



وزارة الداخلية
القيادة العامة لشرطة دبي الخيمة



Traffic & Licensing Center's Services Manual



“ Among the top priorities of our aspiration is to enhance the quality and promote the traffic and licensing services to match high-end levels, required to be offered to different community groups without discrimination, based on the State Vision and the Ministry of Interior (“MOI”) Strategy, for future oversight, with the development of service policies & legislations, coping with technologies & innovations, including the implementation of the best international practices & standards.

While closely we follow up the available opportunities to promote the indicators of Traffic & Licensing service offered to the public; we continue to assess such services, to ensure compliance with the package of the smart projects & initiatives that contribute to the enhancement of the rate of customers satisfaction.

We feel proud and gratified for the considerable development in the competence and uniqueness of the performance of the Traffic & Licensing Service Centers at RAK Police GHQ, that enhance our intention to multiply the efforts and rate of performance to continue the ambitious way considered the supreme objective of our Wise Leadership.

May Allah guide you to success & prosperity in the service of the Country ”

Major General Ali Abdullah bin Alwan Al Nuaimi

Commander-in-Chief
Ras Al Khaimah Police

Vehicles Licensing Services

Vehicle Reregistration

As service to renew the registration of a vehicle after one year of license date

Required Papers or Documents



Individuals

- Vehicle's technical inspection
- Electronic insurance for 13 months



Government & Private Entities

- Vehicle's technical inspection
- Electronic insurance for 13 months



Service Fee

Type	Sum
Light vehicle	520
Heavy truck less than 12 ton	620
Heavy truck more than 12 ton	1020
Light bus less than 27 passengers	620

Type	Sum
Light mechanical equipment	720
Heavy mechanical equipment	1120
Truck	240
Heavy Bus 27 + passengers	1320

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Clearance

A service according to which clearance paper is issued for vehicles regarding all payable amounts

Required Papers or Documents



Individuals

- Vehicle registration is valid
- Settlement of all due violations



Government & Private Entities

- Vehicle registration is valid
- Settlement of all due violations



Service Fee

Type	Sum
Clearance Certificate	100

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Vehicle License Renewal

As service to renew the registration of a vehicle afA service for the renewal of vehicles, equipment & motorbikes license renewal or registration card issue ter one year of license date

Required Papers or Documents



Individuals

- Vehicle's 13 month electronic insurance
- Vehicle inspection (new vehicle exempted for 3 years after manufacture date)
- Settlement of payable fees.



Government & Private Entities

- 13 month electronic insurance.
- Vehicle inspection (new vehicle exempted for 3 years of manufacture date).
- NOC from company or establishment.
- Representative holds valid agent card from the Vehicles Drivers
- Licensing Directorate
- Letter directed to the Vehicles & Drivers Licensing Directorate for federal & local government departments.



Service Fee

Type	Sum
Light mechanical equipment	720
Heavy mechanical equipment	1120
Truck	240
Heavy bus 27+ passengers	1320

Type	Sum
Light vehicle	520
Heavy truck less than 12 tons	620
Heavy truck more than 12 tons	1020
Light bus less than 27 passengers	620

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Local Transfer Certificate Issue (within UAE)

A service for the transfer of vehicle license from one to another Emirate

Required Papers or Documents



Individuals

- 13 month electronic insurance.
- Vehicle inspection (new vehicle exempted for 3 years of manufacture date).
- NOC from company or establishment.
- Representative holds valid agent card from the Vehicles Drivers
- Licensing Directorate
- Letter directed to the Vehicles & Drivers Licensing Directorate for federal & local government departments.



Government & Private Entities

- NOC from the company
- Number plates returned if vehicle is registered.
- Four days at least electronic insurance for any export number plate.
- Representative holding valid agent card from the Vehicles & Drivers Licensing Directorate



Service Fee

Type	Sum
Local transfer (within UAE)	100
Export number plates	50

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Vehicle Registration

service for the registration of vehicles, equipment, motorbikes or issue of a new vehicle registration card

Required Papers or Documents



Individuals

- 13 month electronic insurance.
- Vehicle inspection (new vehicle exempted during registration)
- Customs certificate-registration transfer certificate- vehicle ownership certificate.
- Copy of UAE ID card.
- Copy of passport with valid residence permit for expatriates.
- Valid copy of driving incense
- Rental contract for expatriates residents of another Emirates.
- All fees paid
- Vehicle owner of his/her official representative



Government & Private Entities

- 13 month electronic vehicle insurance.
- Vehicle inspection (new vehicle exempted for 3 years after manufacture date).
- Customs certificate-transfer certificate-vehicle ownership certificate.
- NOC from company.
- Representative holding valid agent card from the Vehicles & Drivers Licensing\ Directorate.
- Letter directed to the Vehicles & Drivers Licensing Director for federal/local government departments.



Service Fee

Type	Sum	Type	Sum	Type	Sum
Light mechanical equipment	600	Short/long number plate	115	Light vehicle	400
Heavy mechanical equipment	1000	Motorbike number plate	50	Heavy truck less than 12 ton	500
Truck	120	Sports number plate	500	Heavy truck more than 12 ton	900
Heavy bus 27+ passengers	1220			Light bus less than 27 passengers	500

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Tourism Trip-Tick Certificate Issue

A service for vehicle export outside UAE for tourism purposes

Required Papers or Documents



Individuals

- Trip-Tick book from Emirates Automobile & Tourism Club (ATC).
- Traffic code of shipping agent, if any
- Vehicle owner or official representative
- Driver traffic file if driver is not owner



Government & Private Entities

- Trip-Tick book from Emirates Automobile & Tourism Club (ATC).
- Traffic code of shipping agent, if any
- Company NOC
- Driver traffic file
- Shipping agent traffic file for vehicle shipping



Service Fee

Type	Sum
Tourism export	100

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Export outside UAE

A service for the issue of a certificate to export the vehicle to another country

Required Papers or Documents



Individuals

- Vehicle ownership & number plates
- Vehicle technical inspection
- Electronic insurance for four days minimum for export number plates
- Vehicle owner or his/her legal representative



Government & Private Entities

- Vehicle ownership & number plates
- Vehicle technical inspection Electronic insurance for four days minimum for export number plates
- Valid agent certificate from VDLD.
- Letter directed to VDLD.



Service Fee

Type	Sum
Export outside UAE	50
Export number plate	50

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Vehicle Ownership Details Amendment

A service for the amendment of vehicle ownership details

Required Papers or Documents



Individuals

- Valid UAE ID card.
- Payable fees paid Electronic mortgage/ mortgage release if any
- Electronic insurance if any



Government & Private Entities

- Valid UAE ID card.
- Payable fees paid Electronic mortgage/ mortgage release if any
- Electronic insurance if any



Service Fee

Type	Sum
All vehicles	100

Service Provision Channels

- Customers Happiness Center

Number Plate Change

A service for vehicle number plate change to another new one

Required Papers or Documents



Individuals

- Valid UAE ID card
- All payable fees settled
- Valid vehicle registration
- Old number plates returned



Government & Private Entities

- Valid UAE ID card
- All payable fees settled
- Valid vehicle registration
- Old number plates returned



Service Fee

Type	Sum
Number plate change	100
New number plates manufacture	115

Service Provision Channels

- Customers Happiness Center

Vehicle Color Change

A service for vehicle color change in ownership certificate

Required Papers or Documents



Individuals

- Color change permit
- Inspection check before & after color change (accident-free vehicle)



Government & Private Entities

- Color change permit
- Declaration by Municipality for any request of ad poster.
- Inspection check before & after color change (accident-free vehicles)



Service Fee

Type	Sum
Vehicle color change	100
Painting & denting paper	50
Inspection	100

Service Provision Channels

- Customers Happiness Center

Vehicle Number Plate Reservation

A service for the renewal of reservation of non-owned number

Required Papers or Documents



Individuals

- N/A.



Government & Private Entities

- N/A.



Service Fee

Type	Sum
Reservation for 6 month	120
Reservation for 12 month	240

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Vehicle Possession Certificate Issue

Vehicle Possession Certificate Issue

Vehicle Possession Certificate Issue



Individuals

- Valid UAE ID Card
- All fees paid
- Number plate returned if vehicle is registered



Government & Private Entities

- Valid UAE ID card
- All fees paid
- Letter from owner
- Agent holding valid card from VDLD
- Number plates returned if vehicle is registered



Service Fee

Type	Sum	Type	Sum
Deregistration or possession of expired vehicle certificate	550	Deregistration of expired vehicle possession certificate	200
Transfer expired vehicle possession certificate to another person	900	vehicle possession certificate assigned to another person	150

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

To Whom it May Concern Certificate

A service based on which customer is issued to whom it may concern certificate as required from owner by any authority

Required Papers or Documents



Individuals

- Valid UAE ID Card



Government & Private Entities

- Valid UAE ID Card
- Agent Card for companies



Service Fee

Type	Sum
To whom it may concern certificate	100

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Vehicle Number Plate Replacement

A service for vehicle number plates change for damage/loss

Vehicle Possession Certificate Issue



Individuals

- Valid UAE ID Card
- All fees paid
- Valid ownership certificate
- Vehicle owner of his/her legal representative
- Sign number plates circular for lost plates



Government & Private Entities

- Valid UAE ID Card
- All fees paid
- Valid ownership certificate
- Valid representative card by VDLD
- Sign number plates circular for lost plates



Service Fee

Type	Sum
Two number plates (damaged/lost)	115
One number plate (damaged/lost)	65

Service Provision Channels

- Customers Happiness Center

Commercial Number Plates Issue

A service for the issue of commercial number plates (in test) for vehicles sale, manufacture, export

Required Papers or Documents



Individuals

- N/A



Government & Private Entities

- Letter from company
- Copy of commercial license
- 13 month vehicle insurance
- Valid representative card by VDLD



Service Fee

Type	Sum
Registration	1000
Renewal	500
Number plate manufacture for change purpose	115

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Damage/Loss Vehicle Ownership Certificate Issue

A service for the issue of commercial number plates (in test) for vehicles sale, manufacture, export

Required Papers or Documents



Individuals

- Valid UAE ID card
- All fees paid
- Sign vehicle ownership circular



Government & Private Entities

- Valid representative card from VDLD
- All fees paid
- Sign vehicle ownership circular



Service Fee

Type	Sum
All vehicles	300

Service Provision Channels

- Customers Happiness Center

Vehicle Ownership Transfer to others

A service for vehicle ownership transfer from owner to others

Required Papers or Documents



Individuals

- Valid UAE ID card
 - All fees paid
 - Vehicle owner or legal representative
- Number plates returned if deregistered during transfer
- Mortgage release or NOC for electronic ownership transfer by Mortgagee



Government & Private Entities

- Valid UAE ID Card
 - All fees paid
 - Vehicle owner or legal representative
- Number plates returned if deregistered during transfer
- Mortgage release or NOC for electronic ownership transfer by Mortgagee



Service Fee

Type	Sum
Transfer	350
Transfer+ Ownership renewal	715
Number plates manufacture for change	115

Service Provision Channels

- Customers Happiness Center

Drivers Licensing Services

Vehicle Driving License Issue

A service for the issue of driving license for vehicle driver to ensure driver's is qualified and able to driver the car on the roads, after passing necessary examinations.

