

هَيْئَةُ النَّقْلِ | حُكُومَةُ عَمَّانِ

Services Guide

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Introduction

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.

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-Raqab 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.

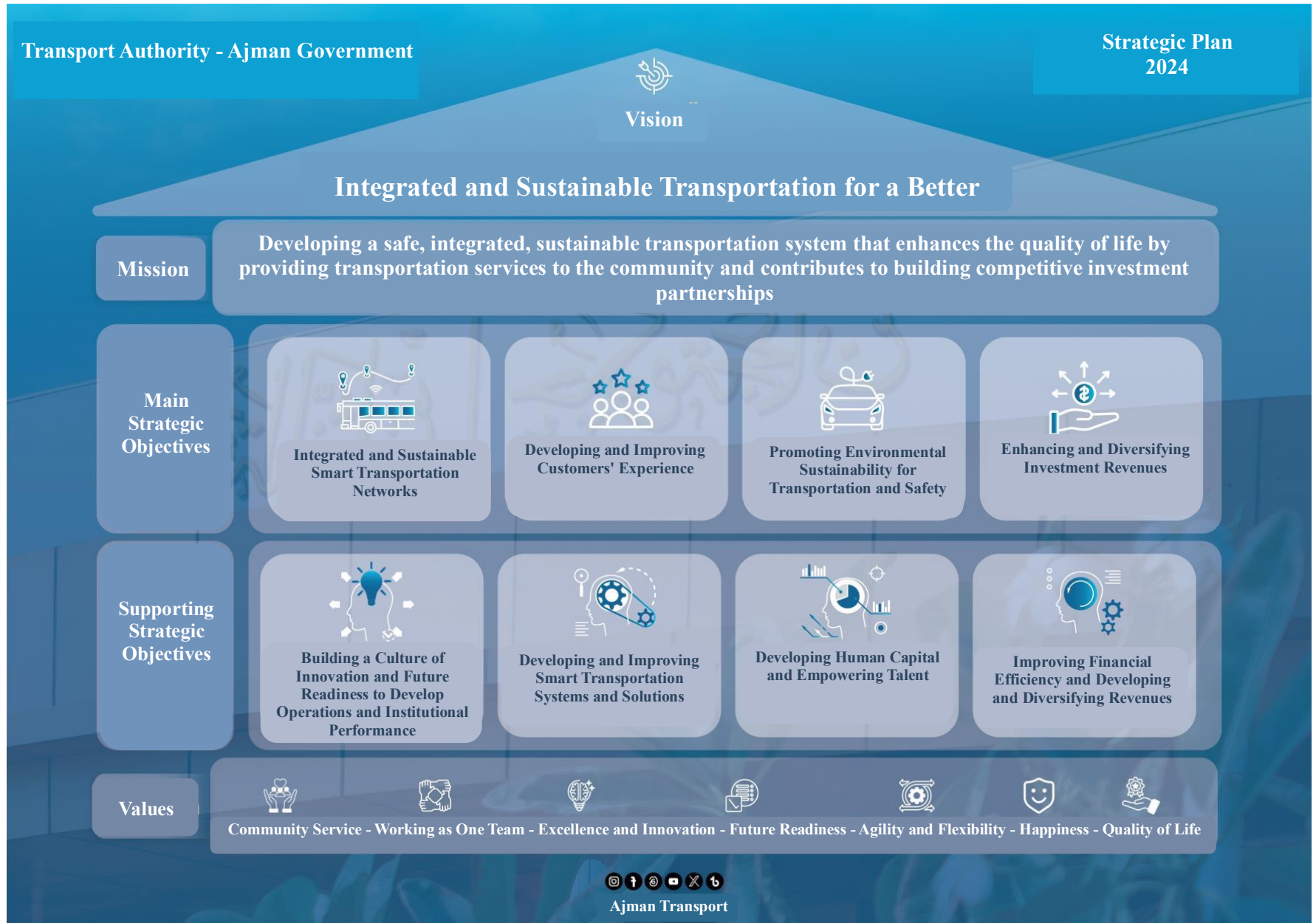
Omar Mohammed Lootah
Director General of the Transport Authority - Ajman



Transport Authority Strategy



Transport Authority Strategy



The promises of the United Arab Emirates



Government of the United Arab Emirates

The United Arab Emirates' Promise for Future Services

<p>Secure Data That Ensures Privacy</p> <p>Sharing government data among entities in a secure and protected manner that ensures customer privacy</p> <p>4</p>	<p>Request for Information Once</p> <p>Interconnected and integrated government services that require requesting customer particulars only once.</p> <p>3</p>	<p>Priority for Digital Services</p> <p>Providing 100% proactive digital government services to suit the lifestyle in the future.</p> <p>2</p>	<p>Human First</p> <p>Human-centered government services designed to suit their needs, requirements and preferences and are designed with them.</p> <p>1</p>
<p>Services with Distinctive Value</p> <p>Government fees that consider reducing costs for customers and increasing efficiency in government agencies.</p> <p>8</p>	<p>Listening to the Customer's Voice</p> <p>Continuously taking into account the feedback and suggestions of customers and transparency in measurement results.</p> <p>7</p>	<p>Smooth and Proactive Experience</p> <p>Providing seamless, interconnected, proactive service packages to the customer before they are requested and at the right time based on life events.</p> <p>6</p>	<p>Unified, Diverse and Consistent Service Channels</p> <p>Providing government services through diverse, integrated and consistent channels that suit the desires of customers and through a unified government interface.</p> <p>5</p>

Customers Classification



Individuals

Citizens	Senior Citizens	People of Determination	Residents
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Companies

Transportation Companies	Rental Companies	Schools
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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

