



Guidelines of Requirements and Conditions for the Permit of Sale of Goods and Provision of Service by Vehicle

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Introduction

On 4 January 2022, Executive Council Resolution No. (2) of 2022 was issued to amend certain provisions of Executive Council Resolution No. (47) of 2017 regarding the regulation of vehicle transport and rental activities in Dubai. Through these provisions, several transport and rental activities, including the sale of goods and service provision by vehicle, have been regulated and governed. These activities are unique in that the vehicle itself is the means by which the primary activity of the establishment is conducted, regardless of the activity's nature, as long as it can be conducted by a vehicle, whether it involves selling goods or providing a particular service.



Objective

The primary goal of this guideline is to provide a roadmap for individuals wishing to conduct goods sales by vehicle or service provision by vehicle, or both, explaining the mechanisms, conditions, and requirements needed to conduct these activities. Specific objectives include:

- Enhancing the quality of services offered to the public by organising the sale of goods and service provision by vehicle.
- Simplifying the process for individuals interested in conducting these activities.
- Outlining the requirements and conditions from relevant authorities needed to conduct goods sales and service provision by vehicle.



Scope of Application

This guideline applies to establishments licensed by the relevant licensing authority and authorised by the Roads and Transport Authority (RTA) to conduct goods sales or service provision by vehicle within the geographic boundaries of the Emirate, including areas under the jurisdiction of free zone authorities and special development zones. The activities may be conducted through roaming or by pre-order via phone, electronic media, or smart applications. The activities must be carried out using registered, licensed, and appropriately equipped vehicles according to the primary activity's technical requirements and controls, such as (but not limited to): Selling accessories and clothing; Selling light meals and non-alcoholic hot and cold drinks; Selling fish; Providing various services such as laundry, ironing, car washing, and other services.



Definitions

The following words and phrases shall have the meanings specified herein, unless the context of the text indicates otherwise.

Term	Definition
Emirate	Emirates of Dubai
Authority	Dubai Roads and Transport Authority
Licensing Authority	Legally authorised entity to license economic activities in the Emirate, including Dubai Department of Economy and Tourism, and authorities overseeing development and free zones, including the Dubai International Financial Centre.
Corporation	Licensing Corporation within the Authority
Administration	Commercial Transport Activities Administration
Competent Authority	Any governmental entity responsible for supervising the activity, including issuing permits, approvals, or no-objection certificates required to conduct it.
Vehicle	A mechanical device, or regular or motorbike, or cart, or any other device that moves on the road through mechanical power or any other means, including trailers.
Establishment	Any company or individual enterprise authorised to conduct the activity within the Emirate, including branches of either.
Permit	Document issued by the Corporation authorising the establishment to conduct commercial transport activities within the Emirate
Activity	Goods sales by vehicle or service provision by vehicle
Main Activity	The economic activity licensed to the establishment by the licensing authority in the Emirate
Sale of goods through the vehicle	Activity involving the sale of goods through a vehicle specifically equipped for this purpose, such as selling accessories and clothing, whether conducted through mobile sales, direct communication, electronic media, or smart applications.
Provision of services through the vehicle	Activity involving the provision of various services through a vehicle specifically equipped for this purpose, whether conducted through mobile means, direct communication, electronic media, or smart applications.
The guide	Guideline for the regulations and requirements for licensing the sale of goods through a vehicle and the provision of services through a vehicle at the Licensing Authority
Identification cards	The cards prepared by the authority to define the technical and legal framework for engaging in the sale of goods through a vehicle and the provision of services through a vehicle, which include the specific form and description of the activity, its symbol, all requirements, obligations, fees, and the governmental entities that must be consulted.

Relevant Legislation



The Laws

- Federal Law No. (21) of 1995 concerning traffic and transportation.
- Law No. (17) of 2005 establishing the Roads and Transport Authority and its amendments.
- Local Order No. (11) of 2003 concerning public health and community safety in the Emirate of Dubai, along with its implementing regulations and the decisions issued in accordance with them.

