be shown.

<i>Name of Procedures</i>	<i>Renewal of vehicle registration</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>Depend on the type of vehicle</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li>1- The expired vehicle registration card</li> <li>2- Vehicle testing certificate (except for the initial registration of a vehicle originating from a car selling dealer)</li> <li>3- Copy of the commercial license (commercial vehicles)</li> <li>4- Insurance policy</li> </ul>	<ul style="list-style-type: none"> <li>1- The renewed vehicle registration card</li> <li>2- Expiry label</li> <li>3- Fees &amp; fines payment receipts</li> </ul>

**Remarks:**

- New vehicles are exempted from testing upon renewal in the first year, if bought from the dealer (car selling dealer).

<i>Name of Procedures</i>	<i>Vehicle ownership</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>Depend on the type of vehicle</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li>1- <i>Vehicle ownership application form</i></li> <li>2- <i>Vehicle registration card</i></li> <li>3- <i>Number plates</i></li> <li>4- <i>Redemption of vehicle mortgage</i></li> <li>5- <i>Police or Civil Defence report (if cancellation was caused by a fire accident)</i></li> <li>6- <i>A letter from the company, if the vehicle belonged to a company or establishment</i></li> <li>7- <i>Presence of the concerned person, if the vehicle was owned by somebody</i></li> </ul>	<ul style="list-style-type: none"> <li>1- <i>Certificate of vehicle cancellation</i></li> <li>2- <i>Fees and fines payment receipts</i></li> </ul>

<i>Name of Procedures</i>	<i>Issuing number plates in replacement of damaged plates</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>Depend on the type of vehicle</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li><i>1- Application for replacement of lost/ damaged plates</i></li> <li><i>2- Vehicle registration</i></li> <li><i>3- Number plates (if damaged)</i></li> <li><i>4- A letter from the company, in case the vehicle belonged to a company or establishment</i></li> <li><i>5- A letter from Dubai Police, in case two plates are lost</i></li> </ul>	<ul style="list-style-type: none"> <li><i>1- New number plates</i></li> <li><i>2- Fees and fines payment receipts</i></li> </ul>

<i>Name of Procedures</i>	<i>Issuing a vehicle registration card in replacement of a lost / damaged card (not expired)</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>Depend on the type of vehicle</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li><i>1- Application for a registration card in replacement of a lost / damaged card</i></li> <li><i>2- Vehicle registration (in case of damage)</i></li> <li><i>3- Proving the identity of the customer along with passport copy (private vehicle)</i></li> <li><i>4- Copy of the commercial license (commercial vehicle)</i></li> <li><i>5- A letter from the company (in case of a company vehicle)</i></li> </ul>	<ul style="list-style-type: none"> <li><i>1- Registration card of the new vehicle</i></li> <li><i>2- Fees and fines payment receipts</i></li> </ul>

<i>Name of Procedures</i>	<i>Changing of vehicle colour</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>Depend on the type of vehicle</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li>1- Application for changing vehicle colour</li> <li>2- Vehicle testing certificate (pass technical testing)</li> <li>3- NOC from CID</li> <li>4- Vehicle registration card</li> <li>5- A permit issued from RTA (in case of ad)</li> <li>6- Photo of the vehicle (in case of ad)</li> <li>7- NOC from the company (in case of ad)</li> </ul>	<ul style="list-style-type: none"> <li>1- Registration card of the new vehicle</li> <li>2- Fees and fines payment receipts</li> </ul>

<i>Name of Procedures</i>	<i>Renewal of number plate retention</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>20 Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li>1- Retention receipt, if any</li> <li>2- Details of the number retained or traffic file</li> </ul>	<ul style="list-style-type: none"> <li>1- Fees and fines payment receipts</li> </ul>