Introduction

هَيْئَةُ النَّقْلِ | جُوهَرِ عِجَانِ

Permit Services

Service Name	Main Service Name				Sub-Service name		Supplementary Service Name	
Request for Car or Bike Permit for Order Delivery	Issuance of Delivery Service Permits				Issuance of Car or Bike Permit for Order Delivery		Renewal of Car or Bike Permit for Order Delivery	
Service Category and Type	Procedural		Commercial		Informational		Social	
Service Description (Service Limitation)	It is a service that allows the customer to obtain a car or bicycle permit for orders and goods delivery from one place to another in the Emirate							
Package	The service is provided to the person concerned personally or his legal representative							
Customer Categories (Beneficiary Categories)	None							
	Individuals				Companies			
	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		SMS		Smart App Ajman One	Email	None	
Service Fees (AED)	300	For every car or bike licensed in Ajman		Periodicity of Fees		Annually		
	500	For every car or bike licensed outside Ajman						
Average Service Completion Time	3 minutes							
Service Provision Times	24 Hrs. / 7 days							
Service Provision Requirements (Required Documents)	Individuals				Companies			
					Attach the Commercial License to the Company File Provide the Vehicle/Bike Number in the Service Request Form Data of the Authorized Company			
Service's Customer Journey	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion	
	Website Social Media Ajman One app		Login to the Service Site Select the Service 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 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		No		Entities with which the service is linked or integrated			
	None							

Service Name	Main Service Name	Sub-Service name	Supplementary Service Name
Issuance of Renewal for Driver Permit to engage in the activity of Order Delivery in the Emirates	Issuance of Delivery Service Permits	Issuance of Driver Permit to engage in the activity of Order Delivery	Renewal of Driver Permit to engage in the activity of Order Delivery
Service Category and Type	Procedural	Commercial	Informational
Service Description (Service Limitation)	It is a service that allows the customer to issue permits for drivers of companies engaged in the activity of delivering orders and goods in the Emirate The service is provided to the person concerned personally or his legal representative		
Package	None		
Customer Categories (Beneficiary Categories)	Individuals		Companies
	Citizens	Senior citizens	People of Determination
		Residents	Transportation Companies
Service Provision Channels	Website www.ta.gov.ae	Contact Center 80070	Smart App Ajman One
			Companies
			Rental Companies
			Schools
Service Delivery Channels	Website www.ta.gov.ae	SMS	Smart App Ajman One
			Email
			None
Service Fees	200	License per driver	Periodicity of Fees
	200	Training course per driver	Annually
Average Service Completion Time	3 minutes		
Service Provision Times	24 Hrs. / 7 days		
Service Provision Requirements (Required Documents)	Individuals		Companies
			Attach the Commercial License to the Company File Emirates ID Particulars One-time Completion of the Training Course
Service's Customer Journey	Obtaining Information	Service Request Submission	Communication During the Process
	Website Social Media Ajman One app	Login to the Authority's Website Select the Service Provide the Emirates ID Particulars Complete the Training Course 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
			Service Completion
			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	No	Entities with which the service is linked or integrated
			None

Service Name	Main Service Name	Sub-Service name	Supplementary Service Name					
Issuance of Initial Approval for Registry of Company Vehicles with the Traffic and Licensing Department	Issuance of Initial Approval for Company Vehicles	Issuance of Initial Approval for Registry of Company Vehicles with the Traffic and Licensing Department						
Service Category and Type	Procedural	Commercial	Informational		Social			
Service Description	It is a service provided to companies that have an economic license in the Emirate of Ajman and desires to obtain initial approval to register all vehicle and motorcycle plates with the Traffic and Licensing Department							
(Service Limitation)	The service is provided to the person concerned personally or his legal representative							
Package	None							
Customer Categories (Beneficiary Categories)	Individuals				Companies			
	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		SMS		Smart App Ajman One	Email	None	
Service Fees	AED 200			Periodicity of Fees		For one time		
Average Service Completion Time Service Provision Times	Immediate / Urgent Service 24 Hrs. / 7 days							
Service Provision Requirements (Required Documents)	Individuals				Companies			
					Provision of Vehicle Particulars			
Service's Customer Journey	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion	
	Website Social Media Ajman One app		Login to the Authority's Website Select the Service Provide vehicle particulars Pay Fees		No communication during the process of urgent/instant service		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		Entities with which the service is linked or integrated			
					Ministry of Interior			

Service Name	Main Service Name			Sub-Service name		Supplementary Service Name		
Issuance of Registration Card for (Buses, Trucks, and Vehicles)	Issuance of Vehicles Registration			Issuance of Registration Card for (Buses, Trucks, and Vehicles)				
Service Category and Type	Procedural		Commercial		Informational		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)	The service is provided to the person concerned personally or his legal representative							
Package	Vehicle Services Package							
Customer Categories (Beneficiary Categories)	Individuals				Companies			
	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		SMS		Smart App Ajman One	Email	None	
Service Fees (AED)	1000	Per bus		Periodicity of Fees		For one time		
	1000	Per truck						
	1000	Per vehicle						
Average Service Completion Time	3 minutes							
Service Provision Times	24 Hrs. / 7 days							
Service Provision Requirements (Required Documents)	Individuals				Companies			
					Vehicle Particulars			
	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion	
Service's Customer Journey	Website Social Media Ajman One app		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	Yes		No		Entities with which the service is linked or integrated			

Service Name	Main Service Name			Sub-Service name		Supplementary Service Name		
Registration/Renewal of Limousine Company	Issuance of Company Registration			Issuance of Limousine Company Registration		Renewal of Limousine Company Registration		
Service Category and Type	Procedural			Commercial	Informational		Social	
Service Description	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(The service is provided to the person concerned personally or his legal representative							
Package	None							
Customer Categories (Beneficiary Categories)	Individuals				Companies			
	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			SMS		Smart App Ajman One	Email	None
Service Fees (AED(AED 2000			Periodicity of Fees		Annually		
Average Service Completion Time	Urgent/Immediate							
Service Provision Times	24 Hrs. / 7 days							
Service Provision Requirements (Required Documents)	Individuals				Companies			
					Commercial License Particulars			
Service's Customer Journey	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion	
	Website Social Media Ajman One app		Login to the Authority's Website Select the Service Provide Commercial License Particulars Pay Fees		No communication during the process of urgent/instant Service		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		Entities with which the service is linked or integrated		