Required Papers or Documents



Individuals

- Valid UAE ID card



Government & Private Entities

- Valid residence permit



Service Fee

Type	Sum	Type	Sum	Type	Sum
Motorbike (below 21)	100	Light bus (above 21)	300	Light mechanical equipment (below 21)	300
Motorbike (above 21)	300	Heavy bus (above 21)	300	Heavy mechanical equipment (above 21)	300
Light vehicle (below 21)	100	Heavy truck (above 21)	300		
Light vehicle (above 21)	300				

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Driving License Renewal

A service for annual driving license renewal for drivers above 18 years, and every 10 years for national citizen adult drivers & 5 years for expatriates.

Required Papers or Documents



Individuals

- Personal photo Medical examination (sight)



Service Fee

Type	Sum
18 years	100
21 years	300

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Driving License Cancellation

A service for driver license cancellation for disqualification or for drivers wish

Required Papers or Documents



Individuals

- Cancellation application with reason (personal)
- Original license handover
- Copy of UAE ID card and passport
- Death certificate, for dead driver



Service Fee

Service Provision Channels

- Customers Happiness Center

Addition of Driving License Category

A service for the addition of a new category in driver's license beside current categories

Required Papers or Documents



Individuals

- Personal photo
- UAE ID card



Service Fee

Type	Sum
All categories	200

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Cancellation of Driving License Category

A service for the cancellation of certain category from current valid driving license

Required Papers or Documents



Individuals

- Present original driving license
- UAE ID card
- Category cancellation reason



Service Fee

Service Provision Channels

- Customers Happiness Center

Vehicle Driving License Issue (damaged/lost license) replacement

A service for the issue of replacement of damaged/lost driving license

Required Papers or Documents



Individuals

- UAE ID card



Service Fee

Type	Sum
All categories	300

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Renewal of Driving Test Date(Drivers Test)

A service for the schedule of date for practical test

Required Papers or Documents



Individuals

- Valid training card



Service Fee

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Driving License Test Date Reschedule

A service for the change of practical test date to obtain driving license.

Required Papers or Documents



Individuals

- Valid training card



Service Fee

Type	Sum
For all categories	300

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Change Driving License Source from one to another Emirate in UAE

A service for the change of driving license issued in one Emirate to another Emirate or from one of the approved countries, or GCC countries to UAE license.

Required Papers or Documents



Individuals

- Documents for license transfer from one to another Emirate;
Or replaced license & translation if in other than English language
- Personal photo
- Sight test



Service Fee

Type	Sum
Light vehicle	200

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Traffic File Opening

A service for the opening of driving license file according to which driver becomes able to drive vehicles on the road, and to verify driver's ability drive after passing necessary tests

Required Papers or Documents



Individuals

- VSight test
- UAE ID card



Service Fee

Type	Sum
all categories	200

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Driving License Training Certificate Renewal

A service for the renewal of vehicle driving license trainee

Required Papers or Documents



Individuals

- Training Form
- UAE ID card



Service Fee

Type	Sum
All categories	200

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Driving Training License Issue (damaged/lost license replacement)

A service for the issue for trainee driver in case of damage/loss

Required Papers or Documents



Individuals

- UAE ID card



Service Fee

Type	Sum
All categories	100

Service Provision Channels

- Customers Happiness Center

Issue Vehicle Driving Trainee Permit

A service according to which a special permit is issued for approved trainees at the Driving Schools in the Emirates

Required Papers or Documents



Individuals

- Present UAE ID card
- Valid driving license
- NOC from employer (Driving School)
- Sight test certificate from Balhasa Driving Training Center



Service Fee

Type	Sum
All categories	400

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Vehicle Driving Trainer Permit Renewal

A service for the renewal of Trainer driving permit

Required Papers or Documents



Individuals

- Present UAE ID Card



Service Fee

Type	Sum
All categories	100

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Vehicle Driving Trainer Permit Issue (damaged/lost) Replacement

A service for the issue of replacement of damaged/lost trainer permit for the approved categories

Required Papers or Documents



Individuals

- Present UAE ID Card



Service Fee

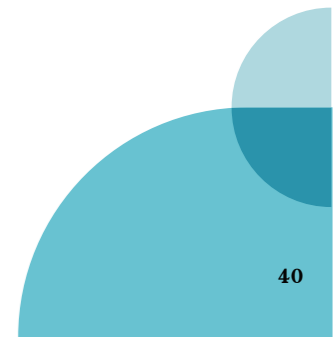
Type	Sum
All categories	100

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center



Traffic Control Services



Inquiry on Traffic Violations

A service according to which customer inquires about vehicle, driving license or traffic code violations

Required Papers or Documents



Individuals

- Driving License
- Vehicle ownership



Government & Private Entities

- Driving License
- Vehicle ownership



Service Fee

Free

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Inquiry about Withdrawn License

A service to inquire about withdrawn license, or the remaining period of license withdrawal decision

Required Papers or Documents



Individuals

- Driving License



Government & Private Entities

- Driving License



Service Fee

Free

Service Provision Channels

- Customers Happiness Center

Application for Violation Transfer to Driver File License

A service based on which traffic violations may be transferred from vehicle to driver (car rental offices)

Required Papers or Documents



Individuals

- N/A



Government & Private Entities

- Private entities: copy of rental contract/copy of driving license/copy of ownership/copy of ID Card



Service Fee

Free

Service Provision Channels

- Customers Happiness Center

Traffic Violations Payment

A service for the payment of traffic violations charged to vehicle or driver license

Required Papers or Documents



Individuals

- Driving license
- Vehicle ownership



Government & Private Entities

- Government department: copy of vehicle ownership & driver license
- Private sector: vehicle ownership & driver license.



Service Fee

Value of violation charged to vehicle or driver license only

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Impounded Vehicle Fee Payment

A service for the settlement of impounded vehicle fee due to traffic violation

Required Papers or Documents



Individuals

- Driving License
- Vehicle Ownership



Government & Private Entities

- Driving License
- Vehicle Ownership



Service Fee

Fee per day	Type	Sum
	Light vehicle	100
	Heavy vehicle	200

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Application to Register Traffic Points on Driver License

A service for traffic points registration on Driver's license

Required Papers or Documents



Individuals

- Driver attends in person
- Driving license



Government & Private Entities

- Driver attends in person
- Driving license



Service Fee

Free

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Application for copy of Radar Photo

A service to enable customer to check the photo taken by radar regarding any certain violation

Required Papers or Documents



Individuals

- Driving license
- Vehicle ownership



Government & Private Entities

- Driving license
- Vehicle ownership



Service Fee

Type	Sum
Radar photo	100

Service Provision Channels

- Customers Happiness Center

Application for Clearance Certificate from Traffic Violations

A service to apply for a clearance certificate to vehicle or driver from traffic violations

Required Papers or Documents



Individuals

- Driving license
- Vehicle ownership



Government & Private Entities

- Driving license
- Vehicle ownership



Service Fee

Type	Sum
Clearance certificate	100

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Road Construction Permit

A service provided by the Traffic & Patrols Department to ensure the smooth movement of traffic through diversions

Required Papers or Documents



Individuals

- N/A



Government & Private Entities

- Diversion plan-official letter from diversion applicant



Service Fee

Free

Service Provision Channels

- Customers Happiness Center

Heavy Truck Traffic Permit Cancellation

One of services offered by the Traffic & Patrols Directorate according to which customer may cancel heavy truck traffic permit

Required Papers or Documents



Individuals

- N/A



Government & Private Entities

- Letter from Company to Traffic & Patrols Department, highlighting a list of heavy vehicles to cancel their traffic permits



Service Fee

Free

Service Provision Channels

- Customers Happiness Center

Amendment of Heavy Truck Traffic Permit

One of the services offered by the Traffic & Patrols Directors for the amendment of heavy truck traffic permit

Required Papers or Documents



Individuals

- N/A



Government & Private Entities

- Letter from the company to the Traffic & Patrols Directorate contains a list of the number plates of vehicles for which traffic permit is to be amended.



Service Fee

Free (if less than one month)

Service Provision Channels

Customers Happiness Center

Application for Road Construction, Request for Traffic Inspection of Roads & Bridges

A service for the inspection & review of private projects (roads & bridges), to ensure project readiness and compliance with engineering specifications, for approval on final basis before project launch.

Required Papers or Documents



Individuals

- N/A



Government & Private Entities

- Engineering plan- official letter from the government department



Service Fee

N/A

Service Provision Channels

Customers Happiness Center

Ensure Traffic Safety for Roads Projects

One of the services offered by the Traffic & Patrols Directors to ensure the safety of traffic across roads projects

Required Papers or Documents



Individuals

- N/A



Government & Private Entities

- Engineering plan- official letter from the government department



Service Fee

Free

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Application for Heavy Truck Pass Permit

One of the services offered by the Traffic & Patrols Department for the renewal of heavy duty truck pass permit

Required Papers or Documents



Individuals

- N/A



Government & Private Entities

- Customer letter (with details of vehicle route-shipment details-date-days).
- Copy of truck ownership
- Copy of company's license
- Department of Economic Development NOC if truck number plate is not issued in Ras Al Khaimah.