Executive Council Resolution

- Executive Council Resolution No. (47) of 2017 concerning the regulation of transportation activities using vehicles and their leasing in the Emirate of Dubai and its amendments.
- Executive Council Resolution No. (13) of 2011 concerning the approval of fees and fines related to the Economic Development
- Administrative Decision No. (571) of 2022 issuing the implementing regulations for Executive Council Resolution No. (47) of 2017 concerning the regulation of transportation activities using vehicles and their leasing in the Emirate of Dubai Department.

Conditions and Procedures for Issuing a Licence to Practice the Activity



To issue the licence, the applicant must obtain preliminary approval from the Licensing Authority in the Emirate. The licence application is submitted by the owner of the facility or their legal representative using the form prepared by the authority for this purpose, through the approved service channels, accompanied by the following documents:



- Preliminary approval to practice the activity issued by the Licensing Authority in the Emirate for new facilities, or a copy of the valid commercial licence for existing facilities.



- Approval from the relevant authority to practice the activity if current legislation requires obtaining such approval.



- A copy of a valid passport or identity card for the owner of the facility and all partners, along with a copy of a valid residence permit for non-citizens among them.



- A commitment to comply with the conditions and requirements necessary to practice the activity for which the licence is being requested.

Obligations of the Facility



- Obtain the necessary licences and permits from the relevant government authorities in the emirate and fulfil their requirements.
- The owner is obliged, in the event of any changes to the commercial licence, to obtain the necessary approval from the authority.
- Inspect the vehicles used to conduct the activity upon licensing or renewing their licence, complying with the conditions and standards of the technical inspection approved at the service centres designated by the authority in this regard.
- Use vehicles that meet the technical and operational requirements appropriate to the type of primary activity, as determined by the authority or the relevant authorities in this regard.
- The vehicle designated for conducting the licensed activity must be registered in the Emirate of Dubai.
- Do not make any changes or modifications to the vehicle structure without obtaining prior approval from the authority.
- Do not carry any passengers in the vehicle designated for the activity who are not employees of the facility.
- Provide the security and safety requirements specified by the relevant authority.
- Comply with any additional conditions that may be issued by the authority in the future.
- Adhere to the times and places of the prohibition on conducting the activity as imposed by the relevant authority.

- Do not lease vehicles owned or associated with them to others.
- Use vehicles solely for the permitted purposes and adhere to the activity specified in the licence.
- Do not affix or hang any advertising materials on the vehicle structure without prior approval from the authority.
- Do not cease conducting the activity without prior approval from the authority.
- Co-operate with the authority's staff and those authorised by it, and provide the authority with the information, data, and documents it requests.
- Ensure that employees obtain a valid and accredited occupational health training certificate in the field of health and food safety from the relevant authority if required for the main activity.
- Comply with the regulations, decisions, and instructions issued by the authority.
- A licence is issued for only one vehicle per commercial licence for any of the activities regulated by the guideline.
- The procedures for renewing the vehicle licence are the same as those for issuing this licence.
- The validity of the licence is linked to the validity of the commercial licence.
- Adhere to the prohibition against parking near commercial shops or any commercial project or in public parking areas without prior permission.

Requirements for the Vehicle Designated for Conducting the Activity

- No changes or modifications to the vehicle's structure are allowed without prior approval from the authority.
- The vehicle must undergo annual inspection and license renewal, adhering to the approved technical inspection conditions and standards set by the authority.
- The vehicle must use the parking spaces and locations approved by the authority and the relevant entities in the emirate when conducting the activity.
- Vehicles are not permitted to roam within the city and residential areas except to fulfil a customer request.
- The vehicle must adhere to the distance regulations imposed by Dubai Municipality as follows:
 - The vehicle must be at least 30 meters away from the nearest residential land.
 - The vehicle must be at least 45 meters away from the nearest similar activity (e.g., restaurant).
 - The vehicle must be at least 60 meters away from another food vehicle.
 - The vehicle must be no less than 3 meters away from the entrances of different usages.



