

Appealing TDRA's 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

Category	Variation
Type	Transactional
Expected Time	Within 30 days of application completion date
Fees	Fee for appealing TDRA's decision is 2,000 AED
Audience	Business Sector Government Sector
About	This aim of this service is to allow the submission of a grievance request regarding a decision or violation of (Qualified) Trust Service Providers
Channels	Smart App TDRA Website Email
Payment Channels	E-Payment Bank Transfer
Terms & conditions	Providing reasons for the grievance, supporting documents, and all requirements Completing the application fee payment process on the TDRA Portal
Required Documents	No required documents

Results Require Office Visit	No
Service package	TSP Licensing
Service Complexity Level	Complex service
Service Outcome	A decision by TDRA
Service Connectivity With Other Services	The service is linked to "Issuance of TSP License" service
Service Limitation	TSPs and QTSPs licensed by TDRA
Service Remark	<ul style="list-style-type: none"> - 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