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NV SAISUNDER  
SOLE ARBITRATOR

.IN REGISTRY- INTERNET EXCHANGE OF INDIA

INDRP CASE NUMBER: 2090

DISPUTED DOMAIN NAME: <ljoeat.in>



*N V SAISUNDER*  
N V SAISUNDER

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**IN THE MATTER OF ARBITRATION BETWEEN:**

**Reliance Industries Limited**

3rd Floor, Maker Chambers – IV,  
222, Nariman Point,  
Mumbai- 400021, India

..... **Complainant**

Versus

**John Doe**

..... **Respondent**

**ARBITRATION AWARD**

**DATED: 19/02/2026**

**1. PARTIES:**

The Complainant in this proceeding Reliance Industries Limited, is an Indian Company with its office at 3rd Floor, Maker Chambers – IV, 222, Nariman Point, Mumbai 400 021, India. The Complainant is represented by Ajay Sahni & Associates, New Delhi 110026, India.

As per the WHOIS details disclosed by NIXI, the registrant of the disputed domain name is Reliance Industries Limited, 5 TTC Industrial area Thane Belapur Road, Ghansoli, Mumbai Maharashtra, 400 701, India. However, the Complaint denies owning the disputed domain name and hence the identity of the Respondent is unknown and thereby recorded hereunder as John Doe.

**2. DOMAIN NAME AND REGISTRAR:**

The disputed domain name <jioeat.in> is registered with Web Commerce Communications Ltd.

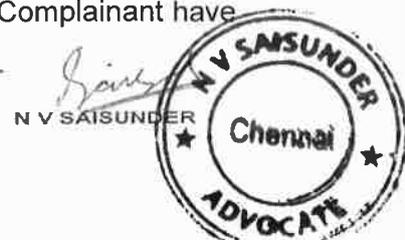


### 3. PROCEDURAL HISTORY:

The Statement of Acceptance and Declaration of Impartiality was submitted by me on 29<sup>th</sup> December 2025 as required by NIXI. Further, in accordance with Rules 3 and 5(b), NIXI appointed me as the sole arbitrator for deciding on the complaint filed in respect of the disputed domain name on 01<sup>st</sup> January 2026 to arbitrate the dispute between the Parties in accordance with the Arbitration and Conciliation Act, 1996 and accordingly notified the Parties of the same on the same date. The Complainant was directed to rectify the discrepancies and thereafter, on 19<sup>th</sup> January 2026 the Complainant was directed to serve the hard and soft copy of the complaint on the Respondent and furnish proof of such despatch as required under the INDRP. The Complainant complied with the directions and also sent proof of service of hard copy to the Respondent on 19<sup>th</sup> January 2026. In accordance with Rule 5(c), a notice to the Respondent was issued on 20<sup>th</sup> January 2026 by the Arbitrator whereby the Respondent was called upon to submit his response, if any, within 10 (ten) days from the date of issuance of the notice. The Arbitrator did not receive any formal response from the Respondent till date. Therefore, the complaint is decided based on the submissions, materials and evidence placed before the Arbitrator.

### 4. FACTUAL BACKGROUND:

The Complainant claims that it is an Indian multinational conglomerate headquartered in Mumbai, India. Its businesses include energy, petrochemicals, natural gas, retail, telecommunications, mass media, financial services and textiles. It is one of the largest public companies in India by market capitalization and revenue. It is also one of India's largest private tax payers and largest exporters, accounting for more than seven per cent of India's total merchandise exports. The Complainant along with its subsidiaries and affiliate companies constitute the Reliance Industries Limited Group, one of India's largest private sector conglomerates. The said Group's consolidated revenue for financial year 2023 to 2024 is approximately USD 119.9 billion. The Complainant states that it is currently ranked at number 86 on the Fortune Global 500 list, is number 49 on the Forbes Global 2000 list for 2024, and has been named "Most Respected Company" in India by BW Businessworld. The Complainant was originally a textiles and polyester company but has evolved into an integrated player across energy, materials, retail, telecommunications, entertainment and digital services, whose products touch almost all Indians daily across economic and social spectrum. The claims of the Complainant have been supported/corroborated by its annexures and corporate websites.



