IN-UP60180457401990Y

INDIA NON JUDICIAL
Government of Uttar Pradesh

सत्यमेव जयते

e-Stamp

₹0000000100

Certificate No.	:	IN-UP60180457401990Y
Certificate Issued Date	:	27-Oct-2026 05:12 PM
Account Reference	:	NEWIMPACC (SV)/ up14015404/ GAUTAMBUDDH NAGAR 1/ UP-GBN
Unique Doc. Reference	:	SUBIN-UPUP14015404098970654323 71Y
Purchased by	:	VARUN SINGH
Description of Document	:	Article 12 Award - Registerable
Property Description	:	Not Applicable
Consideration Price (Rs.)	:	
First Party	:	VARUN SINGH
Second Party	:	OTHERS
Stamp Duty Paid By	:	VARUN SINGH
Stamp Duty Amount(Rs.)	:	100 (One Hundred only)

Jay Prakash Tyagi
ACC Code : UP14015404
License No.: 187
G.B. Nagar

₹100

IN-UP60180457401990Y

I, VARUN SINGH
DECLARE THAT THIS E-STAMP CERTIFICATE IS BEING USED IN ORIGINAL FORM AND IS NOT A PHOTOCOPY

Please write or type below this line

IN NATIONAL INTERNET EXCHANGE OF INDIA
MR. VARUN SINGH, ADVOCATE: SOLE ARBITRATOR
INDRP CASE No: 2173

IN THE MATTER OF:-

Arbitration under the .IN Domain name Dispute Resolution Policy (INDRP), adopted by the National Internet Exchange of India which sets out the legal framework for resolution of dispute in connection with .IN domain name, and the INDRP Rules of Procedure

AND IN THE MATTER OF:-

Dispute relating to domain name **<sorexo.in>**

Varun Singh

Statutory Alert:

(1) No amount other than the value printed on the e-Stamp is payable in any form for the purchase of e-Stamp. (2) If the above information/declaration is found to be false or incorrect, I shall be personally responsible for the same. (3) The authority before whom the deed is presented shall ensure that the e-stamp is being used only for the purpose and in the name for which it was purchased. (4) The authenticity of this Stamp certificate should be verified at www.shcilestamp.com or using 'E-Stamping' Mobile App of Stock Holding Any discrepancy in the details on this Certificate and as available on the website/Mobile App renders it invalid.

IN THE MATTER OF:-

Sodexo
255, Quai de la Bataille de Stalingrad,
92130 Issy-Les-Moulineaux,
France **.....Complainant**

Versus

Urvashi Singh
Mig 37 Kishore Nagar,
Khandwa, Madhya Pradesh,
India 450001
Email Id: urvashisingh3080@gmail.com
Ph. No.: +91.9131653080 **.....Respondent**

AWARD
28.10.2026

1. The present arbitration proceedings are initiated under and in accordance with the INDRP, and the INDRP Rules of Procedure which are adopted by the National Internet Exchange of India (NIXI) which governs the dispute in connection with .IN domain name.
2. The Complainant has filed the subject complaint against the Respondent seeking transfer of domain name <sorexo.in> from the Respondent to the Complainant.
3. The Registrant/Respondent has registered the <sorexo.in> (hereinafter 'disputed domain name') with the domain name Registrar duly accredited with the NIXI i.e. GoDaddy.com LLC since 01.07.2026.

Procedural history

4. I was appointed as an Arbitrator by NIXI in the above matter vide email dated 21.09.2026. The said email dated 21.09.2026 containing the complaint along with documents

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thereto and statement of acceptance and declaration of impartiality and independence of the Arbitrator was marked to the Respondent (urvashisingh3080@gmail.com) as well. The said email of the Respondent is reflected as such in the WHOIS record of the disputed domain name.

5. The Arbitrator issued a notice dated 21.09.2026 under Rule 5(c) of INDRP Rules of Procedure whereby the Respondent was directed to file its reply to the complaint till 21.10.2026. The parties were directed to file their respective written submissions by 25.10.2026. The said notice issued by the present Arbitrator was marked via email dated 21.09.2026 to the Complainant and to the Respondent, which email did not bounce back. Therefore, the notice 21.09.2026 of the Arbitrator was also duly served on the Respondent through Arbitrator's email dated 21.09.2026.

