

Resolution No. (33) of 2021
of Department 's Chairman,
Regulation of Transport Passenger by Bus 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);
- Resolution No. (259) of 2017 of DMT's Chairman, for passing the Executive Bylaw for the Regulation of School Transport Service in the Emirate of Abu Dhabi; and
- Based on what has been presented to the Executive Council and the Council's approval thereof.

The following has been resolved:

Article (1)
Definitions

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:	The Emirate of Abu Dhabi.
Department:	The Department of Municipalities and Transport (DMT).
Centre:	The Integrated Transport Centre (ITC).
Bus:	A vehicle having a capacity of more than 9 passengers including the driver as per the manufacturer's classification.
Public Buses:	Buses that are operated by the Centre, a Centre's contractor, or an entity that is authorized by the Centre, which are designated for the passenger public transport according to specific tariffs and service lines within the Emirate and from the Emirate to outside it.
Tourist Bus:	A bus that is licensed as a tourist bus by the licensing authority for the use in the activity of tourist transport.

Private Bus:	A bus that is registered in the Emirate based on a permit from the Centre for the transport entity's employees, workers and customers .
Passenger Transport by Rented Bus:	The transport of the workers, staff and customers of commercial and tourist centers and entities, construction companies, and other entities based on contracts that are signed between such entities and the operator of the rented bus for this purpose.
Tariff:	A designated charge that is payable in return of the use of a public bus.
Operator:	An individual company or establishment that is authorized by the Centre to operate and undertake one or some of the activities of passenger bus transport within the Emirate.
Activity Permit:	A permit that is issued by the Centre for undertaking an activity of passenger bus transport.
Vocational Permit:	A permit that is issued by the Centre for driving a certain category of buses as specified in the permit.
Activity:	Any activity of passenger bus transport as is undertaken starting from the Emirate, in accordance with the resolutions that are passed by the Department.
Licensing Authority:	The authority that is in charge of licensing vehicles in the Emirate.
Service Brands:	The marks that distinguish a passenger bus transport service, whether registered or unregistered with the concerned authorities, or the logos or statements of the services, the unique bus color for every service, drivers' uniform, and others.
Franchise Agreement:	An agreement that is approved by the Department's Chairman, under which the Centre outsources the operator for undertaking the activity of passenger transport by public buses.

Article (2)

The provisions hereof shall apply to passenger bus transport operators in the Emirate and to the buses that are registered outside the Emirate with being operated within the Emirate.

Article (3)

The Centre shall have the competency to apply the provisions of this regulation and to monitor compliance. The Centre may undertake the following competencies:

1. To authorize the registration of all buses in the Emirate, and to create databases for such buses in liaison with the licensing authority.
2. To operate public bus lines within the Emirate and between the Emirate and the other Emirates.
3. To sign contracts with others for the provision of public bus services after the Department's approval, and to forward periodic reports about the competency, efficiency, safety and quality of the services.
4. To authorize undertaking passenger bus transport activities within the Emirate, and from the Emirate to the other Emirates.
5. To issue vocational permits to the drivers of public buses and tourist transport.
6. To monitor the operators' adherence to the conditions of the permits granted to them and the contracts signed with them.
7. To create databases, and to conduct the specialized studies in the development and improvement of activities in the Emirate and to forward such studies to the Department.
8. To prepare the application forms, the manuals, the specifications, the technical standards, the operational policies, and work methodologies of buses and to forward these to the Department for approval.

Article (4)

It is conditional for undertaking the activity to adhere to the following:

1. To obtain an operation permit from the Centre and to adhere to the condition of the permit granted prior to the commencement of operation processes.
2. To obtain a permit from the Centre for the registration, renewal, title transfer or deregistration of a bus with the licensing authority.
3. To not operate the buses for a duration that exceeds the lifetime specified by the Centre as per the stipulations thereof, whereby such duration shall not exceed ten years from the year of manufacture in all cases. Such duration may be extended yearly after the bus passes the technical test required for this purpose by the Centre.
4. To provide an insurance to cover the driver and passengers.
5. To provide a mechanism for the submission of complaints, suggestions and remarks, and to keep complaint records, which shall contain the complaint details, and its time, date and location, and the actions taken regarding the same, with the exception of the operators of private buses.
6. To present all the rules and conditions concerning the use of the bus and the actions to be taken in emergencies in a prominent location that is easily visible by the passengers.
7. To register in the Occupational Safety and Health Management System (OSHMS) under the requirements of Abu Dhabi Public Health Centre (ADPHC) within a period of 30 days from the date of the permit and/or permit renewal.

