

# Apply for Booking and Changing a Driving Test Appointment

- **Eligibility:**  
Individuals, citizens and residents, are eligible to apply for this service.
  
- **Required documents:**  
Emirates ID
  
- **Process time:**
  - Online Channels: 2 minutes
  - Driving Institutes: 5 minutes.
  
- **Ways to Apply:**
  - RTA Website: <https://www.rta.ae/wps/portal/rta/ae/home?lang=&lang=en>
  - RTA Smart App: <https://www.rta.ae/wps/portal/rta/ae/home/smart-apps/app-details/drivers%20and%20vehicles/dubai%20drive?lang=en>
  - Mahboub Chatbot:
    - Mahboub Chatbot on RTA Website
    - Mahboub Chatbot on RTA Smart Apps
  
    - Mahboub Chatbot on WhatsApp +971 58 800 9090
  
  - RTA Customer Happiness Centers - Deira:  
[https://www.rta.ae/eservices/rtagismapcsc/RTA\\_Map.html?lang=en&id=2&layerName=RTA%20Customer%20Happiness%20Centers](https://www.rta.ae/eservices/rtagismapcsc/RTA_Map.html?lang=en&id=2&layerName=RTA%20Customer%20Happiness%20Centers)
  
  - ECO Drive Customer Service:
    - Head Office: <https://ecodrive.ae/en/find-us>
    - Registration Offices: <https://ecodrive.ae/en/find-us>
    - Call Center: 600595959
    - ECO Drive Self Service Machines:  
<https://www.google.com/maps/place/Eco+Drive+Driving+Institute+-+Head+Office/@24.862118,55.065315,10z/data=!4m6!3m5!1s0x3e5f0bb6395c4f69:0xb59aabb2b9cde50!8m2!3d24.8621176!4d55.0653149!16s%2Fg%2F11pdw92y9f?hl=en&entry=ttu>

- **Average waiting time:**
  - Online Channels: Instantly
  - Driving Institutes: 5 minutes.
  
- **Validity:**

Valid until the appointment date.
  
- **What you will get:**

Knowledge test, Yard test or Road test appointment.
  
- **Terms and conditions:**
  - The customer must have a valid learning application.
  - To request a remote interpretation of the Knowledge test, the customer must book the service 5 days before the scheduled Knowledge test date.
  - Knowledge test: the customer must complete all the theory training requirements.
  - Yard test: the customer must complete the training requirements and pass the Knowledge test and the Evaluation test of the driving institutes.
  - Road test: the customer must complete the training requirements and pass the Knowledge and Yard tests and settle all the fees.
  - If the customer didn't show up for the test, he must book a new test appointment and pay the required fees.
  - If the customer wishes to book an appointment during official holidays, he must pay additional fees to the driving institute.
  - After passing each test, the customer receives an email and an SMS with a link to book the appointment for the next test.
  - After each failed road test, the customer must take 4 classes before the next test.

## Apply for Appealing a Road Test Results

- **Eligibility:**  
Trainees who failed the light vehicle Road test are eligible to apply for this service.
- **Required documents:**  
Emirates ID number.
- **Process time:**  
5 minutes.
- **Ways to Apply:**  
RTA Website: <https://www.rta.ae/wps/portal/rta/ae/home?lang=&lang=en>
- **Average waiting time:**  
Instantly.
- **Validity:**  
This service has no validity.
- **What you will get:**  
Result of the Road Test appeal.
- **Terms and conditions:**  
The customer must apply for this service within 14 days of the light vehicle Road test appointment.

# Apply for Changing a Light Vehicle Driving License from Automatic to Manual

- **Eligibility:**  
Customers with a valid driving license issued in Dubai are eligible to benefit from this service.
- **Required documents:**  
Original valid Emirates ID.
- **Process time:**  
2 minutes.
- **Ways to Apply:**
  - RTA Website: <https://www.rta.ae/wps/portal/rta/ae/home?lang=&lang=en>
  - ECO Drive Customer Service:
    - Head Office: <https://ecodrive.ae/en/find-us>
    - Registration Offices: <https://ecodrive.ae/en/find-us>
    - Call Center: 600595959
- **Average waiting time:**
  - Website: Instantly.
  - Driving Institutes: 5 minutes.
- **Validity:**  
The remaining validity period of the original license.
- **What you will get:**  
A Driving License
- **Terms and conditions:**
  - The customer can change the appointment of the test 24 hours prior to the test date in case he wanted to postpone it, and at any time if he wants to prepone the test date if there's an available appointment and that he settles the required fees (300 AED to prepone an already scheduled test appointment).
  - The customer does not need a learning application.

