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The Authority is one of the active entities in the government of Ajman, and has effectively contributed to the construction and organization of the transportation sector in the Emirate of Ajman, and managed to achieve many achievements in this field.

Establishment: The Authority was established pursuant to the Amiri Decree No. (4) of 2005.

Transport Authority in Ajman is a government agency that was reorganized by the Emiri Decree No. (1) of 2020, promulgated by His Highness the Ruler of Ajman, concerning replacing the name of the institution to Transport Authority - Ajman on 03/02/2020 A.D.

The nature of the Authority's work: The Authority seeks to organize the transportation sector in the emirate by developing a strategy with defined features, to develop businesses and projects and build skilled workforce capable of working diligently and distinguishably to achieve the Authority's vision and align it with the Ajman Government's vision 2021 which is "A happy society that contributes to building a green economy backed by a distinguished government in harmony with the spirit of the union.

Introduction

Our work in the Authority depends on developing plans and programs that contribute to achieving the emirate government objectives according to their specialization, which focus on the following: diversifying and improving means of transport and public transportation, achieving connectivity among the elements of the infrastructure and the population communities in the emirate, and diversifying and developing government income sources. The Authority also seeks to raise the quality of the transport network and services provided to residents to ensure a better place to live to achieve the Ajman Vision 2021 by achieving the strategic objectives of the Authority.

The headquarters of the Authority is located in Al-Jurf area near the schools complex and includes the customer service center and the technical center in addition to (Speed Center for Vehicle Inspection and Registration) in Al-Raqaib 1 area, and the main station is located on Mohammed bin Zayed Street. The Authority aims to expand and establish additional service centers in the future.





Services Guide

This Guide represents the embodiment of the vision of the wise government of Ajman and the directives of the senior management of Transport Authority- Ajman towards applying the highest standards of quality in providing services to customers, and within the framework of the continuous work, to improve and raise the level of performance in the operations sector to facilitate procedures to achieve customer satisfaction. This Guide is prepared to explain the Authority's services. It can be published on the website be available to all customers, and to save time and effort in knowing what is required to obtain services in an easy way, including submission, attachments, required conditions, entities associated with providing services, and prescribed fees, without the need to refer to the Authority or inquire and search for other details to request the service.

Scope of Guide Application

This Guide includes all services provided by the Authority, classified according to the type of service provided, and the mechanism followed to provide the service on a permanent basis, in compliance with the requirements of the global star system for classifying services.

Guide Objective

- Educating customers about the services provided by the Authority, to meet their current and future needs and requirements.
- Facilitating the customer experience by providing comprehensive information on all the services of the Authority.

The Importance of The Guide

The importance of the Guide and the purpose for preparing it revolve around the following:

- Defining the services provided to customers by describing the services and clarifying the requirements for securing them, and other related information.
- Defining the categories of customers and the services provided to each category.
- Clarifying the customers' journey in the department, and service delivery channels.
- Enhancing harmony among the organizational units of the department with the aim of strengthening the relationship with customers of all their different categories.



Statement of His Excellency the Director General

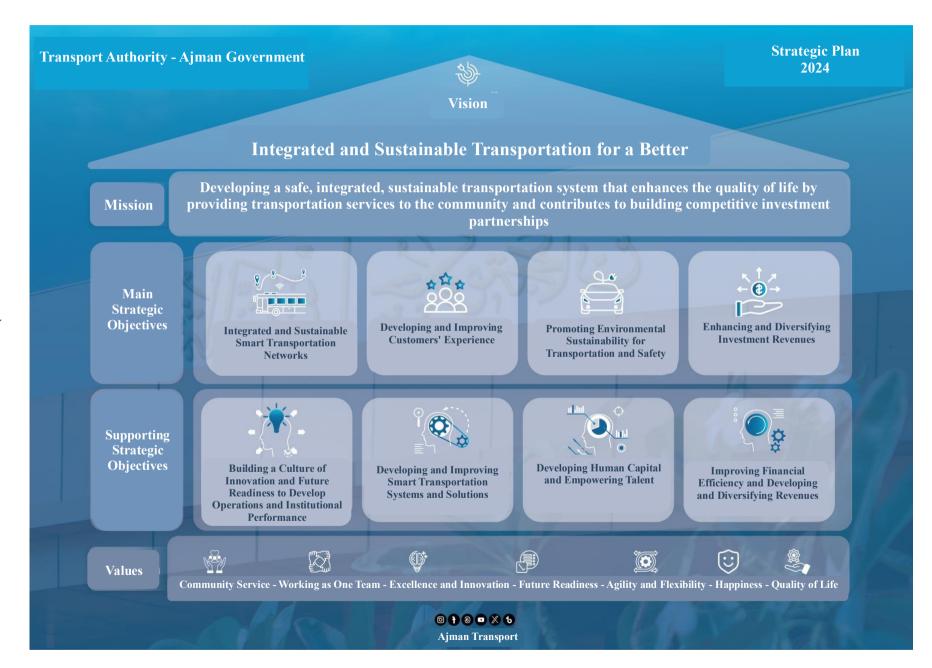


The Authority plays a significant role in the life of every individual in the community of Emirate of Ajman. Since the announcement of the establishment of the Authority in 2005, the Authority has been taking clear and confident steps towards achieving the objectives of the strategic plan of the Emirate of Ajman to keep pace with the progress and economic development in Ajman by providing essential infrastructure and facilitating the use of transportation services for residents and citizens of the emirate, which contributes to enhancing the quality of life in Ajman. The role entrusted to the Authority, which is predominantly service-oriented, is becoming increasingly important year after year. This has made Authority a direct point of contact for continuous communication with all segments of society, whether citizens, residents, investors, or tourists. Our responsibility at the Authority is to maintain a close relationship with all these categories, as we are obligated to them to ensure comfortable and dignified living conditions through our ongoing efforts to provide a range of diverse and comprehensive services, thanks to the quality of which all customers create a first impression of the extent of the attention given to them by our wise leadership. Moreover, promoting awareness of our services serves as a measure of our performance and a measure of the satisfaction of all our customers, as we view our customers as active partners in sustainable development and strategic partners, putting them among our priorities and continuously striving to develop our services so that we can provide them with more effectiveness and efficiency. We are always working on developing our services from the beginning so that we can provide them to them with more effectiveness and efficiency. We also work to encourage the innovation of more services and link them together in a way that makes them easy and simple, relying on the latest available technologies that cater to the needs of all categories of customers and provide them with comfort and reduce their effort through the fastest documents and in accordance with the best international practices.

> Omar Mohammed Lootah Director General of the Transport Authority - Ajman







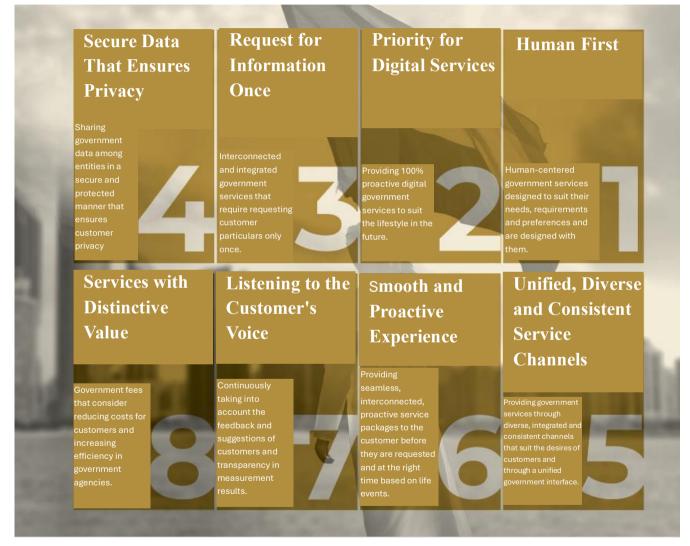




The promises of the United Arab Emirates



The United Arab **Emirates' Promise** for Future Services





















Customers Classification



Individuals									
Citizens Senior Citizens People of Determination Residents									
		200							
Companies									
Transportation Compa	anies Renta	l Companies	Schools						

Communication Channels

Communication Channels									
Call Center	Website	Smart Application	Social Media	Interactive WhatsApp					
80070	Ta.gov.ae	AjmanOne	@Ajman Transport	+971600599997					



Service Provision Channels

Service Provision Channels								
#	Channel	Services Available in the Channel						
1	Website	All Authority Services						
2	AjmanOne	All Authority Services Except Ministry of Civil Aviation Services						
3	Ajman BOD	On-demand Bus Service						
4	AJMAN ROUTE	Vehicle Booking Services						
5	Call Center 600599997	Vehicle Booking Services						