6. The Complainant, vide notice dated 21.09.2026 was directed to serve again on the Respondent the subject complaint and all accompanying documents, including the said Notice of the Arbitrator, so that the Respondent is provided with ample opportunity to file his reply.

7. The Complainant, through its learned counsel, vide email dated 21.09.2026 (this email was marked to the Respondent as well) informed this Tribunal that the Complainant has served the domain complaint and documents thereto on the Respondent through email dated 21.09.2026 as well as through courier on 21.09.2026. The said courier receipt and the email dated 21.09.2026 to the Respondent was attached by the learned counsel for the Complainant along with the email dated 21.09.2026 marked to this Tribunal.

8. The Respondent vide her email dated 21.09.2026 sent the

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below mentioned email to the Complainant and to this Tribunal:-

> "Counsel,
>
> I acknowledge receipt of your communication and the complaint filed in relation to the domain name sorexo.in.
>
> I would like to clarify that I do not accept the allegations made in the complaint, including the allegations of bad faith registration or use, any intention to mislead or divert Internet users, or any intention to exploit the goodwill or reputation associated with Sodexo or its SODEXO mark.
>
> For the avoidance of doubt, I have not generated any commercial revenue from, through, or in connection with the domain name sorexo.in. Accordingly, the allegation that the domain has been used to commercially exploit Sodexo's goodwill or divert business does not reflect the actual circumstances.
>
> I therefore do not accept the factual or legal basis of the claims made against me and reserve my right to address the allegations fully in the INDRP proceedings, along with the relevant supporting documents.
>
> **That said, without prejudice to my rights and contentions, and without any admission of liability or wrongdoing,** I am open to selling and transferring the domain name sorexo.in to Sodexo if Sodexo wishes to acquire it. Any such transfer would be subject to mutually agreed commercial terms and appropriate documentation.
>
> If Sodexo does not wish to resolve the matter on that basis, My legal counsel is copied on this email and may be contacted directly for any further communication or discussion regarding the matter..
>
> Regards,
> Urvashi Singh"

9. Thereafter, the Complainant vide its email dated 24.09.2026 rejected the offer from the Respondent to purchase the disputed domain name and further stated that the complainant intended to proceed with the ongoing dispute resolution proceedings before NIXI under INDRP to seek transfer of the disputed domain name.

10. In view of foregoing, it is apparent that the Respondent was duly served with domain complaint along with all other documents thereto. The Respondent was provided with ample opportunities to file its proper reply to the complaint. However, except the said email dated 21.09.2026 from the Respondent, this Tribunal has not received any formal reply from the Respondent.

11. Rule 5(d) of the INDRP Rules of Procedure states that the date of commencement of the arbitration proceeding shall be the date on which the arbitrator issues notice to the Respondent. Therefore, the date of commencement of arbitration in the present case is 21.09.2026. Rule 5(e) of the INDRP Rules of Procedure states that an Arbitrator shall pass an award within a period of 60 days from the date of commencement of the arbitration proceeding and in exceptional circumstances, the timeline may be extended by a maximum period of 30 days by the Arbitrator subject to a reasonable justification in writing. The present award is passed within the timelines prescribed under the INDRP Rules of Procedure.

Issues for consideration

12. Paragraph 4 of the INDRP provides the grounds on which a complaint can be filed by the aggrieved Complainant who

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considers that a registered domain name conflicts with his/her legitimate rights or interests on the following grounds:

(a) the Registrant's domain name is identical and/or confusingly similar to a Name, Trademark or Service Mark etc. in which the Complainant has rights; and

(b) the Registrant has no rights or legitimate interests in respect of the domain name; and

(c) the Registrant's domain name has been registered or is being used either in bad faith or for illegal/unlawful purpose.