# Apply for a New Driving License

- **Eligibility:**

Individual customers, citizens and residents in Dubai, who are above the legal age and medically fit, are eligible to apply for this service.

- **Required documents:**

Original Emirates ID

- **For residents with visas issued in the other emirates, one of the following:**
  - Copy of the tenancy agreement approved by Ejari or copy of the Title Deed as a proof of residence
  - Copy of the company's trade license (Dubai branch and the branch that issued the residency) & Letter from the company certifying that the customer works in Dubai
  - An official document proving that you are currently a student in Dubai.
- **For diplomats**
  - Copy of the diplomatic passport
  - Original Emirates ID, if any
  - A copy of the valid diplomatic card for embassies, consulates and international organizations instead of the Emirates ID
  - A copy of a letter from the Ministry of Foreign Affairs valid for at least 6 months from the date of submission.
- **For People of Determination**
  - Copy of the certificate of transfer to the doctor issued by the Licensing Agency  
\*Note: The customer should refer to **Rashid Hospital** for the medical test.
- For the Emirati passport holder who is without a family book (Marsoom holders)
  - Copy of the valid passport
  - Copy of the valid Marsoom
- **For the Emirati passport holder who is the son of an Emirati woman**
  - Copy of the valid passport
  - Valid letter from the General Directorate of Residency and Foreigners Affairs stating that the customer's mother is Emirati
- From golden residency holders who have a driver license from their countries
  - A copy of the customer previous valid driving license
  - Knowledge test and Road test results.

- **Process time:**
  - Website: 5 minutes.
  - Driving Institutes: 20 minutes.
  
- **Ways to Apply:**
  - RTA Website: <https://www.rta.ae/wps/portal/rta/ae/home?lang=&lang=en>
  - ECO Drive Customer Service:
    - Head Office: <https://ecodrive.ae/en/find-us>
    - Registration Offices: <https://ecodrive.ae/en/find-us>
    - Call Center: 600595959
  - ECO Drive Smart App: ECO Drive App (Apple and Play Stores)
  - ECO Drive Website: <https://ecodrive.ae/en>
  
- **Average waiting time:**
  - Website: Instantly.
  - Driving Institutes: 10 minutes.
  
- **Validity:**
  - Learning Permit:
    - 3 months from the date of the permit issuance.
  - Driving license:
    - Customers under 21 years old: 1 year
    - Customers 21 years old and above: 2 years.
  
- **What you will get:**

A new driving license.
  
- **Terms and conditions:**
  - The customer must be present in person.
  - The customer must be medically fit.
  - Driving License categories available for POD are determined based on the medical report.
  - The customer agrees to the terms and conditions when signing the training agreement and submitting the application through the DLS system.
  - The training file is suspended if the customer doesn't take one of RTA tests (knowledge test, yard test, road test) within 6 months from his last appointment date.
  - The customer must pass all the required tests to obtain the driving license.