<i>Name of Procedures</i>	<i>Changing of a vehicle number plate</i>
<i>Time Taken</i>	<i>5 minutes</i>
<i>Fees</i>	<i>40 Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li><i>1- Application form for changing a number plate along with details of the retained number</i></li> <li><i>2- Vehicle registration card</i></li> <li><i>3- Mortgage redemption letter in case the vehicle was retained</i></li> <li><i>4- Previous number plates</i></li> </ul>	<ul style="list-style-type: none"> <li><i>1- Fees and fines payment receipts</i></li> </ul>

**Remarks:**

- A valid vehicle registration card*

<i>Name of Procedures</i>	<i>Issuing commercial plates</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>Depend on the type of vehicle</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li><i>1- A letter from the company showing details of the application</i></li> <li><i>2- Copy of the commercial license</i></li> <li><i>3- Plates insurance policy</i></li> <li><i>4- Approval / NOC of the competent official</i></li> </ul>	<ul style="list-style-type: none"> <li><i>1- Commercial plates</i></li> <li><i>2- Fees and fines payment receipts</i></li> </ul>

<i>Name of Procedures</i>	<i>Issue of vehicle export / transfer certificate</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>20 Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li><i>1- Application for a certificate</i></li> <li><i>2- Vehicle registration card</i></li> <li><i>3- Passport copy</i></li> <li><i>4- Vehicle insurance in case of issuing export plates, provided it shall be valid for three days in case of transfer within the UAE, and two weeks in case of export.</i></li> <li><i>5- Mortgage redemption letter in case of a mortgaged vehicle</i></li> <li><i>6- Vehicle testing letter (chassis &amp; engine testing only in respect of registered vehicles)</i></li> <li><i>7- Vehicle technical testing certificate to ensure technical soundness (unregistered vehicles originating from other than cars dealers)</i></li> </ul>	<ul style="list-style-type: none"> <li><i>1- Export / transfer of vehicle certificate</i></li> <li><i>2- Number plates (if needed)</i></li> <li><i>3- Expiry label</i></li> <li><i>4- Fees and fines payment receipts</i></li> </ul>

<i>Required Documents</i>	<i>Service Provided</i>
<p>8- Custom documents (unregistered vehicles) including: custom certificate, transfer certificate from other emirates, ownership certificate from Dubai, and transfer certificate from Dubai).</p> <p>9- Handing over number plates and vehicle registration card, in case the vehicle was registered with Licensing Dep't.</p> <p>10- Export plates, in any (unregistered vehicles)</p>	

**Remarks:**

*In case of transferring or exporting the vehicle to a name other than the owner:*

- *Personal presence of the owner or legal representative.*
- *A sales agreement from one of the approved showrooms in Dubai.*

<i>Name of Procedures</i>	<i>Issue private vehicles certificates (no longer needed)</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>60 Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1- Application for a certificate</i>	<i>1- Certificate 2- Receipts of fees &amp; fines payment</i>

<i>Name of Procedures</i>	<i>Receiving NOC applications (commercial vehicles)</i>
<i>Time Taken</i>	<i>6 minutes</i>
<i>Fees</i>	<i>Nil</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1- Application for a license and registration</i>	<i>1- Application receipt permit 2- Summary report of NOCs applications 3- Send an application to the back office to take procedure of licensing</i>

<i>Name of Procedures</i>	<i>Issuing a NOC (commercial vehicles)</i>
<i>Time Taken</i>	<i>5 minutes</i>
<i>Fees</i>	<i>Special fees per activity</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1- An application approved from Guarantee Committee</i>	<i>1- NOC (in case of approval) 2- Receipts of fees &amp; fines payment (in case of approval)</i>

<i>Name of Procedures</i>	<i>Subscription of car rental offices / agencies in the electronic link/ training on the system</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>2020/- Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li><i>1- Application (licensing &amp; registration procedures form)</i></li> <li><i>2- Trainee passport copies</i></li> <li><i>3- List of licenses from Economic Development Dep't in Dubai showing that licenses are valid and there are no licenses in the same activity</i></li> <li><i>4- Passport copy and citizenship copy for UAE nationals</i></li> <li><i>5- NOC from the sponsor to practice the required activity</i></li> </ul>	<ul style="list-style-type: none"> <li><i>1- Training permit</i></li> <li><i>2- Fees payment receipt</i></li> </ul>

