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From: [REDACTED] (Varun Kafley )  
Sent: Tue Mar 02 16:13:37 GMT 2021  
To: [complaints@complaints.icann.org](mailto:complaints@complaints.icann.org)  
Subject: Re: [Ext] Re: OV International ICANN Registrar Applications [ ref: \_00D1aY7OU.\_5001P1BMOWm:ref ]

Hi Krista,

Greetings of the day & hope you are doing well,

I hope you are well aware of the situation which we as a Company have been put into by the fraudulent organization called ICANN. There have been numerous emails sent to the entire team in all the email ids which are available globally but unfortunately we have not received a solution for the same. We had initially asked for the proof for the verification which they had done on our Accreditation Application and by what means they came to the conclusion that we were not eligible for the Accreditation. We had put in our entire resources and investment on this one project to make it a success and have left no stone unturned even in a situation like Covid-19 pandemic. Our entire country was under strict lockdown but we made sure we somehow managed to do alternative shifts and arrange all the necessary things which were needed by ICANN.

We have not got concrete reply or evidence yet now on any of the queries which we have been asking from day one but everytime the case gets passed on to a new entity and we have to explain the scenario all over again. We have already invested a lot of time and energy in this entire project and we do not have the mentality to explain all over that again and remind ourselves of the ordeal which we have gone through.

It's already been 11 days that you have started investigating the issue and I am sure you would have gone through our previous emails to ICANN, hence requesting you to judge and consider our case through neutral eyes. We request you to kindly refund us the amount of ICANN accreditation which was unjustly charged from us. During such times this amount will really help us to stabilise our Company as we are already in a huge debt due to the high end devices and infrastructure which was borne for the purpose of the Project. The Company and its employees have their eyes lifted up towards you, as you are the only ray of hope and the lightning shining among all the dark thunderous clouds.

Looking forward to a positive reply from your end,

\*Thanks & Regards\*  
\*Varun Kafley (James)\*

[REDACTED]

[REDACTED]

DISCLAIMER: The message is confidential to OV International Services And/Or the intended recipient. The information contained within may be legally privileged. If you are not the intended recipient, even if you are an addressee, you can't use, distribute or copy this message or its attachment and any action or omission taken by you in reliance on it is prohibited and may be unlawful. If you have received this message in error, please notify the sender by return email and erase all copies of the message and attachments immediately. Opinion, conclusion and other information in this message and attachments that don't relate the official business of OV International Services are neither given nor endorsed by it.

On Fri, Feb 19, 2021 at 3:55 AM Krista Papac <[complaints@complaints.icann.org](mailto:complaints@complaints.icann.org)> wrote:

> Dear Varun Kafley and Jerrin Joy,  
>  
> I am writing to confirm I am in receipt of the below message regarding the  
> issue(s) you and your colleague experienced regarding ICANN org's handling  
> of your registrar accreditation application(s). You were both sent separate  
> messages relaying the same information, however I am combining my  
> communication into one message and complaints case in order to centralize  
> all of our communications regarding this matter.  
>  
> I have begun researching your complaint and will work with the ICANN org

> team(s) responsible for this work area to draft a response to you and will  
> provide status updates to you throughout the process. I plan to provide the  
> next update to you no later than 11 March 2021.

>

> In the below message, there is a link to the Complaints Office webpage (  
> [https://urldefense.com/v3/\\_https://www.icann.org/complaints-office\\_!!PtGJab4!vcNC\\_j59UYco7TnZNdL3CjRkf-nhF3Y-vp3CtGIY5kLIWsFsqyvCYT18kJ5apfbfqFRwpCxJ\\$](https://urldefense.com/v3/_https://www.icann.org/complaints-office_!!PtGJab4!vcNC_j59UYco7TnZNdL3CjRkf-nhF3Y-vp3CtGIY5kLIWsFsqyvCYT18kJ5apfbfqFRwpCxJ$) ) where you can find more  
> information about my function. That being said, here are some pointers on  
> information on the webpage that might be of interest to you. First, the  
> middle of the webpage contains a table of the high-level process I will  
> follow to handle your complaint. Essentially it says I will research your  
> complaint internally to determine what happened, I will make  
> recommendations (where appropriate) to ICANN org based on my findings, a  
> path forward will be determined, and I will provide you with a response  
> that explains my finding and the path forward. As the complaints process is  
> a transparent process, your complaint and my accompanying response will be  
> published on the Complaints Report webpage with the appropriate redactions-  
> as noted below.

