



# Technical Manual

Managing delivery  
services through  
electronic platforms  
and smart applications.

[rta.ae](http://rta.ae)



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# Introduction

This manual aligns with RTA’s strategic goals and the initiatives of the Licensing Agency and the Commercial Transport Activities Department. Its purpose is to clarify the procedures for managing transport and delivery requests through electronic platforms and smart applications. The manual aims to bolster economic development, enhance service quality, and ensure compliance with health, safety, and environmental sustainability standards.

This document is called ‘Technical Manual: Managing delivery services through electronic platforms and smart applications.’ The processes outlined in this manual will be implemented upon approval and are linked to the following strategic goals:

- Objective (2) of promoting sustainability, enhancing operational capabilities, and prioritising corporate social responsibility.
- Promotion of health, security, physical safety, transportation safety, and professionalism.

# Objectives

This manual was issued to clarify the procedures for managing transport and delivery requests through electronic platforms and smart applications in the Emirate. The manual aims to illustrate the required mechanisms and achieve the following:



Establish a methodology that outlines the process of organising and delivering orders in the Emirate.



Achieve health, safety and environmental sustainability standards.



Elevate the quality of services provided to individuals and the community.



Achieve the strategic goals for transportation safety.



Clarify the customer journey through clear and documented business.

# Scope of Application

Establishments that manage and provide delivery services through electronic platforms and smart applications.

Establishments engaged in managing and providing delivery services for items such as food, electronics and consumables, to residential, commercial and industrial locations such as houses, offices, factories, airports, and aircrafts.

This manual does not endorse procedures that prevent compliance with any new instructions or directives issued by the authority relating to each of the services for managing transport and delivery requests through electronic platforms and smart applications.



# References

Law No (17) of 2005 establishing the Road and Transport Authority in Dubai and its amendments.

Executive Council Resolution No. (47) of 2017 regulating vehicle transport and leasing in the Emirate of Dubai.

Administrative Resolution No. (571) of 2022 issuing the executive regulations for Executive Council Resolution No. (47) of 2017 regulating vehicle transport and leasing in the Emirate of Dubai.



# Definitions

The Term	Definition
The Emirate	The Emirate of Dubai.
The Authority	Roads & Transport Authority (RTA).
The Agency	Licensing Agency (LA) of RTA.
The Department	Commercial Transport Activities Department.
Activity	Transport and delivery request management through electronic platforms and smart applications.
Establishment	Any authorised company or sole proprietor, along with its branches, eligible to engage in the activity within the Emirate.
Permit	The document issued by the Licensing Agency that grants the establishment authorisation to operate in commercial transport within the Emirate
Vehicle	Any motorised or mechanically powered vehicle, including electric devices, such as motorbikes, bicycles, and even tractors, operating on the road.
Motorised Bike	A vehicle designed for transporting people and cargo, equipped with two or more wheels and automatic drive.
The Manual	The technical management guide.
The System	Electronic and smart systems specified by the authority.
The Electronic Platform	A digital, interactive business model using modern technologies through electronic systems like websites, apps, or social media to offer activity-related services.

# Methodology of Application

Raise awareness by distributing and explaining the manual to employees of the Commercial Transport Activities Department, RTA, and relevant authorities and departments

Provide education, publish, and clarify the contents of the manual the establishments responsible for managing and providing delivery services.



# Requirements for Issuing the Permit



The permit applicant must have a trade license or initial approval from the licensing authority.



In cases specified by the Agency, the permit applicant is required to submit an undertaking in which they commit to providing an office, vehicles, and parking spaces that meet the activity's regulations and standards as published on the Authority's website.



The permit applicant must provide evidence of approval from the relevant authority when required by that authority's legislation to conduct the activity.



Fulfilling the specified requirements outlined on the Authority's website that correspond to the nature of the intended activity before commencing it.

