





Government of National Capital Territory of Delhi

₹100

Certificate No.

Certificate Issued Date

Account Reference

Unique Doc. Reference

Purchased by

Description of Document

Property Description

Consideration Price (Rs.)

First Party

Second Party

Stamp Duty Paid By

Stamp Duty Amount(Rs.)

IN-DL18512771292575W

16-Jul-2024 12:32 PM

IMPACC (SH)/ dishimp17/ HIGH COURT/ DL-DLH

SUBIN-DLDLSHIMP1791490261578014W

DEEPALI GUPTA

Article 12 Award

Not Applicable

(Zero)

DEEPALI GUPTA

Not Applicable

DEEPALI GUPTA

(One Hundred only)

सत्यमेव जयते



Please write or type below this line

IN-DL18512771292575W

DEEPALI GUPTA SOLE ARBITRATOR .IN Registry - National Internet Exchange of India INDRP Case No: 1870

In the matter of Arbitration Between:

Dell Inc. VersusComplainant

Krish Gupta

.....Respondent

Disputed Domain Name: <dellservices.in>

- The authenticity of this Stamp certificate should be verified at 'www shoilestamp com' or using e-Stamp Mobile App of Stock Holding Any discrepancy in the details on this Certificate and as available on the website / Mobile App renders it invalid.
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DEEPALI GUPTA SOLE ARBITRATOR .IN Registry - National Internet Exchange of India INDRP Case No: 1870

In the matter of Arbitration Between:

One Dell Way, Round Rock,
Texas, 78682, U.S.A
Through its Authorised Representative
Akhilesh Kumar Rai
AZB & Partners
Plot No. AB, Sector 04
Noida - 201301, U.P. India
Phone: +91 120 4179999

Versus

Krish Gupta
Tech Valley IT Solution
C8/48 Dalhata, Chetgenj
Varanasi
Uttar Pradesh
221001, INDIA
Telephone:- 91-8090782563
e.mail: krishgupta05email @gmail.com
(Registrant)

.....Respondent

Disputed Domain Name: < dellservices.in>

ARBITRARTION AWARD DATED JULY 30, 2024.

1) The Parties:

The Complainant in the present arbitration proceedings is Dell Inc., One Dell Way, Round Rock, Texas, 78682, U.S.A. The Complainant is represented through its Authorised Representative Akhilesh Kumar Rai, AZB & Partners, Plot No. AB, Sector 04, Noida - 201301, U.P. India. Phone: +91 120 4179999, e-mail: akhileshkumar.rai@azbpartners.com.

Duplo

The Respondent in the present case is Krish Gupta, Tech Valley IT Solution, C8/48 Dalhata, Chetgenj, Varanasi, Uttar Pradesh -221001, INDIA, Telephone:-91-8090782563, e.mail: krishgupta05email @gmail.com as per the details available in the 'WHOIS' database by National Internet Exchange of India (NIXI).

2) The Domain Name, Registrar and Registrant:

The disputed domain name is <dellservices.in>

The Registrar is Own Web Solution Pvt. Ltd.

The Registrant is Name- Krish Gupta, Tech Valley IT Solution, C8/48 Dalhata, Chetgenj, Varanasi, Uttar Pradesh -221001, INDIA.

3) Procedural History:

This arbitration proceeding is in accordance with the .IN Domain Name Dispute Resolution Policy (INDRP) adopted by the National Internet Exchange of India (NIXI). The INDRP Rules of Procedure (the Rules) were approved by NIXI on 28th June 2005 in accordance with the Indian Arbitration and Conciliation Act, 1996. By registering the disputed domain name with the NIXI accredited Registrar, the Respondent agreed to the resolution of the disputes pursuant to the .IN Dispute Resolution Policy and Rules framed thereunder.

In accordance with the Rules 2(a) and 4(a), NIXI formally notified the Respondent of the Complaint and appointed Ms. Deepali Gupta as the Sole Arbitrator to arbitrate the dispute between parties in accordance with the Arbitration and Conciliation Act, 1996, and the Rules framed thereunder, .IN Domain Dispute Resolution Policy and the Rules framed thereunder. The Arbitrator submitted the Statement of Acceptance and Declaration of impartiality and independence, as required by NIXI.