Contention of the Parties

13. The Complainant in its complaint, inter alia, states the following:-

a. The Complainant is a global leader in providing services that impact the quality of life of its clients and their employees in the corporate segment and remote sites, patients and visitors in the healthcare segment, and students and faculty in the education segment. The Complainant's principal place of business is France, and it does business in many countries around the world. The Complainant had 430,000 employees and is the largest France based private employer worldwide.

b. The Complainant earned consolidated revenue of Euro 24.1 billion, serving 80 million consumers daily in 43 countries for the financial year 2025. The Complainant had been using the mark SODEXHO since its incorporation in the year 1966. However, in the year 2008, the Complainant changed it to SODEXO.

c. The Complainant has been honoured with many awards. The Complainant had been awarded in the year 2025 for the 19th

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consecutive year as amongst the top-rated companies of the Restaurants and Leisure Facilities in the S&P Global Dow Jones Sustainability World Index. Furthermore, in the year 2025, EcoVadis has placed them in top 3% of the companies in environment, labor & human rights, ethics and sustainable procurement dimensions

d. The Complainant is listed as one of "the World's Most Admired Companies" by Fortune Magazine.

e. The Complainant has been present in India since the year 1997 and provides a bouquet of 100+ service offerings to various corporates, healthcare organisations, manufacturing locations and schools and universities. The Complainant's solutions include food and catering, facilities management, technical services, workplace experience, and energy management. All of its solutions are aimed to improve the Quality of Life of its consumers, clients, employees and the communities at large. The Complainant has its corporate Indian office in Mumbai and other offices in various Indian cities including Ahmedabad, Bangalore, Chennai, Gurugram, Hyderabad, Kolkata, Noida and Pune.

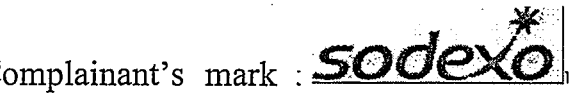
f. The Complainant has spent considerable amounts of resources on numerous activities to maintain and heighten the popularity of its mark and name SODEXO.

g. Over the years, the Complainant's mark and name SODEXO has been discussed in numerous trade journals and other trade literature. The Complainant is also present on various social media platforms like Facebook, Instagram, Twitter and Linkedin.

h. Internet searches conducted on popular search engines i.e. google, yahoo, etc. for the mark and name SODEXO lead to

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the Complainant's products/website/information. This clearly substantiates the popularity of the Complainant's marks in India.

i. The Complainant's mark :  has EUTM registration under no. 6104657 since June 27, 2008 in classes 9, 16, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44 and 45.

j. The followings trademarks of the Complainant are registered in India and their registrations are valid and subsisting and in legal force:-

Trade/Service Mark	Class	Trademark No.	Status
sodexo QUALITY OF LIFE SERVICES	9, 16, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45	2480740	Registered
Sodexho	36 & 37	1236741	Registered
sodexo	9, 16, 35, 36, 37, 38, 39, 40, 41, 42	1635770	Registered
Sodexo It all starts with the everyday	9, 16, 29, 30, 31, 32, 33, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44 & 45	IRDI -5364817 (International no. 1647538)	Protection Granted

k. Besides the Complainant's main domain name registration Sodexo.com, the Complainant has country specific subdomain names including one for India i.e. Sodexo.in.

l. The Complainant has filed and won many of the domain name cases filed IN WIPO Arbitration and Mediation Centre.

m. The Complainant has received multiple awards from .IN Registry against domain names Sodexo-sodexo-zetaapps.in, sodexohr.in, sodexoindia.in and sodexa.in.

n. The disputed domain name resolves to a website that purports to offer products and services for the hospitality sector,

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including guest amenities, housekeeping supplies, linen and bath products, food-service items, packaging and disposable products, staff essentials, signage and printing, and custom branding solutions. Notwithstanding these broad claims, most of the listed categories do not contain substantive information. The website appears to offer only a limited range of products, including hotel slippers, hotel toiletries, guest soaps, dental kits, shaving kits, laundry bags, hotel bath towels, and custom-printed paper bags. The goods and services promoted through the website are directed squarely at the hospitality industry, a principal field of business of the Complainant and one in which the SODEXO mark enjoys substantial goodwill and reputation. The Respondent's use of the disputed domain name in connection with such closely related goods and services is likely to mislead Internet users into believing that the Respondent's website, goods, and services are associated with, authorised by, or originate from the Complainant. Accordingly, the Respondent's adoption and use of the disputed domain name constitute an attempt to unfairly exploit the goodwill and reputation attached to the Complainant's SODEXO mark and to pass off its goods and services as those of, or connected with, the Complainant.

