

GOVERNMENT SERVICE REQUIREMENTS

Renew a Permit

Renew a permit online through DubaiNow: select your permit, submit required documents, pay fees, and receive a digital renewal and status updates. The service reuses your UAE PASS identity and DubaiNow profile to prefill details and track application progress.

VERSION 01

6 REQUIREMENTS

6 FLOW STEPS

SERVICE OWNERSHIP AND PLATFORM FIT

Dubai Municipality

Likely service owner and issuer of municipal permits (service management, approvals and issuing of renewed permits)

DubaiNow reuse: dubainow-shell (authenticated DubaiNow experience, navigation, profile context) · uae-pass (verified identity and claims)

Do not recollect: Emirates ID and other verified identity claims already provided by UAE PASS · User full name and verified contact details available in DubaiNow profile

Business requirements

REQ-001 Start renewal inside authenticated DubaiNow shell

P0 / REVIEWED

The Renew a Permit journey must start inside the authenticated DubaiNow shell and display permits linked to the user's DubaiNow profile for selection.

1. When the issuing-authority API returns one or more permits the UI lists them for selection.
2. If no linked permits are returned the UI shows a clear 'no linked permits' state and provides a manual-linkage fallback.

REQ-002 Reuse UAE PASS verified identity claims

P0 / REVIEWED

The service must reuse UAE PASS verified identity claims from the authenticated DubaiNow session to prefill applicant identity and must never prompt the user to re-enter verified identifiers such as Emirates ID.

1. If required UAE PASS claims are present they are automatically populated into the application form.
2. If required verified claims are unavailable the system presents a documented fallback to link the permit without re-collecting verified identifiers.

REQ-003 Validate eligibility and blocking conditions via issuer APIs

P0 / REVIEWED

Before allowing submission the system must call the issuing authority APIs to validate permit eligibility, outstanding fines or compliance blocks, and required approvals and present explicit reasons for any blocks.

1. Eligibility and block checks are executed and human-readable reason codes are displayed to the user.
2. When a blocking condition is returned the renewal submission is prevented until resolved.

REQ-004 Support document upload and verification status**P0 / REVIEWED**

The user must be able to upload required supporting documents and the system must record and display each document's verification status and next steps if verification fails or inspection is required.

1. Uploaded documents are stored and show a verification status (e.g., pending, verified, rejected) in the application UI.
2. If an in-person inspection or additional approval is required the UI displays the required next steps and updates application status accordingly.

REQ-005 Inapp payment, receipt, epermit delivery and notifications**P0 / REVIEWED**

The service must support in-app payment for renewal fees and upon approval provide a downloadable e-permit and send status notifications via DubaiNow notifications and the user's verified contact channels.