The Complaint was produced before the Arbitrator on 6th JUNE, 2024.



- Thereafter Notice was issued to the Respondent on 9th June 2024, at his e.mail address 'krishgupta05email@gmail.com', communicating the appointment of the Arbitrator in the case and outlining that the Complainant had prayed for transfer of the disputed Domain name <dellservices.in> in its favour. The Respondent was called upon to submit their response within Ten (10) days of the receipt of the Arbitrators email.
- The Arbitrator received no response from the respondent within the said timeline and even thereafter. Further the Arbitrator did not receive any delivery failure notification from the Respondents email id, therefore the respondent is deemed to be served with the complaint. In view of no response / acknowledgement / communication from the Respondent, the Complaint is being decided ex-parte and solely based on the materials and evidence submitted by the Complainant and contentions put forth by them.

4) FACTUAL BACKGROUND:

The Complainant herein is 'Dell Inc', a company incorporated and existing under the laws of Delaware, United States of America. Dell Inc., is the world's largest direct seller of computer systems. Since its establishment in 1984, the Complainant has diversified and expanded its activities which presently include, but are not limited to, computer hardware, software, computer peripherals, computer-oriented products such as phones, tablet computers etc., and computer-related consulting, installation, maintenance, leasing, warranty, data computing, cloud computing, information security, virtualization, analytics, data storage, security/compliance and technical support services.

The Complainant is one of the leading providers of computer systems to large enterprises around the world and does business with 98 percent of Fortune 500 corporations. The Complainant sells more than 100,000 systems every day to customers in 180 countries, including India.

Complainant has been using the mark 'DELL' for several decades now and is also the registered proprietor of the said trademark in various countries, including India. The Complainant also uses various 'DELL' formative marks like 'DELLPRECISION', 'DELL CHAMPS', 'DELL PROSUPPORT', 'DELL PREMIUMCARE', etc.

Complainant's products are sold through a wide network of 'DELL' exclusive stores and at other stores in and around 200 cities in India. By virtue of this use, the relevant section of the public associates the trademark 'DELL' with the Complainant alone.

Complainants trademark 'DELL' is famous and well known in India. Considering the extensive use and registrations of the 'DELL' trade marks throughout the world, including in India, the public at large associates the mark 'DELL' with the Complainant alone.

5) Summary of Complainant's contentions:

The Complainant has contended that each of the element in the .IN Domain Name Dispute Resolution Policy are applicable to the present dispute. It has thus been contended that the Registrant's domain name is identical or confusingly similar to a name, trademark or service mark in which the Complainant has rights; that the Registrant's has no rights or legitimate interests in respect of the domain name that is the subject of complaint; and the Registrant's domain name has been registered or is being used in bad faith. The Complainant has in support of its case has made the following submissions:

(a) The Complainant has submitted that Complainant is the world's largest direct seller of computer systems. Since its establishment in 1984, the Complainant has diversified and expanded its activities. The Complainant's business is aligned to address the unique needs of large enterprises, public institutions (healthcare, education and government), small and medium businesses and individuals.

- (b) The Complainant submits that currently, the Complainant is one of the leading providers of computer systems to large enterprises around the world and does business with 98 percent of Fortune 500 corporations. The Complainant sells more than 100,000 systems every day to customers in 180 countries, including India. The Complainant has a team of 100,000 members across the world that caters to more than 5.4 million customers every day.
- (c) It has further been contended that the Complainant has been using the mark 'DELL' for several decades now and is also the registered proprietor of the said trademark in various countries, including India. The details of some of the registrations for 'DELL' and 'DELL' formative marks in India, are as follows:

Trade Mark	Registration No.	Registration Date	Class	<u>Status</u>
DELL	575115	June 5, 1992	9	Registered
www.dell.com	826095	November 5, 1998	9	Registered
DOLL	923915	May 10, 2000	9	Registered
DELL	1190375	April 7, 2003	. 2	Registered
DELL	1190376	April 7, 2003	9	Registered
DELL	1239350	September 24, 2003	37	Registered
DELL	1239349	September 24, 2003	42	Registered
DELL	1335057	January 28, 2005	36	Registered
D&TT	3597740	October 06, 2016	2,9, 36, 37, 39, 40, 41, 42	Registered
DELLEMO	4144373	April 11, 2019	2, 9, 25, 35, 36, 37, 41, 42, 45.	Registered
DELL EMC	3777983	March 14, 2018	2, 9, 25, 35, 36, 37,41, 42, 45	Registered