Service Name	Main Service Name		Sub-Ser	Sub-Service name		Supplementary Service Name					
Request for Car or Bike Permit for 0	Order Delivery	Issuance of Delive	ery Service Permits	Issuance of Car or Bike Permit for Order Delivery		Renewal of Car or Bike Permit for Order Delivery		ery			
Service Category and Type	Proce	dural	Comm	ercial	Informa	ational	Social				
Service Description		It is a service that	allows the customer to obtain	a car or bicycle permit for	orders and goods delivery from	m one place to another in the	e Emirate				
(Service Limitation)		The service is provided to the person concerned personally or his legal representative									
Package				None	_						
Customer Categories		Indiv	iduals			Companie	es				
(Beneficiary Categories)	Citizens	Senior citizens	People of Determination	Residents	Transportation Companies	Companies	Rental Companies	Schools			
Service Provision Channels		Website www.ta.gov.ae		Contact Center 80070		Smart App Ajman Route	Smart App Ajman BOI				
Service Delivery Channels		Website www.ta.gov.ae		SMS		Email	None				
Service Fees (AED)	300 500	For every car or bike	e licensed in Ajman licensed outside Ajman	Periodic	city of Fees Annually						
Average Service Completion Time		-		3 minute	es						
Service Provision Times				24 Hrs. / 7 d	days						
		Indiv	iduals		Companies						
Service Provision Requirements (Required Documents)					the Commercial License to Vehicle/Bike Number in th Data of the Authorized C	e Service Request Form					
	Obtaining I	nformation	Service Reques	st Submission	Communication D	uring the Process	Service Comple	etion			
Service's Customer Journey	Social	Website Login to the Service Site Social Media Select the Service Ajman One app Pay fees			The customer will be contacted in the event of a discrepancy in the vehicle number or in the event of any deficiency in the request The customer request request request			's website that the			
Is the Service Linked/Integrated with Other Parties	Yo	es	N	0	Entities with which the service is linked or integrated None						





Service Name	Service Name		Main Service Name		Sub-Service name		Supplementary Service Name		
Issuance of Renewal for Driver Permit to er Order Delivery in the Emi		Issuance of Deli	very Service Permits	Issuance of Driver Permit to engage in the activity of Order Delivery		Renewal of Driver Permi	Renewal of Driver Permit to engage in the activity of Order Del		
Service Category and Type	Proced	ural	Commerc	cial	Informa	tional	Social		
Service Description		It is a service that	allows the customer to issue perm	its for drivers of companies	engaged in the activity of deliv	vering orders and goods in the	he Emirate		
(Service Limitation)			The service is provide	ded to the person concerned	personally or his legal represe	ntative			
Package				None					
Customer Categories		In	dividuals	T		Companies			
(Beneficiary Categories)	Citizens	Senior citizens	People of Determination	Residents	Transportation Companies	Companies	Rental Companies	Schools	
Service Provision Channels	Website www.ta.gov.ae		Contact Ce 80070		Smart App Ajman One	Smart App Ajman Route			
Service Delivery Channels	Website www.ta.gov.ae	SM:			Smart App Ajman One	Email	None		
	200	Lice	nse per driver			Annually			
Service Fees	200	Training	course per driver Periodici		ty of Fees One ti		One time per driver	e time per driver	
Average Service Completion Time				3 minutes					
Service Provision Times				24 Hrs. / 7 da	ys				
		In	dividuals			Companies			
Service Provision Requirements (Required Documents)						ch the Commercial License Emirates ID Parti One-time Completion of the	culars		
	Obtaining In	formation	Service Request S	Submission	Communication Du	uring the Process	Service Complet	ion	
Service's Customer Journey	Webs Social M Ajman O	Media Provide the Emirates ID		ervice s ID Particulars ning Course			The customer receives an email and a notification on the Authority's website that the request is approved		
Is the Service Linked/Integrated with Other Parties	Yes	3	No		Entities with which the service is linked or integrated None				





Service Name	Service Name		Main Service Name		Sub-Service name		Supplementary Service Name		
Issuance of Initial Approval for Registry of Co Traffic and Licensing Depa									
Service Category and Type	Proce	dural	Comme	ercial	Informa	ational	Social		
Service Description	It is a service provided to co	ompanies that have an econo	omic license in the Emirate of	Ajman and desires to obtain	in initial approval to register all	l vehicle and motorcycle pla	ites with the Traffic and Licens	ing Department	
(Service Limitation)			The service is provi	ded to the person concern	ed personally or his legal repres	sentative			
Package				None	;				
Customer Categories		Indiv	riduals			Companie	es		
(Beneficiary Categories)	Citizens	Senior citizens	People of Determination	Residents	Transportation Companies	Companies	Rental Companies	Schools	
Service Provision Channels	Website www.ta.gov.ac		Contact Center 80070		Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BOD	1	
Service Delivery Channels	Website www.ta.gov.ae		SM	S	Smart App Ajman One	Email	None		
Service Fees		AED 200		Periodio	ity of Fees For one time				
Average Service Completion Time				Immediate / Urg	ent Service				
Service Provision Times				24 Hrs. / 7	days				
		Indiv	riduals			Companie	es		
Service Provision Requirements (Required Documents)						Provision of Vehicle	e Particulars		
	Obtaining I	nformation	Service Reques	Submission	Communication D	uring the Process	Service Comple	tion	
Service's Customer Journey	Social	Website Social Media Ajman One app		ority's Website Service e particulars ees				ification on the he request is	
Is the Service Linked/Integrated with Other	V	res	No		Entities with which the service is linked or integrated				
Parties	Y	es -	INC	1		Ministry of In	terior		





Service Name	Service Name		Main Service Name		Sub-Service name		lementary Service Name		
Issuance of Registration Card for (Buses,	Trucks, and Vehicles)	Issuance of Vehi	icles Registration		Card for (Buses, Trucks, and hicles)				
Service Category and Type	Procee	dural	Comm	nercial	Informa	tional Social			
Service Description		It is a request to register vehicle particulars (Buses, Trucks, and Vehicles) in the Authority's system in order to obtain a permit to practice the profession							
(Service Limitation) Package		The service is provided to the person concerned personally or his legal representative Vehicle Services Package							
Customer Categories		Indiv	iduals	1		Companie	S		
(Beneficiary Categories)	Citizens	Senior citizens	People of Determination	Residents	Transportation Companies	Companies	Rental Companies Schools		
Service Provision Channels	Website www.ta.gov.ae		Contact Center 80070		Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BOD		
Service Delivery Channels	Website www.ta.gov.ae		SM	MS	Smart App Ajman One	Email	None		
Service Fees (AED)	1000 1000 1000	Per	bus truck ehicle	Periodi	city of Fees		For one time		
Average Service Completion Time				3 minute					
Service Provision Times				24 Hrs. / 7	days	~ .			
Service Provision Requirements		Indiv	riduals			Companie	S		
(Required Documents)						Vehicle Partic	ulars		
	Obtaining In	nformation	Service Reque	est Submission	Communication Du	uring the Process	Service Completion		
Service's Customer Journey	Web Social Ajman C	Media	Login to the Authority's Website Select the service Provide Vehicle Particulars Pay fees		The customer will be contacted in case of any discrepancy in the vehicle's chassis number to update the particulars		The customer receives a notification on the Authority's website that the request is approved		
Is the Service Linked/Integrated with Other Parties	Ye	s	N	o	Enti	ties with which the service	is linked or integrated		





Service Nar	ne	Main Servic	e Name	Sub-Service name		Sup	plementary Service Name			
Registration/Renewal of Lin	mousine Company	ousine Company Issuance of Company		Issuance of Limousine Company Registration		Registration Renewal of Limousine Company Registration		stration		
Service Category and Type	Proc	edural	Comm	nercial	Informati	onal Social				
Service Description	It	It is a service of registering particulars of limousine companies from outside the Emirate in the Transport Authority system to engage in the activity in the Emirate								
)Service Limitation(ı	The service is provided to the	person concerned personally of	or his legal representative					
Package		None								
Customer Categories		Individuals	\$			Compani	es			
(Beneficiary Categories)	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies	Companies	Rental Companies	Schools		
Service Provision Channels		Website www.ta.gov.ae		Contact Center 80070		Smart App Ajman Route	Smart A _j Ajman B			
Service Delivery Channels		ebsite a.gov.ae	SM	⁄/S	Smart App Ajman One	Email	None			
Service Fees (AED(AED 2000	•	Periodicity	dicity of Fees Annually					
Average Service Completion Time				Urgent\Immediate						
Service Provision Times				24 Hrs. / 7 days						
Service Provision Requirements		Individuals	S			Compani	es			
(Required Documents)						Commercial Licens				
	Obtaining	Information	Service Reque	est Submission	Communication During the Process		Service Com	pletion		
Service's Customer Journey	Socia	ebsite I Media One app	Login to the Aut Select the Provide Commercial Pay I	e Service l License Particulars	No communication during the process of urgent/instant Service The customer receivon the Authority's request is a		ebsite that the			
Is the Service Linked/Integrated with Other Parties	7	/es	N	o	Entities	with which the service	e is linked or integrated			





Service Name		Main Se	rvice Name	Sub-Serv	vice name	Suj	pplementary Service Name			
Registration/Renewal of Tourist	n Company	Issuance of Con	npany Registration	Issuance of Tourism C	Company Registration	Renewal o	of Tourism Company Registrat	ion		
Service Category and Type	Proce	edural	Comm	nercial	Informat	ional	Social			
Service Description		It is a service of register	ing particulars of tourism comp	panies from outside the Emirat	te in the Transport Authority sy	stem to engage in the acti	vity in the Emirate			
(Service Limitation)			The service is pro	ovided to the person concerned	l personally or his legal represe	ntative				
Package				Tourism Comp	anies					
Customer Categories		Ind	lividuals			Compani	es			
(Beneficiary Categories)	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies	Companies	Rental Companies	Schools		
Service Provision Channels		bsite a.gov.ae	Contact Cente 80070		Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BO			
Service Delivery Channels		bsite a.gov.ae	SMS		Smart App Ajman One	Email	None			
Service Fees (AED)		AED 1000	Periodicit		ty of Fees		Annually			
Average Service Completion Time				Urgent\Immed	diate					
Service Provision Times				24 Hrs. / 7 da	ays					
Service Provision Requirements		Inc	lividuals			Compani				
(Required Documents)						Commercial License				
	Obtaining 1	Information	Service Reque	st Submission	Communication Du	ring the Process	Service Compl	etion		
Service's Customer Journey	Social	bsite Media One app	Login to the Aut Select the Provide Commercial Pay l	e Service License Particulars	No communication du urgent/instar		The customer receives a new Authority's website that approved	the request is		
Is the Service Linked/Integrated with Other Parties	Y	· es	N	0	Enti	ties with which the service is linked or integrated				