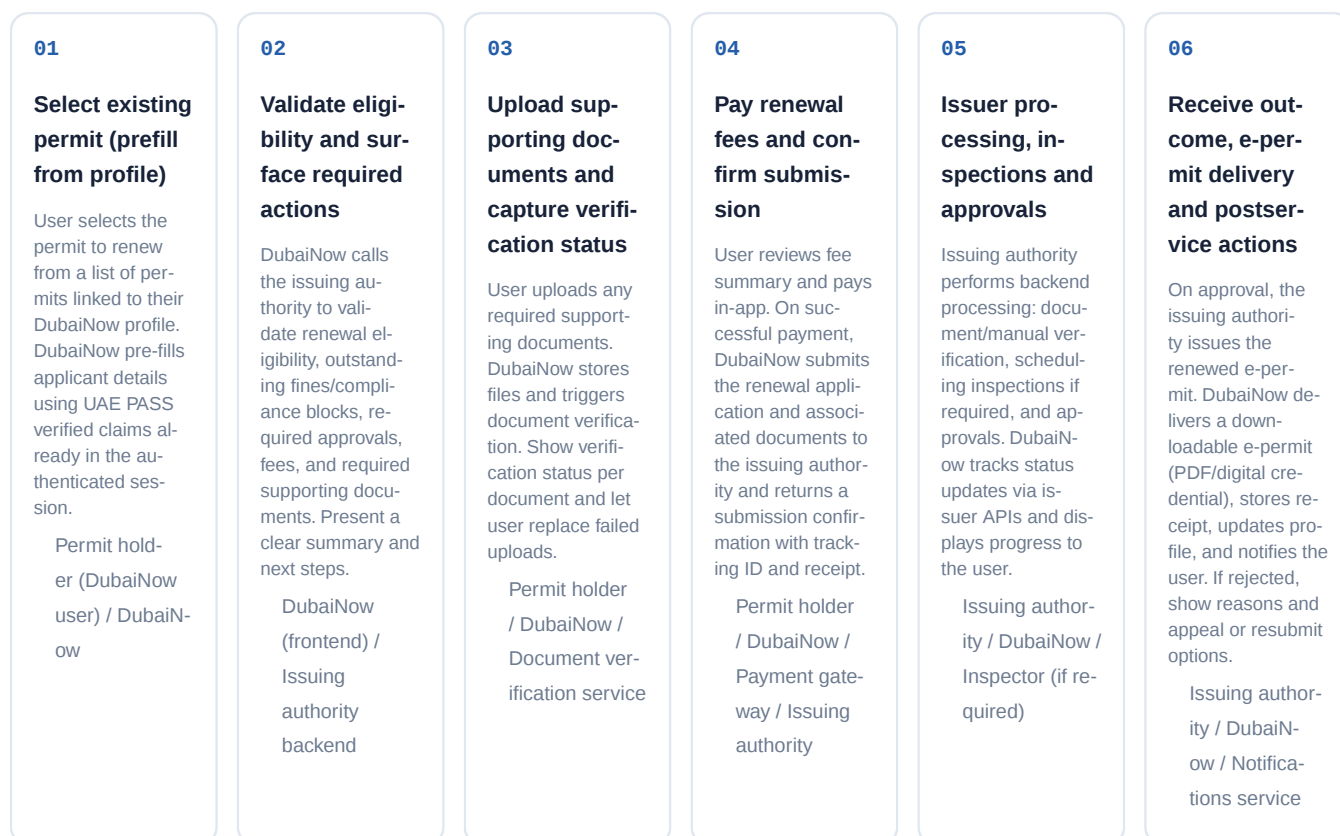
1. Successful payment produces a payment receipt attached to the application record.
2. Upon approval a downloadable e-permit is available and at least one notification (DubaiNow, email or SMS) is sent to the user's verified contact.

REQ-006 Handle record mismatch exceptions without recollecting verified identifiers**P0 / REVIEWED**

If the issuing authority record cannot be automatically linked or shows a mismatch the system must block automated renewal, record the mismatch reason, and offer documented remediation options without requesting verified identity data again.

1. A detected mismatch results in a blocked state with a clear remediation list (issuer confirmation, manual evidence upload, or contact support) shown to the user
2. The system logs the mismatch reason for issuer follow-up and does not prompt the user to re-enter verified identifiers.

User flow



Traceability matrix

Requirement	01	02	03	04	05	06
REQ-001 Start renewal inside authenticated DubaiNow shell	X	-	-	-	-	-
REQ-002 Reuse UAE PASS verified identity claims	X	-	-	X	-	-
REQ-003 Validate eligibility and blocking conditions via issuer APIs	-	X	-	-	-	-
REQ-004 Support document upload and verification status	-	X	X	-	X	-
REQ-005 In app payment, receipt, e permit delivery and notifications	-	-	-	X	X	X
REQ-006 Handle record mismatch exceptions without recollecting verified identifiers	X	-	-	-	-	X

Research evidence

Service Details - Roads & Transport Authority

Renew a Permit — Dubai (RTA)

Assuming you mean **RTA Vehicle Plate Trading Permit renewal**:

- **Eligibility:** Companies registered in Dubai with a Dubai traffic file containing **15 special plate numbers**.
- **Requirements:**
 1. Copy of the valid trade licence
 2. RTA No-Objection Certificate (NOC) for issuing the trade licence
- **UAE PASS:** Sign in to the RTA website using **UAE PASS**, username/password, plate number, traffic file, or trade-licence details.
- **Renewal process:** Select the existing permit, choose **"Renew Permit,"** accept the terms, and pay the appl

https://rta.ae/wps/portal/rta/ae/home/rta-services/service-details?servicId=531&utm_source=openai

GOVERNANCE STATUS

Signed and locked

SIGNED BY

DubaiNow Mirror — GITEX wall
Version 1 / 28/07/2026