14. The Respondent, except the aforesaid email dated 21.09.2026, did not file any formal reply despite abundant opportunity, as mentioned above.

Respondent's disputed domain name is confusingly similar to Complainant's trade mark

15. The trade mark and trade name and domain names of the

Complainant are in use prior to the registration of the disputed domain name.

16. The Complainant is successful in showing the prior use of its registered trademarks. Furthermore, the trade marks of the Complainant are registered not only in India but abroad as well. Therefore, the said registered trade marks enjoys statutory protection in India.

17. Furthermore, the Complainant and its trademarks have presence in India through its subsidiaries such as Sodexo India Services Pvt Ltd, Sodexo SVC India Private Ltd. is registered in India and is active in India.

18. The domain names of the complainant including <Sodexo.com> (registered on 09.10.1998), and <Sodexo.in> (registered on 07.10.2007) primarily incorporate its registered trademark Sodexo. The said domain names are also prior in use to the disputed domain name.

19. It is well established law that the specific top-level domain name (TLD) such as '.com, 'net', '.net'. 'in' etc does not affect the domain name for the purpose of determining whether it is identical or confusingly similar (*Relevant decision:- Rollerblade, Inc. v. Chris McCrady*[1]). Therefore, TLD '.in' is to be disregarded while comparing the disputed domain name with the trademark of the Complainant. When the trade mark/name of the Complainant SOXEDO, and the disputed domain name are considered, there is no doubt that the disputed domain name is confusingly similar to the said registered trade marks of the complainant, and prior used domain names and trade name of the complainant.

[1] WIPO Case No. D2000-0429

20. The domain name and the registered trade mark of the Complainant are in prior use vis-à-vis the disputed domain name.

21. The disputed domain name is confusingly similar to the domain names and trademark of the Complainant. The Respondent has merely replaced a letter 'D' with 'R' to arrive at disputed domain name SOREXO.IN which is invariably similar to Complainant's registered trademarks and earlier used domain names.

22. The domain names do come under the purview of trade mark law. In Yahoo! Inc. v. Akash Arora & Anr., 1999 (19) PTC 201 (Del), the Delhi High Court held that use of a deceptively similar mark in a domain name amounts to passing off, as domain names serve the same function as trademarks. In Satyam Infoway Ltd. v. Sifynet Solutions Pvt. Ltd., (2004) 6 SCC 145 – the Hon'ble Supreme Court confirmed that domain names are business identifiers entitled to the same legal protection as trademarks. Rediff Communication Ltd. v. Cyberbooth & Anr., 1999 (4) Bom CR 278 – Bombay High Court held that domain names are valuable corporate assets and must be protected against misuse. Therefore, the Respondent cannot be allowed to use the trade mark of the Complainant in its disputed domain name.

23. The disputed domain name is such that it makes an association with the Complainant which can never be termed as legitimate use of the disputed domain name.

24. The Complainant has been using the trade mark SODEXO which was registered is international domains much prior to the registration of the disputed domain name

25. In view of foregoing, it is apparent that the disputed domain

name is confusingly similar to the registered trade mark, the domain names, and trade name of the Complainant. Therefore, The Complainant has established its case under paragraph 4 (a) of the INDRP.

