

#	Violation Clause	Type of Violation	1st time Violation	2nd time Violation	3rd time Violation	black points
1	Safety & Security	Failure to reduce the speed at speed breakers Going off the main roads & using sandy roads Sudden stop over at unauthorized places Non-availability of safety & security tools in the car Driving in a wrong direction or in no entry zones Over speeding or exceeding the speed identified by patrol Over speeding or exceeding the limited speed as caught on D8 system Speaking over mobile while driving without a headphone or in the presence of a passenger Allow children to sit on front seat exceed the number of passengers allowed for a car Block traffic movement Drive recklessly or endangering others	300	600	900	4
2	1	Failure to stop for a passenger Failure to keep on extreme right Passenger pick ups from several location on sharing basis Failure to follow Queue system for passenger transportation Calling on passengers or Sharing transportation Failure to meet passenger's genuine demands/requests Refuse to wait for the passenger Passenger transportation from unauthorized locations Picking up a wrong passenger after receiving the request from the booking/reservation center Failure to comply with the guidelines and circulars issued by the department Failure to help passengers in shifting or unloading their personal bag gages	400	600	800	4
3	Roles & responsibilities and behavior of the driver	Misuse of vehicle equipments and properties or destroy Failure to keep himself or the car clean Failure to dress in uniform and general appearance Driving the vehicle before recording/registering the trip Drive a damaged car Eat, Smoke or sleep inside the car during working hours Refuse/reject receipt of reservation & distribution center's request Urinate in unauthorized places Throw waste or spit outside the car while driving Deliberate selection of longer routes to increase the tariff/fare Leave work without an acceptable excuse during the working hours Drop colleagues/staff without prior permission Putting ad-stickers inside the car Stop the meter before the end of trip (Sleep Mode) Failure to switch off taxi sign or turn on the sleep mode in case of a stop or getting out of the car temporarily Claim not to know how to use a communication device Stop/ park on pavement /sidewalks Failure to use safety belt or disable safety belt Runaway from an accident scene for any reason whatsoever Demand fares/tariffs more than what is shown on the meter screen Sell or promote consumer goods inside the taxis Failure to disclose a license/permit on the chest Failure to sign a violation Misbehave with passengers or public Failure to disclose labor ID to the inspector Use the car for unauthorized purposes	500	1000	2000	4
4	Breaching the code of conduct	Abuse/ defame corporate reputation or reputation of Emirate of Dubai Breach code of conduct/general etiquette or morality Possession or drinking of alcohol or taking any substances which are harmful to mind	1000			24
5	Non-compliance with the guidelines issued	Refuse or saying NO to transport a passenger Failure to comply with the guidelines set by distribution & reservation center Non-compliance to effective service Failure to renew the permit within a month from the date of its expiry Abusing / misbehaving with RTA staff	800	1000	1500	8
6	Serious/ grave violations	Physical abuse to Staff, customers or colleagues Grab the lost & found items or act of theft Allow others to drive the vehicle Tamper or manipulate the meter or the systems Jump/ bypass the signal when it's red Assist in breach of RTA laws and regulations Failure to switch on the meter/ or tamper with the meter	2000	4000	4000	8
7	Violations related to Franchise companies	Use any car which is in violation of approved specifications Violation of operational system Tamper with meter or change the setting of pricing Non-compliance with the guidelines set by the department or with the circulars issued Put or add advertisement on the body of vehicle without permission Failure to remove Ad-stickers from vehicle after its expiry Non-compliance with the periodical maintenance schedule of the vehicle Failure to number the vehicles sequentially according to permitted number Failure to put a clear taxi sign or description stickers or make amendments into it. Expiry of permit/license Violation to the terms and conditions set for drivers recruitment		10000 5,000 5000 for each car 1000 for each car 1000 for each car 2,000 5,000		