Service Name		Main Ser	rvice Name	Sub-Se	rvice name	Supp	plementary Service Name	
Issuance / Renewal of School Bus Permi Memorization Center		Issuance of School Trans	sportation Services Permits		Permit (Except For Quran ation Centers)	Renewal of School Bus Pe	ermit (Except For Quran Memo	orization Centers)
Service Category and Type	Proc	cedural	Comm	nercial	Inform	national	Social	
Service Description	It is a service provided to	schools to obtain bus permit	to engage in school transporta	specified by the		d from schools. The approva	ll is issued based on the technic	al requirements
(Service Limitation)			The service is prov	rided to the person concerne	ed personally or his legal repre	esentative		
Package				None				
Customer Categories		Individuals Companies						
(Beneficiary Categories)	Citizens	Senior citizens	People of Determination	Residents	Transportation Companies	Companies	Rental Companies	Schools
Service Provision Channels	Website www.ta.gov.	ae	Contact 800		Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BOD	
Service Delivery Channels	Website www.ta.gov.	ae	SM	4S	Smart App Ajman One	Email	None	
Service Fees (AED)	350	Per	r bus	Pariodic	city of Fees		For 6 months	
	500	Per	r bus				For a year	
Average Service Completion Time				3 minute				
Service Provision Times	•	T 1'	viduals	24 Hrs. / 7 c	days			
Service Provision Requirements		Indiv	viauais			Companie		
(Required Documents)						Logging in to the Author Provision of Vehicle		
	Obtaining	Information	Service Reque	st Submission	Communication I	Ouring the Process	Service Comple	etion
Service's Customer Journey	Socia	ebsite al Media a One app	Login to the Aut Select th Provide Vehic Pay	e Service ele Particulars	No communication	n during the process	The customer receives a notifi	
Is the Service Linked/Integrated with Other Parties	,	Yes	N	0	En	tities with which the service	is linked or integrated	





Service Name		Main Service	e Name	Sub-Ser	vice name	Su	applementary Service Name
Request for Permit for Passenger Tran	sportation	Issuance of Transportation	on Services Permits	Issuance of Passenge	r Transportation Permit	Renewal	of Passenger Transportation Permit
Service Category and Type		Procedural	Commercial Informational				Social
Service Description		This service	allows customers from transport	ation companies to obtain	a permit to transport passenger	rs by rented buses in the E	mirate
(Service Limitation)			The service is provide	ded to the person concerne	d personally or his legal repres	entative	
Package			·	None			
Customer Categories						Companies	
(Beneficiary Categories)	Citizens	Senior citizens	People of Determination	Residents	Transportation Companies	Companies	Rental Companies Schools
Service Provision Channels		/ebsite .ta.gov.ae					Smart App Ajman BOD
Service Delivery Channels		/ebsite .ta.gov.ae	SMS	S	• •	Email	None
	225	Per bus (carrying from 9	to 27 passengers)				For a month
	450	Per bus (carrying from 9	to 27 passengers)				For 6 months
	900	Per bus (carrying from 9					, , , , , , , , , , , , , , , , , , ,
	375						
Service Fees (AED)	750			Periodic	ity of Fees		
	1500						, , , , , , , , , , , , , , , , , , ,
	550						
	1100 2200						-
Average Service Completion Time	2200	Per bus (carrying more in	nan 50 passengers)	2 minuto			For a year
Service Provision Times							
Service Provision Times		Indiv	viduals	24 1113.7 7 6	lays	Compa	nies
Service Provision Requirements (Required Documents)		2.10.			Ĭ	ging IN to the Authority's Provision of Vehicle Partic	Website ulars
	Ob	otaining Information	Service Request	Submission	Communication D	Ouring the Process	Service Completion
Service's Customer Journey		Website Social Media Ajman One app	Select the S Provide Particulars of Vehicle	Service and Authorized Company	No communication	during the process	The customer receives a notification on the Authority's website that the request is approved
Is the Service Linked/Integrated with Other Parties		Yes	No		En	atities with which the servi	ice is linked or integrated





Service Name		Main Serv	ice Name	Sub-Ser	vice name	Supp	lementary Service Name		
Request for Transportation Temporary Peri Vehicles	mit for Buses, Trucks, and	Issuance of Transporta	tion Service Permits		Temporary Permit for Buses, nd Vehicles				
Service Category and Type	Proce	dural	Commer	cial	Informa	tional	Social		
Service Description	T	his service allows customers fi	rom inside or outside the Emira	te to obtain a temporary p	ary permit for the period requested by the customer to engage in the profession				
(Service Limitation)			The service is provided		personally or his legal represent	tative			
Package		None							
Customer Categories	a	Individu				Companies		~	
(Beneficiary Categories)	Citizens	Senior citizens	People of Determination	Residents	Transportation Companies	Companies	Rental Companies	Schools	
Service Provision Channels	Website www.ta.gov.ae		Contact C 80070		Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BOD	•	
Service Delivery Channels	Website www.ta.gov.ac		SMS		Smart App Ajman One	Email	None		
Service Fees (AED)	1	00 per bus, truck or vehicle		Periodic	ity of Fees		Per day		
Average Service Completion Time			Urgent\Immediate						
Service Provision Times				24 Hrs. / 7 day	S				
		Individ	uals			Companie	S		
Service Provision Requirements (Required Documents)					Vehicle P	Login to the Authorit Commercial Li articulars (Vehicle Number Authorized Company	cense , Traffic Code, Plate Color)		
	Obtaining Is	nformation	Service Request	Submission	Communication D	aring the Process	Service Complet	tion	
Service's Customer Journey	Social	Website Social Media Ajman One app		Login to the Authority's Website		Communication During the Process Service The customer recognition during the process of urgent/instant service Authority's we			
Is the Service Linked/Integrated with Other Parties	Ye	s	No		Enti	ties with which the service	is linked or integrated		





Service Name		Main Serv	ice Name	Sub-Servi	ce name	Supple	ementary Service Name	
Request for Truck, Machinery	or Cargo Permit	Issuance of Transporta	tion Service Permits	Issuance of Truck, Mach	ninery or Cargo Permit	Renewal of Tru	uck, Machinery or Cargo Per	rmit
Service Category and Type	Procee	lural	Comme	rcial	Informa	tional	Social	
Service Description		These are vehicles belong	ing to companies registered in th	e Emirate of Ajman and trans	sport goods or operate their n	nachinery within the Emi	rate	
(Service Limitation)			The service is provided to th	e person concerned personal	ly or his legal representative			
Package				None				
Customer Categories		Individu	uals			Companies	S	
(Beneficiary Categories)	Citizens	Senior citizens	People of Determination	Residents	Transportation Companies	Rental Companies		Schools
Service Provision Channels	Website www.ta.gov.ae		Contact C 8007		Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BOD	1
Service Delivery Channels	Website www.ta.gov.ae		SMS	3	Smart App Ajman One	Email	, , , , , , , , , , , , , , , , , , ,	
Service Fees (AED)	AED 500	For weight of (3)	.5 tons) or less Periodicity of I		of Face		Ammueller	
Service Fees (AED)	AED 1000	For weight of mor	re than (3.5 tons)	Periodicity	of rees		Annually	
Average Service Completion Time				3 minutes		Email None Annually		
Service Provision Times				24 Hrs. / 7 days				
Service Provision Requirements		Individ				Companies		
(Required Documents)	Login	to the Authority's Website and Provide a GPS installati			Login to the Au	thority's Website and Pro rovide a GPS installation	ovide Vehicle Particulars	
	Obtaining Ir		Service Request	Submission	Communication Du		Service Complet	tion
Service's Customer Journey	Web: Social I Ajman C	ite Media	Login to the Author Select the Provide Vehicle Provide a GPS insta	ority's Website service Particulars	No communication of	-	The customer receives a no the Authority's website that approved	otification on
Is the Service Linked/Integrated with Other	Ye		No		Entitie	s with which the service i	is linked or integrated	
Parties	10	•	No			None		