Service Fee

Free (if less than one month)

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Response to Major Traffic Accidents

A service for customer to inquire about any previous vehicle traffic accident.

Required Papers or Documents



Individuals

- Driving License
- Vehicle Ownership



Government & Private Entities

- Driving License
- Vehicle Ownership



Service Fee

Free

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Inquiry about Vehicles Accidents

A service for customer to inquire about any previous vehicle traffic accident.

Required Papers or Documents



Individuals

- Driving License
- Vehicle Ownership



Government & Private Entities

- Driving License
- Vehicle Ownership



Service Fee

Free

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Response to Major Traffic Accidents

A service for customer to inquire about any previous vehicle traffic accident.

Required Papers or Documents



Individuals

- Driving License
- Vehicle Ownership



Government & Private Entities

- Driving License
- Vehicle Ownership



Service Fee

Free

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Inquiry about Vehicles Accidents

A service for customer to inquire about any previous vehicle traffic accident.

Required Papers or Documents



Individuals

- Driving License
- Vehicle Ownership



Government & Private Entities

- Driving License
- Vehicle Ownership



Service Fee

Free

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Civil Defense Services

Issue/Renewal of License for (maintenance, installation, agent-distributor-manufacturer-expert houses) in Fire Prevention Safety Fields

For the issue/renewal of license for the practice of engineering works for the installation, maintenance, trade, sale of equipment/systems of fire prevention, fire safety, firefighting, with accessories & attachments for different buildings & facilities

Required Papers or Documents



Individuals

- Undertaking letter regarding the warranty of all systems & equipment, approved for 3-5 years.
- Valid copy of licensee passport.
- Valid certificate of agency registration at the Ministry of Economy.
- Agent contract with manufacturer/producer in country of origin.
- Undertaking for the supply of spare parts for all the equipment, to be approved for 10 years at least



Service Fee

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

License Issue/Renewal- Training Companies on Fire Prevention

A service for licensing training institutes in fire prevention fields, for training on fire prevention, the supply of training and education programs in fire safety for private sector, in addition to practical training, organization of lectures, symposiums and conferences on fire prevention procedures for private sector.

Required Papers or Documents



Individuals

- Copy of Licensee passport.
- Copy of Licensee ID card.
- Company location rental contract.
- Acknowledgment of information accuracy in Arabic language.
- Approved training programs for companies active in training fields.
- Summary of training facilities (description of building & facilities).
- Commercial license



Service Fee

AED 1,000

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

License/Renewal- Accreditation of International Laboratories

A service for applying for the accreditation of international laboratories specialized in the inspection of civil defense systems and measurement devices for the implementation of quality & safety standards thereon

Required Papers or Documents



Individuals

- Application approval.
- ISO17065 approval.
- ISO17020 approval.
- IALC Certificate.
- Laboratory organization chart.
- List of international test labs.
- Audit summary

- Quality Manual Certificate
- Partnerships with local organizations
- Inspection processes
- Health & safety inspection control.
- Customers complaints file.
- Number of certificates issued in favor of the Lab within the last two years.

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Issue of Technical Engineer Card for Workers in Civil Defense Fields

A Service used by technicians or engineers working in civil defense fields (civil engineer-architectural engineer-assistance engineer) to obtain a card to perform field site duties.

Required Papers or Documents



Individuals

- Copy of technical test result
- Personal photo



Service Fee

AED 300

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Issue of Engineer/Technician Card for Workers in Civil Defense Fields (Damaged/lost card replacement)

One of Civil Defense services based on which necessary card is issued for engineers/technicians working in Civil Defense field in replacement of damaged/lost cards

Required Papers or Documents



Service Fee

AED 100

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Training on Evacuation of Facilities, Buildings or Hotels

A service through which establishments, companies & government departments may apply for training on evacuation of facilities or buildings.

Required Papers or Documents



Individuals

- Original site plan issued by the Municipality.
- Valid prevention & safety conditions fulfillment certificate.
- Establishment letter to Civil Defense.
- List of Establishment employees.



Service Fee

Type	Sum
Training on hotels & hotel apartments evacuation (seven stars)	AED5,000
Training on hotels & hotel apartments evacuation (six stars)	AED3,000
Training on hotels & hotel apartments evacuation (seven stars)	& below AED2,000

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Educational Lectures & Preventive Safety Fields

A service through which establishments, companies & government departments may apply for educational lectures by a specialized team in public preventive safety knowledge

Vehicle Possession Certificate Issue



- Establishment letter to Civil Defense

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

License/Renewal for Hazardous Materials Import/Export Companies

A service for the issue of an approval to practice the import/export of hazardous materials classified by the special approved schedule.

Required Papers or Documents



Individuals

- Copy of commercial license
- Rental contract
- Firefighting maintenance & installation contract.
- Site plan.



Service Fee

AED1,000

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

License/Renewal- Gas Distribution Companies

. A service for the issue of necessary permit for a company to practice the transportation & distribution of gas cylinders.

Required Papers or Documents



Individuals

- Copy of commercial license issued by the Department of Economic Development.
- Copy of preventive safety conditions fulfillment issued by the Civil Defense.
- Copy of rental contract.



Service Fee

AED1,000

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Approval/Renewal of Hazardous Materials Stores

A service through which contractors and business sector may apply for a certificate for the fulfillment of preventive safety of hazardous materials stores from the Civil Defense

Required Papers or Documents



Individuals

- Copy of commercial or industrial license.
- Store site plans approved by the Civil Defense.
- Site plan.
- Copy of commercial license of the tank inspection company.
- Copy of store inspection by an approved inspector



Service Fee

AED 1,00

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Approval/Renewal of Hazardous Materials Stores

A service for the inspection of the requirements of fire preventive safety to be fulfilled for the approval of hazardous materials stores.

Required Papers or Documents



Individuals

- Copy of commercial or industrial license.
- Rental contract.
- Site plan.
- Federal Authority for Nuclear Regulation (FANR) permit.
- Environment Agency- Abu Dhabi permit.



Service Fee

AED1,000

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Approval/Renewal of Hazardous & Gas Cylinders Transport Trucks/Tankers

A service through which contractors & business sector can apply for an approval for the license of hazardous materials & gas cylinders transport trucks/tankers

Required Papers or Documents



Individuals

- Copy of valid vehicle ownership certificate, and inspection pass form.
- Copy of commercial or industrial license.
- Copy of hazardous material truck/tanker driving card.
- Copy of drivers driving license.
- Preliminary approval of registration letter for new trucks, or class change.



Service Fee

Type	Sum
Trucks	AED500
Tankers	AED1,000

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Application for Approval of Gas Cylinders Site

A service for the inspection of the fire prevention & safety requirements and conditions required to be fulfilled by the site for gas cylinders installation outside the building.

Required Papers or Documents



Individuals

- Copy of commercial or industrial license.
- Site plan.
- License of the contractor company for Civil Defense equipment maintenance or installation



Service Fee

AED 200

Service Provision Channels

- Customers Happiness Center

Approval of Engineering Plans

One of Civil Defense services according to which engineering plans are approved through the entry of applicant detailed drawings.

Required Papers or Documents



Individuals

- Authorization by the owner (contract).
- Preliminary Executive Plans



Service Fee

AED0.05 per square meter

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Building Completion Certificate Application /Gas System

A service for the issue of approval certificate of central gas system for new or current buildings, according to which customer has no authority to operate the building on whole or part before necessary permit is issued after the completion of all construction works, as approved by the Municipality Engineer.

Required Papers or Documents



Individuals

- List of equipment of the company responsible for the completion of Civil Defense Works (original).
- Executive plans approved by the General Department of Civil Defense.
- Site Plan by the Municipality.
- Plans approval letter issued by the General Department of Civil Defense.
- Consultant Letter that all building fixed equipment are ready for inspection by the company who installs firefighting & fire warning system.
- Copy of the license of the company responsible for the completion of firefighting & fire warning systems.
- New building receipt.



Service Fee

AED 200

Type	Sum
Federal Fees	AED0.05 per square meter for gas system
Other Fees	AED1,000 for inspected materials
Urgent Fees	AED500 re-inspection fee

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Approval of Annual Maintenance Contract for eventive Safety System & Gas Systems

Among Civil Defense services according to which annual maintenance contract is approved for safety systems or gas systems (maintenance-installation-network installation supervision-firefighting-warning networks- installation of safety system-follow up the site during the contract term for 3-4 years on annual basis-prepare a detailed reports regarding the condition of installed equipment.)

Required Papers or Documents



Individuals

- Building completion certificate
- Contracting parties signatures attestation.



Service Fee

AED 150

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Issue a certificate for Preventive Safety Requirements fulfillment by the Building

One of Civil Defense services according to which a certificate is issued regarding the fulfillment of preventive safety requirements by buildings owners on annual basis.

Required Papers or Documents



Individuals

- Tourism license (colored copy issued by the Department of Culture & Tourism – Abu Dhabi.
- Establishment owner's passport+ ID card.
- Abu Dhabi Chamber of Commerce & Industrial Membership Certificate (colored copy).
- Commercial license (colored copy issued by the Department of Economic Development).
- Rental contract (colored copy).
- Original signature attestation.
- Valid maintenance contract



Service Fee

AED 500

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Issue/Renewal of Certificate for fulfillment of Preventative Safety Requirements by high-risk/medium-risk/low-risk Establishments

A service through which license is issued/renewed for Establishments (A-B-C), regarding the fulfillment of fire safety prevention requirements.

Required Papers or Documents



Individuals

- Commercial license
- Chamber of commerce certificate
- Signature authentication
- Rental contract
- List of contractor workers
- Firefighting equipment maintenance contract for the facility/building



Service Fee

Type	Sum
Federal Fees	According to business activity & Minister Resolution (2019/50)
Other Fees	AED-200 re-inspection fee
Urgent Fees	

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Purchase of UAE Fire Prevention Code

A service used to provide consultants, companies & contractors working in Civil Defense business UAE Fire Prevention Code, containing Fire Science and Firefighting Engineering.