<i>Name of Procedures</i>	<i>Selling of distinguished numbers through direct sale</i>
<i>Time Taken</i>	<i>5 minutes</i>
<i>Fees</i>	<i>Depends on the number</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1- Valid residency visa in Dubai along with a traffic file (expatriates) 2- Traffic file (UAE nationals)</i>	<i>1- Distinguished numbers certificate</i>

<i>Name of Procedures</i>	<i>Transfer of ownership of a distinguished vehicle number plate (non-distinguished number)</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>110 Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li><i>1- Application form for transfer of a vehicle number plate</i></li> <li><i>2- Presence of vehicle owner or a sales agreement approved by an authorized dealer in Dubai</i></li> <li><i>3- Verification of vehicle owner identity</i></li> <li><i>4- A letter from the company (in case of companies)</i></li> <li><i>5- Passport copy of the buyer</i></li> <li><i>6- Vehicle registration and handing over of number plates</i></li> <li><i>7- A letter from the mortgaging party, in case the vehicle was mortgaged</i></li> <li><i>8- Insurance in the name of the buyer</i></li> <li><i>9- Vehicle testing</i></li> </ul>	<ul style="list-style-type: none"> <li><i>1- Transfer of a vehicle number to a new owner</i></li> </ul>

**Remarks:**

- The seller has to attend

<i>Name of Procedures</i>	<i>Issuing number plates in replacement of lost ones</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>25 -35 Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li><i>1- Application form for replacement of lost number plates</i></li> <li><i>2- Vehicle registration card</i></li> <li><i>3- Police report (in case of losing both plates)</i></li> <li><i>4- Bank letter (in case of losing both plates and vehicle mortgage)</i></li> </ul>	<ul style="list-style-type: none"> <li><i>1- New number plates for the vehicle</i></li> </ul>

<i>Name of Procedures</i>	<i>Issuing a driving license based on a replaceable license (temporary)</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>110/- Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li><i>1- Driving license application form</i></li> <li><i>2- Eye test</i></li> <li><i>3- Passport copy</i></li> <li><i>4- Original passport</i></li> <li><i>5- Copy of driving license</i></li> <li><i>6- Valid original driving license</i></li> <li><i>7- Two photographs</i></li> <li><i>8- A document translated from an approved translation office in case the language of original license is neither Arabic nor English</i></li> </ul>	<ul style="list-style-type: none"> <li><i>1- Temporary driving license</i></li> </ul>

<i>Name of Procedures</i>	<i>Issuing a driving license based on a foreign replaceable license (permanent)</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>110/- Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li><i>1- Driving license application form</i></li> <li><i>2- Eye test</i></li> <li><i>3- Passport copy</i></li> <li><i>4- Original passport</i></li> <li><i>5- Copy of driving license</i></li> <li><i>6- Valid original driving license</i></li> <li><i>7- Two photographs</i></li> <li><i>8- A document translated from an approved translation office in case the language of original license is neither Arabic nor English</i></li> </ul>	<ul style="list-style-type: none"> <li><i>1- A permanent driving license</i></li> </ul>

<i>Name of Procedures</i>	<i>Issuing a driving license based on a license issued by another emirate (permanent)</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>110/- Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li>1- Driving license application form</li> <li>2- Eye test</li> <li>3- Passport copy</li> <li>4- Original passport</li> <li>5- Copy of the driving license issued from another emirate</li> <li>6- Two photographs</li> </ul>	<ul style="list-style-type: none"> <li>1- A permanent driving license</li> </ul>

<i>Name of Procedures</i>	<i>Renewal of driving license</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>110/- Dh</i>

