

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** → Register using UAE Pass
- Step 2** → Fill in the service application form
- Step 3** → Attach all required documents (if any)
- Step 4** → Pay service fees
- Step 5** → Review the application by a specialized team at the Authority
- Step 6** → Notify the applicant of the Authority's decision

Category	Variation
Type	Transactional
Expected Time	Within 30 days from the date of completion of the application
Fees	The grievance fee for the Authority's decision is 2,000 AED
Audience	(Qualified) Trust Service Providers and Authorized Trust Service Providers licensed by Telecommunications Regulatory Authority and the Digital Government
About	This service aims to facilitate the submission of grievance against decisions or violation decisions taken by TDRA against (Qualified) Trust Service Providers.
Channels	Smart App TDRA Website Email
Payment Channels	E-Payment Bank Transfer
Terms & conditions	Submit the reasons for the grievance, supporting documents, and provide all requirements. Complete the application fee payment process on the Authority's portal.
Required Documents	Not Available

Results Require Office Visit	No
Service package	Trust Service Provider License
Service Complexity Level	Complex Service
Service Outcome	A decision issued by the Authority
Service Connectivity With Other Services	The service is linked to "Trust Service Provider License" service
Service Limitation	Trust Service Providers and Authorized Trust Service Providers licensed by the Telecommunication Regulatory Authority and Digital Government
Service Remark	<ul style="list-style-type: none"> - The grievance request must be submitted within (14) days from the date of issuance of the Authority's decision. - The application fee is non-refundable regardless of the final outcome of the application, whether approval or rejection of the application, if the requirements are not completed within 60 days from the date of submitting the application.