- Once the customer passes the Road test, he receives a temporary license valid for 7 days through email.
- If less than two years have passed since the last appointment, the customer must reopen the learning file again to continue the application. If more than two years passed, the customer must apply again for the service.
- The customer must abide by the following conditions to apply for a learning permit:
  - **Driving license for motorcycles**  
The customer must not be younger than 17 years old.
  - **Driving license for light vehicles**  
The customer can open a traffic file after reaching the legal age of 17 years and 6 months. his license to be issued after he passes all the required tests and turns 18.
  - **Driving license for vehicles that transport passengers**  
Its weight while empty must not exceed 2.5 tons, and the number of passengers must not exceed 14 without the driver.
  - **Driving license for vehicles that transport cargo**  
Its weight while empty must not exceed 2.5 tons, and its cargo must not exceed 2 tons.
  - **Driving license for heavy vehicles (all types of heavy and light vehicles)**  
The customer must be 20 years old.
  - **Driving license for light buses (all types of light buses and vehicles, which number of passengers do not exceed 26 without the driver)**  
The customer must not be younger than 21 years old.
  - **Driving license for heavy buses (all types of light and heavy buses and light vehicles)**  
The customer must not be younger than 21 years old.
  - **Driving license for tractors or light equipment (all types of tractors or light equipment, which weight while empty does not exceed 7.5 tons)**  
The customer must not be younger than 20 years old.
  - **Driving license for tractors or heavy equipment (all types of light and heavy tractors and equipment)**  
The customer must not be younger than 20 years old.
  - **Conditions related to the Eye Test**
    - The customer must pass the eye test according to the requested category at an eye test center accredited by the Dubai Health Authority (DHA) and authorized by RTA.
    - The eye test is valid for 2 years.

**For drivers of light vehicles and motorcycles**

- Right eye 6/18 -- Left eye 6/18
- Right eye 6/12-- Left eye 6/24
- Right eye 6/9 -- Left eye 6/36 or 6/60
- Right eye 6/6 -- Left eye blind.

**For drivers of heavy vehicles with or without spectacles**

- Right eye 6/6 -- Left eye 6/18 or 6/12 or 6/9
- Right eye 6/9 -- Left eye 6/9.

**For the drivers of light and heavy buses, tractors and mechanical equipment with or without spectacles**

- Both eyes must be 6/6 with or without spectacles.

**For color blind customers**

- The customer can apply for the permit on the condition of passing the eye test.

**For holders of visas issued in other emirates**

- The customer must not have a driving license file in another emirate.
- The activity and name on the trade license of the company's Dubai branch must correspond.
- The customer is exempt from presenting a trade license if he was a CEO of a company, institution, bank, public oil equipment company, university, or organization.

## Apply for a New Driving License or a New Category Based on Exchanging Licenses

- **Eligibility:**

Residents are eligible to apply for this service.

- **Required documents:**

- For customers with a residence visa issued in Dubai
  - Valid Emirates ID
  - Electronic eye test
- For customers with a residence visa issued in another emirate (the company has a branch in Dubai and the customer works there)
  - Original valid Emirates ID
  - Electronic eye test
  - Trade license copy of both branches (Dubai and other Emirate branches)
  - Letter from the company certifying that the customer works in Dubai branch
- For exchanging Singapore driving license
  - Knowledge Test result
- Diplomats
  - Diplomatic passport + copy
  - Original driving license
  - Electronic eye test
  - Letter from the Ministry of Foreign Affairs valid for at least 6 months from the date of submission
  - Diplomatic card for embassies, consulates and international organizations instead of the Emirates ID.
- Customers having a license from exception countries, but their nationality isn't from the listed countries
  - Knowledge test result
  - Road test result.
- Apply for Adding a New Category Based on Exchanging Licenses
  - Original driving license from the exception countries + copy
  - Original valid Emirates ID
  - Electronic eye test
  - Letter from the Ministry of Foreign Affairs for diplomats
  - Legalized translation of the license (check the table in terms and conditions).

- **Process time:**

5 minutes.

- **Ways to Apply:**

- RTA Website: <https://www.rta.ae/wps/portal/rta/ae/home?lang=&lang=en>
- RTA Customer Happiness Centers:
  - Customer Happiness Centre - Umm Ramool
  - Customer Happiness Centre - Al Manarah



- Customer Happiness Centre - Al Twar
  - Customer Happiness Centre - Deira
  - Customer Happiness Centre - Al Barsha
  - Customer Happiness Centre - Al Kifaf
- Vehicle Registration and Inspection Centers: Hatta Tasjeel Centre.
- ECO Drive Customer Service: (**Apply for New Categories ONLY**)
  - Head Office: <https://ecodrive.ae/en/find-us>
  - Registration Offices: <https://ecodrive.ae/en/find-us>
  - Call Center: 600595959
  - ECO Drive Smart App: ECO Drive App (Apple and Play Stores)
  - ECO Drive Website: <https://ecodrive.ae/en>
- **Average waiting time:**
  - Website: Instantly.
  - Service centers: 5 minutes.