Service Fee
AED 3,000

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Installation of Fire Warning System for Buildings & Facilities (Hassantuk)

Service for the installation of a system connecting building fire system to the Control Room, in support of quick response and maintain systems efficiency.

Required Papers or Documents



Individuals

- Certificate for the fulfillment of preventive safety requirements for buildings & facilities



Service Fee

AED0.05 per square meter

Type	Sum
Small size building (A)	AED1,000
Small size building (B)	AED1,500
Medium size building	AED2,500
Large size building	AED2,500
Extra-large building	AED2,500

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Installation of Fire Warning Systems for Residential Houses (Hassantuk)

Service for the installation of a system connecting the building fire system to the Control room, in support of quick response & maintain system efficiency.

Required Papers or Documents



- Copy of ID card (front & back)



Service Fee

Copy of ID card (front & back)

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

To Whom It May Concern Certificate Issue- Civil Defense

Service according to which customers may apply for to whom it may concern certificate for official uses.



Service Fee
AED 100

Service Provision Channels

- Smart Application
- Website
- Customers Happiness Center

Payment of Civil Defense Violations

. Service for the payment of violation charged to the Establishment




Service Fee
Violation sum according to Ministerial Resolution 24/2012

Service Provision Channels


- Smart Application
- Website
- Customers Happiness Center



History is a Reflection of
our Identity & A Reason for
our Existence



The waters of the Arabian Gulf and 64 km of sandy coastline form a natural border in the West. This offers water sports lovers a huge choice of activities from windsurfing, sailing and banana boat rides to wakeboarding, water skiing, fishing and much more.




Ras Al Khaimah is located in the north part of the United Arab Emirates. It has borders with Oman and with three other Emirates which are Umm Al Quwain, Sharjah, and Fujairah. In land area, Ras Al Khaimah is the fourth largest Emirate covering an area of 2,486 square km, which is about 2.97 percent of the total UAE land area.

Mangroves and salt flats form a large part of the coastal and inland landscape. The mangroves, which are home to a variety of wildlife, including flamingoes, extend right into the centre of Ras Al Khaimah bringing a rich sense of nature into the city. Visitors can explore the mangroves by taking kayak excursions and literally lose themselves in the natural beauty.



Ras Al Khaimah's unique terracotta desert which retarin to a green area after rainfall. Visitors can get an insight to the life of the Bedouins at various desert camps or take part in a variety of activities including four-wheel drive safaris and horse or camel treks.



There are three categories of flora – the salt loving vegetation of the mangroves and mountain and desert plants, which are plentiful after rainfall, some of the main popular plants are Mangrove, Simer tree, Sider tree and Ghaf tree.



Ru'us Al Jibal mountains were formed more than 70 million years ago. Jebel Jais at 1,934 m is not only the highest peak in Ras Al Khaimah but in the entire UAE. A key feature of the mountains is the abundance of wadis, hiking and mountain bike trails and mountain adventure



The people of the sea, who lived on the coasts of Ras al-Khaimah and worked in fishing and pearl diving, they depend on the goods of the sea to live, and they live in houses made of coral stone, which gives them a distinctive shape.



They are the people who used to live in the Ru'us Al Jibal region who are distinguished by their special dialect and strength and they called (Bedah). They depend for their livelihood in the mountains on the cultivation of wheat from which Tanoor bread is made, Sider/ Samer honey and fresh goat milk, their houses are made from solid mountain rocks.

Camels, which are also called the Desert Ship, live in abundance in desert areas and are considered a symbol of heritage and are distinguished by their beauty and strength in running during the camel races; It can be noted how camels are important by seeing the big number of camel racing tracks across the UAE



The Bedouins are the inhabitants of the desert, who live in the desert regions of Ras al-Khaimah and those who depended on camels and Arabian horses for their travel and transportation, they used to live in tents previously, and are distinguished by their own Bedouin dialect and their Arabian coffee that sticks with them throughout the day



The Arabian falcon, or the (Lanner Falcon), is one of the most important symbols of the United Arab Emirates. It is the Arabian bird that is distinguished by its beauty, strength, patience and great speed.



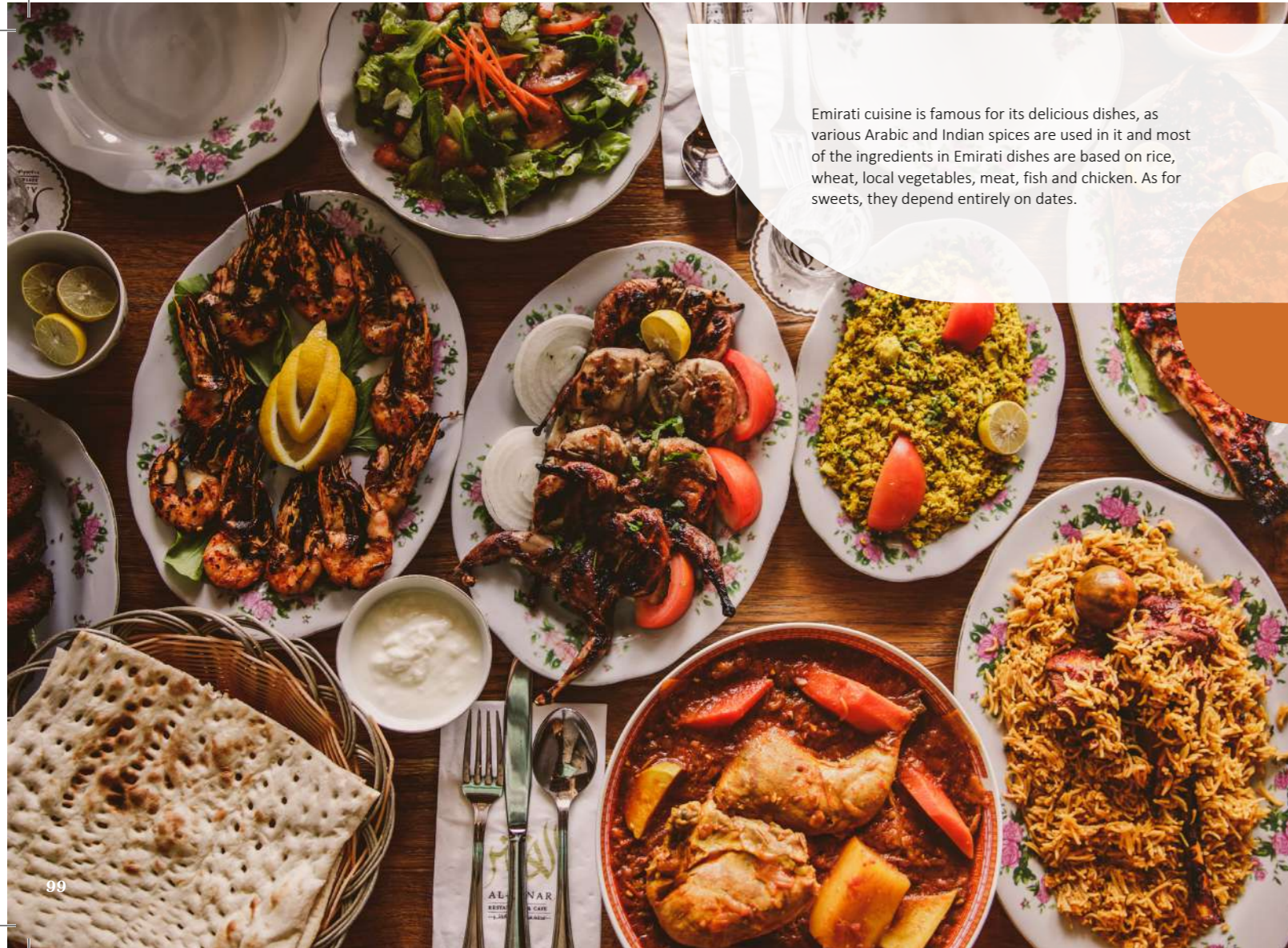
Oryx and Arabian gazelles, which are found in the desert of Ras Al Khaimah, are abundant in the Wadi Desert Reserve at the Ritz-Carlton, where herds of the beautiful deer and Arabian oryx gathered around the water and under Ghaf trees.



