



Activity Description Card/Passengers Transport via Telephone Calls, Electronic Platforms and Smart Apps

Legislation	Resolution of the Executive Council No. 47/2017 regulating vehicle transport and rental activities in Dubai and amendments thereto.		
Activity Name	Passengers Transport via Telephone Calls, Electronic Platforms and Smart Apps	Activity Code	RTA: 749916137 Department of Economy and Tourism: 4922013
Activity Description	It includes establishments authorized by the Roads and Transport Authority to practice passenger transport service through communication, electronic means, smart apps, or any other means, except for the transportation of passengers by taxis and luxury vehicles.		
Governing Dep't Name	Commercial Transport Activities Dep't	Permit-Issuing Dep't	Commercial Transport Activities Dep't
Entities to be visited before obtaining a permit	<ul style="list-style-type: none"> - Licensing bodies (Department of Economy and Tourism - Free Zones and Development Areas) - Licensing Agency (Commercial Transport Activities Dep't) 		
Entities to be visited after obtaining a permit	Nil		
Fees	New Permit: AED 1000 Permit Renewal: AED 1000		
Conditions and Procedures of Issuing the Permit	<ol style="list-style-type: none"> 1. To issue the permit, the applicant shall obtain the initial approval of the licensing authority in the Emirate. 2. The owner of the establishment, or his legal representative, submits the permit application prepared by the RTA through its approved service delivery channels, accompanied by the following documents: <ol style="list-style-type: none"> A. The initial approval to conduct the activity issued by the licensing authority in the Emirate for new establishments, and a copy of the commercial license for existing establishments. B. The approval of the competent authority to carry out the activity if the legislation in force requires obtaining such approval. C. A copy of the valid passport or identity card of the establishment's owner and all partners, in addition to a copy of the valid residency voucher for the non-citizen partner. D. An undertaking to abide by the conditions and requirements necessary to carry out the activity. 		
Responsibilities of the Entity	<ol style="list-style-type: none"> 1- Comply with the regulations, resolutions and instructions of the RTA regarding the activity. 2- Not to assign the permit to a third party or dispose of it in any way, except after obtaining the prior approval of the Agency. 3- Provide an office, vehicles and parking spaces commensurate with the nature of the activity authorized to be practiced, and comply with the controls and standards approved by the Agency in this regard. 4- Carry out the activity specified in the permit. 5- The vehicle designated to carry out the authorized activity shall be registered in the Emirate of Dubai, whether it is owned or leased by the establishment. 6- Use the vehicle for authorized use only. 7- Comply with the times and places when and where the practice of the activity is prohibited as determined by the competent authority in this regard 8- Install a tracking system, a speed limit system, or other systems specified by RTA or the concerned entity. (if any) 9- Use the parking spaces approved by the RTA and concerned bodies in the Emirate when practicing the activity. 10- The vehicles in which the activity is carried out shall be inspected when licensing or renewing its license at the service centers specified by the Agency in this regard. 11- Adhere to the terms and conditions of the approved technical examination determined by the Agency. 12- Cooperate with RTA officials and those authorized by the RTA, and provide the Agency with the required information and documents. 13- Obtain licenses and permits required by the legislation in force in the Emirate. 14- Not to stop practicing the activity without obtaining the prior approval of the Agency. This approval shall be issued in accordance with the conditions and procedures adopted by the Agency in this regard. 15- Keep records that include all data related to the practice of the activity for the periods specified by the Agency in this regard. 16- Obtain the approval of the Agency in case of changing the location of the establishment. 17- Refrain from pasting or carrying any promotional material on the body of the vehicle before obtaining prior approval from the RTA 18- Fulfill the security and safety stipulations set by the concerned body. 		



	<p>19- The applicant is committed to providing the systems, electronic media and smart applications necessary to practice the activity and link them with RTA's systems such as: (Quality violations code, control systems, data provision, payment of fees as part of agreements concluded with the RTA, installation of tracking devices, ... etc).</p> <p>20- In the event of renting the transport means from another party or contracting with another party to undertake the delivery service, then that party shall be licensed for this purpose by the RTA.</p> <p>21- Contracting with companies licensed by the RTA according to the types of transport and delivery activities.</p> <p>22- Sign an agreement with the RTA.</p> <p>23- Agree to undertake to comply with the additional requirements set by the Agency.</p>
Service Delivery Channels	Applications to be submitted through RTA's website (www.rta.ae)