

Resolution No. (75) of 2021
of the Department's Chairman
Regulation of Hourly Vehicles Rental in the Emirate of Abu Dhabi

The Chairman of the Department of Municipalities and Transport (DMT):

- Having reviewed Law No. (1) of 1974, for the Reorganization of the Government Apparatus of the Emirate of Abu Dhabi, and the amendments thereof;
- Law No. (19) of 2006, concerning the Regulation of Taxi Transport in the Emirate of Abu Dhabi, and the amendments thereof;
- Law No. (30) of 2019, concerning the Creation of the Department of Municipalities and Transport (DMT);
- The Federal Law No. (21) of 1995, concerning Traffic, and the amendments thereof; and
- Based on what has been presented to the Executive Council and the Council's approval thereof.

The following has been resolved:

Article (1)

In the application of the provisions hereof, the following words and expressions shall have the following meanings set out next to each one of them, unless the context indicates otherwise:

Emirate:	Emirate of Abu Dhabi.
Department:	The Department of Municipalities and Transport (DMT).
Centre:	The Integrated Transport Centre (ITC).
Activity:	The activity of the hourly or minutely rent of vehicles.
Entity:	A company or an establishment that is authorized by the Centre to undertake the activity.
User:	A natural person who rents a vehicle for driving and traveling from place to place within the Emirate.
Vehicle:	A light vehicle that is authorized by the Centre and that meets the necessary specifications for undertaking the activity.
Activity Permit:	A document that is issued by the Centre, under which an entity is permitted to undertake the activity.
Vehicle Operation Permit:	A document that is issued by the Centre, under which an entity is permitted to operate a vehicle for undertaking the activity.
Licensing Authority:	

The authority in charge of licensing vehicles in the Emirate.

Service Brands: The marks that distinguish the activity of the hourly rent of vehicles, such as logos, explanatory statements, or vehicles' color and the other marks that are specified by the Centre.

Article (2)

Scope of application

The provisions hereof shall apply to entities and the users of the hourly rent service of vehicles in the Emirate.

Article (3)

Centre's Responsibilities

The Centre shall be responsible to implement the provisions of the this regulation, to monitor compliance with its content, and to permit undertaking the activity and the operation of vehicles in the Emirate.

Article (4)

The Conditions for the Issuance of an Activity Permit

The following conditions shall be met for the issuance of an activity permit:

1. To obtain a business license issued by the competent authorities in the Emirate for undertaking the activity.
2. To obtain a permission from the licensing authority to undertake the activity.
3. To obtain a provisional approval for undertaking the activity from the Centre.
4. To meet the entity's obligations stated in Article (5) hereof.

Article (5)

Entity's Obligations

An entity that is authorized to undertake the activity shall adhere to the following:

1. To obtain an activity permit and a vehicles operation permit and to adhere to the limits of the stipulations of the permits granted thereto prior to undertaking the activity.
 2. To provide the minimum number of vehicles as specified by the Centre for undertaking the activity, provided that the total number of vehicles for undertaking the activity shall be not less than thirty (30) vehicles, subject to not adding any vehicle without firstly obtaining the Centre's approval.
 3. To provide electronic applications or systems through which the activity is undertaken, and to inform the Centre should any fault occur thereto.
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4. To put the special service marks in the sizes, colors, symbols and locations prescribed by the Centre.
5. To obtain the Centre's approval when determining or changing the fee of the vehicle rent service.
6. To create and keep the records, data, documents, statistics and reports in relation to the periodic maintenance of the vehicle to ensure the safety travel thereof on the road, whether in hard or soft form, and to make these available to the Centre for the review thereof.
7. To link the vehicles with an electronic tracking and monitoring system that is designated by the Centre prior to undertaking the activity.
8. To keep the details and documents concerning the vehicles' movement and presence locations and to ensure the correctness and comprehensiveness thereof.
9. To ensure the compliance of intelligent transport systems with the standards and specifications approved by the Centre.
10. To ensure the compliance of the user details registration process with the Centre's requirements and stipulations.
11. To take all the necessary actions for maintaining the confidentiality, privacy and security of user information.
12. To inform the Centre in writing of the entity's intention to cease undertaking the activity at least one month prior to the appointed date for such cessation and to pay the fines, if any.
13. To obtain a permit from the Centre for the registration, title transfer or cancelation of vehicles with the licensing authority.
14. To provide a call center for customer service and technical support, and to provide a mechanism for the submission of complaints and suggestions, and to keep complaint records, including complaint details, the and its time, date and location, and the actions taken.

Article (6) Prohibitions

An entity is prohibited to do the following:

1. To rent a vehicle to any person who does not carry a driving license that is recognized by the licensing authority.
2. To assign the activity permit to others or to amend such permit without obtaining the Centre's approval.
3. To operate any vehicle without obtaining a vehicle operation permit.
4. To use any vehicle that is not licensed by the licensing authority.
5. To rent a vehicle with driver.

Article (7) User's Obligations

A user shall adhere to the following:

1. To use the vehicle in accordance with the contract entered between him/her and the entity.
2. To inform the Abu Dhabi Police GHQ of the lost things of users he/she finds in the vehicle.
3. To not allow others to drive the vehicle.