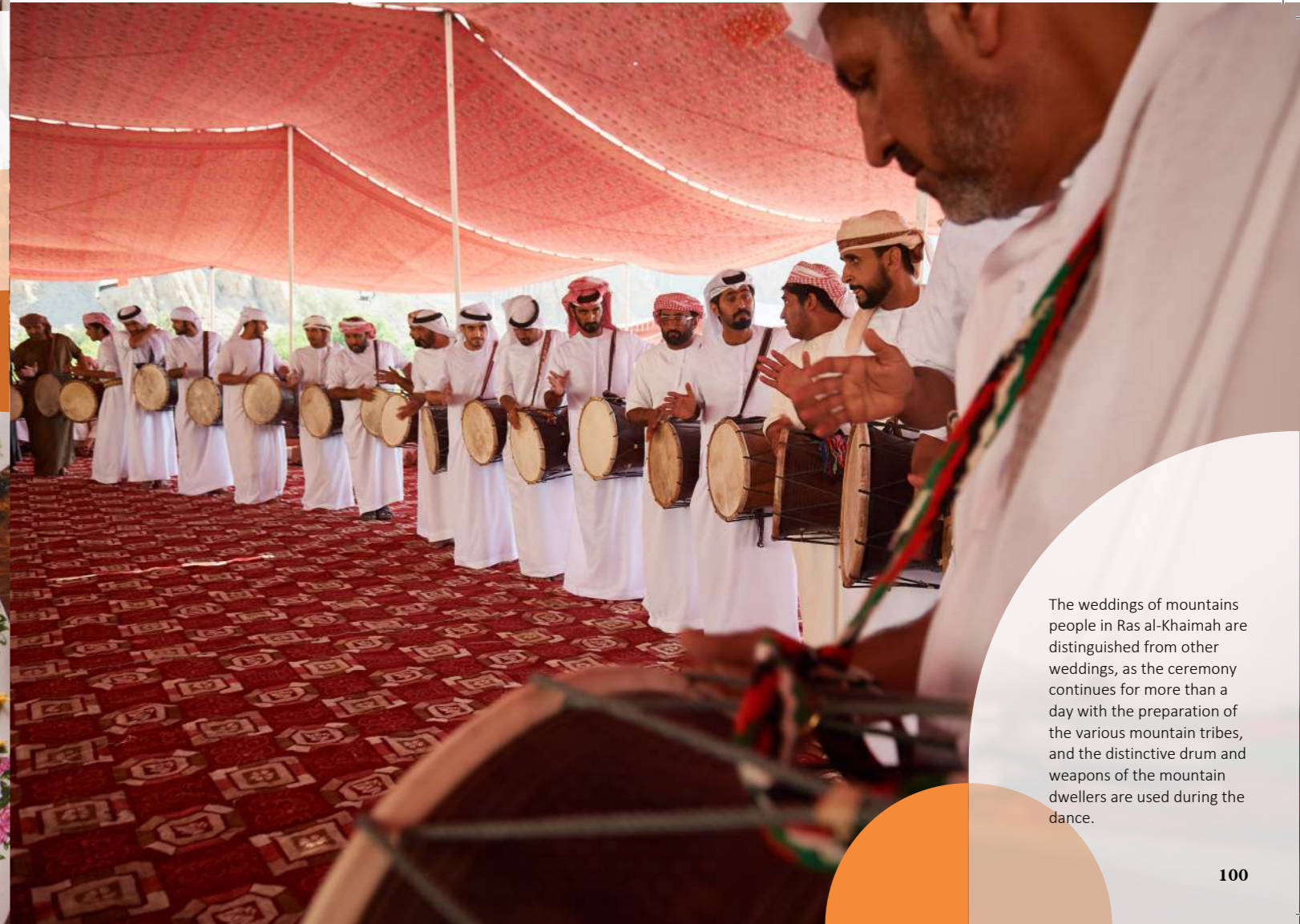
The climate is sub-tropical, semi-arid with warm temperatures, infrequent rain fall and blue skies most of the year. Between November and April, the average day-time temperature reaches 28 degrees centigrade whereas in the summer months between June and August temperature rises above 35 degrees centigrade with high humidity.



Flamingos are migratory birds that come to the coasts of the Ras Al Khaimah in a migratory season from Europe & Russia. It distinguished by their color which is white and pink. Flamingos live among mangroves to feed on crustaceans.



Emirati cuisine is famous for its delicious dishes, as various Arabic and Indian spices are used in it and most of the ingredients in Emirati dishes are based on rice, wheat, local vegetables, meat, fish and chicken. As for sweets, they depend entirely on dates.



The weddings of mountains people in Ras al-Khaimah are distinguished from other weddings, as the ceremony continues for more than a day with the preparation of the various mountain tribes, and the distinctive drum and weapons of the mountain dwellers are used during the dance.

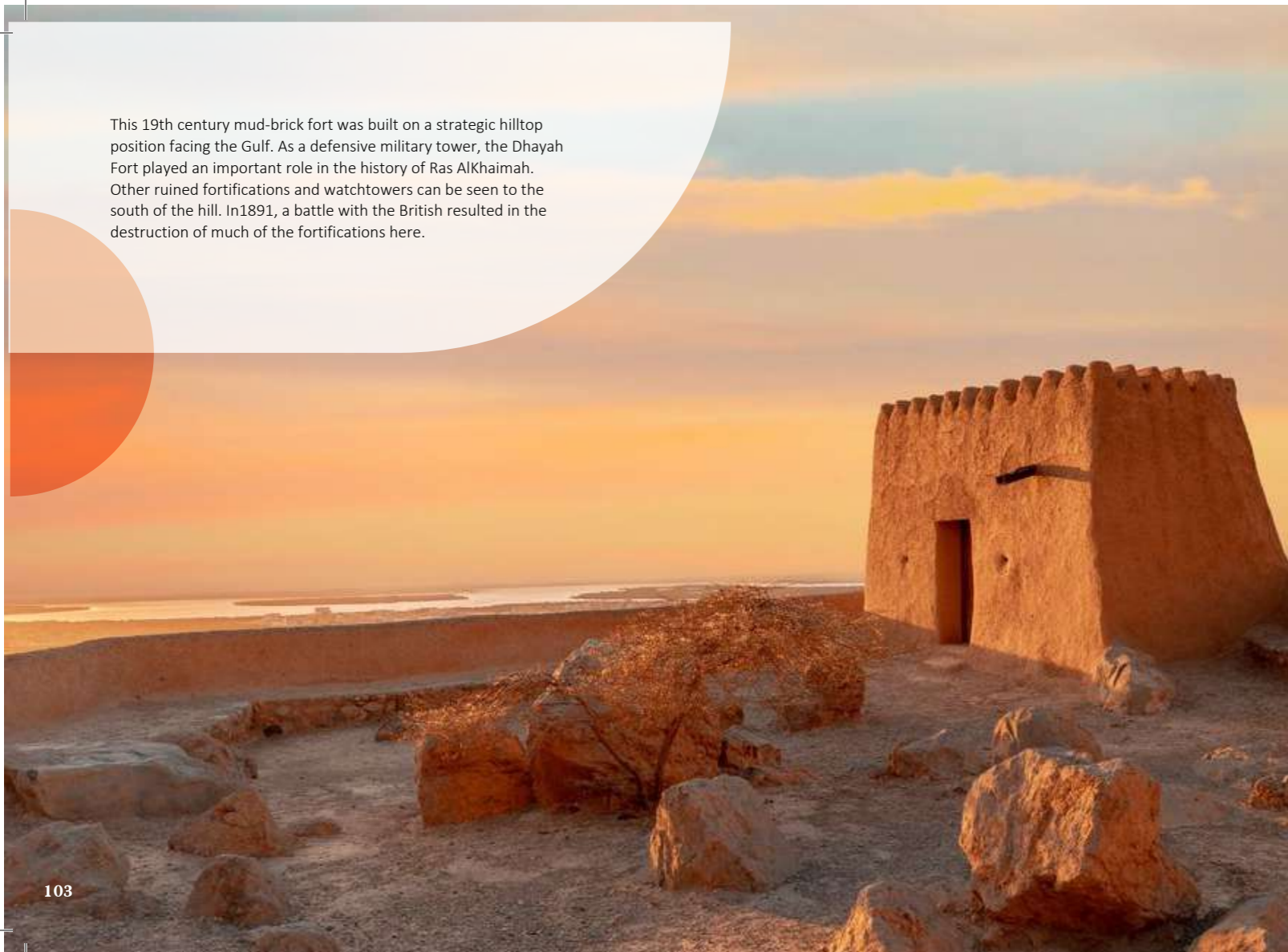


The emirate is famous for its palm gardens and fertile lands that provided food and shelter for the people in this region, Ras Al Khaimah lands are famous for the production of high-quality dates. Farmers are still use the same traditional tools in planting and harvesting the palm trees.



Al Sawan Camel Track is located about 10 km south of the Emirate of Ras Al Khaimah, for holding camel races. The competition is held every year for four days in the month of January among many participants from Arab countries.

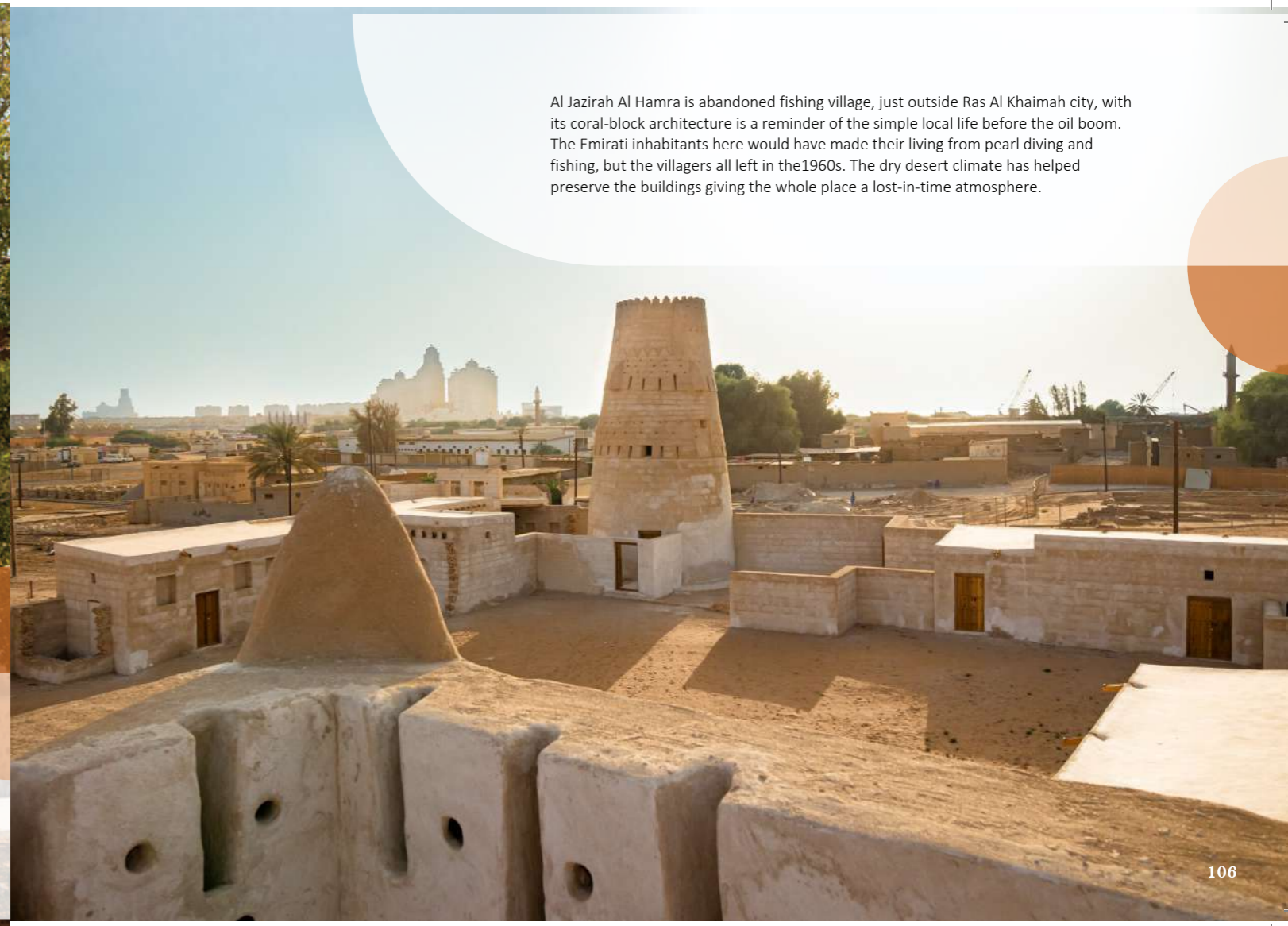
This 19th century mud-brick fort was built on a strategic hilltop position facing the Gulf. As a defensive military tower, the Dhayah Fort played an important role in the history of Ras AlKhaimah. Other ruined fortifications and watchtowers can be seen to the south of the hill. In 1891, a battle with the British resulted in the destruction of much of the fortifications here.