# Procedures for Issuing the Permit

The following procedures must be followed:











- The permit applicant submits the application to the Commercial Transport Activities Department at the Licensing Agency through the approved service delivery channels at the authority, accompanied by the following documents:
  - The initial approval to conduct the activity for new establishments or a valid trade license copy for existing ones, issued by the commercial licensing authority in the Emirate.
  - The approval of the competent authority to practice the activity if the applicable legislation requires obtaining such approval.
  - A copy of a valid passport or ID card for the owner of the facility and all of its partners along with a valid residence permit for non-citizens of the country.
  - A pledge to comply with the conditions and requirements necessary for conducting the activity that necessitates a permit.
- The authority registers the application for the permit and notifies the applicant.
- The authority examines the application technically to verify that it meets the needed requirements.
- The authority shall issue its decision on the eligible permit application and required documents within 15 working days from the date of submission.
- If the application is rejected, the authority shall notify the applicant of the reasons for the rejection.
- If the applicant's request is approved, the authority will guide the applicant to pay the required fees, after which the permit will be issued.

# Driver's Requirements and Obligations

## The delivery driver must have the following:

- A driving license issued by the United Arab Emirates that qualifies the driver to operate a delivery vehicle.
- A certificate of good conduct from the Dubai Police General Headquarters.
- A valid residency and sponsorship as a driver by either the company engaged in the activity or the company providing the driving labour.
- An age no less than 21 years and no more than 55 years.

## The driver must commit to the following:

-  To wear the company uniform that contains the logo and name of the company licensed to operate.
-  To maintain personal hygiene.
-  To obtain professional training and a permit from the licensing agency.
-  To adhere to traffic rules, prioritise public safety and health while driving, and wear protective gear including a helmet, gloves, and elbow and knee pads.
-  To refrain from exceeding the maximum speed of (100 km/h).
-  To refrain from using backpacks for delivery.
-  To refrain from carrying a co-passenger.
-  To refrain from using the left lane while driving on the roads.
-  To only use the parking lots and places approved by the authority and the relevant entities in the Emirate while practicing the activity.
-  To use a phone holder for navigation during deliveries on the motorbike and refrain from using the phone while driving.

# Requirements for Vehicle/Motorbike

Delivery vehicles require the following:

- GCC specifications as requested and registered by the authority.
- A commitment to adhere to the security and safety requirements specified by the relevant authorities in the Emirate and in the country.
- A commitment to ensure the motorbike's lifespan does not exceed 4 years from its manufacturing date.
- An engine capacity for motorbikes between 100 to 200 CC.
- A phone holder mounted on the motorbike to be used for order deliveries without reflecting sun rays.
- A passing score on the approved vehicle test required by the authority.
- A registration in Dubai for all approved vehicles/motorbikes, whether rented or owned.
- A valid insurance for all approved vehicles/motorbikes with one of the insurance companies licensed in the United Arab Emirates.
- A commitment to not modify the approved vehicles/motorbikes with additional parts without prior or advance approval from the authority.





# Requirements and Obligations of the Establishments

- Use vehicles/motorbikes only for their authorised purposes.
- Comply with the regulations, decisions and instructions issued by the competent authorities.
- Refrain from sharing a permit in any way unless the required approval is obtained from the competent authorities.
- Refrain from advertising on the vehicle without approval obtained from the competent authorities.
- Commit to collaborating with the authority and providing vehicle data and order information upon request.
- Obtain permits required as per the Emirate's laws.
- Refrain from halting the activity until the competent authorities provide their approval in accordance with the conditions and procedures adopted by the establishment.
- Maintain a record of the data and order information of the activity as per the length required by the authority.
- Obtain the authority's approval prior to changing the establishment's offices and location.
- Provide safety and security requirements as requested by the competent authority.
- Sign an agreement with the authority that encompasses the rights and obligations of the establishment and any other requirements that the authority deems necessary.

