

Activity Description Card/Taxi Services

Legislation	Executive Council Resolution No. (20) of 2021 amending Executive Council Resolution No. 6 of 2016 Regula Passenger Transport Passengers in cars in the Emirate of Dubai with its implementing regulations Administrative Decision No. (516) for the year 2022		
Activity Name	Taxi Services	Activity Code	RTA: 25 Department of Economy and Tourism: 4922003
Activity Description	Includes establishments specialized in transporting passengers by public taxis and licensed in the Emirate to carry on the activity		
Governing Dep't Name	Planning and Business Development Department	Permit-Issuing Dep't	Licensing Agency (Department of Commercial Transport Activities)
Entities to be visited before obtaining a permit	First: (Licensing Entities) Department of Economy and Tourism in Dubai - Free Zones and Development Zones Second: Public Transport Agency (Committee to Study Permits for Passenger Transport Activities). Third: Licensing Agency (Department of Commercial Transport Activities)		
Entities to be visited after obtaining a permit	- (Licensing Entities) Dubai Department of Economy and Tourism - Free Zones and Development Zones - The Federal Authority for Land and Maritime Transport in the event of a need to practice the activity outside the emirate or the transport destinations in other emirates.		
Fees	New: 1000 Dhs Renewal: 1000 Dhs		
Conditions and Procedures of Issuing the Permit	<ol style="list-style-type: none"> 1- The applicant for the permit must be a citizen of UAE, or a citizen of the Gulf Cooperation Council for the Arab States of the Gulf, or a legal representative or a non-citizen of the country. 2- The permit applicant or his legal representative submits the application to the RTA through the approved service delivery channels and accompanied by the following documents: 3- The initial approval to practice the activity issued by the commercial licensing authority in the emirate for new establishments, or copy of the trade license for existing establishments. 4- The approval of the concerned authority to practice the activity, if the applicable legislation requires obtaining such approval. 5- A copy of the valid passport of the owner and all partners, in addition to a copy of the valid residence visa effective for a partner who is not a citizen of the country. 6- A copy of the emirates ID of the owner and all partners. 7- - A written undertaking to comply with the conditions and requirements necessary to conduct the activity 		
Responsibilities of the Entity	<p>In order to issue a permit to practice the activity of transporting passengers by taxis, the following must be met:</p> <ol style="list-style-type: none"> 1- Submitting a feasibility study that includes the following: <ul style="list-style-type: none"> • Taxi operating mechanism. • The proposed financial budget for carrying out the activity. • The administrative structure, human resources and expertise that will be used to carry out the activity. 2- Submitting a cash or bank guarantee issued by one of the banks operating in the UAE in favor of the RTA, as determined in the concession contract, in order to ensure that the facility fulfills its obligations stipulated in Executive Council Resolution No. (6) for the year 2016 referred to, this decision and the concession contract. 3- Undertaking to provide a suitable headquarters for the management and operation of taxis, equipped with facilities and requirements, as specified by RTA in this regard, and not to start this requirement except after obtaining the necessary permits and approvals. 4- Submitting an undertaking to link its electronic systems, related to the practice of the activity, to the electronic platform, in the manner that-determined by the RTA in this regard. 5- Provide an undertaking to comply with all service level agreements as determined by the RTA in this regard. 6- Paying the prescribed fee for issuing the permit. 7- Submitting an undertaking not to operate taxis except after participating in the public auction organized by RTA for license plates of the vehicles to be operated as taxis, and awarding the tender to the establishment. 8- Submit an undertaking to comply with the tariff. 9- Submitting an undertaking to provide a speed-limiting device that conforms to the conditions and specifications approved by the competent authorities in the country. <p>Second: The committee studies the application and verifies that it fulfills all the required conditions and documents.</p> <p>1. In the event that the permit applicant fulfills all the requirements and conditions for practicing the required activity, the application will be studied by the RTA regarding the eligibility of the applicant to obtain the permit or not.</p>		

2. The RTA agrees to grant the permit to the applicant who fulfills all the required conditions and documents.
3. The permit is issued through the RTA website after the company pays the prescribed fees.
(Note: the permit to practice the activity enables companies to participate in the tender only, and accordingly, it does not require the company to invest and start operational procedures until after the tender is awarded).
4. After obtaining the permit, the applicant shall issue the trade license from the relevant commercial licensing authority in the emirate.
5. After obtaining the trade license, the company shall register in the RTA qualification system to be invited to tender.
6. If the company wins the tender, a concession contract is concluded with the company, and in this case the company must operate the taxis necessary to provide passenger transport service within three months from the date of signing the concession contract, and the committee may grant the company a similar period.
7. The data of the electronic contract shall be recorded in the system of electronic concession contracts and permits.
8. In the event that the company does not comply within the specified period to operate taxis, the RTA may cancel the permit and address the technical commercial licensing authority to cancel the commercial license.

Third: Taxi approval procedures:

1. Receipt of the application from the car agencies.
2. Review the technical specifications of the vehicle according to the approved conditions.
3. Presenting the vehicle to the Vehicle Inspection Committee after setting an appointment with the agency.
4. If the application is approved by the committee, the vehicle will be approved.
5. The agent is notified by an official letter.
6. In the event that the application is not approved, a letter of apology will be sent to the agent explaining the reasons.

**Service Delivery
Channels**

Submitting applications to qualify the company via the e-mail: passenger_activities_pta@rta.ae and applying for the permit through the RTA website "www.rta.ae"