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**BEFORE THE SOLE ARBITRATOR UNDER THE .IN DOMAIN NAME DISPUTE RESOLUTION POLICY**

**(Appointed by the National Internet Exchange of India)**

## ARBITRATION AWARD

**Disputed Domain Name: <rapido.in>**

IN THE MATTER OF

**Roppen Transportation Services Private Limited**  
3rd Floor, Sai Prithvi Arcade, Megha Hills,  
Sri Rama Colony, Madhapur, Hyderabad,  
Telangana – 500081

.....Complainant

-----versus-----

WF3

WES  
No 1 Sivan Kovil Street,  
Needamangalam, Tamil Nadu  
641404, India

Email : arunarsi@webvadreal.com

### Respondent

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**Statutory Alert:**  
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Mark Hording

## **1. The Parties**

The **Complainant** in this arbitration proceeding is **Roppen Transportation Services Private Limited**, of the address 3rd Floor, Sai Prithvi Arcade, Megha Hills, Sri Rama Colony, Madhapur, Hyderabad, Telangana – 500081 (India).

The **Respondent** in this arbitration proceeding is **WE3** of the address No 1 Sivan Kovil Street, Needamangalam, Tamil Nadu 614404, India, as per the WHOIS records.

## **2. The Domain Name, Registrar and Registrant**

The present arbitration proceeding pertains to a dispute concerning the registration of the domain name < **rapido.in** > with the .IN Registry. The Registrant in the present matter is, and the Registrar is **Dynadot, LLC**.

## **3. Procedural History**

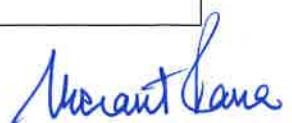
The arbitration proceeding is in accordance with the .IN Domain Name Dispute Resolution Policy (INDRP), adopted by the National Internet Exchange of India (NIXI). The procedural history of the matter is tabulated below:

<b>Date</b>	<b>Event</b>
<b>October 10, 2025</b>	<ul style="list-style-type: none"><li>- NIXI sought the consent of Mr. Vikrant Rana to act as the Sole Arbitrator in the matter.</li></ul>
<b>October 11, 2025</b>	<ul style="list-style-type: none"><li>- The Arbitrator informed of his availability and gave her consent vide email.</li><li>- Arbitrator provided the Statement of Acceptance and Declaration of Impartiality and Independence in compliance with the INDRP Rules of Procedure.</li></ul>
<b>October 30, 2025</b>	<ul style="list-style-type: none"><li>- NIXI handed over the Domain Complaint, Annexures and Power of Attorney thereto to the Arbitrator.</li><li>- NIXI further mentioned in their hand-over email that in case the Complainant has failed to submit a notarized Power of Attorney or annexures, they can submit the same directly to the Ld. Arbitrator marking all others in cc.</li></ul>
<b>October 31, 2025</b>	<ul style="list-style-type: none"><li>- Arbitrator directed the Complainant's counsel to provide:<ul style="list-style-type: none"><li>• A requisite board resolution and a duly notarized authority document within seven <u>(07) days</u>; and</li></ul></li></ul>



	<ul style="list-style-type: none"> <li>Revised annexures, ensuring that they do not exceed the page limit prescribed under Rule 4 of the INDRP Rules of Procedure.</li> </ul>
<b>October 31, 2025</b>	<ul style="list-style-type: none"> <li>- The Complainant's counsel sought clarification from the Arbitrator regarding submission of amended complaint in compliance of rule 4 of INDRP Rules of Procedure</li> <li>- The Complainant's counsel also sought instructions from the Arbitrator for effectuating service of the amended domain complaint in compliance of Rule 3 of the INDRP Rules of Procedure</li> </ul>
<b>October 31, 2025</b>	<ul style="list-style-type: none"> <li>- The Arbitrator asked the Complaints' counsel to provide revised annexures that do not exceed the page limit prescribed under Rule 4 of the INDRP Rules of Procedure</li> <li>- The Arbitrator further clarified to the complainant's counsel that they need to first furnish the Board resolution and a valid apostilled/notarized authorisation document within <b>seven (07) days</b> and thereafter further instructions will be provided.</li> </ul>
<b>November 07, 2025</b>	<ul style="list-style-type: none"> <li>- The Complainant's counsel provided a revised set of annexures along with a Vakalatnama to the Arbitrator.</li> </ul>
<b>November 10, 2025</b>	<ul style="list-style-type: none"> <li>- As the Vakalatnama was not notarized, the Arbitrator directed the Complainant's counsel to provide a Notarized Vakalatnama within five (05) days</li> </ul>
<b>November 10, 2025</b>	<ul style="list-style-type: none"> <li>- The Complainant's counsel provided Notarized Vakalatnama to the Arbitrator</li> </ul>
<b>November 12, 2025</b>	<ul style="list-style-type: none"> <li>- The Arbitrator directed Complainant's counsel to serve a full set of the domain complaint and annexures upon the Respondent (by email as well as physical mode) and provide proof of service within <b>seven (7) days</b>.</li> </ul>
<b>November 14, 2025</b>	<ul style="list-style-type: none"> <li>- The Complainant's counsel confirmed having sent the domain complaint and annexures to the Respondent via email and courier.</li> </ul>
<b>November 18, 2025</b>	<ul style="list-style-type: none"> <li>- The Complainant's counsel informed the Arbitrator that the respondent has approached them via email and is willing to hand over the domain to the complainant.</li> <li>- Thereafter, the Arbitrator directed the respondent to include NIXI and the Arbitrator in all correspondence with the complainant and was further directed to submit a response to the complaint shared by the complainant or any written communication within <b>five (05) days</b>.</li> </ul>