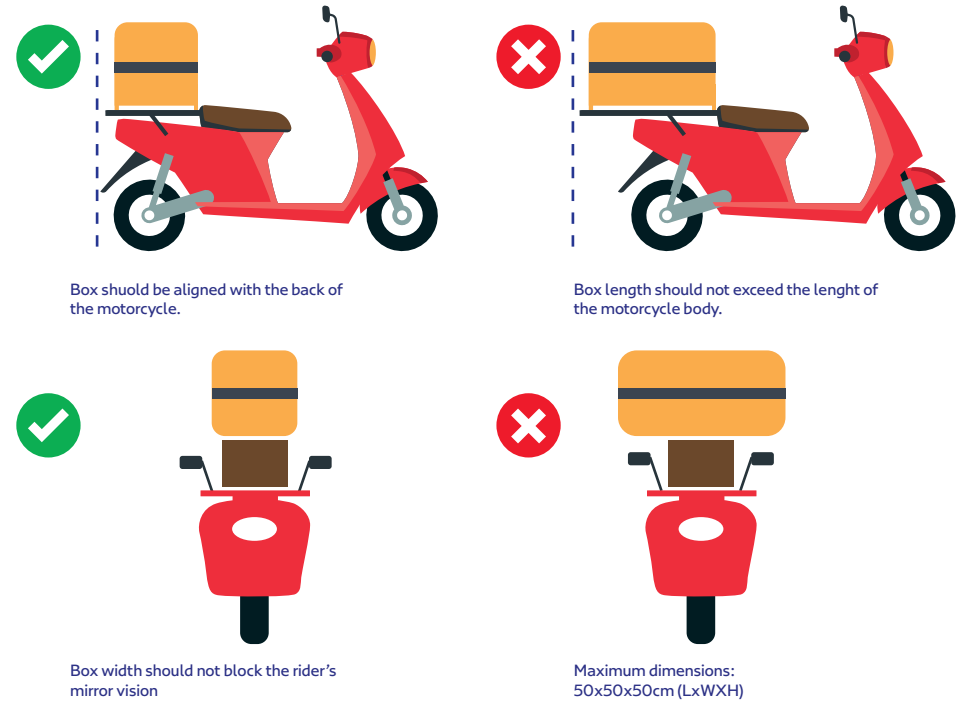
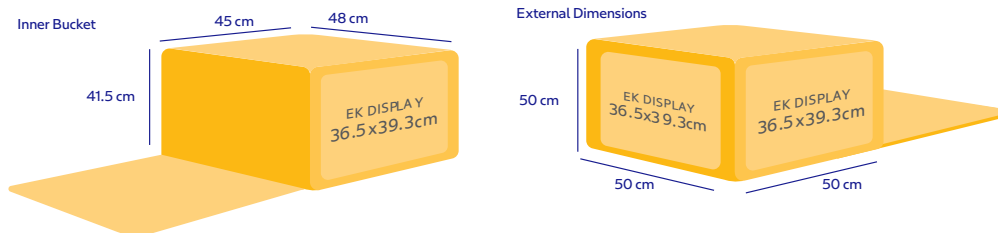
- Commit to providing the necessary systems, electronic media, and smart applications to conduct the activity and link them with the authority's systems. This includes the regulation of quality violations, integrated control systems, provision of data, payment of any fees within the agreements concluded with the authority, the installation of tracking devices, etc.
- Identify activities to be managed through electronic and smart applications such as parcels and letters, meal delivery, medicine delivery, furniture delivery, gas delivery etc.
- Comply with the requirement that leasing or contracting transportation from another party requires that party to be licensed for the same purpose by the Licensing Agency in the Emirate of Dubai.
- Issue contracts with companies licensed by the authority according to the types of transport and delivery activities.
- Register in the systems and platforms approved by the authority, including the system
- Obtain an approved pledge to adhere to the additional requirements specified by the establishment.
- Provide educational/training material approved by the institution to drivers in sophisticated and innovative methods using modern techniques and ensure that the training takes place at accredited training centers endorsed by the authority.
- Provide a supervisor to facilitate coordination among the authority's inspectors for ensuring compliance with circulars and issued decisions.



# Requirements for Motorbike Delivery Box

In the event that the motorbike is used for delivery, the “box” must meet the requirements of the Road and Transport Authority, as per the following:

Box dimensions should be a maximum of 50 cm length, 50 cm width and 50 cm height in maximum, so that the width of the box shall not obstruct the driver’s side view, as illustrated in the image.



- The box must be securely attached to the rear of the motorbike, ensuring there are no gaps between the box and the bike body.
- The box should be constructed from materials other than wood or metal and consist of rounded edges without sharp corners.
- All corners of the box must be covered with a reflective phosphorescent tape.
- The company or service provider's name should be placed on the back side of the box, while advertising materials can be positioned on the sides.
- The rear extension of the box shall not exceed the motorbike frame, provided that they are at the same level as the maximum level.
- The box should comply with the food safety requirements of Dubai Municipality and all specifications mandated by the authority.
- The box must always be kept clean.
- The box should comply with the food safety requirements of Dubai Municipality in the event of food delivery.

