

Activity Description Card/Non-emergency Transport of Patients & Elders

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| Legislation | Resolution of the Executive Council No. 47/2017 regulating vehicle transport and rental activities in Dubai and amendments thereto. | | |
| Activity Name | Non-emergency Transport of Patients & Elders | Activity Code | RTA: 990053 Department of Economy and Tourism: 4922012 |
| Activity Description | Specialized facilities that transport patients, the elderly, persons with special needs and other nonemergency cases from homes to hospitals and vice versa, or to any other destinations inside or outside the Emirate. | | |
| 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 | <ul style="list-style-type: none"> - 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 | | |
| 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 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. 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- 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. 5- 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. 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- Install a tracking system, a speed limit system, or other systems specified by RTA or the concerned entity, as per the nature of the activity. 11- 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. 12- Obtain licenses and permits required by the legislation in force in the Emirate. 13- 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. 14- 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. 15- Keep records that include all data related to the practice of the activity for the periods specified by the Agency in this regard. 16- 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. 17- Obtain the approval of the Agency in case of changing the location of the establishment. | | |

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| | <ul style="list-style-type: none">18- Adhere to the terms and conditions of the approved technical examination determined by the Agency.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 may23- The establishment that carries out the activity of transporting patients and the elderly in nonemergency situations shall comply with the service guide for the activity of transporting passengers in non-urgent health conditions (Awnak) issued by the Public Transport Agency.24- Agree to undertake to comply with the additional requirements set by the Agency. |
| Service Delivery Channels | Applications to be submitted through RTA's website (www.rta.ae) |