- The aforesaid registrations have been renewed from time to time and are valid and subsisting. The Complainant relies on Annexure -2, that are copies of legal proceeding certificates etc. for the aforementioned trademark registrations.
- (d) The Complainant further contended that the Complainant's first use of the mark 'DELL' can be traced back to 1988. Since then, the Complainant has expanded its business into various countries and has extensive use of the mark 'DELL' around the globe. The Complainant also uses various 'DELL' formative marks like 'DELLPRECISION', 'DELL CHAMPS', 'DELL PROSUPPORT', 'DELL PREMIUMCARE', etc.
- (e) It has further been contended by the Complainant that the products of the Complainant are widely available in India since 1993. As a part of its initiative to increase its presence in India, the Complainant's Indian subsidiary has tied up with several channel partners, authorized distributors / resellers and launched Dell exclusive stores, multiple brand outlets and solution/service centers, all over the country. In addition to the exclusive Dell stores, the Complainant operates an interactive website with URL www.dell.com/en-in. It has further been contended that the Complainant, its subsidiaries and licensee in India and the subsidiary's authorized distributors and resellers alone have limited rights to use the trademark and trade name/corporate name 'DELL' in India.
- (f) The Complainant submits that as is evident that the Complainant has been using the trademark 'DELL' since more than 30 years and has built an enviable reputation in respect of the said mark. By virtue of such use, the mark 'DELL' is well recognized amongst the consuming public and thus is a well-known trademark. In order to protect its rights in and to the trademark 'DELL', the Complainant has also initiated several

- actions against domain name squatters in past several years. The Complainant relies on Annexure -3, a list of cases, wherein awards have been passed in favour of the Complainant.
- (g) The Complainant contended that in order to protect the mark 'DELL' from third party adoption, the Complainant undertakes various periodical searches. Upon conducting one such search the Complainant became aware of the registration of the disputed domain name www.dellservices.in, in the name of the Respondent. The Complainant contends that the Disputed Domain name hosts a website that depicts that the Respondent is an authorized Dell service provider/center. The logo on the Website reads Dell Services and in small font underneath the logo, it states Authorized Dell Service Centre. The pictorial representation of the logo on the Website is provided below:



- (h) The Complainant further contended that the affiliation with Dell is specifically mentioned and the Respondent has also drawn upon his past experience working on Dell computers. The above evidently shows the intent of the Respondent to associate itself with the Complainant herein, so as to cause confusion amongst the consuming public, who will avail their services assuming that they are related to the Complainant. The Complainant has relied on Annexure -5.
- (i) The Complainant has submitted that 'DELL' is not a commonly adopted mark, and it is only associated with the Complainant. Therefore, the Respondent has no plausible reason to adopt the mark DELL of the Complainant to provide its services, other than to ride on the goodwill and reputation of the Complainant in and to its marks 'DELL'. The Complainant apprehends that the services offered by the



Respondent could be sub-par which may result in the product catching fire or bursting. Such an act will cause harm to the customer and reputational damage to the Complainant, which cannot be quantified in monetary compensation.

- (j) The action of the Respondent in adopting the Disputed Domain name, using the mark DELL of the Complainant and blatantly associating itself with the Complainant amounts to passing off and infringement of Complainant's rights in and to the mark 'DELL'.
- (k) The Complainant submits that the disputed domain name is identical or confusingly similar to a trademark in which the Complainant has rights. That the Respondent has adopted the well-known trademark 'DELL' of the Complainant to provide its service without any consent whether express or implied. Not only is the adoption of the said mark an infringement, it is also being used for goods/services identical to that of the Complainant.
- (l) The Complainant submits that Complainant has also registered the 'DELL' and 'DELL' formative marks, like DELL TECHNOLOGIES in classes 09, 42 and 37 for manufacturing computer and related accessories, providing maintenance services for the said products.

