

## Grievance against authority decision for Trust Services

### 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 the Service Delivery Channels
- Step 2** → Fill in the application form and provide the required data
- Step 3** → Pay service fees through the available payment channels
- Step 4** → Receive and review the application by a specialized team at the Authority
- Step 5** → Notify the applicant of the Authority's decision

<b>Category</b>	Variation
<b>Type</b>	Transactional
<b>Expected Time</b>	Within 30 days of application completion date
<b>Fees</b>	Fee for appealing TDRA's decision is 2,000 AED
<b>Audience</b>	Business Sector Government Sector
<b>About</b>	This aim of this service is to allow the submission of a grievance request regarding a decision or violation of (Qualified) Trust Service Providers
<b>Channels</b>	Smart App TDRA Website Email
<b>Payment Channels</b>	E-Payment Bank Transfer
<b>Terms &amp; conditions</b>	Providing reasons for the grievance, supporting documents, and all requirements The grievance request must be submitted within (14) days from the date of issuing TDRA's decision The application fee is non-refundable regardless of the final outcome of the application, whether being granted or denied, and if the requirements are not completed within 60 days from application submission/filing date

<b>Required Documents</b>	<ul style="list-style-type: none"> <li>- Provide Trust Service grievance appeal request with supporting documents</li> <li>- Provide all requirements: <ul style="list-style-type: none"> <li>Copy of the license issued by the competent authority or otherwise entitling them to engage in activities in the country</li> <li>Statement of the commercial/business activities not related to Trust Services and Qualified Trust Services that the license applicant is authorized to practice</li> <li>Data of the license applicant's operating location or place of business in the country</li> <li>Copy of the license applicant's work plan, showing the nature and strategy of their business, goals, marketing plans, and service delivery plan</li> <li>Type of commercial/business/trade license and partners' shares therein, if any, and the organizational structure of the licensing applicant</li> <li>Statement of institutional and operational capabilities/capacities of the licensing applicant</li> <li>Compliance assessment report not exceeding one month</li> <li>Copy of the documents submitted during the compliance assessment process</li> <li>Service termination plan</li> <li>Financial data report for the last fiscal year issued by a UAE-accredited auditor, proving the availability of financial resources equivalent to (5,000,000) five million AED</li> <li>Providing a bank guarantee or insurance determined by TDRA, which is automatically renewed upon license renewal</li> </ul> </li> <li>- Completing the application fee payment process on TDRA's portal</li> </ul>
<b>Results Require Office Visit</b>	No
<b>Service package</b>	TSP Licensing
<b>Service Complexity Level</b>	Complex service
<b>Service Outcome</b>	A decision by TDRA
<b>Service Connectivity With Other Services</b>	The service is linked to "New Application for Trust Services License" service
<b>Service Limitation</b>	TSPs and QTSPs licensed by TDRA
<b>Service Remark</b>	No service remarks