<i>Required Documents</i>	<i>Service Provided</i>
<ul style="list-style-type: none"> <li>1- Eye test</li> <li>2- Passport copy</li> <li>3- Original driving license</li> </ul>	<ul style="list-style-type: none"> <li>1- A new permanent driving license</li> </ul>

<i>Name of Procedures</i>	<i>Replacement of a damaged driving license</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>Dh 110/-</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1- Damaged driving license 2- Passport copy</i>	<i>1- A new permanent driving license</i>

<i>Name of Procedures</i>	<i>Replacement of a lost driving license</i>
<i>Time Taken</i>	<i>10 minutes</i>
<i>Fees</i>	<i>Dh 110/-</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1- Passport copy</i>	<i>1- A new permanent driving license</i>

**Rail Agency Services:**  
**Rail Planning & Development Dep't**

<i>Name of Procedures</i>	<i>Metro inquiries</i>
<i>Time Taken</i>	<i>2 minutes</i>
<i>Fees</i>	<i>Nil</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1- Customer inquiries about the metro</i>	<i>1- Deliver metro brochure</i>

<i>Name of Procedures</i>	<i>NOC</i>
<i>Time Taken</i>	<i>5 -10 minutes</i>
<i>Fees</i>	<i>Nil</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1- Application form 2- Digital copy and hard copy of project schedule and attached plan</i>	<i>1- Refer the application to Rail Planning &amp; Development Dep't</i>

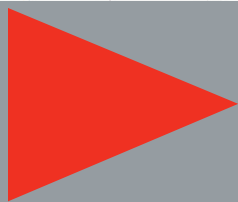
<i>Name of Procedures</i>	<i>Delivering NOC</i>
<i>Time Taken</i>	<i>5 minutes</i>
<i>Fees</i>	<i>Nil</i>

<i>Required Documents</i>	<i>Service Provided</i>
<i>1- Review card by the customer</i>	<i>1- Delivering a stamped and an approved copy (or not approved) of the application form and supporting documents</i>

**Remarks:**

- Approval according to RTA standards & policies





*locations & contact details  
of service-providing  
Customer Service Centers*

<i>Service Provided</i>	<i>Center</i>	
<b>Licensing Agency</b>		
<i>Drivers Licensing</i>	<i>Main Customer Service Center</i>	
	<i>Al-Barsha Licensing</i>	
	<i>Union Co-op, Al-Towar</i>	
	<i>Union Co-op, Al-Safa</i>	
	<i>Jumeirah Plaza</i>	
<i>Vehicle Licensing</i>	<i>Main Customer Service Center</i>	
	<i>Ducamz Center – Customs</i>	
	<i>Motor Car Showrooms- Al-Aweer</i>	
<i>Issuing Registration Cards – Drivers Licensing</i>	<i>Main Customer Service Center</i>	
	<i>City Center</i>	
<i>Vehicle Testing &amp; Registration</i>	<i>Al-Ghandi Co. (Tamam)</i>	
	<i>Wasel (Belhasa)</i>	
	<i>Tasjeel Al Qusai</i>	
	<i>Tasjeel Jebel Ali</i>	
	<i>Tasjeel Al Warsan</i>	
	<i>Tasjeel Al Barsha</i>	
	<i>Shamil Al Adid</i>	
	<i>Shamil Muhaisna</i>	
<i>Driving &amp; Driver Testing</i>	<i>Galadari Institute</i>	
	<i>Emirates Institute – Deira</i>	
	<i>Dubai Driving Institute</i>	
	<i>Belhasa Institute/Al Wasl Rd</i>	
	<i>Belhasa Institute / Al Jadaf</i>	
	<i>Belhasa Institute / Jebel Ali</i>	
	<i>Al Ahli Driving Instiute</i>	