- **Validity:**
  - Apply for a New Driving License Based on Exchanging Licenses
    - 1 year for customers under the age of 21.
    - 2 years for customers 21 years and above.
  - Apply for Adding a New Category Based on Exchanging Licenses.  
According to the remaining validity period of the previous permit.

- **What you will get:**

A New UAE driving license or a driving license with the new added category.

- **Terms and conditions:**

### General rules

- The driving license to be exchanged must be valid.
- RTA Customer Happiness Centers where the eye test is available:  
Customer Happiness Centre - [Umm Ramool](#), Customer Happiness Centre - [Al Manarah](#), Customer Happiness Centre - [Al Twar](#), Customer Happiness Centre - [Deira](#), Customer Happiness Centre - [Al Barsha](#), Customer Happiness Centre - [Al Kifaf](#).
- The eye test is available in all Driving Institutes.
- The driving license issued from the below countries cannot be replaced:
  - Puerto Rico (USA)
  - North Mariana (USA)
  - Guam island (USA)
  - Liechtenstein (Switzerland)

- Monaco (France)
- Jersey island (Britain)
- Andorra (Spain)

### Apply for a New Driving License Based on Exchanging Licenses

- Diplomats must visit the Customer Happiness Centers to apply for the service to fulfill the requirements of their related exceptions.
- Driving licenses cannot be replaced for holders of dual passports if they were residents of an unauthorized country and it shows on one of their passports.
- Driving licenses issued from GCC for GCC citizens must be valid upon their replacement. Original licenses are withdrawn from their holders.
- GCC passport holders, who have a valid driver's license from the same country or from one of the exception countries, can exchange the driving license in Dubai regardless of the Emirates ID place of issuance.
- To exchange a Singapore driving license, the customer must take a Knowledge Test in one of the driving institutes mentioned in the 'ways to apply' list.

### Apply for Adding a New Category Based on Exchanging Licenses

- Customers with a residence visa issued in other emirates can add a category to their driving license only if they live, study, or invest in Dubai.
- The customer must be present in person.
- If the visa was not issued in Dubai, the company must have a branch in Dubai, and the customer must work in Dubai branch.
- The customer must pass the eye test according to the requested category.

### Exception countries

GCC Countries				
License origin	Nationality	License requires translation (yes/no)	The foreign license must be withdrawn (yes/no)	Replaceable categories
Saudi Arabia	All exception countries	No	Yes, from all GCC nationalities only	All categories
Kuwait	All exception countries	No	Yes, from all GCC nationalities only	All categories
Bahrain	All exception countries	No	Yes, from all GCC nationalities only	All categories
Oman	All exception countries	No	Yes, from all GCC nationalities only	All categories
Qatar	All exception countries	No	Yes, from all GCC nationalities only	All categories
European countries				
License origin	Nationality	License requires translation (yes/no)	The foreign license must be withdrawn (yes/no)	Replaceable categories
Lithuania	Nationals only	Yes/legalized	Yes	Light vehicle and motorcycle
Portugal	Nationals only	Yes/legalized	No	Light vehicle and motorcycle
Hungary	Nationals only	Yes/legalized	Yes	Light vehicle and motorcycle
Bulgaria	Nationals only	Yes/legalized	Yes	Light vehicle and motorcycle
Latvia	Nationals only	Yes/legalized	Yes	Light vehicle and motorcycle
Serbia	Nationals only	Yes/legalized	Yes	Light vehicle and motorcycle
Luxembourg	Nationals only	Yes/legalized	Yes	Light vehicle only
Iceland	Nationals only	Yes/legalized	Yes	Light vehicle and motorcycle
Estonia	Nationals only	Yes/legalized	Yes	Light vehicle and motorcycle