<b>November 20, 2025</b>	<ul style="list-style-type: none"> <li>- The Respondent sent an email to the Arbitrator stating that they are willing to transfer the domain (rapido.in).</li> </ul>
<b>November 20, 2025</b>	<ul style="list-style-type: none"> <li>- The Arbitrator directed the Complainant's counsel to submit a response to Respondent's email dated November 20, 2025.</li> <li>- The Arbitrator further granted both parties leave to engage in settlement talks and report back to the panel within <b>seven (07) days</b>.</li> </ul>
<b>November 27, 2025</b>	<ul style="list-style-type: none"> <li>- The Complainant's counsel sent an email to the Arbitrator stating that the parties could not arrive at mutually agreeable terms of settlement</li> <li>- In response to the said email the Respondent stated that he is willing to transfer the domain to the complainant without any costs and further undertook that he shall not register any domain related to the complainant's brand in future.</li> </ul>
<b>November 28, 2025</b>	<ul style="list-style-type: none"> <li>- As there was no mutually agreeable settlement between the parties, the Arbitrator in the interest of justice directed the Respondent to submit a response to the complaint filed by the complainant within <b>seven (07) days</b>.</li> </ul>
<b>December 02, 2025</b>	<ul style="list-style-type: none"> <li>- The Respondent vide email shared a response with the Arbitrator stating: <ul style="list-style-type: none"> <li>o That they are ready to transfer the domain to the complainant</li> <li>o That they never hosted the domain on any server</li> <li>o That no illegal or unauthorized use has taken place</li> <li>o That they are unable to make any payment as they are no longer in business</li> </ul> </li> </ul>
<b>December 02, 2025</b>	<ul style="list-style-type: none"> <li>- The Arbitrator directed the complainant's counsel to confirm if they wish to proceed with transfer of domain within <b>five (05) days</b>.</li> </ul>
<b>December 08, 2025</b>	<ul style="list-style-type: none"> <li>- The Complainant's counsel filed a rejoinder dated December 08, 2025, in response to respondent's email dated December 02, 2025.</li> </ul>
<b>December 09, 2025</b>	<ul style="list-style-type: none"> <li>- The Respondent vide email dated December 09, 2025 submitted their response to complainant's rejoinder dated December 08, 2025.</li> </ul>
<b>December 12, 2025</b>	<ul style="list-style-type: none"> <li>- Given that both parties are unable to reach a settlement and made their respective submissions, the arbitrator concluded the proceedings and reserved the present award.</li> </ul>



#### **4. Factual Background – Complainant**

Counsel for the Complainant, on behalf of the Complainant in the present matter, has submitted as follows:

- That the Complainant is India's leading ridesharing platform and one of the country's youngest unicorns.
- That the Complainant launched its operations in 2015 offering, *inter alia*, innovative bike-taxi solutions under the word, 'RAPIDO' and device mark which uses the said mark, RAPIDO as one of its essential and dominant portions.
- That the Complainant has earned and attained tremendous goodwill and reputation amongst its customers owing to the unique nature and high quality of its services in a highly competitive and crowded market.
- Complainant primarily operates through its mobile applications which are available for download from various app stores, including the Google Play Store and the Apple App Store. Complainant's counsel has provided copies of the screenshots of the Complainant's apps from the Google Play Store and Apple Appstore demonstrating the launch year of the apps as 2015 as **Annexure 4**.
- That the Complainant also provides information to its customers through its website, **www.rapido.bike**, wherein the domain name was registered by the Complainant on September 23, 2015.
- That the Complainant in addition to the mark RAPIDO also uses the device of a scooter



which is usually represented in a yellow, black and white combination and



in the said variations



- That the complainant has been granted trademark registrations for the mark **RAPIDO**,



in classes 39, 42, 12, 35, 25.