Service Name		Main Serv	vice Name	Sub-Se	ervice name	Supp	plementary Service Name			
Request for Bus or Truck Permit for Trans Goods	sportation of Workers or	Issuance of Transport	ation Service Permits		Permit for Transportation of s or Goods	Renewal of Bus or Tru	ick Permit for Transportation o Goods	f Workers or		
Service Category and Type	Proce	dural	Commo	ercial	Informat	tional	Social			
Service Description		These are the permits	issued to private companies in	n the event of a contract bet	tween them that includes work	and transportation in the	emirate			
(Service Limitation)		The service is provided to the person concerned personally or his legal representative								
Package				None						
Customer Categories		Individ	1			Companie	S			
(Beneficiary Categories)	Citizens	Senior citizens	People of Determination	Residents	Transportation Companies	Companies	Rental Companies	Schools		
Service Provision Channels	Website www.ta.gov.ac		Contact 800'		Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BOD	1		
Service Delivery Channels	Website www.ta.gov.ac		SM	IS	Smart App Ajman One	Email	None			
Service Fees (AED)		AED 600		Davia die	city of Fees		For 6 months			
Service Fees (AED)		AED 1200		Periodic	city of rees		Goods It Social Transportation in the emirate Companies Companies Rental Companies Schart App Ajman Route Ajman BOD Email None For 6 months For a year Companies S Website and Provide Vehicle Particulars alars of the Authorized Company The Process Service Completion The customer receives a notification the Authority's website that the receipt approved Ith which the service is linked or integrated			
Average Service Completion Time				3 minutes						
Service Provision Times				24 Hrs. / 7 days	s					
		Individ	uals	2.111517 / 4449.		Companie	es s			
Service Provision Requirements (Required Documents)						rity's Website and Provide	e Vehicle Particulars			
	Obtaining I	nformation	Service Reques	st Submission	Communication Du	ring the Process	Service Complete	tion		
Service's Customer Journey	Web Social Ajman (Media	Login to the Auth Select the Provide Comm Vehicle particulars (vehicle cold Provide the Particulars o	eservice ercial License number, traffic code, plate or)	No communication o	during the process	the Authority's website tha			
Is the Service Linked/Integrated with Other Parties	Ye	es	No)	Entitio	es with which the service None	Companies Smart App Ajman Route For 6 months For a year Companies Website and Provide Vehicle Particulars lars of the Authorized Company the Process Service Completion The customer receives a notificate the Authority's website that the reapproved th which the service is linked or integrated			





Service Name		Main Serv	rice Name	Sub- Serv	rice Name	Companies Companies Companies Rental Companies School Smart App Ajman Route For 6 months For a year Companies r on the Authority's Website and submit the Vehicle Data			
Request for Limousine with Driver Permit for P	assenger Transportation	Issuance of Transports	ation Services Permits		Driver Permit for Passenger ortation	Renewal of Limousine	with Driver Permit for Passenger Trans	sportation	
Service Category and Type	Proce	dural	Comm	ercial	Inform	ational	Renewal of Limousine with Driver Permit for Passenger Transporta Social ting passengers by luxury vehicles Companies Companies Rental Companies Sch Smart App Ajman Route Ajman BOD Email None For 6 months For a year Companies on the Authority's Website and submit the Vehicle Data g the Process Service Completion The customer receives a patification of the sustained and the part of the sustained and the passenger transportation.		
Service Description		This service aim	s to enable companies from outsic	sporting passengers by luxury	vehicles				
(Service Limitation)			The service is p	provided to the person concerned	ncerned personally or his legal representative				
Package				None					
Customer Categories		Indiv	duals						
(Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies	Companies	Companies Rental Companies		
Service Provision Channels	Wel www.ta	bsite 1.gov.ae	Call Cent 80070		Smart App Ajman One		Social Social Social Social Social Seengers by luxury vehicles Companies Companies Smart App Jiman Route For 6 months For a year Companies Authority's Website and submit the Vehicle Data Trocess The customer receives a notifice		
Service Delivery Channels		bsite a.gov.ae	SMS		Smart App Ajman One	Email	None		
		AED 1200		D 1 P 1	C.F.		For 6 months		
Service Fee		AED 2400		Periodici	ty of Fees		For a year		
Average Service Completion Time				3 minutes					
Service Delivery Times				24 Hrs. / 7 da	ıys				
Service Provision Requirements		Indiv	duals			Compani	es		
(Required Documents)					Regi	ster on the Authority's Website	and submit the Vehicle Data		
	Obtaining I	nformation	Service Reque	st Submission	Communication I	During the Process	Service Completion		
Service's Customer Journey	Socia	'ebsite al Media n One app	Login to the Aut Select the Submit the Com Vehicle Data (Vehicle Numbe	e Service mercial License	No Communication	During the Process	The customer receives a notificate Authority's website that the requesting the control of the customer is a control of the customer and the customer is a control of the customer is a control		
	Yo		No			Entities with which the service	e is linked or integrated		
Is the Service Linked / Integrated with Other Parties	Ye	es	No.	0		None			





Service Name		Main Serv	vice Name	Sub- Serv	vice Name	Su	pplementary Service Name	
Request for a Tourist Vehicle With Driver Permit for	r Passenger Transportation	Issuance of Transport	ration Services Permits	Issuance of a Tourist Vehicle W	7ith Driver Permit for Passenger Transportation	Renewal of Tourist Vehic	le With Driver Permit for Passenger T	ransportation
Service Category and Type	Proce	dural	Comn	nercial	Informa	ational	Social	
Service Description	This service aims to enable	companies to obtain a permit to	practice the activity of transporti	ing passengers by tourist vehicle	s from outside the Emirate, wheth	er buses, saloon vehicles or veh	nicles intended for tourism purposes in	the Emirate
(Service Limitation)			The service is p	provided to the person concerned	d personally or his legal representa	tive		
Package		None						
Customer Categories		Indiv	riduals	,		Companie	es	
(Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies	Companies	Rental Companies	Schools
Service Provision Channels	Wet www.ta				Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BOD	
Service Delivery Channels		bsite a.gov.ae	SMS		Smart App Ajman One	Email	None	
Service Fee		AED 150		Daniadiai	ity of Fees		For 6 months	
Service ree		AED 300		Periodici	ny of rees		For a year	
Average Service Completion Time				3 minutes	•			
Service Delivery Times				24 Hrs. / 7 da	ays			
Service Provision Requirements (Required Documents)		Indiv	riduals			Companie	es	
					Regis	ster on the Authority's Website	and submit the Vehicle Data	
	Obtaining I	nformation	Service Reque	est Submission	Communication D	ruring the Process	Service Completion	n
Service's Customer Journey	Web Social Ajman G		Select th Submit the Con	thority's Website te Service nmercial License er, Traffic Code, Plate Color)	No Communication	During the Process	The customer receives a notific Authority's website that the requi	
Is the Service Linked / Integrated with Other Parties	37			T		Entities with which the service	is linked or integrated	
	Ye	es	N	No.		None		





Service Name		Main Serv	ice Name	Sub- Serv	ice Name	Su	pplementary Service Name
Request for Training of School Bus	Supervisors	Issuance of Permits for S	School Transport Services	Request for Training of	School Bus Supervisors		
Service Category and Type	Proce	dural	Comm	ercial	Inform	ational	Social
Service Description	Permits issued to the person r	responsible for monitoring students and ensuring their safety inside the school bus during the trip to and from school. The permit is issued after passing the training c regulations of the Authority based on the school transport regulation.					g course to ensure their compliance with the laws and
(Service Limitation)			The service is p	rovided to the person concerned	personally or his legal representa	ative	
Package				None			
Customer Categories		Indivi	duals			Companie	es
(Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies	Companies	Rental Companies Schools
Service Provision Channels	Web www.ta	osite a.gov.ae	Call Cent 80070		Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BOD
Service Delivery Channels	Web www.ta	osite a.gov.ae	SM	is	Smart App Ajman One	Email	None
Service Fee		AED 400 per supervisor		Periodicity of Fees			Annually
Average Service Completion Time			3 minutes				
Service Delivery Times				24 Hrs. / 7 da	ys		
Service Provision Requirements (Required Documents)		Indivi	duals			Companie	es
(Required Documents)					Register or	the Authority's website and pro	ovide the supervisor's identity data
	Obtaining I	nformation	Service Reque	st Submission	Communication I	During the Process	Service Completion
Service's Customer Journey	Social	bsite Media One app	Login to the Authority's Website Select the Service Submit the Commercial License ID Number Supervisor Photo		No Communication	During the Process	The customer receives a notification on the Authority's website that the request is approved
Is the Service Linked / Integrated with Other Parties	**					Entities with which the service	e is linked or integrated
	Ye	es	No	0		None	





Service Name		Main Ser	vice Name	Sub- Serv	vice Name	h the laws and regulations of the Authority, based on the school transport regive Companies		
Request for School Bus Driver	r Permit	Issuance of Permits for S	School Transport Services	Issuance of a School	ol Bus Driver Permit	Rene	wal of School Bus Driver Permit	
Service Category and Type	Proce	edural	Comm	nercial	Informa	ational	Social	
Service Description	Permits issued to the person au	thorized to transport students to a	and from school. The permit is iss	sued after passing the training co	urse to ensure their compliance wi	ith the laws and regulations of	f the Authority, based on the school transport regulation.	
(Service Limitation)			The service is provided to the person concerned personally or his legal representative					
Package				None				
Customer Categories		Indiv	iduals			Compan	ies	
(Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies	Companies	Rental Companies Schools	
Service Provision Channels		bsite a.gov.ae	Call C 800	Center 070	Smart App Ajman One			
Service Delivery Channels		bsite a.gov.ae	SMS		Smart App Ajman One	Email None		
	AED 400		per driver					
Service Fee	AED 100 AED 350		er School Residence Rental Company Iqama	Periodici	ty of Fees		Annually	
Average Service Completion Time				3 minutes				
Service Delivery Times				24 Hrs. / 7 da	nys			
Service Provision Requirements		Indiv	iduals			Compan	ies	
(Required Documents)					Register on th	e Authority's website and prov	vide the identity data of the bus driver	
	Obtaining 2	Information	Service Reque	est Submission	Communication D	turing the Process	Service Completion	
Service's Customer Journey	Soci	Vebsite al Media n One App	Login to the Authority's Website Select the Service Submit the Commercial License ID Number - Driver Photo - Driving License		No Communication	During the Process	The customer receives a notification on the Authority's website that the request is approved	
Is the Service Linked / Integrated with Other Parties		,				Entities with which the service	ce is linked or integrated	
	Yes		N	0		None		





