

Grievance against authority decision

About the Service/Feature

This service aims to facilitate the submission of grievance against decisions or violation decisions taken by TDRA against (Qualified) Trust Service Providers.

Service steps

- Step 1** → Submit the application through available service provision channels.
- Step 2** → Complete the application form and provide the necessary data and documents.
- Step 3** → Pay the fees via available payment channels.
- Step 4** → TDRA will receive and review the application.
- Step 5** → Upon approval, obtain the license.

Category	Variation
Type	Transactional
Expected Time	Within 30 days from the date of application completion.
Fees	To be announced later
Audience	(Qualified) Trust Service Providers licensed by TDRA
About	This service aims to facilitate the submission of grievance against decisions or violation decisions taken by TDRA against (Qualified) Trust Service Providers.
Channels	Mobile Application TDRA Website Email
Payment Channels	E-Payment Bank Transfer
Terms & conditions	Grievance application must be submitted within (14) days of the relevant TDRA's decision The application fee is non-refundable, regardless of the application outcome, whether approved or rejected. TDRA reserves the right to reject applications not meeting requirements within 60 days from the submission date.

Required Documents	Providing the grounds for the grievance along with supporting documents and meeting all requirements. Successful fees payment through TDRA's portal.
Results Require Office Visit	No
Service package	Trust Service Provider License
Service Complexity Level	Complex
Service Outcome	TDRA decision
Service Connectivity With Other Services	Issue Trust Service Provider License
Service Limitation	(Qualified) Trust Service Providers licensed by TDRA