Requirements for Food Truck Locations on Private Land

- One of the intended uses of the land for which the permit is requested must be commercial.
- The designated setback must not be utilised.
- At least two parking spaces must be provided for each food truck. If seating is provided, one parking space must be available on the private land for every 2 square meters of seating.
- Compliance with the utilised area within the private land is required, and no seating or equipment is allowed in public corridors and pathways.



General Regulations for Operating Food Trucks

- The truck must be used for one commercial license only.
- The operation must not obstruct traffic, pedestrian movement, or roadways.
- Wastewater must be disposed of in an appropriate drainage location in accordance with environmental regulations and sewage laws.
- Services must be provided as per the issued license.
- Service entities must be allowed to carry out their activities when necessary.
- The integrity of existing infrastructure and services must be maintained.
- The service must be provided continuously (throughout the duration of the permit) and within the specified operating hours.
- General cleanliness must be maintained, and waste bins specific to the truck must be provided.
- Dubai Municipality reserves the right to cancel or not renew the permit for reasons related to public health, food safety, disturbance to neighbours, visual pollution, or non-compliance with permit requirements.
- The sales outlet must not be parallel to the lane designated for vehicle traffic.
- The sidewalk must not be occupied with tables, chairs, or reflective lighting.
- The authority has the right to cancel the permit in the event of complaints or if there is a new project initiated by the authority.



Requirements for Trailers

- Provide trailers that meet specifications appropriate for the type of activity as determined by the authority or relevant entities.
- Inspect and renew the trailer license annually, adhering to the technical inspection conditions and standards set by the authority.
- Use trailers only for permitted purposes and equip the vehicle with adequate lighting to clearly indicate its purpose during the night and when it is disabled.
- Ensure compliance with security and safety requirements as specified by the relevant authority.
- Do not affix or hang any promotional materials on the trailer without prior approval from the authority.
- Adhere to the times and locations for prohibited activities as mandated by the relevant authority.



Driver Requirements

- Must hold a driving license issued by the United Arab Emirates, with at least one year of validity since issuance.
- Obtain a certificate of criminal record from the General Department of Dubai Police.
- Pass the annual medical examination required to obtain the professional permit issued by the Licensing Authority of the Roads and Transport Authority, in accordance with current legislation.
- Commit to wearing the official uniform that includes the logo and name of the licensed company for the activity and maintain personal hygiene.



Violations and Penalties

- Violations and penalties based on the provisions of the legislation governing the work of the Roads and Transport Authority.
- Legislation from the Municipality.
- Legislation from the Department of Economic Development and Tourism.



Violations and Penalties Based on the Provisions of the Legislation Governing the Work of the Roads and Transport Authority

Executive Council Decision No. (47) of 2017 Concerning the Regulation of Transport Activities by Vehicles and their Leasing in the Emirate of Dubai and its Amendments.

No.	Violation Description	Penalty Amount (in AED)
1	Operating a transport or rental activity without a permit	5,000
2	Operating a transport or rental activity for motorcycles without a permit	3,000
3	Operating the activity after the permit has expired.	1000 AED for each month of delay
4	Placing or attaching any advertising material on the vehicle's body without prior approval from the Authority	5,000
5	Failure to meet the technical requirements for the vehicle.	3,000
6	Using the vehicle for unauthorised purposes	4,000
7	Obstructing the work of the Authority's employees and inspectors	500
8	Failure to clearly and legibly display the name of the establishment and the vehicle's unloaded and loaded weight on its exterior structure	500
9	Ceasing to engage in the activity, transferring the permit, making amendments to it, or dealing with it in any way without prior approval from the relevant authority.	500 AED for each month, with a maximum of 5,000 AED.
10	Not retaining records that include all data related to the establishment's activities for a duration shorter than the period specified by the authority	500
11	Failing to provide the authority with the information, documents, data, or statistics it requests and deems necessary to review.	500
12	Stopping or moving vehicles in places that are not permitted	200
13	Violation of the regulations, decisions, and instructions issued by the authority related to the practice of the activity.	2,000
14	Failure to adhere to the activity specified in the permit or engaging in an activity different from that stated in the permit.	3,000
15	Failure to inspect vehicles at the time of licensing or renewal of the licence at the service centres specified by the authority in this regard	3,000