Service Name	Main Service Name	Sub-Service name			Supplementary Service Name			
Registration/Renewal of Tourism Company	Issuance of Company Registration	Issuance of Tourism Company Registration			Renewal of Tourism Company Registration			
Service Category and Type	Procedural	Commercial		Informational		Social		
Service Description	It is a service of registering particulars of tourism companies from outside the Emirate in the Transport Authority system to engage in the activity in the Emirate							
(Service Limitation)	The service is provided to the person concerned personally or his legal representative							
Package	Tourism Companies							
Customer Categories (Beneficiary Categories)	Individuals				Companies			
	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		SMS		Smart App Ajman One	Email	None	
Service Fees (AED)	AED 1000			Periodicity of Fees		Annually		
Average Service Completion Time	Urgent\Immediate							
Service Provision Times	24 Hrs. / 7 days							
Service Provision Requirements (Required Documents)	Individuals				Companies			
	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion	
Service's Customer Journey	Website Social Media Ajman One app		Login to the Authority's Website Select the Service Provide Commercial License Particulars Pay Fees		No communication during the process of urgent/instant service		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		Entities with which the service is linked or integrated			

Service Name	Main Service Name				Sub-Service name		Supplementary Service Name	
Issuance / Renewal of School Bus Permit (Except For Quran Memorization Centers)	Issuance of School Transportation Services Permits				Issuance of School Bus Permit (Except For Quran Memorization Centers)		Renewal of School Bus Permit (Except For Quran Memorization Centers)	
Service Category and Type	Procedural		Commercial		Informational		Social	
Service Description	It is a service provided to schools to obtain bus permit to engage in school transportation activities with the aim of transporting students to and from schools. The approval is issued based on the technical requirements specified by the Authority							
(Service Limitation)	The service is provided to the person concerned personally or his legal representative							
Package	None							
Customer Categories (Beneficiary Categories)	Individuals				Companies			
	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		SMS		Smart App Ajman One	Email	None	
Service Fees (AED)	350	Per bus		Periodicity of Fees		For 6 months		
Average Service Completion Time	500	Per bus		3 minutes		For a year		
Service Provision Times	24 Hrs. / 7 days							
Service Provision Requirements (Required Documents)	Individuals				Companies			
	Obtaining Information				Service Request Submission		Logging in to the Authority's Website Provision of Vehicle Particulars	
Service's Customer Journey	Website Social Media Ajman One app		Login to the Authority's Website Select the Service Provide Vehicle Particulars Pay Fees		Communication During the Process		Service Completion	
					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		Entities with which the service is linked or integrated			

Service Name	Main Service Name	Sub-Service name	Supplementary Service Name
Request for Permit for Passenger Transportation	Issuance of Transportation Services Permits	Issuance of Passenger Transportation Permit	Renewal of Passenger Transportation Permit
Service Category and Type	Procedural	Commercial	Informational
Service Description	This service allows customers from transportation companies to obtain a permit to transport passengers by rented buses in the Emirate		
(Service Limitation)	The service is provided to the person concerned personally or his legal representative		
Package	None		
Customer Categories (Beneficiary Categories)	Individuals		Transportation Companies
	Citizens	Senior citizens	Companies
		People of Determination	Rental Companies
		Residents	Schools
Service Provision Channels	Website www.ta.gov.ae	Contact Center 80070	Smart App Ajman One
Service Delivery Channels	Website www.ta.gov.ae	SMS	Smart App Ajman One
Service Fees (AED)	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 to 27 passengers)	For a year
	375	Per bus (carrying from 28 to 49 passengers)	For a month
	750	Per bus (carrying from 28 to 49 passengers)	For 6 months
	1500	Per bus (carrying from 28 to 49 passengers)	For a year
	550	Per bus (carrying more than 50 passengers)	For a month
	1100	Per bus (carrying more than 50 passengers)	For 6 months
Average Service Completion Time		3 minutes	
Service Provision Times		24 Hrs. / 7 days	
Service Provision Requirements (Required Documents)	Individuals		Companies
			Logging IN to the Authority's Website Provision of Vehicle Particulars License Particulars of the Authorized Company
Service's Customer Journey	Obtaining Information	Service Request Submission	Communication During the Process
	Website Social Media Ajman One app	Login to the Authority's Website Select the Service Provide Particulars of Vehicle and Authorized Company Pay Fees	No communication during the process
Is the Service Linked/Integrated with Other Parties	Yes	No	Entities with which the service is linked or integrated

Service Name	Main Service Name	Sub-Service name	Supplementary Service Name					
Request for Transportation Temporary Permit for Buses, Trucks, and Vehicles	Issuance of Transportation Service Permits	Issuance of Transportation Temporary Permit for Buses, Trucks, and Vehicles						
Service Category and Type	Procedural	Commercial	Informational		Social			
Service Description	This service allows customers from inside or outside the Emirate to obtain a temporary permit for the period requested by the customer to engage in the profession							
(Service Limitation) Package	The service is provided to the person concerned personally or his legal representative							
Customer Categories (Beneficiary Categories)	Individuals			Companies				
	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		SMS		Smart App Ajman One	Email	None	
Service Fees (AED)	100 per bus, truck or vehicle			Periodicity of Fees		Per day		
Average Service Completion Time	Urgent/Immediate							
Service Provision Times	24 Hrs. / 7 days							
Service Provision Requirements (Required Documents)	Individuals				Companies			
					Login to the Authority's Website Commercial License Vehicle Particulars (Vehicle Number, Traffic Code, Plate Color) Authorized Company Particulars			
	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion	
Service's Customer Journey	Website Social Media Ajman One app		Login to the Authority's Website Select the Service Provide the Particulars of the Authorized Company's Commercial License the and the Vehicle particulars Pay Fees		No communication during the process of urgent/instant service		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		Entities with which the service is linked or integrated			

Service Name	Main Service Name			Sub-Service name		Supplementary Service Name		
Request for Truck, Machinery or Cargo Permit	Issuance of Transportation Service Permits			Issuance of Truck, Machinery or Cargo Permit		Renewal of Truck, Machinery or Cargo Permit		
Service Category and Type	Procedural		Commercial		Informational		Social	
Service Description	These are vehicles belonging to companies registered in the Emirate of Ajman and transport goods or operate their machinery within the Emirate							
(Service Limitation)	The service is provided to the person concerned personally or his legal representative							
Package	None							
Customer Categories (Beneficiary Categories)	Individuals				Companies			
	Citizens	Senior citizens	People of Determination	Residents	Transportation 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		SMS		Smart App Ajman One	Email	None	
Service Fees (AED)	AED 500	For weight of (3.5 tons) or less		Periodicity of Fees		Annually		
	AED 1000	For weight of more than (3.5 tons)						
Average Service Completion Time	3 minutes							
Service Provision Times	24 Hrs. / 7 days							
Service Provision Requirements (Required Documents)	Individuals				Companies			
	Login to the Authority's Website and Provide Vehicle Particulars Provide a GPS installation document				Login to the Authority's Website and Provide Vehicle Particulars Provide a GPS installation document			
Service's Customer Journey	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion	
	Website Social Media Ajman One app		Login to the Authority's Website Select the service Provide Vehicle Particulars Provide a GPS installation document		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		Entities with which the service is linked or integrated			
					None			