Service Name		Main Ser	vice Name	Sub- Ser	vice Name	actice the profession of transporting goods				
Request for Rental Truck and Bus	Driver Permit	Issuance of Transport	ation Services Permits	Issuance of Rental Truc	ck and Bus Driver Permit	Renewal of	Rental Truck and Bus Driver Pe	ermit		
Service Category and Type	Proc	edural	Comm	nercial	Informa	itional	Social			
Service Description		This service allows transp	port companies to request the	issuance of a permit card th	nat allows company drivers to p	practice the profession of t	transporting goods			
(Service Limitation)			The service is prov	vided to the person concerne	d personally or his legal repres	sentative	ntative			
Package				None						
Customer Categories		Indiv	iduals			Compan	nies			
(Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies	Companies				
Service Provision Channels		ebsite a.gov.ae	Call Cen 80070		Smart App Ajman One	1.1				
Service Delivery Channels		ebsite .a.gov.ae	SN	MS	Smart App Ajman One	Email	None			
Service Fee		AED 500		Periodic	ity of Fees		For a year			
Average Service Completion Time				3 minute	s					
Service Delivery Times				24 Hrs. / 7 c	days					
Service Delivery Requirements		Indiv	iduals			Compan	nies			
(Required Documents)	R	egister on the Authority's We	bsite and Provide Identity Da	nta	Register	on the Authority's Websi	ite and Provide Identity Data			
	Obtaining	Information	Service Reque	est Submission	Communication D	uring the Process	Service Comple	etion		
Service's Customer Journey	Socia	ebsite I Media One app	Select the Submit the Com	thority's Website e Service nmercial License umber Driving License	No Communication	During the Process	The customer receives a no Authority's website that approved			
Is the Service Linked / Integrated with Other Parties	7	7	N	(-	Enti	ities with which the service	ce is linked or integrated			
	Y	Yes .	N	б		None	<u> </u>			





Service Name		Main Ser	vice Name	Sub-	Service Name	Sup	plementary Service Name			
Request for Certificat	tos	Issuance of	f Certificates	Issuance of To Whor	m It May Concern Certificate					
Request for Ceruncal	ies	issuance of	Certificates	Issuance of a Clearar	nce Certificate for Violations					
Service Category and Type	Proce	dural	Commercial		Informat	ional	Social			
Service Description			An official certificate certifying	ng the authenticity of	r proof of certain information, addre	ssed to the relevant stakeholders	s			
(Service Limitation)			The service is	s provided to the per	son concerned personally or his lega	l representative				
Package					None					
Customer Categories		Indi	viduals			Companies				
(Beneficiary Groups)	Citizens	Citizens Senior Citizens People of Determination Residents Transportation Companies Companies Rental Con					Rental Companies	Schools		
Service Provision Channels		bsite a.gov.ae	Call Center 80070		Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BOD)		
Service Delivery Channels		bsite a.gov.ae	SMS		Smart App Ajman One	Email	None			
Service Fee		AED 50		Perio	dicity of Fees		Per certificate			
Average Service Completion Time					3 minutes					
Service Delivery Times					24 Hrs. / 7 days					
		Indi	viduals			Companies				
Service Delivery Requirements (Required Documents)	Cho		uthority's website and the subject of the certificate		Cho	Log in to the Authority pose the type of certificate and the				
	Obtaining l	nformation	Service Request Sub	mission	Communication Du	ring the Process	Service Complet	ion		
Service's Customer Journey	Social	osite Media One app	Login to the Authority' Select the Servi Select the subject of the	ice	No Communication During the P Service	rocess Due to the Immediate Delivery	The customer receives a not Authority's website that the re-			
Is the Service Linked / Integrated with Other Parties	Y	es	No		Е	ntities with which the service is None	linked or integrated			





Service Name		Main Service Name		Sub- Service Name		Supplementary Service Name			
Payment of Violations		Payment of Violations		Payment of Violations					
Service Category and Type	Procee	dural	Commercial		Informational		Social		
Service Description	This service allows the payment of violations that are issued by the Authority's observers								
(Service Limitation)	The service is provided to the person concerned personally or his legal representative								
Package	None								
Customer Categories	Individuals				Companies				
(Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies	Companies	Rental Companies	Schools	
Service Provision Channels	Website www.ta.gov.ae		Call Center 80070		Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BOD		
Service Delivery Channels	Website www.ta.gov.ae		SMS		Smart App Ajman One	Email	None		
Service Fee	Depending on the violation value Periodicit				y of Fees				
Average Service Completion Time	Immediate/Urgent								
Service Delivery Times	24 Hrs. / 7 days								
Service Delivery Requirements	Individuals				Companies				
(Required Documents)	Vehicle Number/Violation Number				Vehicle Number/Violation Number				
Service's Customer Journey	Obtaining Is	nformation	Service Reque	st Submission	Communication During the Process		Service Completion		
	Webs: Social M Ajman Oi	ledia		hority's Website e Service Violation Number	No Communication During the Process Due to the Immediate Service Delivery		The customer receives a notification on the Authority's website that the request is approved		
Is the Service Linked / Integrated with	Yes		No		Entities with which the service is linked or integrated				
Other Parties					None				







Service Name		Main Service Name		Sub- Service Name		Supplementary Service Name			
Request for Approval of Vocational and Training Programs Related to the Aviation Sector		Issuance of Initial Approvals for Aviation Services		Approval of Vocational and Training Programs Related to the Aviation Sector					
Service Category and Type	Procedural		Commercial		Informational		Social		
Service Description		It is the approval of training	g, teaching and professional pr	ograms that are taug	ht within academic and university facilities in the Emirate related to civil aviation				
(Service Limitation)	To the concerned person and his representative								
Package	None								
Customer Categories		Individual	S			Compa	nies		
(Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportation	on Companies	Rental Companies Schools / Universities		
Service Provision Channels	Website www.ta.gov.ae		Call Center 80070		Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BOD		
Service Delivery Channels	Website www.ta.gov.ae		SMS		Smart App Ajman One	Email	None		
Service Fee	AED 3000			Perio	odicity of Fees The accreditation shall be renewed in the event of modification of the program are consulting fees shall be added if used to evaluate the training program				
Average Service Completion Time	3 working days								
Service Delivery Times	24 Hrs. / 7 days								
	Individuals				Companies				
Service Provision Requirements					A letter from the entity requesting the license Owner and Partners ID Owner and Partners Personal Photo				
	Obtaining I	otaining Information Service Request Su		bmission Communication D		During the Process	Service Completion		
Service's Customer Journey	Web Social	osite Media	Login to the website with select the required service, necessary documents	, and provide the	The applicant is contacted in case of incomplete documents		The customer receives a notification of approval of the request		
Is the Service Linked / Integrated with	V	Yes No		Entities with which the service is linked or integrated					
Other Parties	Other Parties 170					General Civil Aviation	Authority (GCAA)		





Service Name		Main Service Name		Sub- Service Name		Supplementary Service Name			
Request for Initial Approval for Helipads Designated for (Service/Emergency/Commercial) Use		Issuance of Initial Approvals for Aviation Services		Issuance of Initial Approval for Helipads Designated for (Service/Emergency/Commercial) Use		Renewal of the Initial Approval for Helipads Designated for (Service/Emergency/Commercial) Use			
Service Category and Type	Procedural		Commercial		Informational		Social		
Service Description	It is a service that grants approval by ensuring the compatibility and suitability of airstrips for air security and safety requirements and all technical requirements for operation for the purpose of (service/emergency/commercial)								
(Service Limitation)	To the concerned person								
Package				None					
Customer Categories		Individuals					Companies		
(Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportation C	Companies	Rental Companies	Schools / Universities	
Service Provision Channels	Website www.ta.gov.ae		Call Cer 80070		Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BOD		
Service Delivery Channels	Website www.ta.gov.ae		SMS		Smart App Ajman One	Email	None		
Service Fee		AED 2000	-	Periodicity of Fees		Annually			
Average Service Completion Time	3 working day				/S				
Service Delivery Times				24 Hrs. / 7 day	ys				
	Individuals				Companies				
Service Provision Requirements	Drawing scale Compliance Statements Owner ID Owner Personal Photo			A letter from the entity requesting the license Drawing scale Compliance Statements Owner ID Owner and Partners Personal Photos					
	Obtaining Information Ser			Service Request Submission		Communication During the Process		Service Completion	
Service's Customer Journey Website Social Media			Login to the website with a digital identity, select the required service, and provide the necessary documents		The applicant is contacted in case of incomplete documents		The customer receives a notification of approval of the request		
Is the Service Linked / Integrated with Other Parties	UNTRANSLATED_CONTENT_STA UNTRANSLATED_CONTENT_EN				Entities with which the service is linked or integrated General Civil Aviation Authority (GCAA)				