8. To set detailed programs for the periodic maintenance of buses, including the daily examination procedures, and to ensure the indoor and outdoor cleanliness thereof and to keep the records and to enable the Centre to inspect on demand and to adhere to their implementation.
9. To not occupy the entrances, exits and corridors of buses, including emergency exits, with any obstacles or seats during operation.
10. To provide the uniform for the drivers and to require them to wear it and to tag the vocational permit clearly during working hours as per the approved manuals.
11. To deliver the baggage being left at buses or entities to the nearest police station immediately and to inform the Centre according to the mechanism that is determined by the center.
12. To adhere to the service brands designated by the Centre for every activity and to not use any of such service brands or any other marks on buses before obtaining the Centre's approval.
13. To remove the service brands from the buses upon the expiration of the activity permit or upon the sale or deregistration of the buses or using the same in any activity other than the permitted activity.
14. To link the buses with an electronic tracking and monitoring system that shall be designated by the Centre.
15. To ensure the consistency of intelligent transport systems with the standards and specifications approved by the Department.
16. To exclusively use the bus for undertaking the licensed activity.
17. To not use the color designated for public buses and school transport buses on other private or tourist passenger transport buses.
18. To not affix any writings or advertisements on the outer body of the bus without the Department's approval.
19. To keep regular records that set out the number of the drivers' working hours and resting hours, using technological devices that are approved by the Centre.
20. To park the buses in the permitted locations.
21. To provide the details, information, reports and documents that are requested by the Department or the Centre within the time duration specified in the request.
22. To adhere to the stipulations and instructions that are issued by the Department or the Centre.

Article (5)

The Operation of the Activity of Passenger Transport by Public Buses

The following shall be adhered for providing public buses service:

1. To sign an operation or a franchise agreement with the Centre, as required, and to adhere to the stipulations, standards and specifications stipulated in such agreements, as well as the legislations regulating the activity.

2. To obtain a vocational permit from the Centre for the driver to drive the category of the bus in which he is driving.
3. To pay the stipulated fees for the operation service of the activity approved in the Emirate.
4. The approved tariff within the Emirate for the transport of passengers and their baggage.

Article (6)
Vocational Permit

1. It is prohibited for any person to drive any public or tourist bus unless such person is permitted by the Centre to do so. It is conditional to meet the following for granting such permit:
 - a. Such person shall have a driving license according to the type of the transport vehicle intended to be driven.
 - b. To pass the training courses that are specified by the Centre.
 - c. To be not younger than (25) years old.
 - d. To submit a good conduct certificate issued by the Abu Dhabi Police GHQ for UAE-residents or issued from the country of origin for those who are being outsourced from abroad, provided that such certificate shall be duly certified and shall have not been issued more than one month prior to the application submitting date.
 - e. To provide the traffic points report from the concerned authority for the year in which the application is being submitted and the prior year .
 - f. To submit a medical report every two years in confirming being clear of the following illnesses:
 - Disability.
 - Heart diseases, diabetes, and high-risk blood pressure.
 - Epilepsy and mental, neurological and psychiatric illnesses.
 - Kidney diseases and hepatitis.
 - Leprosy.
 - Vision and sight strength illnesses and weak hearing.
 - g. to be knowledgeable of Arabic or English.
 - h. to pass the tests that are conducted by the Centre.

Article (7)
General Provisions

1. An activity permit that is issued by the Centre shall be valid for one year.
2. A bus permit that is issued by the Centre shall be valid for one year. Such duration is renewable.
3. An operator shall renew the activity permit prior to the expiration. A permit shall stand void one month following the expiration date.

4. The duration of validity of a vocational permit shall be limited to two years, renewable for similar durations. A driver may not drive any bus under an expired permit.
5. A vocational permit shall be renewed within a month from the expiration date. A permit shall stand void one month following the expiration date.
6. The Centre may suspend or cancel any permit whenever it doesn't meet the requirements and conditions stipulated hereunder, as well as in case it is evidenced that the details given for obtaining the permit are incorrect, or in case of the failure to pay traffic violation fines within a duration of six months from the issuance date of the traffic violation ticket.
7. Activity permits and profession permits may only be renewed after the payment of the stipulated fees and fines.
8. In case a driver is accused of committing any crime in breach of honor or honesty or is convicted of driving under the influence of alcohol or narcotics and psychotropics or in case he causes a serious accident, the vocational permit given to such driver shall be immediately suspended and returned back to the Centre until a final ruling is made against him. If the ruling is made in his conviction, the permit shall be canceled and he shall not be permitted to practice the profession anymore.

Article (8)

In addition to the other specifications and standards of buses as are determined by virtue of a resolution of the Department's Chairman, all the buses that are registered or operated in the Emirate shall be conformant to the approved Emirati standards specifications and shall have a certificate.

Article (9)

An operator that is authorized to undertake the activity of passenger transport by buses that are rented to others shall provide a copy of the contract between it and the service lessee for the certification thereof by the Centre prior to commencing the provision of the service to such lessee, and shall identify the route and points of picking-up and dropping off passengers within the Emirate.

Article (10)

1. It is prohibited to operate any bus, including private buses, in the Emirate for undertaking any activity without obtaining a permit from the Centre.
2. It is prohibited to operate any bus, including private buses, for undertaking the activity unless they are registered in the Emirate. The Centre may authorize buses from outside the Emirate to operate within the Emirate as per the approved conditions.