Article (8)

The Validity of Activity Permits

1. A permit shall be valid for a year, which is renewable for similar durations, as per the conditions and procedures approved by the Centre.
2. An entity shall renew the permit within a month from the expiration date thereof. A permit shall expire two months following the expiration date thereof.
3. The Centre may suspend or cancel an activity permit upon the violation or the failure to meet any of the requirements and conditions stipulated hereunder, as well as in case it is evidenced that the details submitted for obtaining the permit are incorrect, or in case of the accumulation of administrative fines for a duration of 6 months from the date of committing the violation.
4. An activity permit may not be renewed without the payment of the fines.

Article (9)

Vehicle Operation Permit

It is conditional for the issuance of a vehicle operation permit to meet the following:

1. The vehicle's year of manufacture shall be no older than one year when applying for the permit.
2. To comprehensively insure the vehicle against all risks, provided that the insurance policy shall cover the driver and the passengers, and that the validity period of the vehicle's insurance policy shall cover the licensing duration thereof by the licensing authority until the end of thirty days following such duration.
3. A permit shall be valid for one year, which is renewable for similar durations, in accordance with the conditions and regulations that are specified by the Centre, subject to not exceeding four years from the date of obtaining the first operation permit.

Article (10)

The Cancellation of a Vehicle Operation Permit

The Centre may approve an entity's application for the cancelation of a vehicle operation permit in any of the following cases:

1. The existence of a fault or a serious accident within the vehicle preventing using it.
2. The elapse of four years following the operation and decommissioning of the vehicle.
3. The vehicle's entry for maintenance for a duration of more than three months.

Article (11) Adding Vehicles to the Entity

The following vehicles may be registered for an entity, provided that they shall not have the same service brands and colors of the vehicles designated for undertaking the activity:

1. Vehicles for the transport and trailing of the entity's faulty vehicles only.
2. Administrative vehicles, which include maintenance vehicles and management vehicles.

Article (12) Penalties

1. The schedule of administrative violations and penalties appended hereto shall apply.
2. Grievance and conciliation procedures shall apply to the applicable administrative violations and penalties of the Department.
3. The Centre shall inform the competent licensing authority in the Emirate of all the violations whose fines have not been paid and shall liaise therewith for the payment of the amount of such fines.

Article (13)

All entities that are undertaking the activity of the hourly rent of vehicles in the Emirate shall rectify the status thereof as consistent with the provisions of this resolution within a duration of three months from the effectiveness date.

Article (14)

The Department's Chairman shall issue the necessary decisions for the implementation of the provisions of this regulation.

Article (15)

This resolution shall be published in the official gazette, and shall take effect from the publication date.

Falah Mohammed Al Ahbabi

The Chairman of the Department of Municipalities and Transport (DMT)

Passed in Abu Dhabi

Dated:

Corresponding to:

**The Schedule of Administrative Violations and Penalties for the Activity of the
Hourly Rent of Vehicles in the Emirate of Abu Dhabi**

Item	Violation	Penalty in Dirhams
1	Undertaking the activity without obtaining an activity permit.	10,000
2	The failure to renew the activity permit within 30 days following the expiration date.	5,000*
3	The operation of a vehicle under an expired vehicle operation permit.	1,000
4	The operation of a vehicle without obtaining a vehicle operation permit.	5,000
5	The failure to provide the minimum number of vehicles as specified by the Centre for undertaking the activity.	1,000 per vehicle**
6	The addition of any vehicle in excess of the minimum number of vehicles specified by the Centre for undertaking the activity without obtaining the Centre's approval.	1,000 per vehicle
7	Renting a vehicle with driver.	5,000
8	Using the vehicle in an activity that is unspecified in the activity permit.	5,000
9	The failure to keep the details or documents about the vehicles' movement and locations of presence or if it is evidenced that such details and documents are incorrect or inadequate.	5,000**
10	The assignment of an activity permit to others or making any amendments thereto without obtaining the Centre's approval.	10,000
11	Ceasing to undertake the activity without informing the Centre in writing within the prescribed duration.	5,000
12	The failure to put service brands in the sizes, colors, symbols and locations specified by the Centre.	2,000*
13	The failure to provide the details, information, reports and documents that are requested by the Centre within the time duration specified in the request.	5,000*
14	The failure to provide an in-vehicle electronic tracking and monitoring system.	2,000 per vehicle*
15	The failure to link the in-vehicle electronic tracking and monitoring system with the centralized tracking and monitoring system that is designated by the Centre.	5,000*
16	The nonconformance of intelligent transport systems with the Centre's accredited standards and specifications.	5,000**
17	The incompliance of the user details registration process with the Centre's requirements and stipulations.	2,000
18	The failure to create and keep the records, details, documents, statistics and reports in relation to the periodic maintenance of the vehicle.	2,000*
20	The failure to obtain the Centre's approval when determining or changing vehicle rent service fees.	3,000*
21	The failure to provide a Call Centre for customer service and technical support, and to provide a mechanism for the submission of complaints and suggestions, and to keep complaint records, including complaint details, ,and its time, date and location, and the actions taken	1,000*

* With giving the violator a grace period of 5 days for rectifying the status thereof prior to the detection of the violation once again.

** With giving the violator a grace period of 20 days for rectifying the status thereof prior to the detection of the violation once again.