	<i>Location in the Emirate</i>	<i>Working Hours</i>
	<i>Umm Remool</i>	<i>from 7:30 am to 2:30 pm</i>
	<i>Al-Qouz Industrial</i>	<i>from 7:30 am to 2:30 pm</i>
	<i>Al-Towar</i>	<i>from 9:00 am to 9:00 pm</i>
	<i>Umm Suqeim</i>	<i>from 9:00 am to 9:00 pm</i>
	<i>Jumeirah</i>	<i>from 9:00 am to 9:00 pm</i>
	<i>Dubai Media City</i>	<i>from 9:00 am to 3:00 pm</i>
	<i>Umm Remool</i>	<i>from 7:30 am to 2:30 pm</i>
	<i>Ras Al-Khor</i>	<i>from 7:30 am to 7:30 pm</i>
	<i>Ras Al-Khor</i>	<i>from 7:30 am to 9:00 pm</i>
	<i>Umm Remool</i>	<i>from 7:30 am to 2:30 pm</i>
	<i>Port Saeed</i>	<i>from 9:00 am to 9:00 pm</i>
	<i>Ras Al Khor Industrial</i>	<i>from 8:00 am to 9:00 pm</i>
	<i>Al Jadaf</i>	<i>from 8:00 am to 9:00 pm</i>
	<i>Muhaisna</i>	<i>from 7:00 am to 9:00 pm</i>
	<i>Jebel Ali / Gate 18</i>	<i>from 7:00 am to 9:00 pm</i>
	<i>Warsan / University City Rd</i>	<i>from 7:00 am to 9:00 pm</i>
	<i>Al Qouz Industrial</i>	<i>from 7:00 am to 9:00 pm</i>
	<i>Al Mankhool</i>	<i>from 4:00 am to 8:00 pm</i>
	<i>Al Qusais Industrial</i>	<i>from 4:00 am to 8:00 pm</i>
	<i>Nad Al Humar</i>	<i>from 4:00 am to 8:00 pm</i>
	<i>Al Qusais Industrial</i>	<i>from 9:00 am to 5:00 pm</i>
	<i>Al Qusais Industrial</i>	<i>from 9:00 am to 5:00 pm</i>
	<i>Dry Dock/ Jumeirah Rd</i>	<i>from 9:00 am to 5:00 pm</i>
	<i>Al Wasl</i>	<i>from 9:00 am to 5:00 pm</i>
	<i>Al Jadaf</i>	<i>from 9:00 am to 5:00 pm</i>
	<i>Jebel Ali Free Zone</i>	<i>from 9:00 am to 5:00 pm</i>
	<i>Al Qouz Industrial</i>	<i>from 9:00 am to 5:00 pm</i>

<i>Service Provided</i>	<i>Center</i>	
<b>Licensing Agency</b>		
<i>Drivers Licensing, Vehicle Licensing, Commercial Licensing, Distinguished Numbers, Institutes, Control &amp; Inspection</i>	<i>Main Customer Service Center</i>	
	<i>Deira Licensing</i>	
<b>Vehicle Dealers</b>		
<i>Vehicle Testing &amp; Licensing</i>	<i>Juma Al Majid Vehicle Licensing</i>	
	<i>Arabian Automobiles (Nissan)</i>	
	<i>Al Futtaim (Toyota Festival City)</i>	
	<i>Al Futtaim (Toyota-Deira)</i>	
	<i>Al Futtaim (Honda Festival City)</i>	
	<i>Commercial Enterprises</i>	
	<i>Gargash Enterprises</i>	
<i>Vehicle Testing</i>	<i>Galadari Motors</i>	
	<i>Al Ghandi Motors</i>	
<i>Vehicle Licensing</i>	<i>Suwaidan Co. (Peugeot)</i>	
	<i>Al Habtoor Motors</i>	
<b>Parking Dep't</b>		
<i>Receiving of Complaints. Booking of Public Parking Application. Occupation of External Patios Application (Restaurants, Cafeterias)</i>	<i>Main Customer Service Center</i>	
	<i>Al Ghubaiba Offices</i>	
<i>Collection of parking fines. Refund of fines. Selling of seasonal cards</i>	<i>Main Customer Service Center</i>	
	<i>Al Towar Center</i>	
<i>Issuing clearance certificates to other emirates' traffic bodies. Booking a parking for promotional campaign. Renewal of Occupation of External Patios Application</i>	<i>Main Customer Service Center</i>	
	<i>Al Karama Center</i>	