Respondent has no rights or legitimate interests in disputed domain name

26. The Respondent has used the disputed domain name which is confusingly similar to the registered trade marks, domain names and trade name of the Complainant. The Respondent is not commonly known by the domain name. Furthermore, the registration of the disputed domain name is created and used without any consent of the Complainant.
27. The Respondent has not produced any document to show her ownership on the mark/word 'SOREXO'. It is also not mentioned by the Respondent that she owns any registered trademarks with respect to the disputed domain name. Furthermore, the Respondent has not been commonly known by the disputed domain name.
28. The Respondent cannot be said to have any right in the word 'SOREXO' which is similar to the registered trademarks of the Complainant.
29. The Respondent through the disputed domain name makes a hopeless attempt to make an association with the Complainant's trade mark/name and domain name which can never be termed as legitimate use of the disputed domain name. The disputed domain name uses in its entirety the word which is confusingly similar to the registered trade marks of the Complainant, to apparently divert the users from the Complainant's platform.
30. The Respondent cannot be said to have any legitimate right

or interest in the disputed domain name which is confusingly similar to the registered trademarks and trade name of the Complainant.

31. The disputed domain name incorporates a word/mark which is neither owned by the Respondent, nor the Respondent is known by the name 'SOREXO'.

32. The Complainant has been using its domain names which were registered much prior to the registration of the disputed domain name. The disputed domain name is confusingly similar to the domain name of the Complainant.

33. Though the Respondent through its email dated 21.09.2026 stated that she does not derive any commercial gain from the disputed domain name, however, the said disputed domain name is being used for selling of products for the hospitality industry. The industry for which disputed domain name is used for is similar in which the Complainant operates. Thus usage of the disputed domain name with respect to the website hosted by it cannot be termed as a non-commercial or fair use of the disputed domain name. Therefore, the usage of the disputed domain name to divert the internet traffic from the websites of the Complainant to the disputed domain name is established.

34. Therefore, the Respondent/Registrant has no rights or legitimate interest in respect of the disputed domain name. The Complainant has established its case under paragraph 4 (b) of the INDRP.

Baid Faith

35. The Respondent vide her email dated 21.09.2026 has mentioned her intention to sell or transfer the disputed domain name to the Complainant. This intention of the

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Respondent apparently reflects that the registration of the disputed domain name was in bad faith to sell or transfer the disputed domain name for money. Therefore, the registration of the disputed domain name is in bad faith according to paragraph 7(a) of the INDRP.

36. The registration of the disputed domain name affects the rights of the Complainant vis-à-vis its registered trade marks which finds its place prominently in complainant's domain name, and in its trade name as well. Therefore, the Complainant's right to exclusively use its registered trademarks and prior created/registered domain names is affected by the registration of the disputed domain name.

37. The disputed domain name will negatively affect the goodwill and reputation of the Complainant thereby disrupting business of the Complainant. The disputed domain name can divert the internet users to itself who otherwise would visit the website of the Complainant resulting in disrupting the business of the Complainant. Therefore, the registration of the disputed domain name is in bad faith according to paragraph 7(d) of the INDRP.

38. The Respondent registered the disputed domain name much subsequent to the registration of the domain name and registered trade marks of the Complainant. The disputed domain name is confusingly similar to the registered trademarks and prior created domain names of the Complainant. The said registration of the disputed domain name is in bad faith to confuse internet users as to a possible association between the disputed domain name and the Complainant. Therefore, the registration of the disputed domain name is in bad faith according to paragraph 7(c) of

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the INDRP.

39. The confusing similarity of the disputed domain name to the Complainant's registered trademarks, trade name, and domain names coupled with the Respondent's lack of legitimate rights, demonstrates bad faith in registration of the disputed domain name.

40. In view of foregoing, it is apparent that the registration of the disputed domain name is in bad faith to hurt the commercial activity of the Complainant. The Complainant has established its case under paragraph 4 (c) of the INDRP.

Decision

41. In view of the foregoing, it is ordered that the disputed domain name **<sorexo.in>** be transferred to the Complainant from the Respondent. Parties are ordered to bear the cost of the present proceedings.

Varun Singh

(VARUN SINGH)
Sole Arbitrator

Varun Singh

Advocate-on Record

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GH 04/A, Sector-45, Noida,
Uttar Pradesh-201303