

## 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.

<b>Category</b>	Variation
<b>Type</b>	Transactional
<b>Expected Time</b>	Within 30 days from the date of application completion.
<b>Fees</b>	To be announced later
<b>Audience</b>	(Qualified) Trust Service Providers licensed by TDRA
<b>About</b>	This service aims to facilitate the submission of grievance against decisions or violation decisions taken by TDRA against (Qualified) Trust Service Providers.
<b>Channels</b>	Mobile Application TDRA Website Email
<b>Payment Channels</b>	E-Payment Bank Transfer
<b>Terms &amp; conditions</b>	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.

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