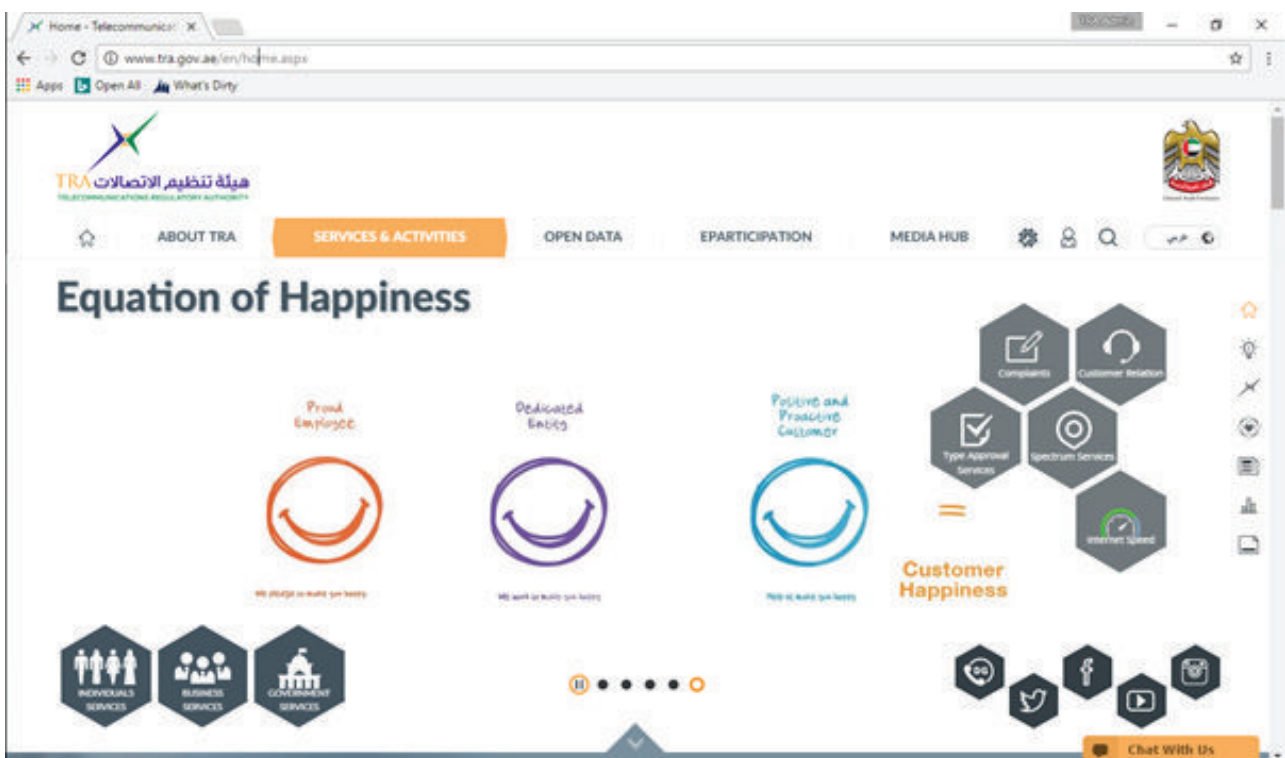