>

> Second, the Complaints Office webpage contains a link to the Complaints  
> Report ([https://urldefense.com/v3/\\_https://www.icann.org/complaints-report\\_!!PtGJab4!vcNC\\_j59UYco7TnZNdL3CjRkf-nhF3Y-vp3CtGIY5kLIWsFsqyvCYT18kJ5apfbfqLKGghuo\\$](https://urldefense.com/v3/_https://www.icann.org/complaints-report_!!PtGJab4!vcNC_j59UYco7TnZNdL3CjRkf-nhF3Y-vp3CtGIY5kLIWsFsqyvCYT18kJ5apfbfqLKGghuo$) ) where  
previous  
> complaints and reports have been published, in case you are interested in  
> reviewing other complaints that have come before yours.

>

> Additionally, I want to make sure you are aware of the Terms and  
> Conditions for Submission to the Complaints Office. They are noted at the  
> end of this message, but I've also copy/pasted them here:

>

> \*Submitted complaints will be handled in accordance with the ICANN bylaws  
> and the ICANN Privacy Policy. By submitting this document to  
> [complaints@icann.org](mailto:complaints@icann.org) <[complaints@icann.org](mailto:complaints@icann.org)> you acknowledge that the  
> complaints process shall operate to the maximum extent feasible in an open  
> and transparent manner and consistent with procedures designed to ensure  
> fairness. Except as noted above, information you submit is subject to being  
> published on the ICANN website. \*

>

> Your complaint and accompanying response will be published in the  
> Complaints Office section of our website; see:  
> [https://urldefense.com/v3/\\_https://www.icann.org/complaints-office\\_!!PtGJab4!vcNC\\_j59UYco7TnZNdL3CjRkf-nhF3Y-vp3CtGIY5kLIWsFsqyvCYT18kJ5apfbfqFRwpCxJ\\$](https://urldefense.com/v3/_https://www.icann.org/complaints-office_!!PtGJab4!vcNC_j59UYco7TnZNdL3CjRkf-nhF3Y-vp3CtGIY5kLIWsFsqyvCYT18kJ5apfbfqFRwpCxJ$) . Note, your contact information  
> will not be published but your name and organization name, if applicable,  
> will be.

>

> Please let me know if you have questions and feel free to reach out to me  
> at any time by replying to this email.

>

> Krista Papac  
> Complaints Officer  
> ICANN

>

> Terms and Conditions for Submission to the Complaints Office  
> Submitted complaints will be handled in accordance with the ICANN bylaws

> and the ICANN Privacy Policy. By submitting this document to  
> [complaints@icann.org](mailto:complaints@icann.org) you acknowledge that the complaints process shall  
> operate to the maximum extent feasible in an open and transparent manner  
> and consistent with procedures designed to ensure fairness. Except as noted  
> above, information you submit is subject to being published on the ICANN  
> website.