## **5. Disputed Domain Name- <rapido.in>**

That the disputed domain name **<rapido.in>** was registered on January 20, 2021. A copy of the said WHOIS report has been provided as **Annexure 1**.

That the disputed domain name resolved to a website featuring links that lead to weblinks of the competitors of the complainant. Complainant has provided screenshots of the respondent's website in their complaint.

## **6. Contentions And Legal Grounds Submitted By The Complainant**

In support of the requirements under the captioned provisions of the INDRP (combined with the relevant Rules of Procedure) the Complainant has submitted that:

### **A. The Domain Name is identical and/or confusingly similar to a name, trademark, or service mark in which the Complainant has rights**

- The Complainant has established that it holds statutory and common law rights in respect of the trademark **RAPIDO**.
- The disputed domain name **<RAPIDO.IN>** incorporated the Complainant's trademark **RAPIDO**.

A handwritten signature in blue ink, appearing to read 'Manoj Jain'.

- The presence of the **RAPIDO** trademark in the disputed domain name is sufficient to establish confusing similarity between the disputed domain name and the Complainant's trade mark;
- It is well established under the .IN Policy that the ccTLD ".in" may be disregarded when assessing whether a domain name is identical or confusingly similar to a complainant's trademark.

The complainant has relied on the below precedents in support of their claims:

- Colgate-Palmolive Company v. Zhaxia (INDRP Case, 2017)
- Tata Communications Limited v. Chandan (INDRP Case No. 1880, 2024)
- Magnum Piering Inc. v. The Mudjackers (WIPO Case No. D2000-1525)

#### **B. The Respondent has no rights or legitimate interests in respect of the Domain Name.**

- The Complainant contends that the Respondent does not have any bona fide reason for registering the domain < **rapido.in** > and that the Respondent has no rights or legitimate interests in the disputed domain name < **rapido.in** >.
- The Complainant contends that mark **RAPIDO** has been invented by the complainant and thus the Respondent cannot have any valid/legitimate interest in registering the domain < **rapido.in** >.
- The Complainant contends that there is no evidence stating that Respondent has ever commonly known by the domain name < **rapido.in** >.

The complainant has relied on the below precedent in support of their claims:

- Velcro Industries B.V. v. Velcro Technologies (INDRP/858)

**C. The domain name was registered or is being used in bad faith**

The Complainant contends that the Respondent has registered the disputed domain name and is using it in bad faith.

- That the Respondent is in no way affiliated or associated with the complainant and has no authorization or permission from the complainant to use the same with respect to the domain name < **rapido.in** >.
- That the Respondent should have been aware of the insurmountable reputation and goodwill associated with the Complainant's trademark RAPIDO.
- That the Respondent's bad faith is evident from the website hosted at the domain name < **rapido.in** >, which gives a clear impression of being associated with the complainant and providing services that are identical to those of the Complainant.
- That the links available on the Respondent's website re-direct to links of direct competitors of the complainant.
- That in all likelihood the visitors to the domain name < **rapido.in** >, will be induced to believe that the Complainant has authorised, endorsed or licensed the use of its RAPIDO Trademarks by the respondent including the registration of the domain name.

The complainant has relied on the below precedents in support of their claims:

- Ray Marks Co. LLC v. Rachel Ray Techniques Pvt. Ltd.,
- Reliance Retail Limited v. Jiomartfranchise.in (supra) ),
- Maruti Suzuki India Ltd. vs. Nitin Bhamri (INDRP Dispute Case no: INDRP/136) and Guess Inc. v. Powel Amber (INDRP Case No. 1819



**D. The Respondent has no legitimate non-commercial or fair use of the disputed domain name.**

That the domain name < **rapido.in** >, does not serve any legitimate business purpose of its own and the Respondent's purpose is to hoard the domain till the same can be sold. Complainant has provided screenshots that show the respondents' intent to sell in the complaint.