Service Name	Main Service Name	Sub-Service name	Supplementary Service Name
Request for Bus or Truck Permit for Transportation of Workers or Goods	Issuance of Transportation Service Permits	Issuance of Bus or Truck Permit for Transportation of Workers or Goods	Renewal of Bus or Truck Permit for Transportation of Workers or Goods
Service Category and Type	Procedural	Commercial	Informational
Service Description	These are the permits issued to private companies in the event of a contract between 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 (Beneficiary Categories)	Individuals		Companies
	Citizens	Senior citizens	People of Determination
			Residents
Service Provision Channels	Website www.ta.gov.ae		Contact Center 80070
Service Delivery Channels	Website www.ta.gov.ae		SMS
Service Fees (AED)	AED 600 AED 1200		Periodicity of Fees
			For 6 months For a year
Average Service Completion Time	3 minutes		
Service Provision Times	24 Hrs. / 7 days		
Service Provision Requirements (Required Documents)	Individuals		Companies
			Login to the Authority's Website and Provide Vehicle Particulars Provide Particulars of the Authorized Company
	Obtaining Information	Service Request Submission	
		Communication During the Process	
Service's Customer Journey	Website Social Media Ajman One app	Login to the Authority's Website Select the service Provide Commercial License Vehicle particulars (vehicle number, traffic code, plate color) Provide the Particulars of Authorized Company	
		No communication during the process	
		Service Completion	
		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	Entities with which the service is linked or integrated
			None

Service Name	Main Service Name	Sub- Service Name	Supplementary Service Name					
Request for Limousine with Driver Permit for Passenger Transportation	Issuance of Transportation Services Permits	Issuance of Limousine with Driver Permit for Passenger Transportation	Renewal of Limousine with Driver Permit for Passenger Transportation					
Service Category and Type	Procedural	Commercial	Informational		Social			
Service Description	This service aims to enable companies from outside the Emirate to obtain a permit to practice the profession of transporting passengers by luxury vehicles							
(Service Limitation)	The service is provided to the person concerned personally or his legal representative							
Package	None							
Customer Categories (Beneficiary Groups)	Individuals				Companies			
	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	AED 1200		Periodicity of Fees				For 6 months	
	AED 2400						For a year	
Average Service Completion Time	3 minutes							
Service Delivery Times	24 Hrs. / 7 days							
Service Provision Requirements (Required Documents)	Individuals				Companies			
					Register on the Authority's Website and submit the Vehicle Data			
Service's Customer Journey	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion	
	Website Social Media Ajman One app		Login to the Authority's Website Select the Service Submit the Commercial License Vehicle Data (Vehicle Number, Traffic Code, Plate Color)		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		Entities with which the service is linked or integrated			
								None

Service Name	Main Service Name	Sub- Service Name	Supplementary Service Name					
Request for a Tourist Vehicle With Driver Permit for Passenger Transportation	Issuance of Transportation Services Permits	Issuance of a Tourist Vehicle With Driver Permit for Passenger Transportation	Renewal of Tourist Vehicle With Driver Permit for Passenger Transportation					
Service Category and Type	Procedural	Commercial	Informational		Social			
Service Description	This service aims to enable companies to obtain a permit to practice the activity of transporting passengers by tourist vehicles from outside the Emirate, whether buses, saloon vehicles or vehicles intended for tourism purposes in the Emirate							
(Service Limitation)	The service is provided to the person concerned personally or his legal representative							
Package	None							
Customer Categories (Beneficiary Groups)	Individuals			Companies				
	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	AED 150		Periodicity of Fees			For 6 months		
	AED 300					For a year		
Average Service Completion Time	3 minutes							
Service Delivery Times	24 Hrs. / 7 days							
Service Provision Requirements (Required Documents)	Individuals				Companies			
	Register on the Authority's Website and submit the Vehicle Data							
Service's Customer Journey	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion	
	Website Social Media Ajman One App		Login to the Authority's Website Select the Service Submit the Commercial License Vehicle Data (Vehicle Number, Traffic Code, Plate Color)		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		Entities with which the service is linked or integrated			
	None							