Service Name	2	Main Ser	vice Name	Sub- S	ervice Name		Supplementary Service Nar	ne		
Request for Initial Approval of an Ai for Commercial and Recrea		Issuance of Initial Appro	ovals for Aviation Services	Runway Licens	Approval of an Airstrip or e for Commercial and ional Purposes	Renewal of Initial App	roval of an Airstrip or Runway Recreational Purposes	License for Commercial and		
Service Category and Type	Proce	dural	Commercia	ıl	Inform	ational	S	Social		
Service Description	It is a service that gran	its approval by ensuring the	compatibility and suitability of	airstrips for air secur	ity and safety requirements	nd safety requirements and all technical requirements for operation for commercial and recreational purpo				
(Service Limitation)				To the	concerned person					
Package					None					
Customer Categories		Individuals Companies								
(Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportation	n Companies	Rental Companies	Schools/Universities		
Service Provision Channels	Web www.ta		Call Cente 80070	r	Smart App Ajman One	Smart App Ajman Route		art App an BOD		
Service Delivery Channels		ebsite SMS ta.gov.ae			Smart App Ajman One Email		None			
Service Fee		AED 3000		Period	licity of Fees		Annually			
Average Service Completion Time				3 1	working days					
Service Delivery Times				24	Hrs. / 7 days					
Service Provision Requirements		Individu	ais			A letter from the en Dra Complia Owner a	ompanies atity requesting the license wing scale ance Statements and Partners ID artners Personal Photo			
	Obtaining I	nformation	Service Request Su	bmission	Communication I	Ouring the Process	Service	Completion		
Service's Customer Journey	Web Social		Login to the website with a di the required service, and pro documents	and provide the necessary The applicant is contacted in case of incomplete The customer received documents			notification of approval of the equest			
Is the Service Linked / Integrated with Other Parties	Ye	es	No				e service is linked or integrated iation Authority (GCAA)			





Service Name	•	Main Ser	rvice Name	Sub-	Service Name		Supplementary Service Nat	ne
Request for Initial Approval for Tem	porary Service Airstrip	Issuance of Initial Appro	ovals for Aviation Services		l Approval for Temporary vice Airstrip	Renewal of	Initial Approval for Temporar	y Service Airstrip
Service Category and Type	Proce	dural	Commercia	.1	Inform	ational	9	Social
Service Description	It is a service	that grants approval by ensu	uring that the airstrips are comp	atible with the requi	rements of air security and sa	fety and all technical requir	rements for operation are valid	for three months
(Service Limitation)				To the	concerned person			
Package					None			
Customer Categories		Individua	als			Co	ompanies	
(Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportation	on Companies	Rental Companies	Schools/Universities
Service Provision Channels	Web www.ta		Call Center 80070		Smart App Ajman One	Smart App Ajman Route		nart App nan BOD
Service Delivery Channels	Web www.ta		SMS		Smart App Ajman One Email		None	
Service Fee		1500 AED			dicity of Fees		For 3 months	
Average Service Completion Time					working days			
Service Delivery Times		Individu	ala	24	Hrs. / 7 days	Co	ompanies	
Service Provision Requirements		Helvida				A letter from the ent Drav Compliar Owner a	city requesting the license wing scale nce Statements and Partners ID theres Personal Photo	
	Obtaining I	nformation	Service Request Su	bmission	Communication I	During the Process	Service	Completion
Service's Customer Journey		Website Social Media Login to the website with a digital identity, select the required service, and provide the necessary documents The applicant is contacted in case of incomplete documents The customer receives a no				otification of approval of the request		
Is the Service Linked / Integrated with Other Parties	Ye	es	No				service is linked or integrated ation Authority (GCAA)	





Service N	lame	Main Servi	ce Name	Sub- S	Service Name		Supplementary Service Nar	ne
Request for a Permit to H	lold Fireworks Shows	Issuance of Aviation	n Services Permits	Permit to Ho	old Fireworks Shows			
Service Category and Type	Proce	edural	Commercial	1	Inforn	national	S	ocial
Service Description	It is the service of j	permitting fireworks and high ex	plosives and ensuring that they	are suitable for use	at high altitudes within the	e permissible ranges accord	ing to security and safety requ	irements
(Service Limitation)				To the concer	med person			
Package				No	ne			
Customer Categories		Individuals				C	ompanies	
(Beneficiary Groups)	, A		Residents	Transportation	on Companies	Rental Companies	Schools/Universities	
Service Provision Channels			Call Center 80070		Smart App Ajman One	Smart App Ajman Route		art App an BOD
Service Delivery Channels	Website SMS www.ta.gov.ae		SMS		Smart App Ajman One	Email	Ν	None
Service Fee					dicity of Fees		For 30 days	
Average Service Completion Time	· ·							
Service Delivery Times		Individuals		24 Hrs. /	7 days		ompanies	
Service Provision Requirements		Individuals				Approval fr Approval from Ajman Po Op Event locat Fireworks als Ev	om Civil Defense lice GHQ (Explosives Section erator ID tion identification titude identification ent time erator ID number)
	Obtaining 1	Information	Service Request Sub	bmission	Communication 1	During the Process	Service	Completion
Service's Customer Journey		osite Media	Login to the website with a digital identity, select the required service, and provide the necessary documents The applicant is contacted in case of incomposition of the provided in the pro					
Is the Service Linked / Integrated						Entities with which the	e service is linked or integrated	l e e
with Other Parties	Y	es	No		Sharjah Civil Aviation I	Department/General Author	rity of Civil Aviation/Civil De	fense/Ajman Police GHQ





Service Nam	e	Main Sei	vice Name	Sub- S	Service Name		Supplementary Service Nar	me
Request for a Permit for Space Tra Cannon (Laser		Issuance of Aviatio	n Services Permits		racking Systems/Space on (Laser)			
Service Category and Type	Proce	dural	Commercia	1	Informational Social			
Service Description	It is the service of permitti	ng space cannons (lasers) ac	cording to specific controls and	d ensuring the approp	riateness of using them at hig	gh altitudes within the permis	ssible ranges according to secu	urity and safety requirements
(Service Limitation)				To the	concerned person			
Package					None			
Customer Categories		Individu	als			Con	mpanies	
(Beneficiary Groups)	Citizens Senior Citizens People of Determination Residents			Residents	Transportation	n Companies	Rental Companies	Schools/Universities
Service Provision Channels	Web www.ta	osite 1.gov.ae	Call Center 80070	r	Smart App Ajman One	Smart App Ajman Route		art App an BOD
Service Delivery Channels		Website SMS www.ta.gov.ae			Smart App Ajman One	Email	Ŋ	None
Service Fee		AED 1000 Periodicity of Fees For 30 days				For 30 days		
Average Service Completion Time					working days			
Service Delivery Times				24	Hrs. / 7 days			
		Individu	als				mpanies	
Service Provision Requirements						Operating loca Altitude Operation an Operating devices Operating device Event time	erator ID ation identification identification gle identification number identification es type identification et identification rator ID number	
	Obtaining I	nformation	Service Request Su	bmission	Communication D	uring the Process	Service	Completion
Service's Customer Journey	Web Social	osite Media	Login to the website with a digital identity, select the required service, and provide the necessary documents		The applicant is contacte docun			notification of approval of the equest
Is the Service Linked / Integrated with Other Parties	Ye	es	No				service is linked or integrated tion Authority (GCAA)	





Service Name		Main Se	rvice Name	Sub- S	Service Name		Supplementary Service Nar	ne
Request for a Permit for Operation Balloons	ns Related to Hot Air	Issuance of Aviat	tion Services Permits		ations Related to Hot Air Balloons			
Service Category and Type	Proce	dural	Commercia	ıl	Inform	ational	S	ocial
Service Description	It is the service of perm	itting operations related to	air balloons according to specif		ing the appropriateness of us requirements	sing them at high altitudes wi	ithin the permissible ranges acc	cording to security and safety
(Service Limitation)				To the	e concerned person			
Package					None			
Customer Categories		Individu	ıals			Co	ompanies	
(Beneficiary Groups)	Citizens Senior Citizens People of Determination Residen				Transportatio	n Companies	Rental Companies	Schools/Universities
Service Provision Channels		Website Call Center www.ta.gov.ae 80070		r	Smart App Ajman One	Smart App Ajman Route		art App an BOD
Service Delivery Channels	Web www.ta		SMS		Smart App Ajman One	Email	1	None
Service Fee	AED 1000 Periodicity of Fees For 30 days							
Average Service Completion Time					working days			
Service Delivery Times				24	4 Hrs. / 7 days			
Service Provision Requirements		Individ	nais			Copy o Balloon Fl: Air balloons n Operating loo Altitude Time i	ompanies of operator ID specifications ight plan umber identification cation identification dentification dentification dentification erator ID number	
	Obtaining I	nformation	Service Request Su	bmission	Communication D	Ouring the Process	Service	Completion
Service's Customer Journey	Web Social		Login to the website with a di the required service, and pro documents	vide the necessary	The applicant is contacted docur	-	The customer receives a notification of approval of the application	
Is the Service Linked / Integrated with Other Parties	Ye	es	No		Sha		service is linked or integrated ent/General Authority of Civil	Aviation