Ras Al Khaimah national museum has an excellent collection of archaeological and ethnological artifacts. Items of particular interest are a variety of documents, manuscripts and treaties between the rulers of Ras Al Khaimah and Great Britain. There are also exhibits of traditional weapons belonging to the ruling family, and archaeological displays about the earliest settlers in the area up to the late Islamic period. The museum's ethnographic section introduces traditional life in the emirate, including architecture, pearl diving, date farming, agriculture and fishing.



Mohammed Bin Salim Mosque is the largest surviving traditional mosque in the UAE, and is still in use in Ras Al Khaimah Old Town. Archaeological excavations revealed the presence of an earlier mosque, dating back to the second half of the 18th century (date as indicated by preliminary analysis of the finds). It has undergone several renovations and expansion phases up to the present day.



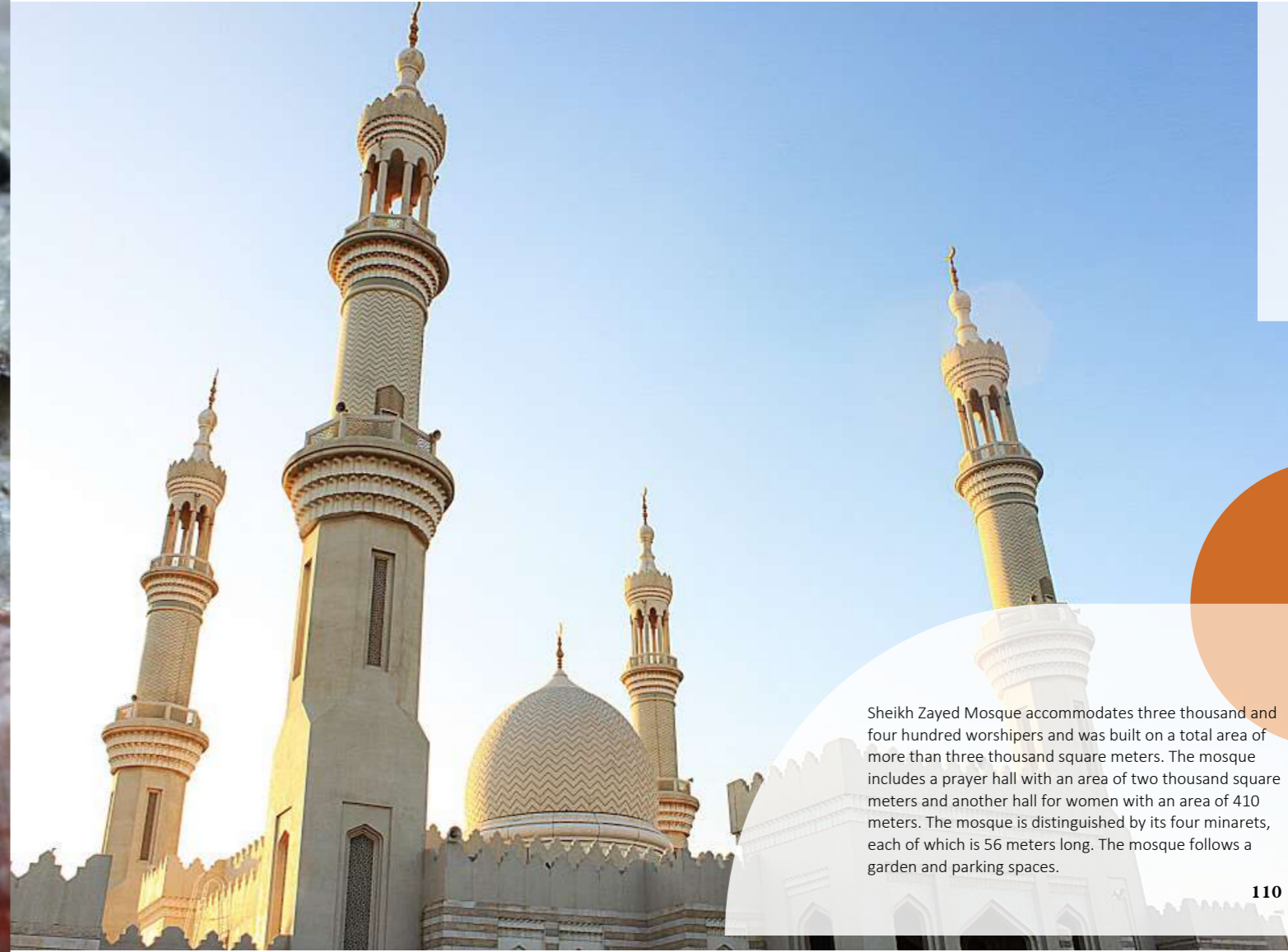
Al Jazirah Al Hamra is an abandoned fishing village, just outside Ras Al Khaimah city, with its coral-block architecture as a reminder of the simple local life before the oil boom. The Emirati inhabitants here would have made their living from pearl diving and fishing, but the villagers all left in the 1960s. The dry desert climate has helped preserve the buildings, giving the whole place a lost-in-time atmosphere.

The Suwaidi Pearls Farm was established in 2005 by prominent Emirati Abdulla Al Suwaidi, and is the first farm of its kind in the Gulf region. The farm cultivates the Pinctada Radiata, otherwise known as the Gulf pearl oyster, using locally sourced mollusks that live in the natural creek in Al Rams.



The United Arab Emirates announced the listing of four archaeological sites in Ras Al Khaimah for the World Heritage sites of the United Nations UNESCO in 2020 which are: Julphar city of trade, the Al Jazirah Al Hamra that contains the memories of sea people and the pearls trading, the Shamal area that contains many ancient tombs and mountain villages finally, Dhayah fort which is considered the only castle remaining on a hill.

There are two main old fish markets in Ras Al Khaimah which are Al Mareed Market and the Ras Al Khaimah Market, markets that are specialize in selling the local fish daily and throughout the year. There are also a fish auction and you can bargain on the price



Sheikh Zayed Mosque accommodates three thousand and four hundred worshippers and was built on a total area of more than three thousand square meters. The mosque includes a prayer hall with an area of two thousand square meters and another hall for women with an area of 410 meters. The mosque is distinguished by its four minarets, each of which is 56 meters long. The mosque follows a garden and parking spaces.

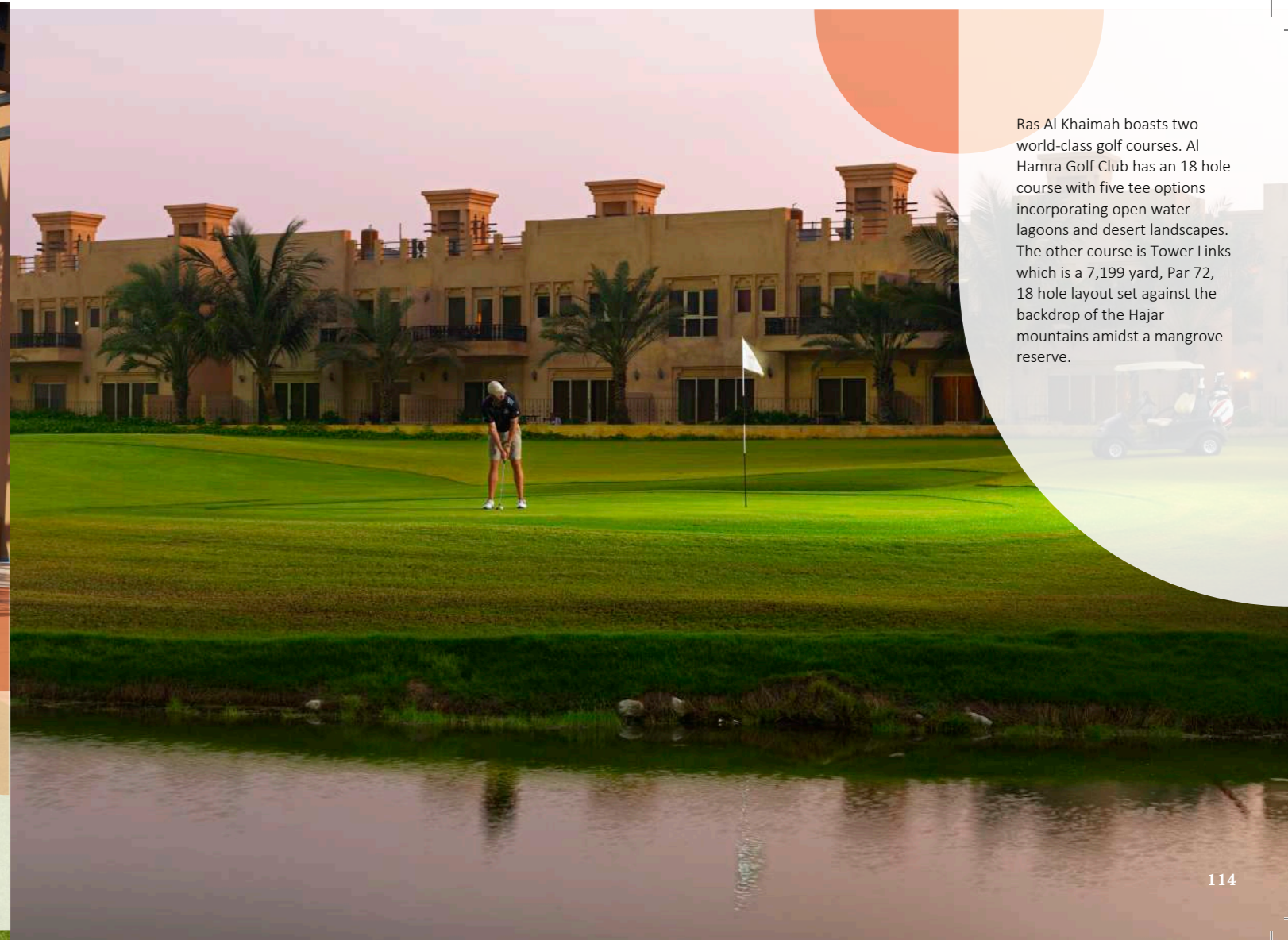
Ras Al Khaimah is famous for its many beautiful camping spots, where people can enjoy picnics and barbecues under the stars, away from the hustle and bustle of city life. You can go it alone or visit one of the traditional Bedouin camps and discover a fascinating way of life that has changed little over the years.




