**MYNIC’S (.my) DOMAIN NAME DISPUTE RESOLUTION POLICY (MYDRP)**

**PROCESS FLOWCHART**

**THE COMPLAINANT**

**SUBMISSION OF COMPLAINT TO THE PROVIDER**

Electronic form & on hard copy (Rule 4.1)

If the complaint is complete & in compliance with Policy & Rules (Rule 5.1)

**THE PROVIDER**

**THE PROVIDER REVIEWS THE COMPLAINT**

To make sure that it is in compliance with Policy & Rules (Rule 5.2)

**THE PROVIDER WILL SEND THE COMPLAINT TO THE RESPONDENT**

If the complaint is complete & in compliance
With the Policy & Rules (Rule 5.2)

**THE RESPONDENT**

**SUBMISSION OF RESPONSE TO THE PROVIDER**

Electronic form & on hard copy (Rule 6.1)

If the Respondent does so within the 15 Working Days, the Proceeding will be decided by a single-member Panel.

If the Respondent does so within the 15 Working Days, the Proceeding will be decided by a three-member Panel.

**THE PROVIDER**

**THE PROVIDER WILL SEND THE RESPONSE TO THE COMPLAINANT**

5 WORKING DAYS SUBMISSION OF REPLY TO THE PROVIDER

If the Complainant wishes to reply to the Response, it may submit a Reply to the Provider. The Reply must comply with the provision of Rule 4 (Rule 7.1)

**THE COMPLAINANT**

**APPOINTMENT OF PANEL (Rule 8)**

If the Complainant chooses three-member Panel, it must submit to the Provider the names and contact details of 3 candidates (Rule 4.2 (iii)).

**TRANSMISSION OF FILE TO THE PANEL**

Rule 8.6

If the Provider finds that Complaint is incomplete or not in accordance with the Policy & Rules, it will notify the Complainant (Rule 5.4)

The Complainant has 5 WORKING DAYS to rectify the Complaint.

**PANEL DECIDES THE PROCEEDING**

The Panel’s decision must be in writing and signed agreement and thereafter, the Panel will terminate the Proceeding (Rule 19.1):-

(i) the Parties settle the Domain Name dispute, they must inform the Panel and supply the Panel with written and signed agreement and thereafter, the Panel will terminate the Proceeding (Rule 19.1) or

(ii) the Panel finds that it is unnecessary or impossible to continue with the Proceeding, the Panel will terminate the Proceeding (if no objections are raised by the Parties) (Rule 19.2).

For the purposes of (i) above, if the Parties settle the Domain Name dispute before the Panel is appointed, they must inform the Provider accordingly.

**NOTE**

If any Court action is initiated prior to or during a Proceeding, the Panel has the discretion to suspend, terminate or continue with the Proceeding (Rule 20.1)

**DECISION OF PANEL**

(Rule 17)

Panels must inform the Parties of the name(s) of the chosen Panellist(s) (Rule 6.6)

**PANEL INFORMS PROVIDER OF THE DECISION**

The Provider will also inform MYNIC & Parties of the date when the decision is to be implemented (Rule 18.1)

**THE PROVIDER**

**THE PROVIDER INFORMS MYNIC & THE PARTIES OF THE DECISION**

(Rule 18.1)

If the Respondent wants to challenge the decision of the Panel, it may file a Court action or any alternative dispute resolution process and provide MYNIC with official documentation as evidence of the same. (Para 14.3 MYDRP)

**IMPLEMENTATION OF THE DECISION**

(Rule 14.3 MYDRP)

Where MYNIC receives the official documentation, MYNIC will neither liable nor further action to the Proceeding nor proceed to implement the Panel’s decision, unless it receives:-

(i) satisfactory evidence that the Parties have resolved the matter amicably; or

(ii) satisfactory evidence that the Court action or arbitration has been withdrawn or dismissed; or

(iii) a certified true copy of an order or judgment of a Malaysian Court pertaining to the subject matter of the Proceeding.