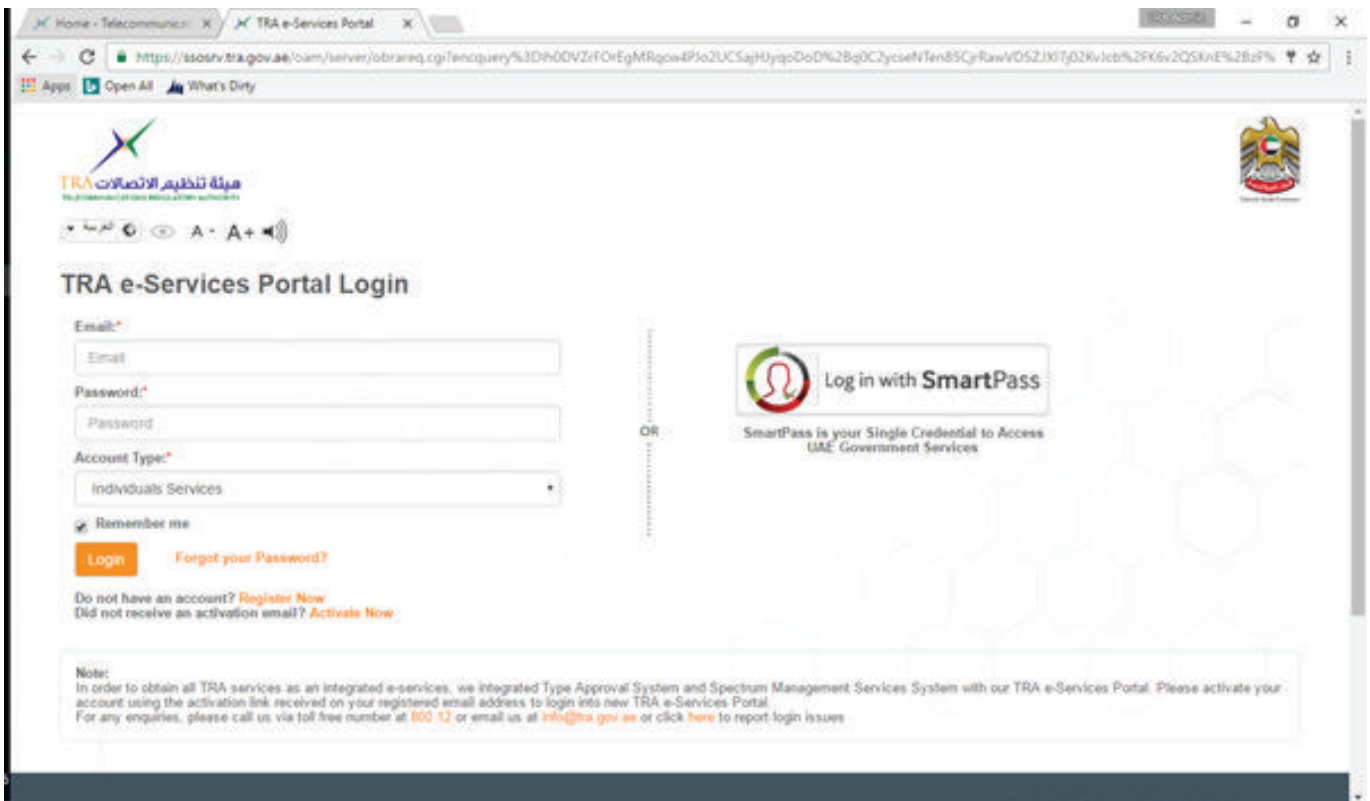