Service Name	Main Service Name	Sub- Service Name	Supplementary Service Name					
Request for Training of School Bus Supervisors	Issuance of Permits for School Transport Services	Request for Training of School Bus Supervisors						
Service Category and Type	Procedural	Commercial	Informational		Social			
Service Description	Permits issued to the person 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 course to ensure their compliance with the laws and regulations of 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 (Beneficiary Groups)	Individuals				Companies			
	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	AED 400 per supervisor			Periodicity of Fees		Annually		
Average Service Completion Time	3 minutes							
Service Delivery Times	24 Hrs. / 7 days							
Service Provision Requirements (Required Documents)	Individuals				Companies			
					Register on the Authority's website and provide the supervisor's identity data			
Service's Customer Journey	Obtaining Information	Service Request Submission			Communication During the Process		Service Completion	
	Website Social Media Ajman 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	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 School Bus Driver Permit	Issuance of Permits for School Transport Services	Issuance of a School Bus Driver Permit	Renewal of School Bus Driver Permit
Service Category and Type	Procedural	Commercial	Informational
Service Description	Permits issued to the person authorized to transport students to and from school. The permit is issued after passing the training course to ensure their compliance with the laws and regulations of 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 (Beneficiary Groups)	Individuals		Companies
	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	AED 400	Training per driver	Periodicity of Fees
	AED 100	Driver Permit under School Residence	
	AED 350	Driver Permit under Rental Company Iqama	
Average Service Completion Time	3 minutes		
Service Delivery Times	24 Hrs. / 7 days		
Service Provision Requirements (Required Documents)	Individuals		Companies
			Register on the Authority's website and provide the identity data of the bus driver
Service's Customer Journey	Obtaining Information	Service Request Submission	Communication During the Process
	Website Social Media Ajman 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	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 Rental Truck and Bus Driver Permit	Issuance of Transportation Services Permits				Issuance of Rental Truck and Bus Driver Permit		Renewal of Rental Truck and Bus Driver Permit	
Service Category and Type	Procedural		Commercial		Informational		Social	
Service Description	This service allows transport companies to request the issuance of a permit card that allows company drivers to practice the profession of transporting goods							
(Service Limitation)	The service is provided to the person concerned personally or his legal representative							
Package	None							
Customer Categories (Beneficiary Groups)	Individuals				Companies			
	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	AED 500		Periodicity of Fees		For a year			
Average Service Completion Time	3 minutes							
Service Delivery Times	24 Hrs. / 7 days							
Service Delivery Requirements (Required Documents)	Individuals				Companies			
	Register on the Authority's Website and Provide Identity Data				Register on the Authority's Website and Provide Identity Data			
	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion	
Service's Customer Journey	Website Social Media Ajman 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	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 Certificates	Issuance of Certificates	Issuance of To Whom It May Concern Certificate	
		Issuance of a Clearance Certificate for Violations	
Service Category and Type	Procedural	Commercial	Informational
Service Description	An official certificate certifying the authenticity or proof of certain information, addressed to the relevant stakeholders		
(Service Limitation)	The service is provided to the person concerned personally or his legal representative		
Package	None		
Customer Categories (Beneficiary Groups)	Individuals		Companies
	Citizens	Senior Citizens	People of Determination
		Residents	Transportation Companies
Service Provision Channels	Website www.ta.gov.ae		Call Center 80070
Service Delivery Channels	Website www.ta.gov.ae		SMS
Service Fee	AED 50		Periodicity of Fees
Average Service Completion Time	3 minutes		
Service Delivery Times	24 Hrs. / 7 days		
Service Delivery Requirements (Required Documents)	Individuals		Companies
	Log in to the Authority's website Choose the type of certificate and the subject of the certificate		Log in to the Authority's website Choose the type of certificate and the subject of the certificate
	Obtaining Information	Service Request Submission	Communication During the Process
Service's Customer Journey	Website Social Media Ajman One app	Login to the Authority's Website Select the Service Select the subject of the certificate	No Communication During the Process Due to the Immediate Service Delivery
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				
Payment of Violations	Payment of Violations	Payment of Violations					
Service Category and Type	Procedural	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 (Beneficiary Groups)	Individuals				Companies		
	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			Periodicity of Fees			
Average Service Completion Time	Immediate/Urgent						
Service Delivery Times	24 Hrs. / 7 days						
Service Delivery Requirements (Required Documents)	Individuals				Companies		
	Vehicle Number/Violation Number				Vehicle Number/Violation Number		
Service's Customer Journey	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion
	Website Social Media Ajman One app		Login to the Authority's Website Select the Service Provide Vehicle /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 Other Parties	Yes		No		Entities with which the service is linked or integrated		
					None		



Civil Aviation Services

مملكة الأردن
Ministry of Transport
Amman

مركز سعادة المسافرين
Customer Happiness Centre

Speed

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, teaching and professional programs that are taught 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 (Beneficiary Groups)	Individuals			Companies			
	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 App Ajman BOD
Service Delivery Channels	Website www.ta.gov.ae		SMS		Smart App Ajman One	Email	None
Service Fee	AED 3000		Periodicity of Fees		The accreditation shall be renewed in the event of modification of the program and 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						
Service Provision Requirements	Individuals			Companies			
				A letter from the entity requesting the license Owner and Partners ID Owner and Partners Personal Photo			
Service's Customer Journey	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion
	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	Yes		No		Entities with which the service is linked or integrated 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 (Service Limitation) Package	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)						
Customer Categories (Beneficiary Groups)	To the concerned person						
Service Provision Channels	None						
Service Delivery Channels	Individuals			Companies			
Service Fee	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies	Rental Companies	Schools / Universities
Average Service Completion Time	Website www.ta.gov.ae			Call Center 80070	Smart App Ajman One	Smart App Ajman Route	Smart App Ajman BOD
Service Delivery Times	Website www.ta.gov.ae			SMS	Smart App Ajman One	Email	None
Service Provision Requirements	AED 2000			Periodicity of Fees		Annually	
Service Provision Requirements	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			
Service's Customer Journey	Obtaining Information		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_START نعم UNTRANSLATED_CONTENT_END			No		Entities with which the service is linked or integrated General Civil Aviation Authority (GCAA)	

Service Name	Main Service Name	Sub- Service Name	Supplementary Service Name				
Request for Initial Approval of an Airstrip or Runway License for Commercial and Recreational Purposes	Issuance of Initial Approvals for Aviation Services	Issuance of Initial Approval of an Airstrip or Runway License for Commercial and Recreational Purposes	Renewal of Initial Approval of an Airstrip or Runway License for Commercial and Recreational Purposes				
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 commercial and recreational purposes						
(Service Limitation)	To the concerned person						
Package	None						
Customer Categories (Beneficiary Groups)	Individuals				Companies		
	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 App Ajman BOD
Service Delivery Channels	Website www.ta.gov.ae		SMS		Smart App Ajman One	Email	None
Service Fee	AED 3000		Periodicity of Fees		Annually		
Average Service Completion Time	3 working days						
Service Delivery Times	24 Hrs. / 7 days						
Service Provision Requirements	Individuals				Companies		
					A letter from the entity requesting the license Drawing scale Compliance Statements Owner and Partners ID Owner and Partners Personal Photo		
	Obtaining Information		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	Yes		No		Entities with which the service is linked or integrated General Civil Aviation Authority (GCAA)		

Service Name	Main Service Name	Sub- Service Name	Supplementary Service Name				
Request for Initial Approval for Temporary Service Airstrip	Issuance of Initial Approvals for Aviation Services	Issuance of Initial Approval for Temporary Service Airstrip	Renewal of Initial Approval for Temporary Service Airstrip				
Service Category and Type	Procedural	Commercial	Informational		Social		
Service Description	It is a service that grants approval by ensuring that the airstrips are compatible with the requirements of air security and safety and all technical requirements for operation are valid for three months						
(Service Limitation)	To the concerned person						
Package	None						
Customer Categories (Beneficiary Groups)	Individuals			Companies			
	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 App Ajman BOD
Service Delivery Channels	Website www.ta.gov.ae		SMS		Smart App Ajman One	Email	None
Service Fee	1500 AED			Periodicity of Fees	For 3 months		
Average Service Completion Time	3 working days						
Service Delivery Times	24 Hrs. / 7 days						
Service Provision Requirements	Individuals			Companies			
				A letter from the entity requesting the license Drawing scale Compliance Statements Owner and Partners ID Owner and Partners Personal Photo			
Service's Customer Journey	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion
	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	Yes		No		Entities with which the service is linked or integrated General Civil Aviation Authority (GCAA)		