 Annexure -6 is relied upon being screen-print of the records of the Trade Mark Office, evidencing registration of 'DELL' and 'DELL' formative marks in the said classes, in favor of the Complainant in India.
- (m) The Complainant submitted that the Respondent has adopted the identical mark, DELL of the Complainant along with the word services coupled with Top Level Domain of India, i.e. in. and use of the same, will lead to confusion amongst customers and may give them the impression that the Respondent provides services of the Complainant in India. It has been submitted that the Respondent's adoption of the



- well-known trademark 'DELL' of the Complainant as part of the disputed Domain is a violation of the Complainant's rights in and to the mark 'DELL'.
- (n) The Complainant has further submitted that the Respondent has no rights or legitimate interests in the domain name The Respondent is taking advantage of innocent customers who may or may not inquire about the authenticity of the Respondent.
- (o) It has been contended that the Respondent has no right to use/register the mark DELL' of the Complainant in any manner, as it is the sole property of the Complainant. The Complainant has statutory and common law rights in and to the mark 'DELL'. The adoption/ use of the marks by the Respondent is not licensed/permitted, thus adoption thereof of the mark 'DELL' as part of Disputed Domain name or in any manner whatsoever, results in infringement and passing off the rights of the Complainant in and to the trademark 'DELL'. Thus the Respondent cannot claim to have any legitimate rights in the trademark 'DELL'.
- (p) The Complainant submitted that the Respondent has developed the Disputed Domain name comprising of the well-known mark 'DELL' of the Complainant with the sole aim to make illegal benefits from the goodwill and reputation of the mark DELL' owned by the Complainant.
- (q) The Complainant further submitted that the disputed domain name is registered and being used in bad faith. The registration and operation of the Disputed Domain name www.dellservices.in has been done in bad faith and with dishonest intentions to mislead the public into believing that the Respondent is associated to the Complainant. The Complainant does not allow even its authorized service centers to register domains containing the trademark 'DELL'.
- (r) It has been submitted by the Complainant that the adoption of the



trademark of the Complainant by the Respondent is only to confuse the public as the relevant section of the public are bound to be deceived into thinking that the Offending Domain www.dellservices.in hosts a website of the Complainant, which is not the case. It has been submitted that the Disputed Domain name has been registered to create initial interest and confusion amongst internet users, thereby luring them to the offending Website, used in connection with the Disputed Domain name and in turn to make illegal profit out of such representation.

- (s) The Complainant submits that bad faith is evident from the use of 'DELL' in the Disputed Domain, which is the property of the Complainant and is associated with the Complainant only. The Disputed Domain name is worded in such a manner that it appears to offer services by Dell in India.
- (t) The mark 'DELL' is a well-known mark and is not commonly used words. The said marks are only associated with the Complainant and none else. Therefore, adoption of the said marks by the Respondent is dishonest and in bad faith.
- (u) The Complainant submitted that the Respondent is eroding the distinctive character of the Complainant's mark and also diluting the same. Complainant submits that the adoption of the Disputed Domain name by the Respondent is not for non-commercial purposes and would not fall under the ambit of 'fair use'. The only reason for adoption of the mark 'DELL' is to make illegal profit either by duping the relevant public or by selling the same to the highest bidder.
- (v) Hence in view of the above submissions the Complainant prays that the disputed domain name <dellservices.in> as registered by the respondent be transferred to the Complainant.



6. RESPONDENT:

The Respondent did not respond in these proceedings although notice was sent to the Respondent under the INDRP Rules. The respondent has neither filed any reply nor brought any evidence on record to establish its rights in the disputed domain name.

7. **DISCUSSION AND FINDINGS**

Under the INDRP Policy the following three elements are required to be established by the Complainant in order to obtain the relief of transfer of the disputed domain name:

- (i) The disputed domain name is identical or confusingly similar to a name, trademark or service mark in which the Complainant has rights and
- (ii) The Respondent lacks rights or legitimate interests in respect of the disputed domain name; and
- (iii) The disputed domain name has been registered or is being used in bad faith.

