

Activity Identification Card – Transport Services for Sick and Elderly People in Non-Emergency Situations

Legislation	Executive Council Resolution No. (13) of 2018 regarding the amendment of some provisions of Resolution No. (49) of 2016 regarding the regulation of hourly rental activity in the Emirate of Dubai, and its implementing regulations.		
Activity Name	Transport Services for Sick and Elderly People in Non-Emergency Situations	Activity Code	RTA: 990053 DED: 4922012
Activity Description	Specialized facilities that transport patients, the elderly, people with special needs and other non-emergency cases from homes to hospitals or to any other destinations inside or outside the emirate.		
Governing Dep't Name	Public Transport Agency	Permit-Issuing Dep't	Licensing Institution (Commercial Transportation Activities Department)
Entities to be visited before obtaining a permit	<ul style="list-style-type: none"> • The Department of Economic Development in Dubai • Public Transport Agency • Licensing Institution (Commercial Transportation Activities Department) 		
Entities to be visited after obtaining a permit	The Federal Land and Maritime Transport Authority in the event of the need to practice activity outside the emirate of Dubai		
Fees	<ul style="list-style-type: none"> • New Permit : AED 1000. • Permit renewal: AED 1000. 		
Identify non-emergency medical cases	<ol style="list-style-type: none"> 1- The patient who was evaluated by the doctor and then transferred to a hospital for follow-up treatment. 2- Transferring the patient from one hospital to another based on the recommendation of a doctor, and his health condition does not require special medical equipment. 3- Transferring the patient to a hospital to and from the residence to review the clinic's appointments. 4- The elderly who need special care. 5 - 5 for people with disabilities. 6- Pregnant women who do not need help. 		
Conditions and procedures for issuing the permit	<p>A- That the permit applicant is a citizen of the state, or a citizen of the countries of the Cooperation Council for the Arab States of the Gulf, or a legal person who is one of the partners in it who is a citizen of the state.</p> <p>B- The permit applicant or his legal representative shall submit the application to the licensing institution through the service delivery channels approved by the authority, accompanied by the following documents:</p> <p>C- The initial approval to conduct the activity issued by the commercial licensing authority in the emirate for new establishments, and a copy of the commercial license for existing establishments.</p> <p>D- Trade name reservation certificate issued by the licensing authority in the emirate.</p> <p>E- The approval of the competent authority to conduct the activity, if the applicable legislation requires obtaining such approval.</p> <p>F- A copy of the valid passport of the owner and all partners, in addition to a copy of the valid residency voucher for the non-citizen partner.</p> <p>G- A copy of the identity card of the owner and all partners.</p> <p>H- A written undertaking to abide by the conditions and requirements necessary to conduct the activity.</p>		

<p>Conditions for issuing a permit to work as a driver</p>	<ol style="list-style-type: none"> 1- Submission of a letter by the company. 2- The driver must have obtained a driving license from the state. 3- That the driver is not less than 21 years old and not more than 65 years old. 4- Bring a certificate of good conduct issued by the competent authorities in the emirate of BP. 5- Bring a medical fitness certificate issued by one of the medical centers issued by the Authority. 6- Bring the original ID. 7- That the profession is in the driver's residency voucher. 8- The driver must be under the same sponsorship as the operating authority. 9- To successfully pass the necessary training and tests prepared for drivers by the institution.
<p>Specifications of cars operated in the activity</p>	<ol style="list-style-type: none"> 1- Cars approved by the Technical Committee of the Corporation. 2- Commitment to the external design approved by the institution. 3- Providing an electronic lift for loading and unloading passengers with disabilities. 4- Providing a wheelchair to serve people with disabilities. 5- Providing a qualified driver assistant to deal with non-emergency sick cases. 6- The vehicle's capacity should not be less than seven people. 7-The year of manufacture of the car does not exceed the year in which the operation started or the previous year immediately preceding it, provided that it has not been operated in other than the same activity, and the previous operation period is calculated within the period of operation of the car and after the approval of the technical committee of the institution for it, as the period of operation for the car will be from production date.
<p>License requirements And the obligations of the facility</p>	<ol style="list-style-type: none"> 1- The establishment that carries out the activity of transporting patients and the elderly in non-emergency situations, shall comply with the service guide for the activity of transporting passengers in non-emergency cases of sickness by the Public Transport Agency. 2- Obtaining the necessary licenses and permits from the concerned government agencies in the emirate. 3- Obtaining the approval of the institution in the event of changing the location of the facility. 4- The firm's commitment, in the event of any change to the trade license, to obtain the necessary approval from the establishment. 5- Providing vehicles with specifications commensurate with the type of activity, as determined by the Public Transport Agency or the competent authorities in this regard. 6- Examine and renew the vehicle's license annually, while adhering to the approved technical inspection conditions and standards set by the institution. 7- Not to rent vehicles owned or affiliated with it to others. 8- Use the vehicles for the authorized purposes only and adhere to the activity specified in the permit. 9- Provide the security and safety requirements set by the institution. 10- Commitment to additional requirements that may be issued by the Corporation in the future. 11- Not to affix or hang any promotional materials on the vehicle's structure before obtaining the prior approval of the Corporation for that. 12- Cooperating with the Authority's employees and those authorized by it, and providing the Corporation with the information, data and documents it requires. 13- Comply with the regulations, decisions and instructions issued by the Authority.
<p>To stop practicing the activity</p>	<ol style="list-style-type: none"> 1- Submitting the request to stop practicing the activity thirty (30) days before the date specified for the cessation. 2- Paying any fees or charges due from the facility for the benefit of the Authority. 3- Submitting a certificate proving that the facility does not own any vehicle if the stopping is permanent. 4- Informing the institution to stop practicing the activity and to fulfill any requirements required by the institution before stopping practicing the activity.

Resuming the activity	the establishment wishes to resume the activity after it has ceased practicing it, it must submit a request to resume the activity at least 30 days prior to the specified date the activity is carried out.
Service Delivery Channels	Applications to be submitted through RTA's website (www.rta.ae)

** In compliance with the Resolution of the Executive Council No 47 of 2017 governing Vehicle Transport Activities and Rentals in Dubai