

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

>>

>>> Dear Varun Kafley [REDACTED],

>>>

>>> 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://www.icann.org/complaints-office>) 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://www.icann.org/complaints-report>) 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 <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://www.icann.org/complaints-office>. 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 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.

>>>

>>>

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

>>> *From:*

[REDACTED]

>>> *Sent:* 2/16/2021 7:57 AM

>>> *To:* [REDACTED]
>>> *Cc:* complaints@icann.org
>>> *Subject:* Re: [Ext] Re: OV International ICANN Registrar Applications

>>>

>>>

>>> Dear Varun Kafley,

>>> 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.

>>> 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://www.icann.org/complaints_office;

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

>>> - *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.

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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

>>>

>>>

>>>

>>> Hi [REDACTED],

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>>>

>>>

>>> Thank you for your reply.

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>>> 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]

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>>>

>>> [REDACTED]

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