3. It is prohibited to operate any bus, including private buses, that are not air conditioned and that are not compliant with the specifications and standards approved by the Department.

Article (11)

1. Without prejudice to any more stringent penalty as stipulated in any other legislation, the schedule of violations and penalties appended hereto shall apply to those who violate the provisions.
2. The Centre shall inform the competent licensing authorities of the Emirate of all the traffic violations whose fines have not been paid, and shall liaise with such authorities for the collection of the amount of such fines.

Article (12)

1. The law enforcement officer shall monitor the implementation of the provisions. For such purpose, such officers may detect violations and request the presentation of the necessary documents, and they may seek the help of the Police or any other competent authority whenever it is required.
2. When writing the minutes, the competent law enforcement officer shall offer conciliation to the violator, and this shall be evidenced in the minutes.
3. A violator who accepts conciliation shall pay 75% of the total penalty amount specified for the violation, within a grace period not exceeding a month from the date of offering conciliation thereto, and the violation shall cease by conciliation.

Article (13)

Every interested party may aggrieve in writing to the Centre against any decision, action or remedy that is taken against such party under the provisions of this regulation and the decision passed thereunder, within sixty (60) days from the date of being informed of the aggrieved resolution, action or remedy. A decision shall be made in the grievance according to the applicable procedures of the Centre and the grievant shall be informed of the grievance result. The failure to make a decision in the grievance within ninety (90) days from the date of filing the same shall constitute an acceptance of the grievance.

Article (14)

All the operators of the activity of passenger bus transport shall rectify their status in accordance with the provisions of this bylaw within a duration not exceeding one year from the effectiveness date thereof.

Article (15)

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

Falah Mohammed Al Ahbabi

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

Passed in Abu Dhabi

Dated:

Corresponding to:

**The Schedule of Violations of the Operators of
the Activity of Passenger Bus Transport**

Item	Violation	Penalty in Dirhams
1	Undertaking the activity in the Emirate without a permit from the Centre.	10,000
2	Undertaking an activity other than the activity permitted by the Centre.	5,000
3	Undertaking the activity under an expired permit.	2,500*
4	The operation of an unpermitted bus for undertaking the activity.	1,000 per bus
5	The operation of a bus to undertake an activity other than the authorized activity.	500 per bus
6	Driving a public transport bus or a tourist bus by an unauthorized driver.	2,000
7	Driving a public transport bus or a tourist bus under an expired driver permit.	1,000*
8	The failure to adhere to, or the manipulation of, the tariff determined for public buses.	20,000
9	The violation of the conditions approved by the Department for the transport of passengers and their baggage.	2,000
10	The failure to provide a means of contact for making enquiries or the submission of remarks and complaints about the service.	1,000*
11	The failure to present all the rules and conditions of bus use in a prominent location that is easily visible by passengers.	500 per bus*
12	The failure to provide records of the periodic maintenance programs for the bus.	1,000 per bus
13	The failure to set a security and safety plan for the entity and buses according to ADPHC's requirements.	2,500
14	The occupation of the entrances, exits and corridors of buses, including emergency exits, with any obstacles during operation.	500 per bus
15	The failure to keep complaint records, including complaint details, and its time, date and location, and the actions taken.	1,000
16	The failure to provide the uniform for bus drivers in the activities that are designated by the Centre.	500
17	The failure to deliver the baggage being left at the operator's buses or entities to the nearest police station immediately following finding the same and to inform the Centre of such according to the mechanism that is determined by the center.	2,000
18	The failure to adhere to the service brands that are designated by the Centre for every activity.	1,000
19	Using any service brands or other marks on buses before obtaining the Centre's approval.	5,000
20	The incompliance of intelligent transport systems with the standards and specifications approved by the Department.	5,000
21	The failure to remove service brands from buses upon the expiration of the activity permit or in case of the sale or cancelation or using the same in any activity other than the permitted activity.	1,000 per bus
22	The presentation of outdoor advertisements in the outer body of buses without a permit from the Centre.	1,000 per bus

23	The operation of buses that are not air conditioned or that are not compliant with the specifications and standards approved for undertaking the permitted activity.	2,500 per bus
24	The failure to link buses with the tracking and monitoring system designated by the Centre.	2,500 per bus
25	The failure to keep regular records that set out the number of the drivers' working hours and resting hours.	1,000
26	The failure to deliver the driver's permit to the Centre upon the end of his employment for the operator.	1,000
27	The failure to provide the details, information, reports and documents that are requested by the Department or the Centre within the time duration specified in the request.	5,000
28	The failure to adhere to the stipulations and instructions that are issued by the Department or the Centre.	2,000

The Schedule of Drivers' Violations

Item	Violation	Penalty in Dirhams
1	The failure to tag the vocational permit clearly for the designated activities.	100
2	The failure to wear the uniform or the failure to adhere to general appearance.	200
3	The failure to deliver of lost items and keeping such items for himself.	The cancelation of profession permit

* With giving the violator a grace period of 5 days for status rectification, failing such, the violation will be charged once again.