Cyprus	Nationals only	Yes/legalized	Yes	Light vehicle and motorcycle
Slovakia	Nationals only	Yes/legalized	Yes	Light vehicle only
Slovenia	Nationals only	Yes/legalized	Yes	Light vehicle only
Malta	Nationals only	Yes/legalized	Yes	Light vehicle only
Albania	Nationals only	No	Yes	Light vehicle and motorcycle
Romania	All countries	No	No	All categories
Germany	All countries	No	No	All categories
Italy	All countries	No	No	All categories
Switzerland	All countries	No	No	All categories
Poland	All countries	No	No	All categories
Finland	All countries	No	No	All categories
Spain	All countries	No	No	All categories
Netherlands	All countries	No	No	All categories
Greece	Nationals only	Yes / Embassy	Yes	Light vehicle only
Sweden	All countries	No	No	All categories
Belgium	All countries	No	No	All categories
Ireland	Nationals only	No	No	All categories
Turkey	All countries	No	No	All categories
Denmark	All countries	No	No	All categories
Austria	All countries	No	No	All categories
France	All countries	No	No	All categories
Britain	All countries	No	No	All categories
Norway	All countries	No	No	All categories
The Republic of Montenegro	Nationals only	Yes/legalized	No	Light vehicle only
Ukraine	Nationals only	Yes/legalized	Yes	Light vehicle and motorcycle
Northern American countries				
License origin	Nationality	License requires translation (yes/no)	The foreign license must be withdrawn (yes/no)	Replaceable categories
United States of America	All countries	No	No	All categories
Canada	Nationals only	No	No	Restricted driving licenses with categories G1 and G2 cannot
East Asian countries/Oceania				
License origin	Nationality	License requires translation (yes/no)	The foreign license must be withdrawn (yes/no)	Replaceable categories
Japan	All countries	Yes/legalized	No	All categories
South Korea	Nationals only	Yes/legalized	No	All categories
Israel	Nationals only	Yes/legalized	No	Light vehicle and motorcycle
Azerbaijan	Nationals only	Yes/legalized	No	Light vehicle and motorcycle
Uzbekistan	Nationals only	No	No	Light vehicle
Hong Kong	All countries	Yes/legalized	No	All categories

People's Republic of China	Nationals only	Yes/legalized	No	Light vehicle
Australia	Nationals only	No	No	All categories
New Zealand	Nationals only	No	No	Restricted driving licenses can't be exchanged
Singapore	Nationals only	No	No	Light vehicle and motorcycle after passing the knowledge test
African countries				
License origin	Nationality	License requires translation (yes/no)	The foreign license must be withdrawn (yes/no)	Replaceable categories
South Africa	All countries	No	No	All categories

# Apply for Renewing a Learning Permit

- **Eligibility:**

Individual customers, citizens and residents, are eligible to apply for this service.

- **Required documents:**

Original Valid Emirates ID.

- **Process time:**

- Website: instantly
- Driving Institutes: 5 minutes.

- **Ways to Apply:**

- RTA Website: <https://www.rta.ae/wps/portal/rta/ae/home?lang=&lang=en>
- ECO Drive Customer Service:
  - Head Office: <https://ecodrive.ae/en/find-us>
  - Registration Offices: <https://ecodrive.ae/en/find-us>
  - Call Center: 600595959
- ECO Drive Smart App: ECO Drive App (Apple and Play Stores)
- ECO Drive Website: <https://ecodrive.ae/en>
- ECO Drive Self Service Machine: EDO Drive Head Office <https://ecodrive.ae/en/find-us>

- **Average waiting time:**

- Website: Instantly
- Driving Institutes: 5 minutes.

- **Validity:**

3 months.

- **What you will get:**

Driving learning permit

- **Terms and conditions:**

- If the file was cancelled because the road test was not taken within 6 months from the last appointment, the customer must submit all the required documents again to apply for the learning permit, according to the federal traffic law.
- The customer receives a notification by SMS and email 15 days before the expiry of the permit, with a link to renew it through RTA website.

# Apply for Transferring Driving Profile to or from Dubai

- **Eligibility:**

Individual customers, citizens and residents, are eligible to apply for this service.

- **Required documents:**

- To Transfer a driving license from Dubai to another Emirate  
Original valid Emirates ID
- To transfer a driving license from another Emirate to Dubai
  - Original valid Emirates ID
  - Transfer letter from the other emirate
  - Electronic eye test
  - Medical fitness examination in case the profession of the customer was "driver" (the customer has to pass the comprehensive medical test at one of the accredited hospitals).
- NOC to transfer a test file from Dubai to another Emirate
  - Proof of residence from the emirate that the customer wants to transfer his file to.
  - Original valid Emirates ID.
- NOC to transfer a test file from another Emirate to Dubai
  - File transfer certificate from the licensing entity in the other emirate.
  - Electronic eye test.
  - Original valid Emirates ID.