Service Name	Main Service Name	Sub- Service Name	Supplementary Service Name			
Request for a Permit to Hold Fireworks Shows	Issuance of Aviation Services Permits	Permit to Hold Fireworks Shows				
Service Category and Type	Procedural	Commercial	Informational		Social	
Service Description	It is the service of permitting fireworks and high explosives and ensuring that they are suitable for use at high altitudes within the permissible ranges according to security and safety requirements					
(Service Limitation)	To the concerned person					
Package	None					
Customer Categories (Beneficiary Groups)	Individuals			Companies		
	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 App Ajman BOD
Service Delivery Channels	Website www.ta.gov.ae		SMS		Smart App Ajman One	Email None
Service Fee	AED 1000		Periodicity of Fees		For 30 days	
Average Service Completion Time	3 working days					
Service Delivery Times	24 Hrs. / 7 days					
Service Provision Requirements	Individuals			Companies		
				Approval from Civil Defense Approval from Ajman Police GHQ (Explosives Section) Operator ID Event location identification Fireworks altitude identification Event time On-site operator ID number		
Service's Customer Journey	Obtaining Information	Service Request Submission		Communication During the Process		Service Completion
	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	Yes		No		Entities with which the service is linked or integrated	
	Sharjah Civil Aviation Department/General Authority of Civil Aviation/Civil Defense/Ajman Police GHQ					

Service Name	Main Service Name	Sub- Service Name	Supplementary Service Name				
Request for a Permit for Space Tracking Systems/Space Cannon (Laser)	Issuance of Aviation Services Permits	Permit for Space Tracking Systems/Space Cannon (Laser)					
Service Category and Type	Procedural	Commercial	Informational		Social		
Service Description	It is the service of permitting space cannons (lasers) according to specific controls and ensuring the appropriateness of using them at high altitudes within the permissible ranges according to security and safety requirements						
(Service Limitation)	To the concerned person						
Package	None						
Customer Categories (Beneficiary Groups)	Individuals			Companies			
	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 App Ajman BOD
Service Delivery Channels	Website www.ta.gov.ae		SMS		Smart App Ajman One	Email	None
Service Fee	AED 1000		Periodicity of Fees		For 30 days		
Average Service Completion Time	3 working days						
Service Delivery Times	24 Hrs. / 7 days						
Service Provision Requirements	Individuals			Companies			
				Operator ID Operating location identification Altitude identification Operation angle identification Operating devices number identification Operating devices type identification Event time identification On-site operator ID number			
Service's Customer Journey	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion
	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	Yes	No		Entities with which the service is linked or integrated General Civil Aviation Authority (GCAA)			

Service Name	Main Service Name	Sub- Service Name	Supplementary Service Name			
Request for a Permit for Operations Related to Hot Air Balloons	Issuance of Aviation Services Permits	Permit for Operations Related to Hot Air Balloons				
Service Category and Type	Procedural	Commercial	Informational		Social	
Service Description	It is the service of permitting operations related to air balloons according to specific controls and ensuring the appropriateness of using them at high altitudes within the permissible ranges according to security and safety requirements					
(Service Limitation)	To the concerned person					
Package	None					
Customer Categories (Beneficiary Groups)	Individuals				Companies	
	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 App Ajman BOD
Service Delivery Channels	Website www.ta.gov.ae		SMS		Smart App Ajman One	Email None
Service Fee	AED 1000		Periodicity of Fees		For 30 days	
Average Service Completion Time	3 working days					
Service Delivery Times	24 Hrs. / 7 days					
Service Provision Requirements	Individuals				Companies	
					Copy of operator ID Balloon specifications Flight plan Air balloons number identification Operating location identification Altitude identification Time identification On-site operator ID number	
Service's Customer Journey	Obtaining Information	Service Request Submission		Communication During the Process		Service Completion
	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 application
Is the Service Linked / Integrated with Other Parties	Yes	No		Entities with which the service is linked or integrated Sharjah Civil Aviation Department /General Authority of Civil Aviation		

Service Name	Main Service Name	Sub- Service Name	Supplementary Service Name			
Request for a Permit for Aerial Photography	Issuance of Aviation Services Permits	Permit for Aerial Photography				
Service Category and Type	Procedural	Commercial	Informational		Social	
Service Description	It is a service for permitting operations related to aerial photography using aircraft (television photography helicopters or aircraft) in accordance with specific controls and ensuring the appropriateness of their use at high altitudes within the permitted ranges in accordance with security and safety requirements					
(Service Limitation)	To the concerned person					
Package	None					
Customer Categories (Beneficiary Groups)	Individuals			Companies		
	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 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		For 30 days	
Average Service Completion Time	3 working days					
Service Delivery Times	24 Hrs. / 7 days					
Service Provision Requirements	Individuals			Companies		
				On-site operator ID A license certificate for the aircraft used issued by the Civil Aviation Authority Flight details Aircraft type identification Operating location identification Filming date identification Filming time identification Altitude identification Operating location identification Operator ID number		
Service's Customer Journey	Obtaining Information	Service Request Submission		Communication During the Process		Service Completion
	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 application
Is the Service Linked / Integrated with Other Parties	Yes	No		Entities with which the service is linked or integrated Sharjah Civil Aviation Department		