The Complainant is the owner of the well-known and famous trademark 'JIO' and its logo along with other 'JIO' formatives that are registered across several classes and in many jurisdictions. The Complainant owns over 1,400 JIO or JIO-formative trademarks, which are registered or under application. The earliest registered trademarks of the said mark are as follows:

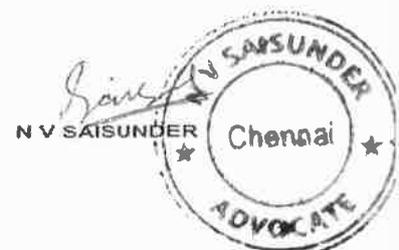
- Indian Registered Trademark Number 2247460 in respect of the word mark "JIO", filed on and with effect from 9<sup>th</sup> December 2011, under Class 9 (data processing equipment and computers, among others); and
- Indian Registered Trademark Number 2247360 in respect of the word mark "JIO", filed on and with effect from 9<sup>th</sup> December 2011, in Class 38 (wireless broadband communications).

The Complainant under the "JIO" trademark operates various businesses, rendering huge spectrum of services including telecom, Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Big Data, Augmented Reality/Virtual Reality (AR/VR), Internet of Things (IoT), Blockchain, Artificial Intelligence (AI), Machine Learning (ML), 'Jio Studios' and 'Jio Cinemas' in the media and content industry, 'JioSaavn' app for Indian music streaming service and AJIO, JioMart, Reliance Trends, Reliance Digital for its retail business.

The Complainant is also the owner of the domain "[www.jio.com](http://www.jio.com)" containing the "JIO" brand.

The disputed domain name- [www.jioeat.in](http://www.jioeat.in) was registered on 20<sup>th</sup> May 2025. The Complainant's trademark registrations predate the registration of the disputed domain name.

The disputed domain name does not resolve to an active webpage as on date. However, the Complainant evidences through a series of public posts and news reports that the disputed domain name resolved to an active website which appeared to offer food for ordering through the disputed domain name but never actually facilitated the orders and instead deceived and misled the consumers into financial scams.



**5. PARTIES CONTENTIONS:**

**A. Complainant:**

The Complainant has contended that all three elements of the INDRP are applicable to the present case.

The Complainant alleges that the word 'JIO' is an arbitrary word that was first adopted by the Complainant in 2011 for its products and services. The Complainant has evidenced that it is the proprietor of the registered trademark "JIO" and the disputed domain name entirely incorporates the Complainant's registered trademark "JIO".

Further, Complainant contends that the Respondent has adopted the disputed domain name with the clear intent to misappropriate the Complainant's brand equity and unlawfully impersonate the Complainant's business, to commit cheating, theft and misappropriation of data, among other offences. The Complainant contends that the Respondent is not affiliated and/or connected in any manner whatsoever with the Complainant or its group entities and that the Respondent has no authorization, leave, license and/or consent from the Complainant to use the disputed domain name in any manner. Hence, the Respondent lacks legitimate interest or rights in the disputed domain name.

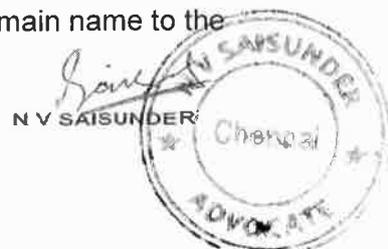
Further, the registration and use of the impugned domain are plainly in bad faith, with the objective of cheating and misleading the public, committing theft of money, phishing, and wrongfully misappropriating sensitive financial and personal data of consumers, besides squatting and preventing the Complainant from legitimately obtaining and using the said domain for its business.

**B. Respondent:**

The Respondent did not file any response to the submissions of the Complainant.

**6. DISCUSSION AND FINDINGS:**

Under the INDRP, the following three elements are required to be established by the complainant in order to obtain the remedy of transfer of the disputed domain name to the complainant:



- (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.

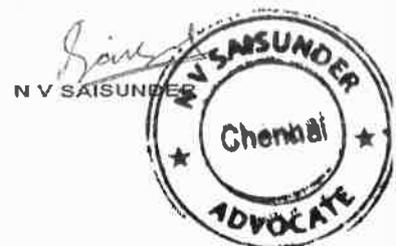
**A. Identical or confusingly similar:**

It is well accepted principle 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 mark for the purpose of policy. The well-known trademark of the Complainant has been reproduced within the disputed domain name along with the word "eat". This addition and the ccTLD extension ".in" do not diminish the confusing similarity with the Complainant's registered trademark.

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(a) of the Policy, that the Disputed Domain Name is identical or confusingly similar to a mark in which the Complainant has rights.

