

Activity Identification Passenger transport service through communication, electronic media or smart applications			
<b>Legislation</b>	Regulation No. 5 of 2006 regarding the classification and licensing of tourist transport facilities by buses in the Emirate of Dubai		
<b>Activity Name</b>	Passenger transport service through communication, electronic media or smart applications	<b>Activity Code</b>	Old: 990076 New: 4922010
<b>Activity Description</b>	Includes establishments authorized by the Roads and Transport Authority to practice passenger transport service through communication, electronic media, smart applications, or any other means.		
<b>Governing Dep't Name</b>	Planning and Business Development Department	<b>Permit-Issuing Dep't</b>	Management of commercial transport activities
<b>Entities to be visited before obtaining a permit</b>	First: The Department of Economic Development in Dubai Second: Public Transport Corporation (Planning and Business Development Department) Third: Licensing Agency (Management of Commercial Transport Activities)		
<b>Fees</b>	New: AED500 Renewal: AED500		
<b>Conditions and Procedures of Issuing Permit</b>	<ol style="list-style-type: none"> <li>1. The applicant for the permit must be 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</li> <li>2. For free zones, a legal person or partners' data (non-citizen citizens) in addition to the director's data, based on the free zones' requirements.</li> <li>3. The permit applicant or his legal representative submits the application to the licensing institution through the service delivery channels approved by the authority accompanied by the following documents: - <ul style="list-style-type: none"> <li>A- The initial approval to conduct the activity issued by the commercial licensing authorities in the emirate for new establishments, and a copy of the commercial license for existing establishments. (If any)</li> <li>B- 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.</li> <li>C- A copy of the identity card of the owner and all partners.</li> </ul> </li> </ol>		
<b>Licensing Conditions and Entity's Obligations</b>	<p><b>General requirements:</b></p> <ol style="list-style-type: none"> <li>1. The firm's commitment, in the event of any change to the trade license, to obtain the necessary approval from the establishment.</li> <li>2. Use vehicles with specifications commensurate with the type of activity and adhere to security and safety measures in accordance with what the institution or the competent authorities specify in this regard</li> <li>3. Commitment to the vehicle manufacturing year and replacement as determined by the institution or the competent authorities in this regard. (If any)</li> <li>4. Renting vehicles owned or affiliated with them to others with prior approval from the competent authority.</li> <li>5. Use the vehicles for the authorized purposes only and adhere to the activity specified in the permit.</li> <li>6. In the event that any promotional materials are affixed or hung on the vehicle's chassis, the prior approval of the Corporation must be obtained.</li> <li>7. Abide by the regulations, decisions and instructions issued by the Authority.</li> </ol>		

### Special requirements

- 1- New vehicles the vehicle manufacturing date should not exceed four years - (zero) kilometers upon registration.
- 2- New imported vehicles, the vehicle's manufacturing date should not exceed four years - (zero) kilometers upon registration.
- 3- Used vehicles. The vehicle's age must not exceed two years from the date of manufacture, with unspecified kilometers upon registration.
- 4- Classic vehicles that are more than 30 years old from the date of manufacture are mandatory for approval by the committee.
- 5- The replacement of the light vehicle after (4) years of its use, and the replacement of the luxury vehicles specified by the establishment after (10) years of its use.
- 6- Examine and renew the vehicle's license annually and adhere to the approved technical inspection conditions and standards set by the institution.
- 7- Not to make any substantial modifications that affect the vehicle's structure, engine, and its related parts.
- 8- Not to rent a vehicle with a driver.
- 9- Commitment to additional requirements that may be issued by the Corporation in the future.
- 10- Notifying the institution in case it wishes to temporarily stop practicing the activity sixty (60) days before the date set for the cessation, and submitting the request to stop practicing the activity thirty (30) days before the date set for the cessation, provided that the period of stopping does not exceed one year
- 11- Using the parking lots and places approved by the Authority and the competent authorities in the Emirate when practicing the activity (if any) and not inflicting any negative effects on public parking.
- 12- Cooperating with the Authority's employees and those authorized by it, and providing the Corporation with the information, data and documents it requires
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- 13- Installing the tracking system, speed limiting system, or any other systems specified by the competent authorities according to the nature of the activity (if any).
- 14- Reporting the failure of the electronic information system, within a maximum of three hours
- 15- Clarify the rights and obligations of the lessee by the rental office.
- 16- Refund of the financial guarantee to the lessee within (30) days of the facility receiving the vehicle, and the refund will be made in the same way of payment.
- 17- Keeping the amount of the security reserved by the electronic card in the customer's account.
- 18- Not to seize any documents related to the tenant, such as a passport or ID card.
- 19- Training on the electronic car rental offices information system.
- 20- Not to rent a vehicle with a clock system
- 21- Not to add the activity of transporting passengers in luxury cars with the activity of car rental.
- 22- Allowing the borrowing system only from vehicles owned by the facility, provided that it belongs to a licensed rental facility in the Emirate of Dubai.
- 23- In the event that any administrative fees are added to government violations, it is necessary to clarify and include them in the contracts with tenants

### Service Delivery Channels

Applications to be submitted through RTA's website ([www.rta.ae](http://www.rta.ae))

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

