

Activity Description Card/Order Management and Delivery Services

Legislation	Resolution of the Executive Council No. 47/2017 regulating vehicle transport and rental activities in Dubai and amendments thereto.		
Activity Name	Order Management and Delivery Services	Activity Code	RTA: 641201 Department of Economy and Tourism: 641201
Activity Description	Establishments of which main activity is to organize and deliver services, including for example, delivery of orders to homes, offices, factories, airports, planes and other workplaces, which may include foodstuffs, consumer goods or any other materials. This can be carried out using fully or semi-autonomous vehicles, or any other vehicle type to be introduced in the future.		
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	- 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	- Ministry of Energy and Infrastructure in case of the need for practicing activity outside the Emirate of Dubai - Dubai Municipality		
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 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- 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. 3- Carry out the activity specified in the permit. 4- Write the name of the facility, and the weight of the vehicle in its empty and loaded condition in a clear and legible way on the external structure of the vehicle, as approved by the Agency in this regard. 5- Install the tracking system approved by the Security Industry Regulatory Agency, or the speed limiting system and any other systems determined by the competent authority according to the nature of the activity. 6- Refrain from pasting or carrying any promotional material on the body of the vehicle before obtaining prior approval from the RTA. 7- 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. 8- Use the parking spaces approved by the RTA and concerned bodies in the Emirate when practicing the activity. 9- Cooperate with RTA officials and those authorized by the RTA, and provide the Agency with the required information and documents. 10- Comply with the technical requirements of the vehicle, approved by the Agency and the competent government authorities, according to the activity authorized to be practiced. 11- Obtain licenses and permits required by the legislation in force in the Emirate. 12- 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. 13- 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. 14- Keep records that include all data related to the practice of the activity for the periods specified by the Agency in this regard. 15- 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. 16- Obtain the approval of the Agency in case of changing the location of the establishment. 17- Adhere to the terms and conditions of the approved technical examination determined by the Agency. 		

- 18- Not to load any passenger in the vehicle designated for carrying out the activity other than those working in the facility.
- 19- Not to rent the vehicle designated for carrying out the activity to third parties.
- 20- Use the vehicle for authorized use only.
- 21- Fulfill the security and safety stipulations set by the concerned body.
- 22- Provide vehicles with the years of manufacture and specifications determined by the Agency and competent authority, as the case may be.
- 23- Agree to undertake to comply with the additional requirements set by the Agency.
- 24- The age of new bicycles must not exceed (0) kilometers - 4 years for a motorcycle and (6) years for an electric bicycle - from the date of registration.
- 25- Replacement of the new and imported bicycle with zero kilometers after (4) years for the motorcycle and (6) years for the electric bicycle - from the date of registration.

Special requirements

Companies:

- The permit applicant shall provide the systems and qualified human resources to manage the organization and delivery of orders.
- The sub-activities to be delivered (meals delivery, furniture delivery, gas delivery, furniture transport, etc.) shall be determined.
- In the event of renting the means of transportation from another party or contracting therewith, this party shall be licensed for this purpose by the Licensing Agency. The vehicle designated for carrying out the activity shall be registered in the Emirate of Dubai.
- Comply with the relevant requirements set by the Licensing Agency, such as: (Linking with control systems, providing data, paying any approved fees, concluding agreements, installing tracking devices, etc.)
- Adhere to the special requirements set by the competent bodies according to the type of delivered materials.
- Not to deliver to platform companies that are not licensed by RTA.
- Comply with the requirements set by the Licensing Agency for vehicles and drivers.
- Obligate to provide the data of motorbikes that are rented for delivery purposes.
- Adhere to the quality regulations specified by the Licensing Agency.

Vehicles:

- 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.
- Provide the delivery box on the motorcycle in accordance with the food safety specifications approved by the Dubai Municipality.
- Provide the technical specifications of the delivery box and the conditions that determine the position of installing the box as approved by the Licensing Agency.
- Comply with the lifespan specified by the Licensing Agency.
- Adjust the vehicle speed so that it does not exceed 100 km/h.
- Make comprehensive vehicle/motorbike /electric insurance with a licensed insurance company in the state.

Drivers:

- Adhere to wear a helmet and uniform that contains the logo and name of the company licensed for the activity.
- Not to accompany a passenger behind the driver during the delivery process by bicycle licensed for delivery.
- Obtain vocational training and delivery permit determined by the Licensing Agency
- Comply with the weight, specifications and sizes approved by the Licensing Agency for the delivery box, and with the requirements that determine the position of installing the box.
- Adhere to the requirements, traffic rules, public safety and public health while driving, such as wearing protective equipment (helmet, gloves and reflective jacket)
- Not to use the left lane of the road.
- Not to exceed the maximum speed of 100 km/h.

**Service Delivery
Channels**

Applications to be submitted through RTA's website (www.rta.ae)