

Administrative Resolution No. (516) of 2022
Issuing the Implementing Bylaw of Executive Council
Resolution No. (6) of 2016 Regulating Passenger
Transport by Cars in the Emirate of Dubai¹

The Director General and Chairman of the Board of Executive Directors of the Roads and Transport Authority,

After perusal of:

Cabinet Resolution No. (45) of 2016 Concerning Mandatory Standards in the United Arab Emirates;

Law No. (17) of 2005 Establishing the Roads and Transport Authority and its amendments;

Executive Council Resolution No. (8) of 2006 Establishing the Agencies Affiliated to the Roads and Transport Authority and Approving their Corporate and Organisational Structures;

Executive Council Resolution No. (6) of 2016 Regulating Passenger Transport by Cars in the Emirate of Dubai and its amendments;

Administrative Resolution No. (363) of 2016 Regulating Passenger Transport in the Emirate of Dubai; and

Administrative Resolution No. (130) of 2017 Issuing the Implementing Bylaw of Executive Council Resolution No. (6) of 2016 Regulating Passenger Transport by Cars in the Emirate of Dubai,

Does hereby issue this Resolution.

Definitions
Article (1)

The following words and expressions, wherever mentioned in this Resolution, will have the meaning indicated opposite each of them unless the context implies otherwise:

UAE: The United Arab Emirates.

Emirate: The Emirate of Dubai.

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¹Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict, the Arabic text will prevail.

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Executive Council Resolution:	Executive Council Resolution No. (6) of 2016 Regulating Passenger Transport by Cars in the Emirate of Dubai and its amendments.
RTA:	The Roads and Transport Authority.
Director General:	The director general and chairman of the Board of Executive Directors of the RTA.
PTA:	The Public Transport Agency of the RTA.
CEO:	The chief executive officer of the PTA.
Taxicab:	A Vehicle designated for transporting Passengers in return for a fare charged in accordance with the Tariff prescribed by the RTA.
Luxury Cab:	A Vehicle designated for transporting Passengers which meets the standards and requirements prescribed by the RTA; and which is used pursuant to an agreement determining the fare, duration, and destination of a trip.
Activity:	Transporting Passengers by Taxicabs and Luxury Cabs.
Establishment:	A company or corporation licensed in the Emirate and authorised to conduct the Activity.
Passenger:	A natural person who uses a Taxicab or a Luxury Cab.
Tariff:	The fare scheme prescribed by the PTA for transporting Passengers by Taxicabs.
Taximeter:	A device approved by the RTA and installed in Taxicabs which displays the Fare that must be paid in return for using these Taxicabs.
Electronic Platform:	An electronic system, a smart application, or a website that is approved by the RTA and that allows Passengers to book Taxicabs or Luxury Cabs and pay the fare electronically.
Franchise Agreement:	An agreement whereby the RTA appoints an Establishment to provide the service of Passenger transport by Taxicabs or Luxury Cabs in accordance with the relevant agreed terms and conditions.
Person with Disability:	A person suffering from a long-term physical, mental, intellectual, or sensory deficiency or impairment that may hinder his full and effective participation in the society on an equal footing with others.

Authorisation: A document issued by the PTA authorising an Establishment to conduct the Activity in the Emirate.

Requirements for Issuing Authorisations Article (2)

- a. An Authorisation to conduct the Activity of transporting Passengers by Taxicabs will be issued subject to the following requirements:
1. submitting a feasibility study that includes:
 - a. the Taxicab operating process;
 - b. the budget proposed for conducting the Activity; and
 - c. the administrative structure adopted, and the human resources and expertise to be engaged, in conducting the Activity.
 2. providing a cash security deposit or a bank guarantee issued in favour of the RTA by a bank operating in the UAE, as provided for in the relevant Franchise Agreement, to ensure compliance by the Establishment with its obligations under the Executive Council Resolution, this Resolution, and the Franchise Agreement;
 3. providing premises that are appropriate for the management and operation of Taxicabs and equipped with all the relevant facilities and equipment as determined by the PTA;
 4. submitting an undertaking to link the applicant's electronic systems related to conducting the Activity with the Electronic Platform, as prescribed by the PTA in this respect;
 5. submitting an undertaking to comply with all service level agreements as prescribed by the PTA in this respect;
 6. paying the fee prescribed for issuing the Authorisation;
 7. submitting an undertaking to comply with the Tariff;
 8. submitting an undertaking to install a speed monitoring device that meets the requirements and specifications adopted by the competent entities in the UAE; and
 9. submitting an undertaking to operate Taxicabs only after the applicant Establishment participates in, and wins, a public auction organised by the PTA for the number plates of the vehicles to be used as Taxicabs.
- b. An Authorisation to conduct the Activity of transporting Passengers by Luxury Cabs will be issued subject to the following requirements:

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1. submitting a feasibility study that includes:
 - a. the Luxury Cab operating process;
 - b. the budget proposed for conducting the Activity; and
 - c. the administrative structure adopted, and the human resources and expertise to be engaged, in conducting the Activity.
2. providing a cash security deposit or a bank guarantee issued in favour of the RTA by a bank operating in the UAE, as provided for in the relevant Franchise Agreement, to ensure compliance by the Establishment with its obligations under the Executive Council Resolution, this Resolution, and the Franchise Agreement;
3. providing premises that are appropriate for the management and operation of Luxury Cabs and equipped with all the relevant facilities and equipment as determined by the PTA;
4. submitting an undertaking to comply with the fare scheme prescribed by the RTA, and to charge a fare for Luxury Cabs which is higher than that of Taxicabs;
5. submitting an undertaking to link the applicant's electronic media, smart applications, and systems related to conducting the Activity with the Electronic Platform, as prescribed by the PTA in this respect;
6. submitting an undertaking to comply with all service level agreements as prescribed by the PTA in this respect;
7. paying the fee prescribed for issuing the Authorisation;
8. submitting an undertaking to operate Luxury Cabs only after concluding the relevant agreement; and
9. submitting an undertaking to adhere to the categories, the types, and the maximum number of Luxury Cabs allowed to be operated, and their maximum operating life, as prescribed by the PTA in this respect.

**On-demand Passenger Transport Requested through Calls, Electronic Media, and
Smart Applications
Article (3)**

An Authorisation to provide the service of on-demand Passenger transport by cars, requested through calls, electronic media, smart applications, or any other method, will be issued subject to the following requirements:

1. submitting a feasibility study that includes:

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- a. the Taxicab and Luxury Cab operating process;
 - b. the budget proposed for conducting the Activity; and
 - c. the administrative structure adopted, and the human resources and expertise to be engaged, in conducting the Activity.
2. submitting an undertaking to provide the electronic systems, electronic media, and smart applications required for conducting the Activity;
 3. submitting an undertaking to link the applicant's electronic systems, electronic media, and smart applications with the Electronic Platform, as prescribed by the PTA in this respect;
 4. submitting an undertaking to comply with the Tariff or fare scheme prescribed by the RTA, and to charge a fare for Luxury Cabs which is higher than that of Taxicabs;
 5. submitting an undertaking to install the applicant's smart applications and electronic systems on the Taximeter;
 6. providing premises that are appropriate for conducting the Activity and equipped with all the relevant facilities and equipment as determined by the PTA;
 7. paying the fee prescribed for issuing the Authorisation;
 8. submitting an undertaking to contract only with the Establishments authorised by the PTA.

**Procedures for Issuing Authorisations to Conduct the Activity and
Authorisations to Provide the Service of On-demand Passenger Transport
Requested through Calls, Electronic Media, and Smart Applications
Article (4)**

In issuing an Authorisation to conduct the Activity or to provide the service of on-demand Passenger transport by cars, requested through calls, electronic media, smart applications, or any other method, the following procedures will be followed:

1. An application for Authorisation will be submitted to the PTA on the form, and as per the process, prescribed by it for this purpose, together with the following supporting documents:
 - a. a copy of the passport, where the applicant is a UAE national;
 - b. copies of the passport and residence visa, where the applicant is a non-UAE national;
 - c. a copy of the Emirates Identity Card of the applicant;
 - d. a copy of the commercial licence issued by the concerned commercial licensing authority in the Emirate;

- e. a copy of the feasibility study referred to in Articles (2) and (3) of this Resolution; and
 - f. any other documents required by the PTA.
2. The PTA will consider the application and verify that it meets all relevant requirements and that it is accompanied by all required documents.
 3. Upon approval by the PTA of the application and payment by the applicant of the prescribed fee, the PTA will issue the Authorisation.

**Requirements for Issuing Temporary Authorisations to
Transport Passengers to Other Emirates
Article (5)**

- a. A temporary authorisation to transport passengers from the Emirate to other emirates by taxicabs that are not licensed in the Emirate will be issued subject to the following:
 1. The temporary authorisation applicant must be an establishment licensed by the competent entity in the other emirate to conduct the activity of transporting passengers by taxicabs.
 2. The cars of the temporary authorisation applicant must be licensed as taxicabs and must meet the requirements and specifications adopted in the emirate in which they are licensed.
 3. The taxicabs must be owned by the temporary authorisation applicant.
 4. The drivers of taxicabs must be employed by the temporary authorisation applicant and must be authorised to drive these taxicabs in the emirate in which the taxicabs are licensed.
 5. An undertaking to keep taximeters running throughout trips must be submitted.
 6. An undertaking to pick up passengers only from the locations designated by the RTA for re-transporting passengers from the Emirate must be submitted.
 7. The fee prescribed for issuing the temporary authorisation must be paid.
- b. A temporary authorisation to transport passengers from the Emirate to other emirates by luxury cabs that are not licensed in the Emirate will be issued subject to the following:
 1. The temporary authorisation applicant must be an establishment licensed by the competent entity in the other emirate to conduct the activity of transporting passengers by luxury cabs.