Complaint about Service Provider

- 1- Go to www.tra.gov.ae
- 2- Click Login Icon



3- Enter your email, password and account type to login



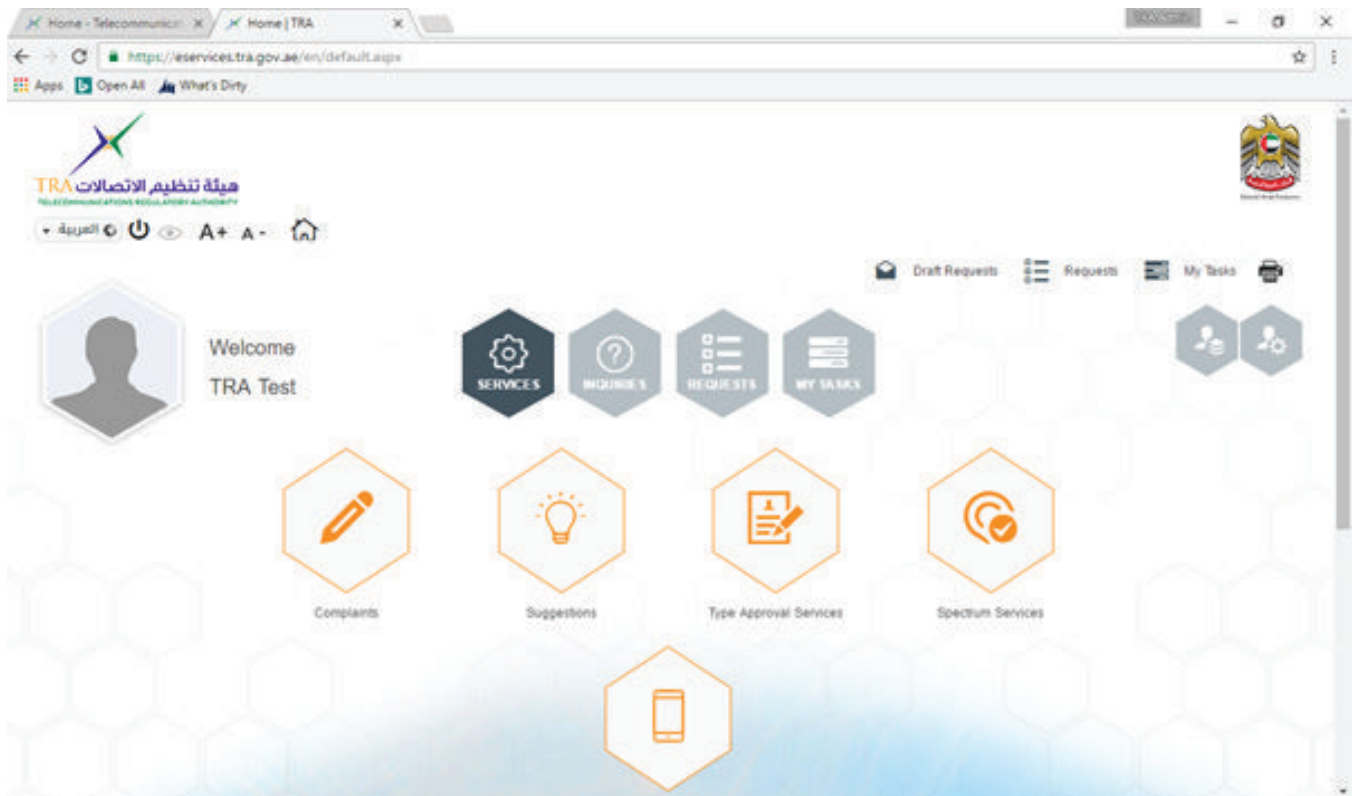
The screenshot shows the TRA e-Services Portal Login page. The page features a header with the TRA logo and the United Arab Emirates emblem. The main content area is titled "TRA e-Services Portal Login" and contains a login form with the following fields:

- Email:** A text input field with a placeholder "Email".
- Password:** A text input field with a placeholder "Password".
- Account Type:** A dropdown menu with "Individuals Services" selected.
- Remember me:** A checkbox.
- Login:** An orange button.
- Forgot your Password?:** A link.

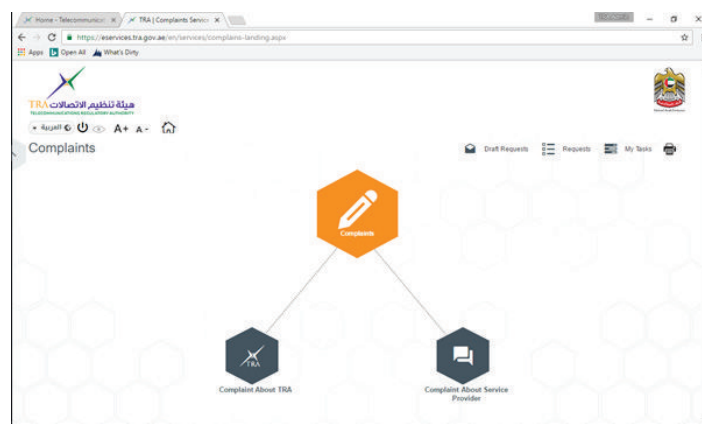
Below the form, there are links for "Do not have an account? Register Now" and "Did not receive an activation email? Activate Now". To the right of the form, there is a "Log in with SmartPass" button and a note: "SmartPass is your Single Credential to Access UAE Government Services".

Note:
In order to obtain all TRA services as an integrated e-services, we integrated Type Approval System and Spectrum Management Services System with our TRA e-Services Portal. Please activate your account using the activation link received on your registered email address to login into new TRA e-Services Portal.
For any enquiries, please call us via toll free number at 800 12 or email us at info@tra.gov.ae or click [here](#) to report login issues.