# Requirements for Advertising Posters on Delivery Vehicles/ Motorbikes/Delivery Boxes

Before affixing advertisements to delivery vehicles, motorbikes, or boxes, all companies must ensure they submit an advertisement permit application to the Roads and Transport Authority (RTA). They must then provide the necessary documents, including the advertisement design, the commercial license of the party requesting the advertisement, and a copy of the vehicle ownership. After that, the company is free to apply for the permit through the RTA website or the designated mobile application.

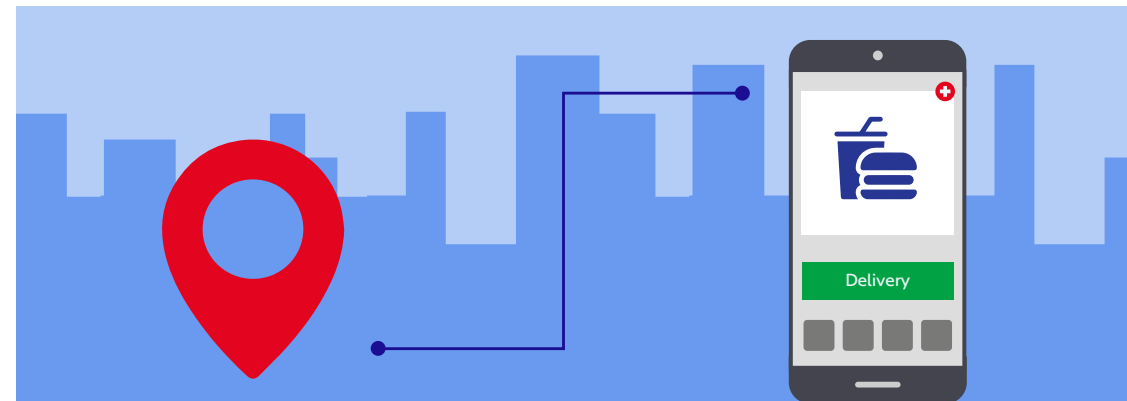


# Food Safety Requirements for Deliveries (Dubai Municipality)

- Food Safety Requirements for Deliveries.
- Provide a delivery box for the motorcycle in compliance with the food safety specifications approved by Dubai Municipality.
- All food establishments and food delivery service providers must ensure that the requirements of the Dubai Municipality food safety system are always met.
- An annual permit must be obtained through inspection centers and registration channels officially approved by the Food Safety Department of Dubai Municipality for food delivery means.
- The Food Safety Department of Dubai Municipality has the right to cancel the food delivery permit without prior notice if the terms and conditions specified in the requirements guide of Dubai Municipality are not met.
- The requirements of the Food Safety Department must be pre-registered and fulfilled on the FOOD WATCH platform.
- The food delivery unit should be designed so that the food is isolated from the surrounding environment and the appropriate temperature for the food can be maintained.
- When hot and cold foods are delivered together, these foods must be separated sufficiently and efficiently to ensure temperature control for food safety and quality and to protect food products from potential contamination or damage.

- Food delivery units must have adequate capacity to handle delivery orders.
- Food should be preserved in proper ways that prevent contamination through exposure to insects, dust, fumes, sunlight, rain or other factors during food delivery.
- The outer and inner parts of the box and the areas that are touched by hands must be cleaned and thoroughly disinfected using detergents and disinfectants approved by Dubai Municipality before loading food.
- Food must be delivered in appropriate thermal preservation equipment to maintain a continuous food temperature and quality.
- The internal parts of food delivery equipment that are in direct contact with food must meet the following requirements:
  - Coated with non-toxic materials.
  - Made from food grade materials to avoid chemical contamination or odor transmission.
  - Made of high-density, wear-resistant, light-coloured materials with rounded corners.
- Food should be kept in tightly closed containers during delivery.
- The food delivery period should not exceed half an hour to ensure the quality of the food is maintained.
- Food and beverages should be placed in the box with care to prevent package damage and spills. If any food item is damaged or in an unacceptable condition, it should not be delivered to the consumer.
- Food delivery units are not permitted to be used to deliver non-food items that may be toxic or with any materials that may affect the quality and safety of food in any way.
- In the event that food establishments enter into a contractual agreement with the suppliers and providers of food delivery services, they must ensure that the suppliers and service providers meet these requirements.