2. The cars of the temporary authorisation applicant must be licensed as luxury cabs and must meet the requirements and specifications adopted in the emirate in which they are licensed.
3. The luxury cabs must be owned by the establishment applying for the temporary authorisation .
4. The drivers of luxury cabs must be employed by the establishment applying for the temporary authorisation and must be authorised to drive these luxury cabs in the emirate in which they are licensed.
5. Passengers must be picked up from the locations designated by the RTA.
6. The fee prescribed for issuing the temporary authorisation must be paid.

**Procedures for Issuing Temporary Authorisations to
Transport Passengers to other Emirates
Article (6)**

In issuing the temporary authorisation referred to in Article (5) of this Resolution, the following procedures will be followed:

1. An application for temporary authorisation will be submitted to the PTA on the form, and as per the process, prescribed by it for this purpose, together with the following supporting documents:
 - a. a copy of the commercial licence of the temporary authorisation applicant, issued by the competent entity in the emirate in which it conducts its business activity;
 - b. a copy of the registration card of the taxicab or luxury cab, as the case may be, owned by the temporary authorisation applicant;
 - c. a copy of the taxicab or luxury cab driver permit issued from the emirate in which the temporary authorisation applicant is licensed;
 - d. a copy of the valid Emirates Identity Card and valid passport of the driver; and
 - e. any other documents required by the PTA.
2. The PTA will consider the application and verify that it meets all relevant requirements and that it is accompanied by all required documents.
3. Where the application for temporary authorisation meets all relevant requirements and is accompanied by all required documents, the authorisation will be issued after payment of the prescribed fee.

Requirements for Issuing Driver Permits

Article (7)

A Taxicab or Luxury Cab driver permit will be issued subject to the following:

1. The driver must hold a valid driver's licence issued in the UAE.
2. The driver must be of good conduct and repute and not have been convicted of any felony or other crime affecting honour or trustworthiness, unless he has been rehabilitated.
3. The driver must be of the age of majority and must not be over sixty-five (65) years of age.
4. The driver must be medically fit.
5. The driver must successfully pass the theory and practical tests or training courses accredited by the PTA in this respect.

Procedures for Issuing Driver Permits

Article (8)

In issuing a Taxicab or Luxury Cab driver permit, the following procedures will be followed:

1. A permit application will be submitted to the PTA on the form, and as per the process, prescribed by it for this purpose, together with the following supporting documents:
 - a. a certificate of good conduct issued by the competent entity in the Emirate;
 - b. a copy of the valid passport and residence permit of the driver;
 - c. a copy of the valid Emirates Identity Card;
 - d. a medical fitness certificate issued by the competent entities in the Emirate;
 - e. a no-objection certificate issued by the Establishment for which he works.
2. The PTA will consider the application and verify that it meets all relevant requirements and that it is accompanied by all required documents; and will schedule the theory and practical tests for the driver.
3. Once the driver passes the tests prescribed by the PTA, his Taxicab or Luxury Cab driver permit, as the case may be, will be issued after payment of the prescribed fee.

Technical Specifications and Security and Safety Requirements

Article (9)

Without prejudice to the technical specifications adopted by the competent entity in the UAE, Taxicabs and Luxury Cabs must meet the following:

1. the relevant technical specifications prescribed by the PTA and published on the official website of the RTA; and
2. the mandatory security and safety requirements stipulated in the above-mentioned Cabinet Resolution No. (45) of 2016.

Taxicabs of Persons with Disabilities

Article (10)

Taxicabs designated for Persons with Disabilities must be equipped with:

1. wheelchair lifts for the physically disabled; and
2. seats for companions of Persons with Disabilities.

Issuing Implementing Instructions

Article (11)

The CEO will issue the instructions required for the implementation of the provisions of this Resolution. These instructions will come into force only upon their publication on the official website of the RTA.

Repeals

Article (12)

The above-mentioned Administrative Resolution No. (363) of 2016 and Administrative Resolution No. (130) of 2017 are hereby repealed. Any provision in any other administrative resolution is also hereby repealed to the extent that it contradicts the provisions of this Resolution.

Publication and Commencement

Article (13)

This Resolution will be published in the Official Gazette and will come into force thirty (30) days after the day on which it is published.

Mattar Mohammed Al Tayer

Director General and Chairman of the Board of Executive Directors
Roads and Transport Authority

Issued in Dubai on 30 August 2022

Corresponding to 3 Safar 1444 A.H.