Kayaking in lakes and between the beautiful mangroves is one of the most favorite recreational activities for many people, as they can practice a fun kayaking that is suitable for different ages.



Ras Al Khaimah currently has five shopping malls packed with all the leading brands, cinemas and restaurants. Which are Al Naeem mall, Al Naeem city center, RAK mall, Al Hamra mall and the largest of them is Manar Mall



Ras Al Khaimah boasts two world-class golf courses. Al Hamra Golf Club has an 18 hole course with five tee options incorporating open water lagoons and desert landscapes. The other course is Tower Links which is a 7,199 yard, Par 72, 18 hole layout set against the backdrop of the Hajar mountains amidst a mangrove reserve.



Thrill-seekers and adrenaline junkies will travel at speeds of up to 120kph to 150kph at a height of 1,680 metres above sea level on top of Jebel Jais mountain. The experience will see participants fitted with a special harness for the adventure, with the longest flight itself taking approximately two to three minutes.



Located on the UAE's highest mountain, Jais Adventure Peak is the perfect place to escape the city life and experience bucket list activities! which are Jebel Jais Flight, Jais sky tour and Jais sky Maze.

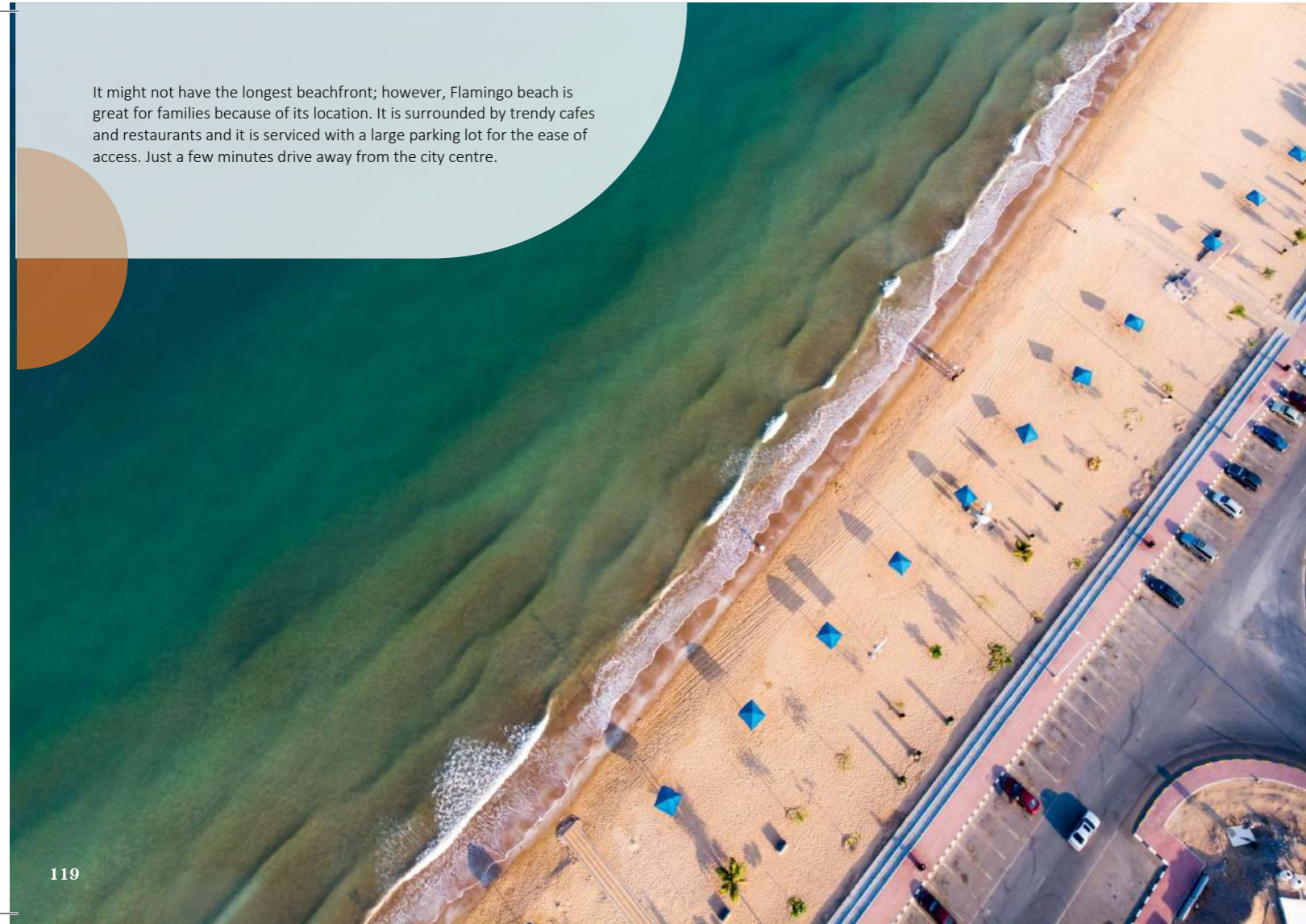


Saqr Park, which includes many recreational facilities that suit different ages, including the train, water games, skating park and other various activities that have made it one of the most important tourist places in Ras Al Khaimah for children since its establishment in 1991.



Elevate your dining experience at 1484 by Puro. A simple combination of stunning location, sleek design and surprising food combinations. Bring an appetite for the best things in life. Be rewarded with a meal to remember. This restaurant is named according to its height above sea level – 1,484 meters.

It might not have the longest beachfront; however, Flamingo beach is great for families because of its location. It is surrounded by trendy cafes and restaurants and it is serviced with a large parking lot for the ease of access. Just a few minutes drive away from the city centre.



Al Qawasim Corniche is one of the most important streets in Ras Al Khaimah and is considered one of the most lively and active places throughout the week due to the availability of many public facilities that attract visitors, including restaurants, cafes, Kids playgrounds, and multiple places to sit and enjoy the beautiful view of the mangroves and practice walking or jogging.