**7. Reliefs claimed by the Complainant**

The Complainant's counsel has requested that the domain name < **rapido.in** >, be transferred to the complainant, and further seeks an award for the costs of the proceedings.

**8. Settlement Between Parties**

The Complainant's counsel vide email dated November 27, 2025, stated that they have not been able to arrive at a settlement as the Respondent is not willing to provide any monetary compensation, although, the Respondent remains willing to transfer the domain name.

This was further noted from the communication dated December 08, 2025 (email from the Complainant's Counsel) and December 09, 2025 (email from the Respondent).

**9. Respondent's Contentions**

The Respondent, vide its reply dated December 02, 2025, has, inter alia, apologized for any unintentional violation or confusion that may have arisen due to the use of this disputed domain name.

A handwritten signature in blue ink, appearing to read "Marantz Lane".

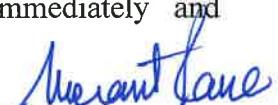
**10. Complainant's Submissions/ Contentions – vide Rejoinder dated December 08, 2025**

The Complainant's counsel, vide the abovementioned rejoinder, has responded to the Respondent's reply dated May 26, 2025. Facts, submissions and contentions already stated are not being repeated hereunder for the sake of brevity.

**11. Respondent's Submissions/ Contentions – in response to the Rejoinder dated December 08, 2025, vide email dated December 09, 2025**

The Respondent, vide its reply dated December 02, 2025, again apologized for any unintentional violation or confusion that may have arisen due to the use of this disputed domain name and put forward the submissions below:

- That the Respondent has never used the domain since 2021.
- That the domain was never hosted on any live server at any point and has always remained under default nameservers and basic domain parking only.
- That Respondent's Dynadot account itself is currently locked under UDRP lock, and they do not have control to make any changes at present.
- That the Respondent never used this domain for any taxi-related links, services, promotions, or any illegal activity.
- That the Respondent had no intention to misuse, profit from, or target the complainant's brand.
- That the Respondent had forgotten the domain was even under their account, and there was no active business or use associated with it after 2021.
- That they are fully willing to transfer the domain immediately and unconditionally, without any delay.



- That the Respondent currently does not have the financial ability to pay any amount, fees, or compensation as they are currently running any business at present and do not have the capacity to bear any monetary liability.
- That the Respondent, never had any intention to create a dispute or derive any unfair benefit.

## **12. Decision**

In view of the submissions made by the Complainant, the Arbitrator finds that the Complainant has been able to successfully establish its rights over the **RAPIDO** trademarks, and also that the disputed domain Name is identical and/or confusingly similar to the said trademarks.

In this regard, it is pertinent to point out that it has been held by numerous prior INDRP panels that there exists confusing similarity wherein the disputed name incorporates the Complainant's trade mark, including but not limited to in the decisions in *Kenneth Cole Productions v. Viswas Infomedia INDRP/093*, *Indian Hotel Companies Limited v. Mr. Sanjay Jha, INDRP/148 <Gingerhotels.co.in>*, *Carrier Corporation, USA v. Prakash K.R. INDRP/238 <Carrier.net.in>*, *M/s Merck KGaA v. Zeng Wei INDRP/323 <Merckchemicals.in>*, *Colgate-Palmolive Company & Anr. v. Zhaxia INDRP/887 <Colgate.in>*, *The Singer Company Limited v. Novation In Limited INDRP/905 <singer.co.in>*, *Tata Digital Private Limited & Tata Sons Pvt Limited v. Miiraj Miiraj INDRP/1876*, *Radisson Hospitality Belgium BV/SRL v. NAJIM INDRP/1818*, of *Tata Communications Limited v. Chandan [INDRP/1880]*, etc.

In view of the above, and given the Respondent's acknowledgment of the Complainant's rights and submission that they do not wish to contest the domain dispute further and remain fully cooperative in concluding the matter appropriately, the Arbitrator therefore allows the prayer of the Complainant and directs the .IN Registry to transfer the domain <rapido.in> to the Complainant.



Although, it is noted in this regard that the Respondent has not forth any valid evidence illustrating that they have any legitimate interest in the domain name, or that the domain was not registered and /or used in bad faith.

The Award is accordingly passed, and the parties are directed to bear their own costs.



**Vikrant Rana, Sole Arbitrator**

**Date: January 19, 2026.**

**Place: New Delhi, India.**