

## Activity Description Card/Management of Transport and Delivery Orders through Online Platforms and Smart Applications

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| <b>Legislation</b>                                      | Resolution of the Executive Council No. 47/2017 regulating vehicle transport and rental activities in Dubai and amendments thereto.   |                             |   |
| <b>Activity Name</b>                                    | <b>Management of Transport and Delivery Orders through Online Platforms and Smart Apps Activity</b>   | <b>Activity Code</b>        | RTA: 749916059<br>Department of Economy and Tourism: 100184 |
| <b>Activity Description</b>                             | Establishments operating in the management of transport and delivery orders through online platforms and smart apps   |                             |   |
| <b>Governing Dep't Name</b>                             | Commercial Transport Activities Dep't   | <b>Permit-Issuing Dep't</b> | Commercial Transport Activities Dep't                       |
| <b>Entities to be visited before obtaining a permit</b> | <ul style="list-style-type: none"> <li>- Licensing bodies (Department of Economy and Tourism - Free Zones and Development Areas)</li> <li>- Licensing Agency (Commercial Transport Activities Dep't)</li> </ul>   |                             |   |
| <b>Entities to be visited after obtaining a permit</b>  | Nil   |                             |   |
| <b>Fees</b>   | New Permit: AED 1000<br>Permit Renewal: AED 1000  |                             |   |
| <b>Conditions and Procedures of Issuing the Permit</b>  | <ol style="list-style-type: none"> <li>1. To issue the permit, the applicant shall obtain the initial approval of the licensing authority in the Emirate.</li> <li>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"> <li>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.</li> <li>B. The approval of the competent authority to carry out the activity if the legislation in force requires obtaining such approval.</li> <li>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.</li> <li>D. An undertaking to abide by the conditions and requirements necessary to carry out the activity.</li> </ol> </li> </ol>   |                             |   |
| <b>Responsibilities of the Entity</b>                   | <ol style="list-style-type: none"> <li>1- Comply with the regulations, resolutions and instructions of the RTA regarding the activity.</li> <li>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.</li> <li>3- Refrain from pasting or carrying any promotional material on the body of the vehicle before obtaining prior approval from the RTA.</li> <li>4- Cooperate with RTA officials and those authorized by the RTA, and provide the Agency with the required information and documents.</li> <li>5- Obtain licenses and permits required by the legislation in force in the Emirate.</li> <li>6- 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.</li> <li>7- Keep records that include all data related to the practice of the activity for the periods specified by the Agency in this regard.</li> <li>8- Obtain the approval of the Agency in case of changing the location of the establishment.</li> <li>9- Fulfill the security and safety stipulations set by the concerned body.</li> <li>10- Sign a contract/agreement with RTA that includes the rights and duties of the establishments, and any other requirements that the RTA deems necessary in this regard.</li> <li>11- 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).</li> <li>12- Define the activities to be managed through electronic media and smart applications, such as: (the delivery of parcels, messages, food, medicine, furniture, gas ... etc).</li> <li>13- In the event of renting the transport means from another party or contracting with another party to undertake the delivery service, that party shall be licensed for this purpose by the RTA. The vehicle designated for carrying out the activity shall be registered in the Emirate of Dubai.</li> <li>14- Contracting with companies licensed by the RTA according to the types of transport and delivery activities.</li> <li>15- Subscribe and register in the systems and platforms approved by the RTA, including the system.</li> <li>16- Agree to undertake to comply with the additional requirements set by the Agency.</li> </ol> |                             |   |
| <b>Service Delivery Channels</b>                        | Applications to be submitted through RTA's website (www.rta.ae)   |                             |   |