4- Click on Complaints icon



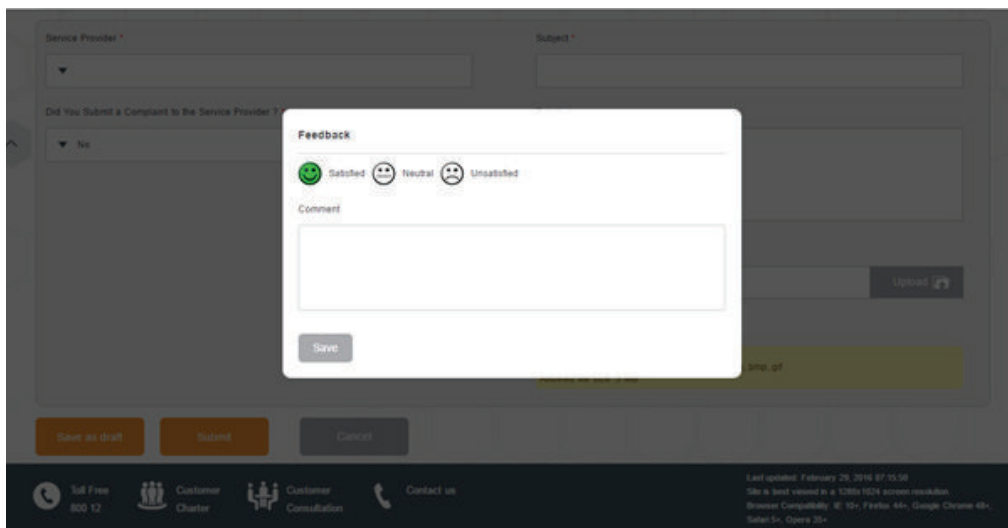
- 5- Click on Complaint about Service Provider
- 6- Then chose your service provider



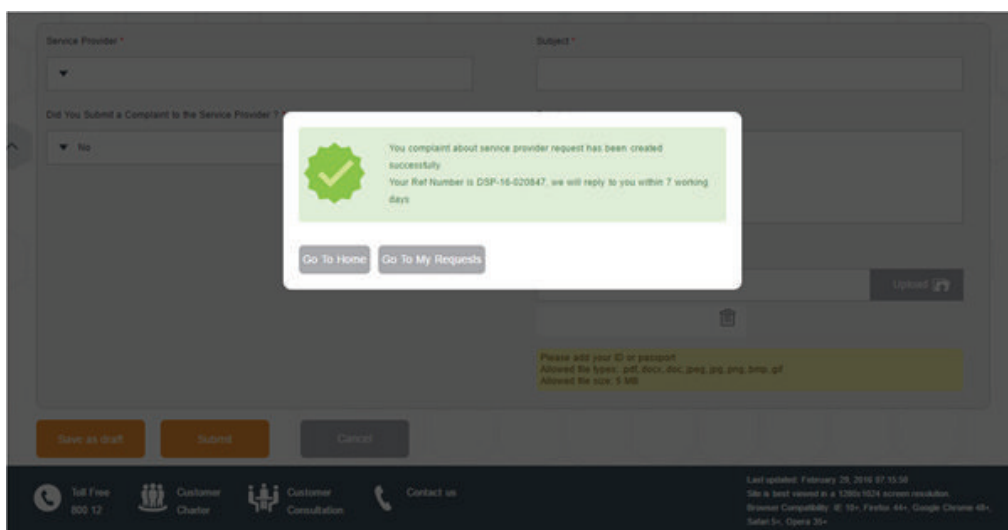
4- Click on Complaints icon



8- Finally after submission a pop up window will be shown to ask you about feedback and your request number.



The screenshot shows a web form for submitting a complaint. A modal window titled "Feedback" is overlaid on the form. The modal contains three radio button options: "Satisfied" (with a green smiley face), "Neutral" (with a neutral face), and "Unsatisfied" (with a sad face). Below these options is a text input field labeled "Comment" and a "Save" button. The background form is dimmed, showing fields for "Service Provider", "Subject", and "Did You Submit a Complaint to the Service Provider?". At the bottom of the page, there are navigation links for "Toll Free 800 12", "Customer Charter", "Customer Consultation", and "Contact us".



The screenshot shows the same web form as above, but with a success message pop-up window. The message reads: "You complaint about service provider request has been created successfully. Your Ref Number is DSP-16-020847, we will reply to you within 7 working days." Below the message are two buttons: "Go To Home" and "Go To My Requests". The background form is dimmed. At the bottom of the page, there are navigation links for "Toll Free 800 12", "Customer Charter", "Customer Consultation", and "Contact us".