For more information, please visit Dubai municipality website. <https://www.dm.gov.ae>



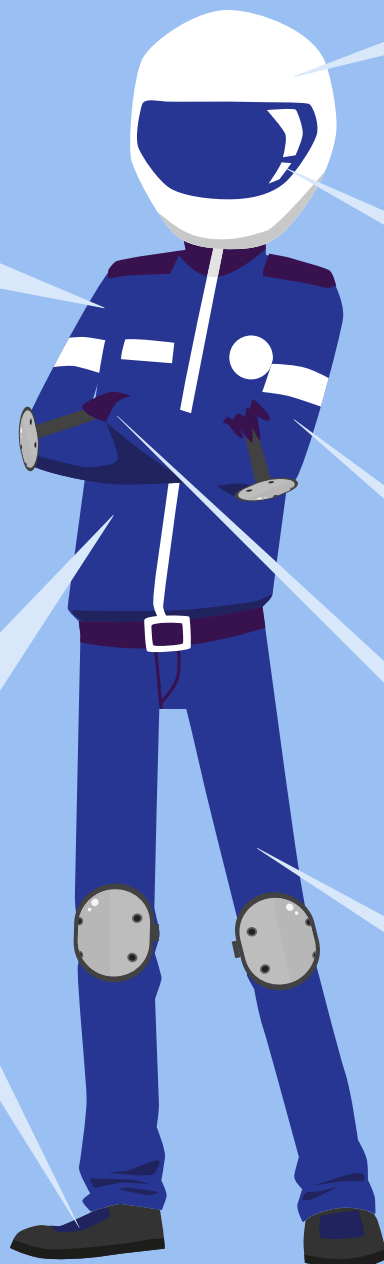
# Safety Tips for Delivery Bike Riders

- Always wear a helmet that meets the standards approved by the Roads and Transport Authority. Additionally, choose protective materials that safeguard you in case of a motorbike fall.
- Avoid driving during bad weather such as heavy rain and sandstorms which affect the motorist's ability to see and to avoid accidents.
- Monitor the speed and comply with the designated speed limits for different types of roads, including highways and residential areas. (Note that the maximum permitted speed for a delivery bike is 100 km per hour).
- Maintain a safe gap to ensure that there is an adequate stopping distance in the event of an unexpected stop.
- When using the motorbike's brakes, ensure that both brakes are engaged simultaneously and applied in a slow and steady manner.

- Be visible, avoid blind spots, and use headlights at night. Drive your motor bike in front of or behind the car as there are blindspots in the left and right of the rear of the car.
- Use your indicator when changing lanes at least three seconds before turning.
- Avoid sharing the same lane with other vehicles and dangerously maneuvering between traffic.
- Ensure your vehicle/motorbike receives regular maintenance and perform a thorough check to ensure that the horn, signals, tires, and other lights are in proper working order before each drive.
- Stay vigilant and remain attentive to your surroundings while driving, taking note of anything that could potentially impact your driving experience, such as other drivers, pedestrians, road conditions, and potential hazards.
- Stay alert, avoid distractions and do not use a mobile phone while driving as it is a traffic violation that carries a penalty of 800 dirhams and 4 traffic points, as per the law.



# Uniform Requirements for Delivery Bike Riders



## The uniform should be comprised of the following:

**Long-sleeved** shirt or blouse  
**Trousers** with reflective stripes  
**Pockets** on the sides  
**Safety** shoes  
**Gloves**  
**Winter** jacket with the company logo



**The long-sleeved shirt or blouse** must have padded elbows to provide cushioning and protection in the event of a fall. If padding is not available on the shirt itself, the driver must wear protective gear on the elbows.