Service Nam	e Mai	n Service Name	Sub-	Service Name		Supplementary Service Na	me
Request for a Permit for Aer	rial Photography Issuance of A	viation Services Permits	Permit for	Aerial Photography			
Service Category and Type	Procedural	Commercia	1	Inform	ational		Social
Service Description	It is a service for permitting operations related to a			helicopters or aircraft) in accordance with security and s		ols and ensuring the appropriate	teness of their use at high altitudes
(Service Limitation)			To th	ne concerned person			
Package				None			
Customer Categories	Ind	viduals			Co	ompanies	
(Beneficiary Groups)	Citizens Senior Citizens	People of Determination	Residents	Transportation	on Companies	Rental Companies	Schools/Universities
Service Provision Channels	Website www.ta.gov.ae			Smart App Ajman One	Smart App Ajman Route		nart App nan BOD
Service Delivery Channels	Website www.ta.gov.ae	SIVIS		Smart App Ajman One	Email		None
Service Fee	AED 2000		Perio	odicity of Fees		For 30 days	
Average Service Completion Time				3 working days			
Service Delivery Times			2	24 Hrs. / 7 days			
Service Provision Requirements	ind	viduals		A licens	On-sit se certificate for the aircraft t Flig Aircraft ty Operating loo Filming di Filming ti Altitude Operating loo	ompanies e operator ID used issued by the Civil Aviati ght details the identification cation identification ate identification me identification e identification cation identification or ID number	on Authority
	Obtaining Information	Service Request Su	bmission	Communication I	Ouring the Process	Service	e Completion
Service's Customer Journey	Website Social Media	Login to the website with a di the required service, and pro documents	vide the necessary		ed in case of incomplete ments		notification of approval of the plication
Is the Service Linked / Integrated with Other Parties	Yes	No				service is linked or integrated Aviation Department	l





Service Nam	ne e	Main Serv	vice Name	Sub-	- Service Name	Su	applementary Service Name		
Request for a Permit to Use Airspac Tourism Purpos		suance of Aviation	Services Permits		space for Recreational and ism Purposes				
Service Category and Type	Procedural		Commercia			ational	Socia	1	
Service Description	It is a service for permitting the use of ai	rspace for recreatio			according to specific controls a rity and safety requirements	and ensuring the appropriatenes	es of using it at high altitudes v	vithin the permissible	
(Service Limitation)				To the co	oncerned person				
Package					None				
Categories of dealers		Individuals				Compar			
Target groups	Citizens Sen	nior Citizens	People of Determination	Residents	Transportation	on Companies	Rental Companies	Schools/Universities	
Service Provision Channels	Website www.ta.gov.ae		Call Center 80070	1	Smart App Ajman One	Smart App Ajman Route	Smart Ap Ajman BO	p DD	
Service Delivery Channels	Website www.ta.gov.ae		SMS		Smart App Ajman One	Email	None		
Service Fee	A	ED 2000		Periodici	ity of Fees	Per event			
Average Service Completion Time				3 worl	king days				
Service Delivery Times		Individuals		24 H	rs. / 7 days				
Service Provision Requirements						Compar Operator I Aircraft user li Trip flowchart and Passenger d Maintenance and lic Aircraft ty; Passenger, aircraft, and thi Aircraft type iden Location identif Filming date iden Altitude identif Time identific Operator ID n Passenger IDs,	Dicense elevations lata tensing data pe rd party insurances tification fication cation cation umber if any		
	Obtaining Information	1	Service Request Su	bmission	Communication 1	During the Process	Service Cor	npletion	
Service's Customer Journey	Website Social Media		Login to the website with a di the required service, and pro documents	vide the necessary	The customer receives a notification of				
Is the Service Linked / Integrated with Other Parties	Yes		No		Sharjah Civi	Entities with which the service Aviation Department /General			





Service Nam	e	Main Serv	vice Name	Sub	- Service Name		Supplementary Service Name	
Request for a Permit to Operate	a Multi-Use Drone	Issuance of Aviation	Services Permits	Permit to Oper	rate a Multi-Use Drone			
Service Category and Type	Procedural		Commercia	1	Inform	ational	Socia	al
Service Description	It is a service for per	mitting the use of a dron	e according to specific controls	and ensuring the a	ppropriateness of its use within	the permitted ranges accord	ding to security and safety requir	rements
(Service Limitation)				To the co	oncerned person			
Package					None			
Categories of dealers		Individuals				Comp		
Target groups	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies		Rental Companies	Schools/Universities
Service Provision Channels	Website www.ta.gov.ae		Call Center 80070		Smart App Ajman One	Smart App Ajman Route	Smart Ap Ajman BC	op OD
Service Delivery Channels	Website www.ta.gov.ae		SMS		Smart App Ajman One	Email	None	
Service Fee		AED 1000		Periodic	ity of Fees		For seven days	
Average Service Completion Time				3 worl	king days			
Service Delivery Times		Individuals		24 H	Irs. / 7 days	Comp		
Service Provision Requirements						Operato certificate for the drone issu Flight d Drone user Drone type ide Operating location Filming date id Altitude iden Time identi Operator ID	or ID ed by the Civil Aviation Authori etails license entification i dentification entification fication fication fication fication or number	
	Obtaining Inform	nation	Service Request Su	bmission	Communication I	During the Process	Service Cor	mpletion
Service's Customer Journey	Website Social Media		Login to the website with a di the required service, and pro documents	vide the necessary	t The applicant is contacted in	case of incomplete documer	The customer receives a notified reque	
Is the Service Linked / Integrated with Other Parties	Yes		No		Sharjah Civil		vice is linked or integrated	





Service Name	e	Main Ser	vice Name	Sub- S	Service Name	Supplementary Service Name				
Request for Initial Approval to Lice	ense a Multi-Use Drone	Issuance of Initial Appro	vals for Aviation Services		approval to License a Multi- Use Drone	Renewal of	Initial Approval to License a l	Multi-Use Drone		
Service Category and Type	Proce	dural	Commercia	al	Inform	national	S	ocial		
Service Description	It is a service for granting	ng approval to license a dron	e and ensuring that it complies	with standards and	laws, and that its use is car	ried out in a safe and non-thre	eatening manner to the public	safety or privacy of others		
(Service Limitation)				To the	concerned person					
Package					None					
Customer Categories		Individua	ls				ompanies			
(Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportati	on Companies	Rental Companies	Schools/Universities		
Service Provision Channels	Web www.ta		Call Cente 80070	r	Smart App Ajman One	Smart App Ajman Route		art App an BOD		
Service Delivery Channels	Web www.ta		SMS		Smart App Ajman One	Email	1	None		
Service Fee					riodicity of Fees Annually					
Average Service Completion Time					working days					
Service Delivery Times		Individua		24	Hrs. / 7 days		ompanies			
Service Provision Requirements		d.vidua				Op Drone S Pictu Drone Drone Serial N	erator ID Serial Number re of Drone User License fumber Identification D Identification			
	Obtaining I	nformation	Service Request Su	bmission	Communication	During the Process	Service	Completion		
Service's Customer Journey	Web Social		Login to the website with select the required service, necessary documents	and provide the		eted in case of incomplete iments		notification of approval of the equest		
Is the Service Linked / Integrated with	Ye	es	No				service is linked or integrated			
Other Parties					Sha	nrjah Civil Aviation Departme	nt /General Authority of Civil	Aviation		







Service Name	Main Se	ervice Name	Sub- Serv	ice Name	St	upplementary Service Nam	e
Request a Limousine	Limous	ine Booking					
Service Category and Type	Procedural	Comm	ercial	Inform	ational	Soc	ial
Service Description		It is al	oout providing a luxury ve	hicle with a driver on dem	nand		
(Service Limitation)		The service is pro	vided to the person concer	rned personally or his lega	l representative		
Package			Nor	ne			
	Ind	lividuals			Comp	oanies	
Customer Categories (Beneficiary Groups)	Citizens Senior Citizens	People of Determination	Residents	Transportatio	on Companies	Rental Companies	Schools
Service Provision Channels	Website www.ta.gov.ae	Call C 60059		Smart App Ajman One	Smart App Ajman Route	Smart Ajman	
Service Delivery Channels	Website www.ta.gov.ae	CMC		Smart App Ajman One	Email	None	
Service Fee	Based on the route of the	trip	Periodicit	y of Fees		None	
Average Service Completion Time			As per the bo	ooking time			
Service Delivery Times			24 Hrs. /	7 days			
	Ind	lividuals			Comp	panies	
Service Provision Requirements		None			N	lo	
	Obtaining Information	Service Reques	st Submission	Communication I	During the Process	Service Co	mpletion
Service's Customer Journey	Website Smart Apps Social Media	Contact Ajman Route Careen	application	The driver of the vehicle customer to agree on the destin		I he clistomer is delivered to the agree	
				F	Entities with which the ser	vice is linked or integrated	
Is the Service Linked / Integrated with Other Parties	Yes	No)				