**B. Rights or Legitimate interest**

Paragraph 6 of the Policy provides a list of circumstances in which the registrant of a domain name may demonstrate rights or legitimate interests in a disputed domain name. While the overall burden of proof in the proceedings is on the complainant, panels have recognized that proving a respondent lacks rights or legitimate interests in a domain name may result in the often impossible task of "proving a negative", requiring information that is often primarily within the knowledge or control of the respondent. As such, where a complainant makes out a prima facie case that the respondent lacks rights or legitimate interests, the burden of production 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



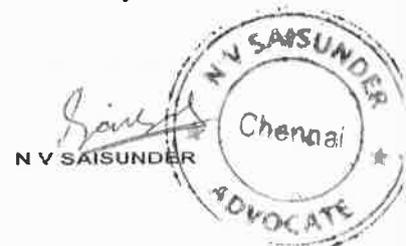
fails to come forward with such relevant evidence, the complainant is deemed to have satisfied the second element.

The Panel finds the following from the records before it:

- a. The Respondent does not appear to engage in any legitimate non-commercial or fair use of the disputed domain name, nor any use in connection with a *bona fide* offering of goods or services. In fact the Panel has reasonable grounds to believe that the Respondent has made a commercial use of the disputed domain name, with the intent for commercial gain to misleadingly divert consumers or to tarnish the trademark at issue.
- b. the Respondent has not been commonly known by the disputed domain name.
- c. the record contains no other factors demonstrating rights or legitimate interests of the Respondent in the disputed domain name.

Having reviewed the record, the Panel finds the Complainant has established a prima facie case that the Respondent lacks rights or legitimate interests in the disputed domain name. The Respondent has not rebutted the Complainant's prima facie showing and has not come forward with any relevant evidence demonstrating rights or legitimate interests in the Domain Name.

Finally, this Panel agrees with the previous panel's finding in *Calvin Klein Trademark Trust and Calvin Klein Inc. v. Wang Yanchao*, [WIPO Case No. D2014-1413](#), that "the Complainant and its CALVIN KLEIN marks enjoy a widespread reputation and high degree of recognition as a result of its fame and notoriety in connection with men's and women's apparel, fragrances, accessories, and footwear products and is a registered trademark in many countries all over the world. Consequently, in the absence of contrary evidence from the Respondent, the CALVIN KLEIN marks [are] not one[s] that traders could legitimately adopt other than for the purpose of creating an impression of an association with the Complainant". The same concept applies to the present case: the 'JIO' mark is not one that traders could legitimately adopt for commercial use other than for the purpose of creating an impression of an association with the Complainant or diverting the customers to its domain to unlawfully enrich itself



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(b) of the Policy has been met by the Complainant.

**C. Registered and/or used in bad faith:**

The Panel notes that, for the purposes of paragraph 4(c) of the Policy, paragraph 7 of the Policy establishes circumstances, in particular, but without limitation, that, if found by the Panel to be present, shall be evidence of the registration and use of a domain name in bad faith.

Based on the evidence put forward by the Complainant, the Panel is of the opinion that the Respondent ought to have been aware of the Complainant's trademark registrations and rights to the 'JIO' mark when it registered the disputed domain name. Accordingly, in Panel's view the bad faith is evidently established and hence its very use by the Respondent with no connection to the trademarks suggests opportunistic bad faith.

The Respondent's knowledge of the 'JIO' mark is particularly obvious, given the worldwide renown it has acquired amongst a spectrum of economic and social sectors and the Respondent's use of the disputed domain name to commit phishing scams under the garb of offering food services evidences the bad faith use and registration.

Moreover, Panels have held that the use of a domain name for illegal activity such as in the present case impersonating the Complainant constitutes bad faith. Reference in this regard is also drawn to WIPO's UDRP jurisprudential Overview 3.0, section 3.4. Having reviewed the record, the Panel finds the Respondent's registration and use of the disputed domain name constitutes bad faith under the Policy.

For reasons stated above, it is established that the disputed domain name was registered and used in bad faith and the third element under paragraph 4(c) of the Policy has been met by the Complainant.

**7. DECISION:**

In view of the above findings, it is ordered that:



- a. The disputed domain name <jioeat.in> be transferred to the Complainant.
- b. The Respondent pay the Complainant a sum of INR 1,50,000/- (Indian Rupees One Lakh and Fifty Thousand only) towards costs of these proceedings.

  
NV SAISUNDER



**(SAISUNDER NV)**

**Arbitrator**

**Date: 19<sup>th</sup> February 2026**