**Safety shoes** must be fully covered, without visible strings. No slippers or sandals allowed.



## The protective helmet

must be durable and of high quality. It should cover the entire head and bear the mark of one of the international standards, including: European standard ECE 22.05, American standard FMVSS 218 DOT, or the standard 'SNILL' helmet.



## A transparent visor

must be worn. The helmet must be completely covered and the visor must feature one of the approved international standard brands in order to protect the eyes from dust and objects. Scratched or inappropriate eye protectors that may hinder visibility or cause light reflection, especially in bright sunlight or dark conditions, are not acceptable. This includes gray and white colours.



## Jackets and pants

must be of high quality and conform to one of the following international standards:  
 EN ISO 20471: 2013 (Europe/ISO)  
 ANSI/ISEA 107-2015 (USA)  
 AS/NZS 4602.1: 2011 (Australia)



## Gloves

are necessary to reduce the vibration of the motorbike in the driver's hands and provide the required protection and flexibility for the hands.



## Long tapered pants

(not wide-legged) made of a material that reduces the effects of high temperature are required.



The driver must be provided with a **cooling towel** to reduce the effect of sweating as temperatures rise.

# Tax Matrix

Topics/ Authority	Road and Transportation Authority	Ministry of Human Resources and Emiratisation	Dubai Police HQ	Dubai Municipality	Department of Economy and Tourism	General Directorate of Residency and Foreign Affairs
Commercial licensing	<ul style="list-style-type: none"> <li>Issuing NOC for order delivery and delivery activity through Electronic Platforms.</li> <li>Requiring the activity of delivering orders to establishments contracting with the platforms.</li> <li>When renting or contracting a transportation vehicle from another party, that party should be licensed for the same purpose from licensing department at RTA.</li> </ul>	Establishment supplying labour must obtain the required permit to practice temporary employment work from the ministry to enhance the demographical and cultural diversity in the UAE with regard to granting permits.	✗	✗	Issuing a commercial license.	Licensing establishments registered in freezones that operate delivery services from freezones with same regulations that will be agreed on in the future.
Activation agreements (quality list and service agreement)	✓	✗	✗	✗	✗	
Outline specifications and standards	<ul style="list-style-type: none"> <li>The delivery bike/vehicle and delivery box requirements.</li> <li>Provide data for the contracting companies (providing drivers).</li> <li>Govern the delivery services sector (e.g. face detection).</li> <li>Audit and approve contracts between platforms and contractors to deliver orders.</li> </ul>	<ul style="list-style-type: none"> <li>Manage labour regulations and specify the responsible authority of labourer's rights (service provider, delivery platform).</li> <li>Specify the authorised labour categories.</li> <li>Provide contract data and validate the owner's status.</li> <li>Regulate the labour relation according to the contract (the platform is responsible to ensure labour relations between the driver and the contracting establishment, directly and officially).</li> <li>Work permits used to contract drivers according to laws and regulations.</li> <li>Regulate working hours according to legislations.</li> </ul>		Specify requirements for food safety.	Governing the process of tourism entry to ensure that nobody works without a work permit.	
Outline specifications and standards (continued)		Assess labour market to ensure the recruitment of workers according to the diversity of nationalities, in cooperation and coordination with the Federal Identity Authority.				
Drivers qualifying	Issuance of diving license (we suggest adding the establishment's name on it). Issuance of working permit. training requirments.	Regulating working hours, curfew times and nationalities.				
Spreading awareness	✓	✗	✓	✗	✗	
Food safety	✗	✗	✗	✓	✗	

