

Activity Description Card/Passengers Transport by Vehicles via E-services

Legislation	Executive Council Resolution No. 6/2016 regarding the regulation of passenger vehicle transportation in the Emirate of Dubai and its Executive Regulations, and Administrative Resolution No. (516) of 2022		
Activity Name	Passengers Transport by Vehicles via E-services	RTA Activity Code	RTA: 990076 Department of Economy: 4922010
Activity Description	It includes establishments authorized by the competent authorities to provide the service of transporting passengers through communication, electronic means, smart applications, or any other means.		
Governing Dep't Name	Public Transport Agency	Permit-Issuing Dep't	Commercial Transport Activities Dep't (Licensing Agency)
Entities to be visited before obtaining a permit	- Public Transport Agency (Committee on Studying Permits for Passenger Transport Activities)		
Entities to be visited after obtaining a permit	First: Department of Economy and Tourism in Dubai. Second: Managing commercial transport activities at the (Licensing Agency).		
Fees	New: AED 500 Renewal: AED 500		
Conditions and Procedures of Issuing the Permit	<p>The following procedures shall be followed in issuing permits for practicing the activity, as well as a permit for providing services for transporting passengers by vehicles through communication, electronic means, smart applications, or any other means:</p> <ol style="list-style-type: none"> 1. Submitting an application for issuing a permit to the Agency, according to the form and mechanism approved thereby in this regard, supported by the following papers and documents: 2. A copy of the passport, for citizens of the country. 3. A copy of the passport and residence permit, for non-citizens of the country. 4. A copy of the Emirates ID card. 5. A copy of the trade license issued by the relevant commercial licensing authority in the emirate. 6. A copy of the feasibility study referred to in Articles (2) and (3) of this Resolution. 7. Any other documents required by the Agency. 8. The Agency shall study the application and verify that it fulfills all the required conditions and documents. 		

	<p>9. The Agency shall issue the permit, after it approves the application, and the applicant shall pay the prescribed fee.</p>
<p>Licensing Conditions and Entity's Obligations</p>	<p>In order to issue a permit to practice the activity of providing a passenger vehicle transport service through communication, electronic means, smart applications, or any other means, the following shall be provided:</p> <ol style="list-style-type: none"> 1- Submit a feasibility study that includes the following: <ul style="list-style-type: none"> • The operating mechanism of taxis and luxury cars. • The proposed financial budget for conducting the activity. • The administrative structure, human resources and expertise that will be used to carry out the activity. 2- Submit an undertaking to provide systems, electronic media and smart applications necessary to carry out the activity. 3- Provide an undertaking to link the systems, electronic media and relevant smart applications to the electronic platform, in the manner specified by the Agency in this regard. 4- Provide an undertaking to comply with the rate determined by RTA to collect the tariff, and the tariff collected shall be higher than the taxi tariff. 5- Provide an undertaking to download smart applications and electronic systems on the meter. 6- Provide a suitable headquarters to carry out the activity, equipped with facilities and requirements as determined by the Agency in this regard. 7- Pay the prescribed fee for issuing the permit. 8- Submit an undertaking to contract with establishments, taxi drivers and luxury cars authorized by the Agency.
<p>Service Delivery Channels</p>	<p>Submit applications to qualify the company through e-mail: passenger_activities_pta@rta.ae, and applications shall be submitted through RTA's website (www.rta.ae).</p>