

SINGAPORE MEDIATION CENTRE
Singapore Domain Name Dispute Resolution Service

How it Works

1. The Complainant initiates the dispute resolution process by submitting a complaint to the Secretariat. The Secretariat will review the complaint for administrative compliance with the Singapore Domain Dispute Resolution Policy (SDRP) and its subsidiary Rules.
2. If the complaint is in order, the Secretariat would forward the complaint to the Registrant. The Registrant has 15 working days to submit a response to the Secretariat. This period may be extended by the Secretariat at the request of the Registrant, or by written agreement of the parties with the approval of the Secretariat. If a Registrant fails to submit a response, the dispute will be decided based on the complaint.
3. The dispute will be dealt with by an Administrative Panel (the Panel) appointed by the Secretariat. The Panel may comprise one or three members. Generally, the Secretariat will appoint a single-member Panel. If either the Complainant or the Registrant elects to have the dispute decided by a three-member Panel, the Secretariat will appoint three panellists. The Panel's fees will be paid in its entirety by the Complainant if the Panel comprises only one member or the Complainant elects to have the dispute decided by a three-member Panel. The Panel's fees will be borne equally by the Complainant and the Registrant if the Complainant opts for a one-member Panel but the Registrant elects for a three-member Panel.
4. When a Complainant submits a complaint, the Complainant and the Registrant will be invited to consider whether they wish to have the dispute mediated by the Panel before the Panel is called upon to decide the dispute. If both parties agree to have the dispute mediated first, the Panel will facilitate discussions between them to help them resolve the dispute amicably. Possible settlement options include an agreement that the domain name be transferred to the Complainant not immediately but at an agreed time in the future, or the retention of the domain name by the Registrant but with clear and visible links on the Registrant's homepage to the Complainant's website. The Complainant and the Registrant will elect, in the complaint and response respectively, whether to let the same Panel decide the dispute if the parties fail to reach a settlement after mediation. If either party wishes to have the dispute decided by a different Panel, the Complainant will have to commence a new administrative proceeding before a different Panel.
5. Once the Panel is appointed, the Secretariat will notify the parties of the panellist or panellists and the dates by which mediation should be concluded and/or the Panel will forward its decision on the complaint to the Secretariat. The Secretariat will also forward the file to the Panel.
6. Generally, the communications between the parties and the Panel are made through the Secretariat. The Panel may conduct the administrative proceeding in such manner as it considers appropriate, so long as it ensures that the parties are treated with equality and each party is given a fair opportunity to present its case. The Panel may request, in its sole discretion, for further statements or documents from either party. There will be no in-person hearings (including hearings by teleconference, videoconference or web conference) unless the

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Panel determines, in its sole discretion and as an exceptional matter, that such a hearing is necessary for deciding the complaint.

7. The Panel decides the dispute in accordance with the SDRP, the Rules for the SDRP and any rules and principles of law of Singapore that it deems applicable. In the absence of exceptional circumstances, the Panel will forward its decision to the Secretariat within ten working days after the date of its appointment. The Secretariat will communicate the full text of the decision to each party within three working days after receiving the decision from the Panel.
8. The administrative proceeding does not prevent the Complainant or Registrant from submitting the dispute to a Singapore court before the administrative proceeding is commenced or after the administrative proceeding is concluded. However, neither party shall initiate any legal proceedings in respect of a domain name dispute that is the subject of a pending administrative proceeding.
9. Singapore Network Information Centre (SGNIC) Private Limited will implement the decision of the Panel ten working days after it is notified by the Secretariat of the Panel's decision, unless SGNIC receives from the Registrant during that ten working day period a sealed copy of a writ of summons or an originating summons showing that the Registrant has commenced a lawsuit against the Complainant in respect of the domain name. If SGNIC receives such documentation within the ten working day period, SGNIC will not implement the Panel's decision, and SGNIC will take no further action until it receives satisfactory evidence of a resolution between the parties or that the court proceedings have been dismissed or withdrawn, or a copy of the Singapore court order dismissing the Registrant's lawsuit or ordering that the Registrant does not have the right to continue using that domain name.