المخاطر / الجهة	هيئة الطرق والمواصلات	وزارة الموارد البشرية والتوطين	القيادة العامة لشرطة دبي	بلدية دبي	دائرة الاقتصاد والسياحة	الإدارة العامة للإقامة وشؤون الأجانب
General security and online crimes	✗	✗	✓	✗	✗	
Spreading awareness	<ul style="list-style-type: none"> <li>The requirements specified by the licensing authority for vehicles and drivers.</li> <li>Comply with providing approved training and training materials by the establishment to drivers and explain the procedures, regulations, and rules for the activity of organising and delivering services.</li> </ul>	Sponsor and encourage programmes aiming to educate and introduce workers and employers to labour legislation and their rights accompanied by field visits to guide them and provide the required consultancy to apply the Law on Regulation of Labour Relations and its implementation.	Conduct awareness programmes for drivers regarding traffic fines.	✓	✓	Conduct awareness programmes about the entry and residency laws for establishments and labours entering the country.
Sector governance conduct specialised spot checks	<ul style="list-style-type: none"> <li>Conduct field visits to guide labours and work owners and provided necessary consultation to execute the Law on Regulation of Labour Relations and its implementations.</li> <li>Follow up on high risk establishments and control incidents committed in violation of the law regulating labor relations by establishments and workers alike.</li> </ul>	<ul style="list-style-type: none"> <li>Conduct field visits to guide labourers and work owners and provided necessary consultation to execute the Law on Regulation of Labour Relations and its implementation.</li> <li>Follow up with establishments that have a high risk of violations.</li> <li>Control the incidents committed in violation of the law regulating labour relations by establishments in coordination with the competent authorities.</li> </ul>	Participate with inspections conducted by specialised authorities.	✗	✗	<ul style="list-style-type: none"> <li>Participate with inspections conducted by specialised authorities.</li> <li>Control of free zone registered companies through inspections.</li> </ul>
Sector governance (completion) conduct specialised spot checks	<ul style="list-style-type: none"> <li>Establishments commit to meeting the requirements specified by the licensing authority for vehicles and drivers.</li> <li>Provide systems and approvals required to boost monitoring the activity of organising and delivering services.</li> <li>Adopt a methodology to manage and provide delivery services activity through electronic platforms and smart applications in Dubai with a clear explanation of the regulations governing the activity and its practices.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that companies adhere to labour legislation by guaranteeing the safety of contracts and working conditions. Also, ensure compliance with standards to ensure workers receive their benefits as stipulated by law and labour contracts, all while protecting them during their work, monitoring health conditions, meeting safety requirements, and meeting labour housing standards.</li> <li>Check on private labour hiring agencies (qualified establishments), work conditions resulted, and ensure all labours are sponsored by the establishment.</li> </ul>				
Customer complaints	Driving behaviours.	✗	<ul style="list-style-type: none"> <li>Traffic</li> <li>Criminal behaviours</li> <li>Personal behaviours</li> </ul>	Food safety.	Services complaints.	
Drivers' insurgency and strike	✗	✓	✓	✗	✗	
Drivers complaints	✗	✓	✗	✗	✗	

## Fees

#	Activity Reference Number	Activity Name	Fees in DHS
1	749916059	Managing and providing delivery services through electronic platforms and smart applications	AED 1,000 For New License AED 1,000 For License Renewal

## Quality Violations Regulation

### Schedule 1 - Violations by Drivers

S.N	Violation Clause	1 <sup>st</sup> Time	2 <sup>nd</sup> Time	3 <sup>rd</sup> Time
1	Enter into a 'No Entry' or unpaved area or drive on pavement	100	150	200
2	Exceed the speed limit set for delivery vehicle based on the data extracted from the systems	100	150	200
3	Stop delivery vehicle in a 'No Parking' or unauthorised zone	100	150	200
4	Failure to wear the specific uniform designed for delivery vehicle drivers or failure to maintain good appearance	100	150	200
5	Failure to carry professional driver license or failure to display/show it when requested	100	150	200
6	Drive the vehicle without registering into the RTA system installed therein	100	150	200
7	Drive the delivery vehicle into the opposite direction of traffic, reverse it in a dangerous way, or obstruct the traffic	100	150	200
8	Drive recklessly/angrily or in a way that poses a threat to the public. This includes speeding past the road limit or dangerously overtaking a vehicle.	200	300	400
9	Failure to cooperate with RTA competent staff	200	300	400
10	Exceed the delivery vehicle speed more than 100 km/h on the roads	200	300	400
11	Failure to comply with the RTA guidelines or circulars	500	700	Permit suspended