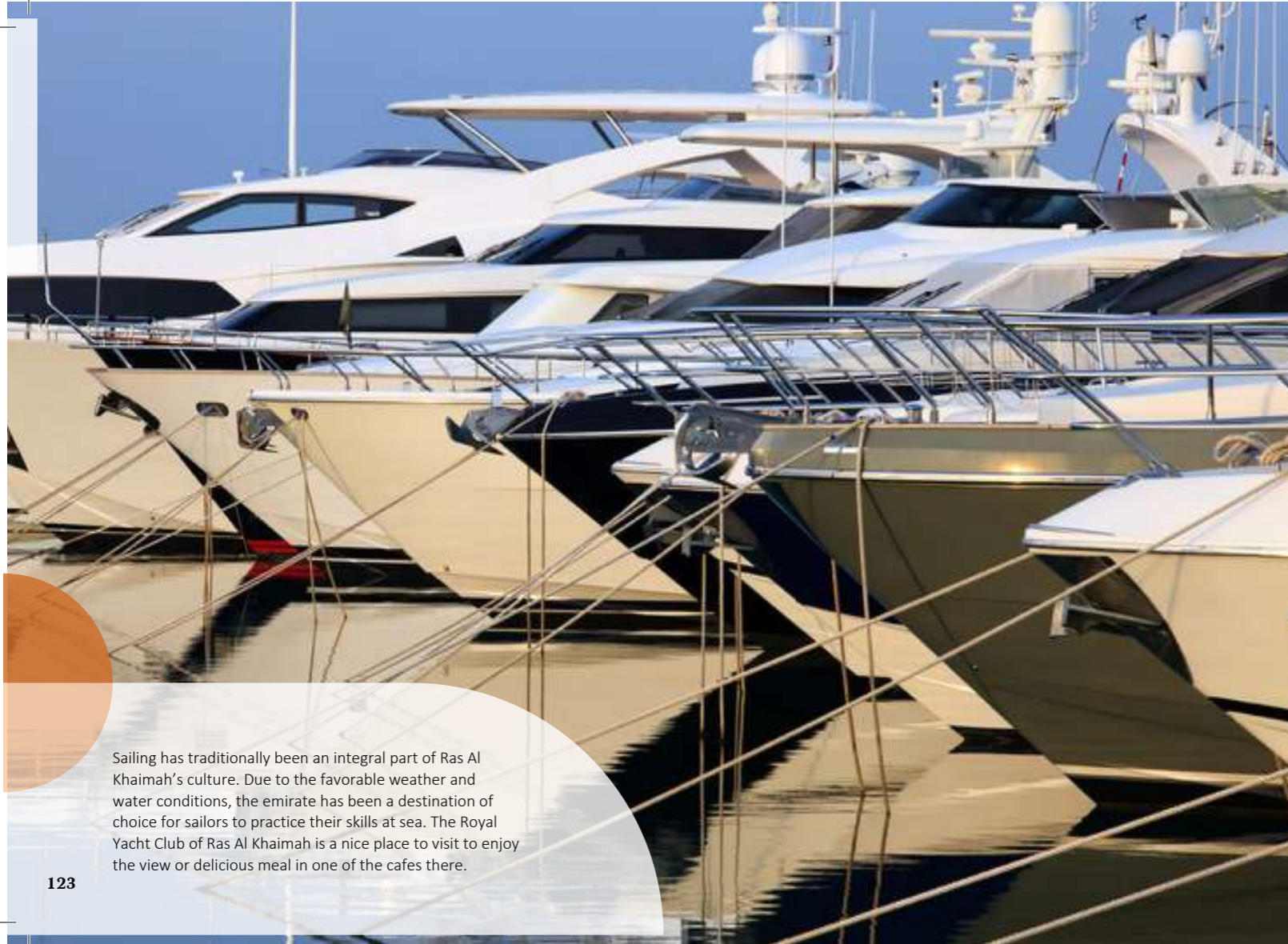




The gold markets are part of the Ras Al Khaimah Souks, as each souk in Ras Al Khaimah contains a group of gold shops, which sell a quality and wonderful designs.



The emirate of Ras Al Khaimah has many old popular markets that consist of two opposite streets of stores that deal with selling traditional Arab goods and household items such as the Mairid market and the Kuwaiti market. As for the agricultural, marine and heritage products, they are found in the old Ras Al Khaimah market.

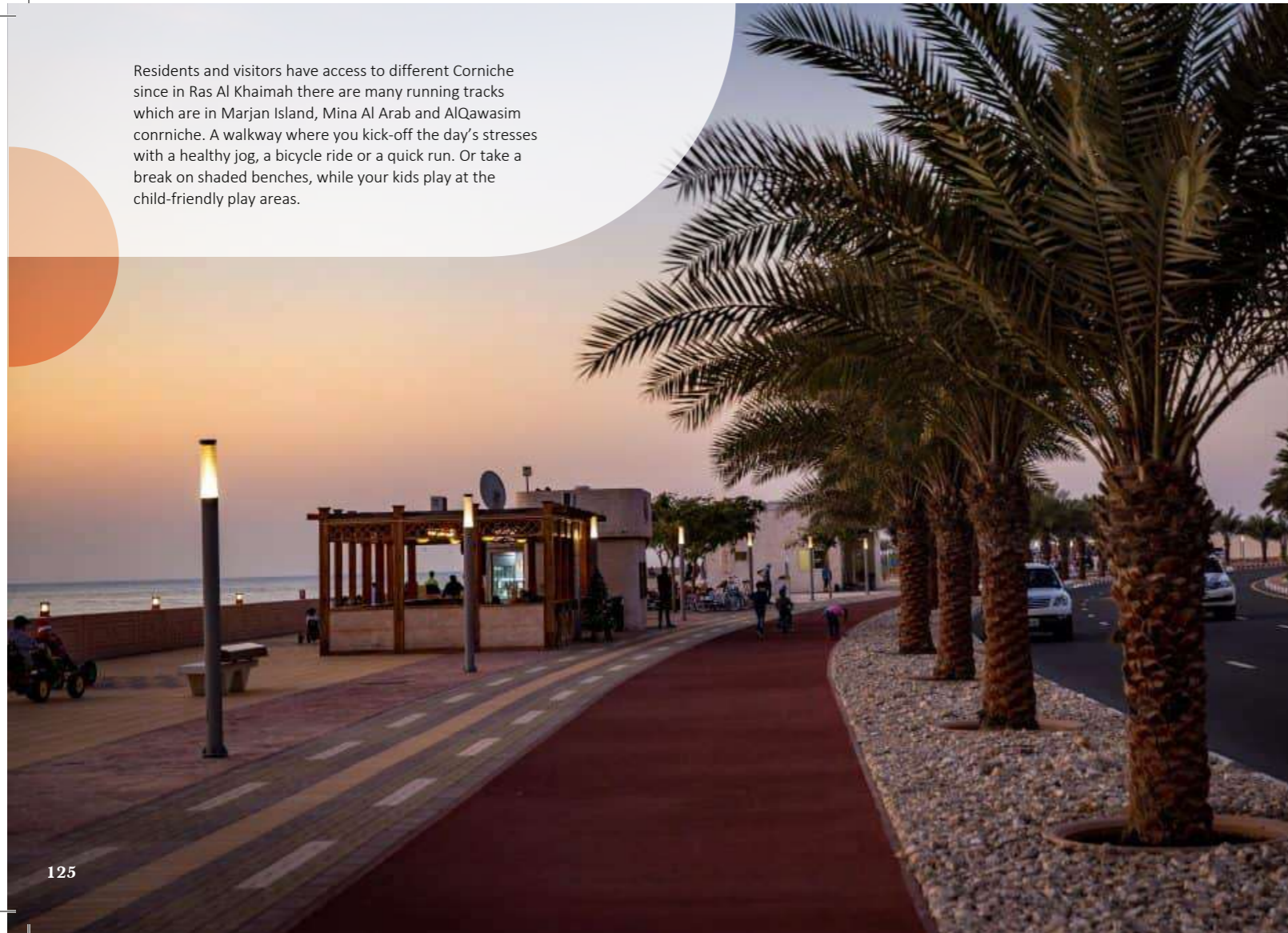


Sailing has traditionally been an integral part of Ras Al Khaimah's culture. Due to the favorable weather and water conditions, the emirate has been a destination of choice for sailors to practice their skills at sea. The Royal Yacht Club of Ras Al Khaimah is a nice place to visit to enjoy the view or delicious meal in one of the cafes there.



The dedicated equestrian and adventure centre which is located in The Ritz-Carlton Al Wadi Desert, steeped in the stunning nature and culture of Ras Al Khaimah. The natural unspoilt environment and offering are totally unique and bring people back to nature through outdoor and equestrian activities.

Residents and visitors have access to different Corniche since in Ras Al Khaimah there are many running tracks which are in Marjan Island, Mina Al Arab and AlQawasim conrniche. A walkway where you kick-off the day's stresses with a healthy jog, a bicycle ride or a quick run. Or take a break on shaded benches, while your kids play at the child-friendly play areas.



Different adverter sports can be done in wadi Showka like: mountain biking, hiking, trail running and more casual pursuits such as camping, Showka has something for everyone.

Enjoy the region's most exciting mountain adventure activity. The Middle East's first commercial via ferrata is now open for those seeking an adrenaline filled day on Jebel Jais, the UAE's highest mountain. Professional instructors will guide you along our spectacular route. Enjoy 3 thrilling zip lines as you traverse more than 1km along the mountain route. With morning and afternoon start times available.



Spas in Ras Al Khaimah offers signature treatments combined with exceptional care to create a place where guests can surrender and restore personal wellbeing.



From traditional Arabic cuisine to the finest steakhouses, eating out in Ras Al Khaimah has much to offer. Whether you are looking for an elegant dinner in a five star hotels or a little local fare along the Corniche, there is something for every taste and budget.



Jebel Jais, UAE's highest mountain, offers a number of designated trails suited to all walkers – from family to more experienced hikers. It is always recommended, irrespective of experience and skill level, that visitors prepare for every precaution when looking to enjoy the hiking experience.





Al Hamra Beach Resort - The Ritz Carlton Ras Al Khaimah	Al Jazeera Al Hamra - Al Hamra Village
Al Hamra Fort Hotel & Beach Resort (Hilton Al Hamra	Al Jazeera Al Hamra - Al Hamra Village
DoubleTree by Hilton Resort & Spa Marjan Island	Al Marjan Island
Hilton Ras Al Khaimah Resort & Spa	Al Ma'ared area - cornich road
Marjan Island Resort & Spa	Marjan Island
Rixos Bab Al Bahar / Bab Al Bahr Resorts	Al Marjan Island
The Cove Rotana Resort Ras Al Khaimah	Al Dhait area
The Ritz-Carlton Ras Al Khaimah Al Wadi Desert	Al Asheesh
Al Hamra Residence & Village	Al Jazeera Al Hamra - Al Hamra Village
Al Hamra Residence & Village	Al Jazeera Al Hamra - Al Hamra Village





Bin Majid Beach Resort	Al Jazeera Al Hamra - Public road
Acacia Hotel	Al Jazeera Al Hamra - Industrial Area
Bin Majid Beach Hotel	Al Dhait area
DoubleTree By Hilton Ras Al Khaimah Hotel	Al Nakheel - Expo road
Hilton Garden Inn Ras Al Khaimah Hotel	Al Nakheel - Expo road
Mangrove Hotel	Cornich Al Qawassim



Action Hotel Ras Al Khaimah	Al Ma'mourah - Commercial Area
Citymax Hotel Ras Al Khaimah	Al Nakheel - Etisalat road
Royal View Hotel previously City Hotel	- Al Nakheel - Al Montasir Road opposite to Manar Mall

Hotels in Ras al Khaimah





Grand P J Hotel

Al Juwais

Great Wall Hotel

Al Dahan - Old cornich road



Al Zain Hotel

Al Nakheel area

Cazablanca Hotel

Al Nakheel - Etisalat road

Julphar Hotel

Al Maamourah - Expo Road

Prime Hotel

Al Qussaidat - Internal road

S.H Hotel

Al Juwais

DoubleTree by Hilton Ras Al Khaimah Corniche Hotel Apartments

Cornich Al Qawassim

Mughal Suits

Al Ma'ared area - cornich road

Jannah Hotel Apartments

Minaa Al Arab

Hotels in Ras al Khaimah





رأس الخيمة
ras al khaimah
هيئة تنمية السياحة
tourism development authority