Service Name	Main Service Name	Sub-Service Name	Supplementary Service Name
Request for a Permit to Use Airspace for Recreational and Tourism Purposes	Issuance of Aviation Services Permits	Permit to Use Airspace for Recreational and Tourism Purposes	
Service Category and Type	Procedural	Commercial	Informational
Service Description	It is a service for permitting the use of airspace for recreational purposes using aircraft (helicopter or tourist) according to specific controls and ensuring the appropriateness of using it at high altitudes within the permissible ranges according to security and safety requirements		
(Service Limitation)	To the concerned person		
Package	None		
Categories of dealers Target groups	Individuals		Companies
	Citizens	Senior Citizens	People of Determination
			Residents
Service Provision Channels	Website www.ta.gov.ae		Call Center 80070
Service Delivery Channels	Website www.ta.gov.ae		SMS
Service Fee	AED 2000		Periodicity of Fees
Average Service Completion Time	3 working days		
Service Delivery Times	24 Hrs. / 7 days		
Service Provision Requirements	Individuals		Companies
			Operator ID Aircraft user license Trip flowchart and elevations Passenger data Maintenance and licensing data Aircraft type Passenger, aircraft, and third party insurances Aircraft type identification Location identification Filming date identification Altitude identification Time identification Operator ID number Passenger IDs, if any
Service's Customer Journey	Obtaining Information	Service Request Submission	Communication During the Process
	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
Is the Service Linked / Integrated with Other Parties	Yes	No	Entities with which the service is linked or integrated
			Sharjah Civil Aviation Department /General Authority of Civil Aviation

Service Name	Main Service Name	Sub- Service Name	Supplementary Service Name							
Request for a Permit to Operate a Multi-Use Drone	Issuance of Aviation Services Permits	Permit to Operate a Multi-Use Drone								
Service Category and Type	Procedural	Commercial	Informational		Social					
Service Description	It is a service for permitting the use of a drone according to specific controls and ensuring the appropriateness of its use within the permitted ranges according to security and safety requirements									
(Service Limitation)	To the concerned person									
Package	None									
Categories of dealers Target groups	Individuals				Companies					
	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 App Ajman BOD			
Service Delivery Channels	Website www.ta.gov.ae		SMS		Smart App Ajman One	Email	None			
Service Fee	AED 1000			Periodicity of Fees		For seven days				
Average Service Completion Time	3 working days									
Service Delivery Times	24 Hrs. / 7 days									
Service Provision Requirements	Individuals				Companies					
					Operator ID A license certificate for the drone issued by the Civil Aviation Authority Flight details Drone user license Drone type identification Operating location identification Filming date identification Altitude identification Time identification Operator ID number					
Service's Customer Journey	Obtaining Information		Service Request Submission			Communication During the Process		Service Completion		
	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	Yes		No			Entities with which the service is linked or integrated				
	Sharjah Civil Aviation Department /General Authority of Civil Aviation									

Service Name	Main Service Name	Sub- Service Name	Supplementary Service Name			
Request for Initial Approval to License a Multi-Use Drone	Issuance of Initial Approvals for Aviation Services	Issuance of Initial Approval to License a Multi-Use Drone	Renewal of Initial Approval to License a Multi-Use Drone			
Service Category and Type	Procedural	Commercial	Informational		Social	
Service Description	It is a service for granting approval to license a drone and ensuring that it complies with standards and laws, and that its use is carried out in a safe and non-threatening manner to the public safety or privacy of others					
(Service Limitation) Package	To the concerned person					
Customer Categories (Beneficiary Groups)	Individuals				Companies	
	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 App Ajman BOD
Service Delivery Channels	Website www.ta.gov.ae		SMS		Smart App Ajman One	Email None
Service Fee	AED 500		Periodicity of Fees		Annually	
Average Service Completion Time	3 working days					
Service Delivery Times	24 Hrs. / 7 days					
Service Provision Requirements	Individuals				Companies	
					Operator ID Drone Serial Number Picture of Drone Drone User License Drone Serial Number Identification Operator ID Identification	
Service's Customer Journey	Obtaining Information		Service Request Submission		Communication During the Process	
	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	
Is the Service Linked / Integrated with Other Parties	Yes		No		Entities with which the service is linked or integrated	
					Sharjah Civil Aviation Department /General Authority of Civil Aviation	