	<i>Location in the Emirate</i>	<i>Working Hours</i>
	<i>Umm Remool</i>	<i>from 7:30 am to 2:30 pm</i>
	<i>Al Towar</i>	<i>from 7:30 am to 2:30 pm</i>
	<i>Deira, Al Ittihad Road</i>	<i>from 8:00 am to 7:30 pm</i>
	<i>Deira</i>	
	<i>Deira, DNATA Intersection</i>	
	<i>Sheikh Zayed Rd</i>	
	<i>Deira</i>	<i>from 8:00 am to 7:30 pm</i>
	<i>Deira, DNATA Intersection</i>	
	<i>Deira Al Ittihad Rd</i>	
	<i>Deira</i>	
	<i>Deira</i>	
	<i>Deira</i>	
	<i>Deira</i>	
	<i>Umm Remool</i>	<i>from 7:30 am to 2:30 pm</i>
	<i>Al Ghubaiba</i>	<i>from 7:30 am to 2:30 pm</i>
	<i>Umm Remool</i>	<i>from 7:30 am to 2:30 pm</i>
	<i>Al Towar Center</i>	<i>from 7:30 am to 2:30 pm</i>
	<i>Umm Remool</i>	<i>from 7:30 am to 2:30 pm</i>
	<i>Dubai Municipality Bldg (Karama)</i>	<i>from 7:30 am to 2:30 pm</i>

<i>Service Provided</i>	<i>Center</i>	
<b><i>Marine Transport</i></b>		
<i>Passenger transport from Bur Dubai to Deira</i>	<i>Bani Yas Station</i>	
	<i>Al Sabkha Station</i>	
	<i>Deira Old Souk Station</i>	
	<i>Al Seef Station</i>	
	<i>Dubai Old Souk Station</i>	
	<i>Al Shindaga Licensing &amp; Registration</i>	
	<i>Bur Dubai Station</i>	
<b><i>Dubai Taxi</i></b>		
<i>Following-up lost items, Female Taxi Drivers for Family Transport</i>	<i>Air Port Taxi</i>	
<i>Long-term booking services (daily request). Car rental service (hourly). Special need persons service. Visual presentations service. Deferred payment system service. Advertising on vehicle bodies service. Conferences &amp; expos site organization service. Provision of public parking at various sites. Registration in importers register. Subscription to tenders. Issuing NOCs to banks regarding owners of taxi numbers. Issuing &amp; delivering of taxi number owning certificate. Changing account number and bank of taxi number owner. Changing account number of taxi number owner. Transferring the monthly income based on a letter of attorney from the owner. Transferring the monthly income to the heir / based on a letter of attorney from the heirs. Issuing letters to government departments and agencies in reply to queries regarding taxi plates</i>		

	<i>Location in the Emirate</i>	<i>Working Hours</i>
	<i>Bani Yas Road</i>	
	<i>Bani Yas Road</i>	
	<i>Opposite to Deira Old Souk</i>	
	<i>Al Seef Road</i>	<i>from 6:00 am to 11:00 pm</i>
	<i>Dubai Old Souk</i>	
	<i>Al Shindaga (near Heritage Village)</i>	
	<i>Al Shindaga Souk</i>	
	<i>Dubai International Airport / Terminal 1</i>	<i>24 hours service</i>
		<p><i>The Center: Customer Service</i>  <i>Location in the emirate:</i>  <i>Muhaisna</i>  <i>Working hours:</i>  <i>From 07:30 to 02:30 pm</i></p>

