

**Information Supplied on the Administration of
Internet Domain Names in Hong Kong
Arising from the ITB Panel Meeting on 8 June 2009**

(a) Board-meeting attendance record of those members reappointed to the Board of Directors of HKIRC

Prior to making appointments to the Board, the Government undertook due diligence to confirm that the candidates were willing and able to devote the necessary time and energy to discharging their duties as Directors of HKIRC. The main method of confirming this was to discuss the requirements and duties with the candidates and to give them sufficient time to reflect before indicating that they were willing to accept the appointment. In addition, we confirmed that there was no record of unsatisfactory performance in discharging responsibilities as Government appointees in other Advisory and Statutory Bodies.

In appointing directors to the Board of HKIRC, the Government aimed to secure the services of the most suitable persons to meet the requirements of the Board of HKIRC. In this regard, each appointment was made on the basis of the merit of the individual concerned, taking into account the candidate's ability, expertise, experience, integrity and commitment to public service as well as the candidate's availability for appointment, and having regard to the functions and nature of the business of HKIRC. The four appointed directors when taken together have, among others, the following expertise and professional experience collectively: strong corporate management and financial management experience; experience in good corporate governance practices; experience in accounting, internal and security audit; and experience in the business of administration of Internet domain names.

(b) Detailed information on the objection handling mechanism currently in place to handle objections raised by applicants whose applications for domain name registration had been refused

According to HKIRC, the company has put in place a Complaint Handling Process which aims to handle all customer complaints about its services and policies, as well as disputes and objections against actions and decisions made by HKIRC in relation to disapproval of new domain applications, suspension and cancellation of domain name registrations, reserved domain names, etc. A flowchart of the Complaint Handling Process provided by HKIRC is attached at **Appendix** for details. The following highlights some of the features of this process:

- HKIRC deals with complaints received via different channels such as telephone hotline, letters or emails to its staff, its Directors, the media, or any stakeholder for that matter.
- HKIRC has established an escalation procedure in handling complaints. If the complainant is not satisfied with the response from customer service representative (the front-line staff), the complaint would then be escalated to management staff of HKIRC. If the complainant is still not satisfied with the review or follow-up by the management staff, the complaint would then be addressed to the Executive Committee¹ under the Board of HKIRC for comment and recommendation.
- When the complaint is escalated to the Executive Committee, relevant external individuals and/or members of the Consultative and Advisory Panel (CAP) of HKIRC may be invited to take part in the review and to advise on the case. For instance, in dealing with cases involving personal data, HKIRC would consider inviting representative from the Office of the Privacy Commissioner for Personal Data to take part in the review.
- If the complaint may arouse or has aroused public or media concern, management staff of HKIRC may choose to report the case to the Government and/or the Hong Kong Computer Emergency Response

¹ A number of Committees, such as the Executive Committee and the Audit Committee, are formed by the Board of Directors of HKIRC to oversee the different aspects of the management of the company.

Team Coordination Centre (HKCERT) as appropriate, and to the Executive Committee for information.

- If management staff of HKIRC identifies areas for improvement in the existing policies or procedures, recommendations would be worked out for relevant Committee's or the Board's approval.
- The Complaint Handling Process does not handle disputes related to holding right of domain names. Under the Domain Name Dispute Resolution Policy adopted by HKIRC, the complainant may submit a complaint to a dispute resolution service provider from among those approved by HKIRC (currently, the Hong Kong International Arbitration Centre (HKIAC)) to conduct arbitration proceedings for resolution of the dispute. Besides, the complainant may seek the adjudication by an HKSAR court for resolution of the dispute.

Office of the Government Chief Information Officer
Commerce and Economic Development Bureau
July 2009

Complaint Handling Process

1. In this context, complaints include all customer complaints about all aspects of our services and policies, as well as disputes and objections against actions and decisions made by HKIRC in relation to disapproval of new domain applications, suspension and cancellation of domain name registrations, reserved domain names, etc. This process does not handle disputes related to holding right of domain name registrations. These disputes are handled by the Hong Kong International Arbitration Centre (HKIAC).
2. This process deals with complaints received via different channels – hotline, letters or emails to our staff, directors on our board, media, and any stakeholder for that matter.
3. When a complaint is escalated to the Board or the Executive Committee, external individual(s) or CAP member(s) may be invited to take part in the review and to advise on the case in hand. Example of external party we may invite is Privacy Commission Officer if dealing with the case involving personal data etc.

In this document:

‘HKCERT’ is Hong Kong Computer Emergency Response Team Coordination Centre

Flow Chart of the Complaint Handling Process