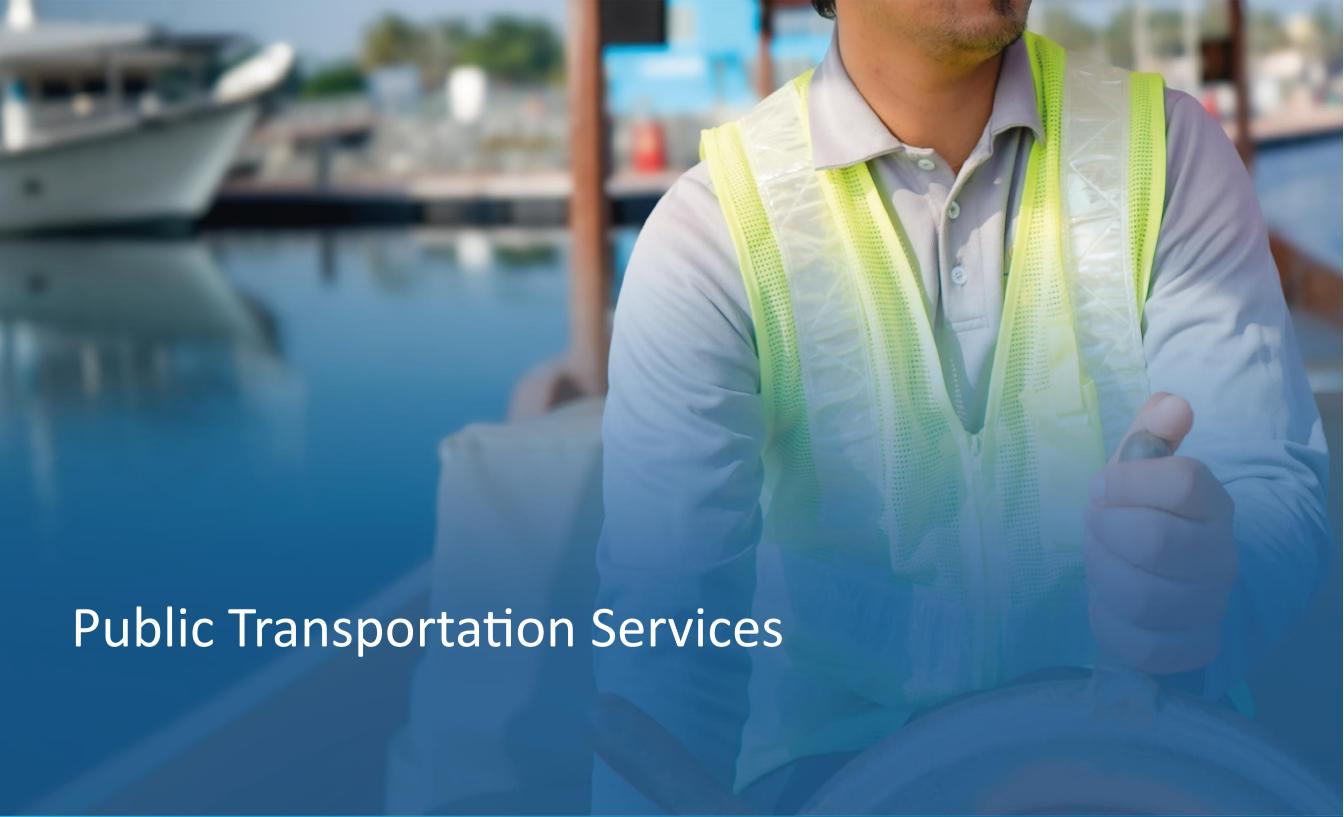




Service Name		Main Serv	vice Name	Sub- Serv	rice Name	S	upplementary Service Name	
Request to Book a Taxi		Book	a Taxi	Request to 1	Book a Taxi	Request to Bo	ok a Vehicle for People of Determination	
Service Category and Type	Proce	dural	Comm	ercial	Inform	ational	Social	
Service Description	Request for a taxi via the smart app or the Coordination and Control Center							
(Service Limitation)	The service is provided to the concerned person personally and any additional passenger with him							
Package				No	one			
		Indiv	iduals			Comp	panies	
Customer Categories (Beneficiary Groups)	Citizens	Citizens Senior Citizens People of Determination Residents				on Companies	Rental Companies Schools	
Service Provision Channels		osite a.gov.ae	Call C 60059		Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BOD	
Service Delivery Channels		osite a.gov.ae	SM	SMS		Email	None	
Service Fee	Fare	e tariff is based on destinat	tion	Periodicit	of Fees Per Trip			
Average Service Completion Time				Varies	by trip	-		
Service Delivery Times				24 Hrs.	/ 7 days			
Service Provision Requirements		Indiv	iduals			Comp	panies	
Service From Stequirements		Apply for the service via t	he smart app or call center			No	one	
	Obtaining I	nformation	Service Reques	st Submission	Communication I	During the Process	Service Completion	
Service's Customer Journey		The Authority's website, the Ajman Rou application and the Coordination and Con Center			The driver of the vehic confirm the		Fare payment on arrival at the destination	
Is the Service Linked / Integrated with Other Parties	Ye	20	No			Entities with which the ser	rvice is linked or integrated	
is the Service Linked / integrated with Other Parties	16	ನ <u>ಿ</u>	- NO			No	one	







Bus on Demand (BOD)		Passenger Transp	port by Public Buses					
Service Category and Type	Proce	edural	Com	nercial	Informational	Soc	eial	
Service Description		Transporting cus	tomers by bus through advance	booking using the smart applic	ation within a specific area in	the Emirate of Ajman		
(Service Limitation)			The service is provided to the	d any additional passenger wi	th him			
Package				None				
	Inc	dividuals				Companies		
Customer Categories (Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companio	es Rental Companies	Schools	
Service Provision Channels		Website www.ta.gov.ae		Call Center 80070		Smar Ajmar		
Service Delivery Channels		ebsite a.gov.ae	SMS		Email	No	ne	
Service Fee	AED 7 per p	person and AED 4 per addit	onal passenger Periodicity of Fe		Fees Per Trip			
Average Service Completion Time				Varies by trip				
Service Delivery Times				6:00 AM to 12:00 AM Day	2			
Service Provision Requirements		Ir	dividuals			Companies		
Service Flovision Requirements		Download the ap	p and pay the service fee			None		
	Obtaining	Information	Service Requ	est Submission	Communication During the Process	Service Co	ompletion	
Service's Customer Journey	Authority's website and BOD application		BOI	Э Арр	BOD App	BOD	App	
Le the Service Linked / Interpreted with Other Bertier		/es	,	No	Entities wi	th which the service is linked or in	itegrated	
Is the Service Linked / Integrated with Other Parties	Y	res		NO	None			





Service Name		Main Service Name		Sub- Service Name		Supplementary Service Name				
Top Up Masaar Card		Issuance of Masaar Card		Request to Top Up Masaar Card						
Service Category and Type	Procedural		Commercial		Informational		Social			
Service Description	An NFC electronic payment card used on public transport buses and sold and topped up through points of sale									
(Service Limitation)	The service is provided to the concerned person personally									
Package	None									
	Individuals			ı	Companies					
Customer Categories (Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies		Rental Companies	Schools		
Service Provision Channels	Website www.ta.gov.ae		Self-payment machines (NT.Payments kiosks)		Musalla Station		Smart App Ajman One			
Service Delivery Channels	Website www.ta.gov.ae		SMS		Email		None			
Service Fee		AED 7 for minimum		Periodicity of	Fees	Per every topping up transaction		action		
Average Service Completion Time	24 Hours									
Service Delivery Times	The service (buying a new card - topping up the card) is provided from 6 AM to 10 PM at Al-Musalla station and topping up the card is available around the clock through each of (smart application - the official website of the Authority - self-payment machines)									
Service Provision Requirements	Individuals				Companies					
	Masaar Card should be available, payment of the top up amount				None					
Service's Customer Journey	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion			
	The Authority's website, Ajman One application and WhatsApp		The Authority's website, Ajman One application and self-payment machines		Email Email and		ad SMS			
Is the Service Linked / Integrated with Other Parties	Yes		No		Entities with which the service is linked or integrated					
					None					





Service Name		Main Service Name		Sub- Service Name		Supplementary Service Name				
Request for Issuance of a Student Masaar Card		Issuance of a Student Masaar Card		Request to Top Up a Masaar C						
Service Category and Type	Proce	Procedural		Commercial		ational	Social			
Service Description	An NFC electronic payment card used on public transport buses and sold and topped up through points of sale									
(Service Limitation)	The service is provided to the concerned person personally									
Package	None									
		Individuals				Companies				
Customer Categories (Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies		Rental Companies Schools			
Service Provision Channels	Website www.ta.gov.ae		Self-payment machines (NT.Payments kiosks)		Musalla Station		Smart App Ajman One			
Service Delivery Channels	Website www.ta.gov.ae		SMS		Email		None			
Service Fee		AED 5 for minimum		Periodicity of		P	er every topping up transaction			
Average Service Completion Time	24 Hours									
Service Delivery Times	The service (buying a new card - topping up the card) is provided from 6 AM to 10 PM at Al-Musalla station and topping up the card is available around the clock through each of (smart application - the official website of the Authority - self-payment machines)									
	Individuals				Companies					
Service Provision Requirements	Payment for Masaar Card 2. Personal Photo 3. Certificate of Continuation of Study 4. ID card				None					
	Obtaining Information		Service Request Submission		Communication Proc		Service Completion			
Service's Customer Journey	The Authority's website, Ajman One application and WhatsApp		The Authority's website, Ajman One application and self-payment machines		Em	ail	Email and SMS			
Is the Service Linked / Integrated with Other Parties	Ye	ves No		Entities with which the service is linked or integrated None						