Schedule 1 - Violations by Drivers

S.N	Violation Clause	1 <sup>st</sup> Time	2 <sup>nd</sup> Time	3 <sup>rd</sup> Time
12	Failure to comply with the rules and regulations of traffic and roads. This includes general safety and health during the driving such as wearing protective gears including helmet, gloves and reflective jacket	500	700	Permit suspended
13	Use a box that does not meet the technical requirements and specifications	500	700	Permit suspended
14	Use unauthorised roads	500	700	Permit suspended
15	Engage in the activity with an unauthorised vehicle or with a vehicle not meeting the safety and security requirements	500	1000	Permit suspended
16	Engage in the activity with an expired permit or without a permit	200	400	600
17	Escort a rider/passenger on the licensed delivery motorbike during the delivery service	500	700	Permit suspended
18	Use left lane of the road or failure to keep the motorbike lane	500	700	Permit suspended
19	Use backpack to deliver the orders	500	700	Permit suspended
20	Sit in an immodest or uncivilised way	200	200	200
21	Transport or deliver prohibited items or the items which are in breach of the general order/rule	Temporary Permit suspension	Permanent Permit suspended	

Schedule 2 - Violations by Orders Organising &amp; Delivering Services Establishments

S.N	Violation Clause	1 <sup>st</sup> Time	2 <sup>nd</sup> Time
1	Failure to comply with the renewal requirements	200 each permit	Suspend new permits
2	Lease a transport means or get into contract with a party not authorised by Licensing Agency or a party not meeting the necessary requirements	2000	Suspend the establishment permit
3	Noncompliance with the specific requirements by the competent authorities as per the type of delivery materials	3000	Suspend the establishment permit
4	Failure to comply with the renewal and licensing requirements of the vehicle on time	200 each vehicle	Suspend the establishment permit
5	Allow an unauthorised person to drive the vehicle	2000	Suspend the establishment permit
6	Use an unauthorised vehicle to deliver orders while practicing the activity.	5000	Suspend the establishment permit
7	Noncompliance of the permit requirements, system requirements or other requirements for managing orders for organising and delivery services	5000	Suspend the establishment permit
8	Deliver for unlicensed portal companies by RTA or engage in delivery business with unlicensed companies	5000	Suspend the establishment permit
9	Failure to comply with the Licensing Agency's instructions, guidelines and requirements concerning the vehicles and drivers	2000	Suspend the establishment permit
10	Use vehicles with expired permits or practice the activity through such vehicles	500	1000
11	Failure to provide data of the bikes to be rented or of the company contracted with for the purpose of delivery services	500	1000
12	Stick advertising materials on the delivery bikes without obtaining the RTA permit or attach any unauthorised stickers, logos, flags or symbols	5000	5000

**Schedule 3 - Violations by Vehicles of Orders Organising & Delivering Services Establishments**

S.N	Violation Clause	Penalty Amount
1	Drive a vehicle with damages that distort the overall appearance	500 each vehicle
2	Failure to place the company logo and branding	500 each vehicle
3	Lack of safety and security equipment or requirements in the vehicle	500 each vehicle
4	Failure to equip the motorbike with a delivery box in compliance with the food safety and security requirements by the Municipality of Dubai	500 each vehicle
5	Failure to follow technical specifications for the delivery box and requirements stipulated	500 each vehicle
6	Failure to comply with the life span determined by the Licensing Agency	2000
7	Use the vehicle for unauthorised purposes	4000
8	Failure to show/display a copy of the operation order in the vehicle when requested	500
9	Failure to keep the vehicle or the delivery box clean	200
10	Failure to install/fix the delivery box safely and securely	300
11	Make any additions to the vehicle or to the delivery means without the approval of the Licensing Agency	400

**Schedule 3 - Violations by Vehicles of Orders Organising & Delivering Services Establishments**

S.N	Violation Clause	Penalty Amount
12	Failure to provide a mobile holder on the bike and holding the mobile phone in hand while navigating	300
13	Failure to provide the required vehicle insurance	500
14	Engage in the activity with a vehicle licensed outside the Emirate	1000
15	Use unauthorised vehicles for the activity	1000
16	Engage in the activity with an expired permit or with a vehicle without renewing its permit	500
17	Failure to get or renew professional driver license	500

# General Provisions

Coordination with the relevant authorities and departments in the Emirate and the concerned departments of the authority to review and update the manual in line with the requirements of economic growth in the Emirate and the changes that occur to the laws and legislations.