Municipal Legislation

Local Order No. (11) of 2003 concerning public health and community safety in the Emirate of Dubai and its executive regulations, along with the decisions issued thereunder:

- Violations related to food safety and drinking water

No.	Violation Description	Penalty Amount (in AED)
1	Violation of the health conditions related to the process of food preparation and handling	500
2	Violation of the health conditions related to the food manufacturing process	2,000
3	Violation of the health conditions related to the prevention of food contamination	500
4	Violation of the health conditions related to the covering and packaging of ready-to-eat foods	200
5	Violation of the conditions for isolating, separating, and displaying pork products / foods for non-Muslims from other foods	5,000
6	Violation of the health conditions related to the cleaning, sanitising, and disinfecting of equipment and utensils that come into contact with food	500
7	Violation of the health conditions related to the safety of drinking water or ice	500
8	Violation of the health conditions related to the safety of water containers and bottles	500

Violations and fines related to public cleanliness

No.	Violation Description	Penalty Amount (in AED)
1	Disposing of waste in public areas within the emirate, or in open lands, or in locations not designated for waste disposal, or contrary to the approved regulations and requirements set by the municipality.	1,000
2	Littering in public areas	500
3	Dropping or disposing of waste or hazardous materials in unauthorised locations	5,000
4	Disposing of wastewater by any means in open areas or in locations not designated for that purpose by the relevant authority	100,000
5	Disposing of used oils in sewage networks or soakaway pits, or pouring them on sidewalks and roads, or in locations not designated for their disposal.	5,000

No.	Violation Description	Penalty Amount (in AED)
6	Discharging vehicle wash water in locations not designated for that purpose by the relevant authority.	500
7	Disposing of waste through open burning.	500
8	Leaving any abandoned vehicles or equipment in public places in a manner that may harm public health, safety, or the environment.	500 AED, along with the impounding of the vehicle or equipment after the expiration of the warning period granted.
9	Parking vehicles or leaving equipment or goods in front of containers that obstruct individuals from disposing of waste or prevent municipal vehicles from emptying their contents.	1,000
10	Posting advertisements, flyers, printed materials, and other items in a manner that detracts from the overall appearance of the emirate.	1,000

Legislation of the Department of Economy and Tourism Executive Council

Resolution No. (13) of 2011 regarding the approval of fees and fines related to the Department of Economic Development.

No.	Violation Description	Penalty Amount (in AED)
1	Practising economic activity without a license	5,000
2	Failure to comply with the conditions of the license	3,000
3	Conducting economic activity at an unlicensed location	1,000
4	Conducting economic activity in the establishment during the period of closure imposed by the authority	10,000
5	Failing to renew the licence within the specified timeframe	250

No.	Violation Description	Penalty Amount (in AED)
6	Delayed renewal of the license	200 AED for each month, and a part of a month is considered a full month
7	Changing or adding the licensed activity without obtaining approval from the relevant authority or government agency	2,000
8	Practising the licensed activity outside the establishment	2,500
9	Advertising the conduct of any economic activity in a manner that contravenes the applicable legislation.	5,000
10	Exploiting the premises for activities that are not authorised	2,000
11	Obstructing the work of the department's employees	10,000
12	Offering products for sale through street calling	500
13	Storing goods inside offices and retail shops	1,000
14	Displaying goods or offering services outside retail shops without a permit	1,000
15	Selling or displaying publications, goods, or materials that are contrary to public morals, Islamic teachings, or that are offensive to the state or local customs and traditions.	10,000
16	Sale of fireworks, toys, and hazardous items.	3,000
17	Absence of a sign displaying the trade name.	500
18	Failure to comply with the advertising conditions approved by the department.	1,000
19	Disposing of goods that have been confiscated by the department	5,000
20	Refusal to sign the seizure report, the goods retention report, or the sample collection report.	1,000
21	Possession with the intent to trade or offer for sale goods of unknown origin or not accompanied by documents proving their source, or containing misleading information.	5,000
22	Engaging in any act that involves manufacturing, displaying, selling, marketing, or promoting goods in violation of the applicable regulations of the department.	15,000