Identical or confusingly Similar:

The Disputed Domain Name incorporates the Complainant's 'dell' mark in its entirety. It is well accepted that the first element functions primarily as a standing requirement. The threshold test for confusing similarity involves a reasoned but relatively straightforward comparison between the Complainants trademark and the disputed domain name. The Complainant has submitted evidence of its trademark registrations that establish that the Complainant has statutory rights in the service mark for the purpose of policy. The service mark / trade mark of the Complainant has been reproduced within the disputed domain name 'dellservices.in'. It is a well established principal that when a domain name wholly incorporates a complainant's registered



mark, the same is sufficient to establish identity or confusing similarity for purposes of the Policy. That addition of a prefix or suffix to the registered trade mark can not prevent a finding of confusing similarity between the disputed domain name and the Complainant's trade mark for the purposes of the Policy.

Further a TLD / ccTLD such as '.in' '.co.in' is an essential part of domain name. Therefore it cannot be said to distinguish the Respondents Domain Name <dellservices.in.> from the Complainants trademark 'dell'.

The Complainant has also provided evidence of the reputation, goodwill and fame associated with its mark due to its extensive use. Further in addition to the above, the Complainant is also owns domain names incorporating its trademark 'dell' that have been duly registered in various jurisdictions globally.

In Motorola, Inc. vs NewGate Internet, Inc. (WIPO Case D2000-0079), it was held that use of the trademarks can not only create a likelihood of confusion with the Complainants' marks as to the source, sponsorship, affiliation or endorsement of its web site, but also creates dilution of the marks.

It is well established that in cases where a domain name incorporates the entirety of a trademark, or where at least a dominant feature of the relevant mark is recognizable in the domain name, the domain name will normally be considered confusingly similar to that mark.

The disputed domain name is accordingly found to be identical or confusingly similar to the Complainant's mark. The Complainant has successfully fulfilled the first element under paragraph 4 of the Policy, that the disputed domain name is identical or confusingly similar to a mark in which the Complainant has rights.

Rights and Legitimate Interests:

The second element requires the Complainant to put forward a prima facie case that the Respondent lacks rights or legitimate interests in the disputed domain name. Although the onus of proving that the Respondent lacks rights or legitimate interests in the disputed domain name lies on the Complainant, the same may amount to 'proving in negative' hence may not be possible. Hence the Complainant has to make out a prima facie case that the respondent lacks rights or legitimate interests, whereafter, the burden of proof on this element shifts to the respondent to come forward with relevant evidence demonstrating rights or legitimate interests in the domain name. If the respondent fails to come forward with such relevant evidence, the complainant is deemed to have satisfied the second element.

The Complainant has argued that the Respondent lacks rights or legitimate interests in the disputed domain name and has submitted that the Registrant does not own any registered rights in any trademarks that comprise part or all of the disputed domain name. It is further observed that the trademark 'dell' was already registered in India for several years prior to when the Respondent registered the Disputed Domain Name on 30th September 2023.

The Complainant states that prima facie, the Registrant has no rights or legitimate interests in respect of the disputed Domain Name. The Complainant has argued that due to extensive use of the 'dell' mark globally and in India, the mark is distinctive and enjoys substantial goodwill, reputation and fame. It is found that the Complainant has acquired rights in the mark 'DELL' through use and registration and the Complainant has provided evidence of the mark being distinctive and having a substantial recognition. In the light of these facts and circumstances, it is found that the respondent's use of the 'DELL' mark which is distinctive of the Complainant



and its products & services, does not constitute legitimate use or fair use of the mark by the Respondent.

It is found that the Complainant has provided evidence of its prior adoption of the 'DELL' mark. The Complainant has submitted that the use of the mark by the respondent is likely to mislead people and the respondent lacks rights to use the said trademark in the disputed domain name.

It is seen that the Disputed Domain hosts a website that depicts that the Respondent is an authorized Dell service provider. The logo on the Website too reads Dell Services and in small font underneath the logo, it states Authorized Dell Service Centre. Thus it can be seen that the affiliation with Dell is specifically mentioned and the Respondent has also mentioned his past experience working on Dell computers. All this evidently shows the intent of the Respondent to associate itself with the Complainant herein so as to cause confusion amongst the consuming public who will avail the services assuming that they are related to the Complainant. Thus the Complainants submissions that the Respondent's use of mark in the disputed domain name is likely to mislead Internet users is plausible.