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>

> ----- Original Message -----

> \*From:\* [REDACTED]  
> \*Sent:\* 2/16/2021 7:57 AM  
> \*To:\* [REDACTED]  
> \*Cc:\* [complaints@icann.org](mailto:complaints@icann.org)  
> \*Subject:\* Re: [Ext] Re: OV International ICANN Registrar Applications

>

> Dear Varun Kafley,

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>

> Thank you for your recent email. In reviewing your message, ICANN org has  
> identified that you have one or more complaints regarding the org's  
> handling of your registrar accreditation application(s). While ICANN org  
> strives for operational excellence in all of the work it delivers, there is  
> always potential for improvement. Therefore, in 2017 ICANN org established  
> the Complaints Office as a formal mechanism for stakeholders who have  
> concerns with: how a request has been handled, a process that appears to be  
> broken, insufficient handling of an issue, or something that may be an  
> indication of a systemic issue. Considering the complaint(s) outlined in  
> your email regarding your experience with ICANN org's registrar  
> accreditation application process, we are notifying you that we have a  
> Complaints Office if you wish to have your concerns further evaluated.

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> The complaints process is an ICANN org operational accountability  
> mechanism that is both open and transparent. Below is a brief description  
> of the ICANN org Complaints Office, and if you would like to read more  
> information, such as an overview of the process or previously submitted  
> complaints, please visit [https://urldefense.com/v3/\\_https://www.icann.org/complaints-office\\_!!PtGJab4!vcNC\\_j59UYco7TnZNdL3CjRkf-nhF3Y-vp3CtGIY5kLIWsFsquyCYT18kJ5apfbfqFRwpCxJ\\$](https://urldefense.com/v3/_https://www.icann.org/complaints-office_!!PtGJab4!vcNC_j59UYco7TnZNdL3CjRkf-nhF3Y-vp3CtGIY5kLIWsFsquyCYT18kJ5apfbfqFRwpCxJ$) ;

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> \*The Complaints Office is a function within the ICANN org that:\*

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- > - \*Provides a centralized location to submit complaints related to the  
> ICANN org.\*
- > - \*Receives complaints, researches them, collects facts, reviews,  
> analyzes, and resolves issues as openly as possible.\*
- > - \*Helps the ICANN org build on its effectiveness, and contributes to  
> increased transparency from the Org.\*

> - \*Aggregates the data from complaints to identify and solve for  
> operational trends that should be improved.\*  
>  
>  
>  
> The Complaints Officer, Krista Papac, is copied on this email  
> communication and will be reaching out to you to discuss your complaint(s)  
> further, however please feel free to reach out to her directly at  
> [complaints@icann.org](mailto:complaints@icann.org).  
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>  
> Regards,  
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>  
> [REDACTED]  
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>  
> \*From: \*"Varun Kafley (James)" [REDACTED]  
> \*Date: \*Saturday, February 13, 2021 at 6:28 AM  
> \*To: [REDACTED]  
> \*Subject: \*Re: Automatic reply: [Ext] Re: OV International ICANN  
> Registrar Applications  
>  
>  
>  
> [REDACTED]  
>  
>  
>  
> Thank you for your reply.  
>  
>  
>  
> It is really disappointing to receive automated email regarding your  
> holiday. I have been waiting for your reply to my last email for long time  
> but unfortunately it seems none of ICCAN delegates have to entertain us  
> after getting the Payments.  
>  
>  
>  
> We have incurred huge loss due to ICCAN response towards our effort and  
> investment in the span of worse time of Pandemic "Covid 19".  
>  
>  
>  
> We have worked around a year time to get everything that ICCAN had asked  
> for for unfortunately we got very lame response from ICCAN. We have  
> incurred huge loss and emotionally hurt.  
>

>  
>  
> It is my humble request, please give us the refund and if possible please  
> give second thought towards our application.  
>  
>  
>  
> Thanks & Regards  
>  
> Varun Kafley  
>  
> [REDACTED]  
>  
>  
>  
> On Sat, 13 Feb 2021, 4:41 pm [REDACTED] wrote:  
>  
> Please note that ICANN's Los Angeles office is closed on Monday, 15  
> February for Presidents Day holiday. I will return on Tuesday, 16 February.  
>  
> Thank you,  
>  
> [REDACTED]  
>  
>  
>  
> [REDACTED]  
>