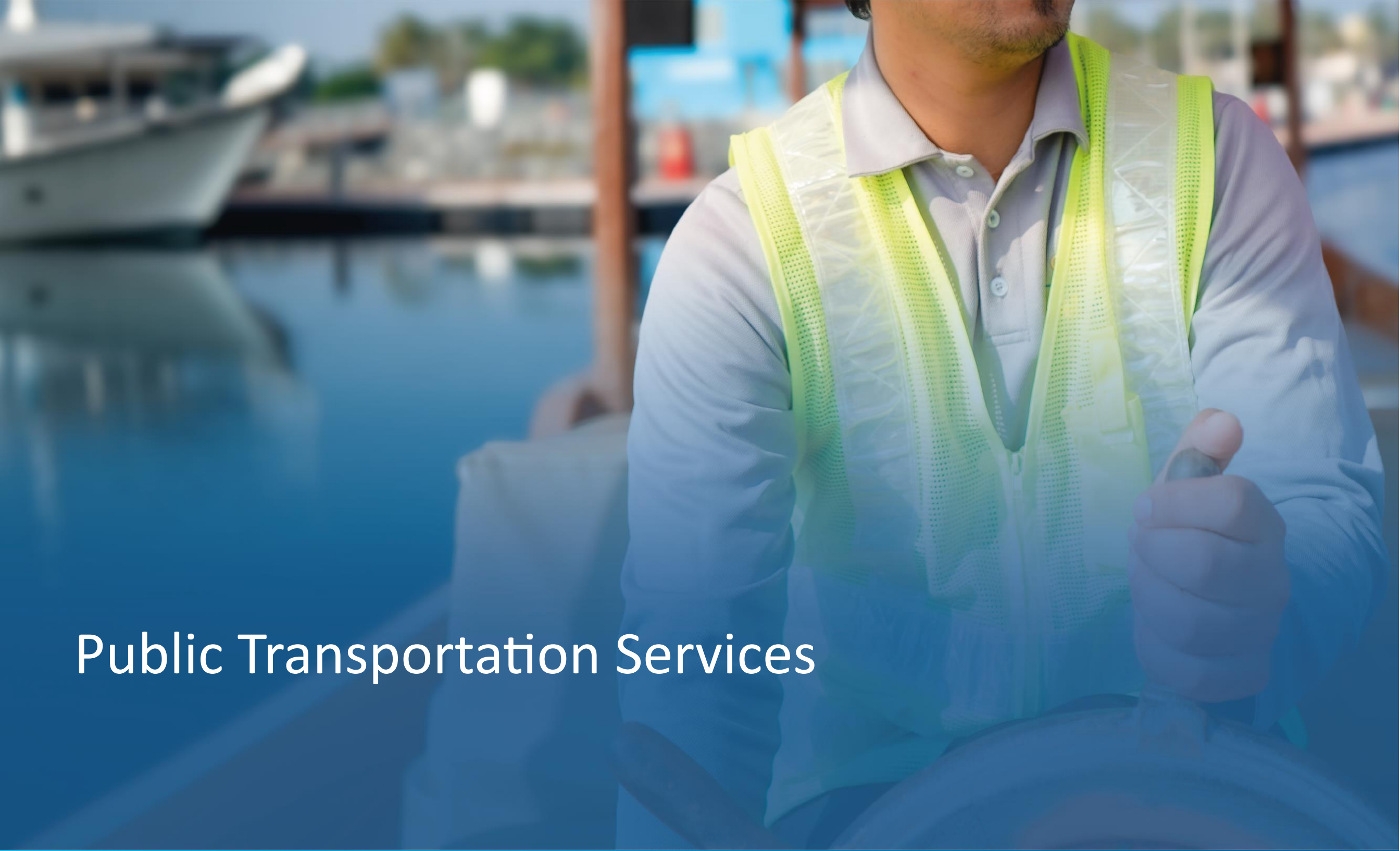
Commercial Transportation Services

Service Name	Main Service Name		Sub- Service Name		Supplementary Service Name		
Request a Limousine	Limousine Booking						
Service Category and Type	Procedural	Commercial		Informational		Social	
Service Description	It is about providing a luxury vehicle with a driver on demand						
(Service Limitation)	The service is provided to the person concerned personally or his legal representative						
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		Call Center 600599997		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	Based on the route of the trip			Periodicity of Fees		None	
Average Service Completion Time	As per the booking time						
Service Delivery Times	24 Hrs. / 7 days						
Service Provision Requirements	Individuals			Companies			
	None			No			
Service's Customer Journey	Obtaining Information	Service Request Submission		Communication During the Process		Service Completion	
	Website Smart Apps Social Media	Contact Center Ajman Route application Careem app		The driver of the vehicle communicates with the customer to agree on the starting location and destination		The customer is delivered to the agreed location and the fare is paid	
Is the Service Linked / Integrated with Other Parties	Yes	No		Entities with which the service is linked or integrated			



Taxi Booking Services

Service Name	Main Service Name		Sub- Service Name		Supplementary Service Name		
Request to Book a Taxi	Book a Taxi		Request to Book a Taxi		Request to Book a Vehicle for People of Determination		
Service Category and Type	Procedural		Commercial		Informational		Social
Service Description (Service Limitation)	Request for a taxi via the smart app or the Coordination and Control Center The service is provided to the concerned person personally and any additional passenger with him						
Package	None						
Customer Categories (Beneficiary Groups)	Individuals			Companies			
	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies		Rental Companies Schools
Service Provision Channels	Website www.ta.gov.ae		Call Center 600599997		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	Fare tariff is based on destination		Periodicity of Fees		Per Trip		
Average Service Completion Time	Varies by trip						
Service Delivery Times	24 Hrs. / 7 days						
Service Provision Requirements	Individuals			Companies			
	Apply for the service via the smart app or call center			None			
Service's Customer Journey	Obtaining Information		Service Request Submission		Communication During the Process		Service Completion
	The Authority's website, the Ajman Route application and the call center 600599997		The Authority's website, the Ajman Route application and the Coordination and Control Center		The driver of the vehicle calls the customer to confirm the pickup point		Fare payment on arrival at the destination
Is the Service Linked / Integrated with Other Parties	Yes		No		Entities with which the service is linked or integrated		
	None						



Public Transportation Services

Bus on Demand (BOD)	Passenger Transport by Public Buses						
Service Category and Type	Procedural	Commercial		Informational	Social		
Service Description	Transporting customers by bus through advance booking using the smart application within a specific area in the Emirate of Ajman						
(Service Limitation)	The service is provided to the concerned person personally and any additional passenger with him						
Package	Individuals			None			
Customer Categories (Beneficiary Groups)	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies	Rental Companies	Schools
Service Provision Channels	Website www.ta.gov.ae		Call Center 80070		Smart App Ajman Route	Smart App Ajman BOD	
Service Delivery Channels	Website www.ta.gov.ae		SMS		Email	None	
Service Fee	AED 7 per person and AED 4 per additional passenger			Periodicity of 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	Individuals			Companies			
	Download the app and pay the service fee			None			
Service's Customer Journey	Obtaining Information	Service Request Submission		Communication During the Process	Service Completion		
	Authority's website and BOD application	BOD App		BOD App	BOD App		
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		
Top Up Masaar Card	Issuance of Masaar Card	Request to Top Up Masaar Card			
Service Category and Type	Procedural	Commercial	Informational	Social	
Service Description (Service Limitation)	An NFC electronic payment card used on public transport buses and sold and topped up through points of sale				
Package	The service is provided to the concerned person personally				
Customer Categories (Beneficiary Groups)	None			Companies	
Service Provision Channels	Citizens	Senior Citizens	People of Determination	Residents	Transportation Companies
Service Delivery Channels	Website www.ta.gov.ae		Self-payment machines (NT.Payments kiosks)		Musalla Station
Service Fee	AED 7 for minimum		Periodicity of Fees	Per 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)				
Service Provision Requirements	Individuals			Companies	
Service's Customer Journey	Masaar Card should be available, payment of the top up amount			None	
Obtaining Information	The Authority's website, Ajman One application and WhatsApp		Service Request Submission	Communication During the Process	Service Completion
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 Card					
Service Category and Type	Procedural	Commercial	Informational	Social			
Service Description (Service Limitation)	An NFC electronic payment card used on public transport buses and sold and topped up through points of sale The service is provided to the concerned person personally						
Package	None						
Customer Categories (Beneficiary Groups)	Individuals				Companies		
	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 Fees		Per 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)						
Service Provision Requirements	Individuals				Companies		
	1. Payment for Masaar Card 2. Personal Photo 3. Certificate of Continuation of Study 4. ID card				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 SMS
Is the Service Linked / Integrated with Other Parties	Yes		No		Entities with which the service is linked or integrated		
					None		

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