Use of the said trademark 'DELL' by the Respondent with the intention of attracting customers is likely to cause confusion and deception to those who encounter the disputed domain name. Internet users are likely to believe that the disputed domain name is in some way connected to the Complainant or is endorsed or authorized by the Complainant. Use of a trademark with the intention to derive benefit from the mark and to make improper commercial gains by such use is recognized as infringing use under INDRP Policy. Refer to, *GoogleLLC V Gurdeep Singh*, INDRP Case No.1184 (<googlepays.in>) where use of GOOGLE mark in the domain name <googlepays.in> by the respondent in that case was found to lack rights or legitimate interests because the mark was used to attract customers by a respondent who was found to

have no connection with the well known mark. The use of the Complainants 'DELL' mark by the Respondent, is found to be misleading use of the mark, and is accordingly found not qualifying as legitimate use by the Respondent.

The Respondent has not participated in these proceedings nor filed any reply or documents/ evidence. The Complainant has categorically submitted that it has not consented, authorized or permitted the Respondent for use of the disputed domain name.

In the light of the facts and circumstances discussed, it is accordingly found that the Complainant has made out a prima facie case that the Respondent lacks rights and legitimate interests in the disputed domain name. The second element under paragraph 4 of the Policy has been met by the Complainant.

Bad faith

The Complainant has contended that the Mark of the Complainant "DELL" is distinctive and has acquired a strong reputation and goodwill over the years globally Evidence on record clearly demonstrates the Complainant's prior adoption and extensive use of the 'DELL' mark. The trade mark 'DELL' was initially conceived and adopted by the Complainant.

The disputed domain name has been registered on 30th September 2023 whereas the trademark registration of 'DELL' mark was obtained by the Complainant several years prior thereto in various jurisdictions world wide. These facts establish the Complainants prior adoption of the 'DELL' mark and the evidence filed by the Complainant also establish that it has extensively used the said trademark in commerce for a number of years continuously and the mark is recognized internationally and is well known, which has substantial value. The evidence filed by the Complainant clearly establishes the international recognition and reputation associated with the 'DELL' mark.

The evidence adduced by the Complainant depicts that the Respondent has intentionally attempted to confuse Internet users and attract them to the Disputed Domain for commercial gain by misleadingly showing association with the Complainant and providing the similar services. This only shows the *mala fide* intention of the Respondent to wrongfully gain benefits at the cost of the goodwill and reputation of the Complainant's trademark 'DELL'.

It is observed that such acts constitute misrepresentation. Such acts are not only prejudicial to the rights of the Complainant but also to the members of trade and public. The activities of the Respondent rise to the level of a bad faith usurpation of the recognition and fame of Complainant's well-known and earlier trademark 'DELL' to improperly benefit the Respondent financially and are in violation of applicable laws. These activities demonstrate bad faith registration.

The Respondent has been found to have no rights or legitimate interests in the disputed domain name. It is furthermore observed that the facts circumstances and the evidence indicate that the Respondent has used the 'DELL' Mark in the disputed domain name to intentionally mislead internet users to its website by creating a likelihood of confusion with the mark of Complainant and based on the reputation associated with the mark.

There are numerous precedents under the Policy, where it has been held that the registration of a domain name with a well known mark which is likely to create confusion in the minds of Internet users and attempting to use such a domain name to attract Internet traffic based on the reputation associated with the mark is considered bad faith registration and use under the Policy. Similarly in the present case it is found that the use of the 'DELL' mark by the Respondent is likely to attract customers based on the Complainant's mark and Internet users are likely to be misled by the use of the trademark in the disputed domain name.

For the reasons discussed, the registration of the disputed domain name by the Respondent leads to the conclusion that the domain name in dispute was registered and used by the Respondent in bad faith.

Thus, in view of all that has been discussed, it is found that the Respondent has registered the disputed domain name in bad faith. Accordingly, it is found that the Complainant has established the third element under paragraph 4 of the Policy.

DECISION

In view of the above finding's it is ordered that the disputed domain name delservices.in be transferred to the Complainant.

Deepali Gupta

Sole Arbitrator

Date: 30th July, 2024.