- **Process time:**

- Website: 3 minutes.
- Customer Happiness Centers: 5 minutes.
- Driving Institutes: 5 minutes.

- **Ways to Apply:**

- RTA Website: <https://dls.rta.ae/dls-login?journeyCode=CLJ&lang=en>
- RTA Customer Happiness:
  - Customer Happiness Centre - [Umm Ramool](#)
  - Customer Happiness Centre - [Al Manarah](#)
  - Customer Happiness Centre - [Al Twar](#)
  - Customer Happiness Centre - [Deira](#)
  - Customer Happiness Centre - [Al Barsha](#)
  - Customer Happiness Centre - [Al Kifaf](#)

- Vehicle Registration and Inspection Centre - Hatta Tasjeel Centre:  
[https://www.rta.ae/eservices/rtagismapcsc/RTA\\_Map.html?lang=en&id=7&layerName=Vehicle%20Testing%20Centers](https://www.rta.ae/eservices/rtagismapcsc/RTA_Map.html?lang=en&id=7&layerName=Vehicle%20Testing%20Centers)
  
- ECO Drive Customer Service:
  - Head Office: <https://ecodrive.ae/en/find-us>
  - Registration Offices: <https://ecodrive.ae/en/find-us>
  - Call Center: 600595959
  
- **Average waiting time:**
  - Website: Instantly
  - Customer Happiness Centers and Driving Institutes: 5 minutes.
  
- **Validity:**
  - To transfer a driving license from Dubai to another Emirate and NOC to transfer a test file from Dubai to another emirate or the opposite:  
2 months.
  - To transfer a driving license from another emirate to Dubai
    - The issuance date of the transferred driving license remains the same as the original date specified by the other emirate.
    - The expiry date is calculated from the date of issuance in Dubai up to 10 years for UAE and GCC citizens who are 21 years and above, and up to 5 years for residents who are 21 years and above.
  
- **What you will get:**
  - To transfer a driving license from Dubai to another Emirate  
  
Driving license transfer certificate (electronic copy).
  - To transfer a driving license from another Emirate to Dubai  
  
Transferred new driving license.
  - NOC to transfer a test file from Dubai to another emirate or the opposite.  
  
NOC to transfer the test file from Dubai to another emirate and the opposite.

- **Terms and conditions:**

- Hatta Tasjeel Centre provides this service during weekdays only:

Monday to Thursday from 7:00 a.m. till 3:00 p.m.

Friday from 4:00 p.m. to 9:00 p.m.

- To transfer a driving license from Dubai to another emirate
  - Customer Happiness Centers where the eye test is available: Customer Happiness Centre - Umm Ramool, Customer Happiness Centre - Al Manarah, Customer Happiness Centre - Al Twar, Customer Happiness Centre - Deira, Customer Happiness Centre - Al Barsha, Customer Happiness Centre - Al Kifaf
  - The customer must be present in person.
  - The driving license must be valid.
  - The driving license is withdrawn when transferred.
- To transfer a driving license from another emirate to Dubai
  - The customer must be present in person.
  - If the customer has a traffic file, the license is transferred to the same file and the customer is exempted from the fees of opening the traffic file.
  - If the customer does not have a traffic file, he must open a new file.
  - The driving license must be valid at the time of transfer.
  - If the customer has a visa from another emirate, and wants to transfer his driving license from the other emirate to Dubai, and if an NOC is required from RTA, he can apply for it in Dubai, free of charge, from any RTA Customer Happiness Centre or through RTA website provided that he works for a company that has a branch in Dubai under the same name stated in the trade license.
- For NOC to transfer a test file from Dubai to another emirate or the opposite  
If the customer failed his Road test in another emirate and wants to transfer his test file to Dubai, all his training data or internal tests completed in the other emirate are discarded, and he has to take 8 training classes then apply again for a Yard test and a Road test.