



19 June 2019

RE: Response to Complaint Regarding Issue with Country Name Selection in Fellowship Application

Manju Chen  
Via electronic mail

Dear Manju Chen

Thank you for your submission. In your complaint (see: <https://www.icann.org/complaints-report>) you claim that in the Fellowship application, the reference to Taiwan included a suffix "Province of China". You had indicated that this should be corrected, the ICANN organization had promised to correct it, and that the correction has not yet been made. I appreciate you bringing this to the attention of the ICANN organization (all subsequent uses of "ICANN" refer to the ICANN organization). I've researched this issue with various departments inside ICANN and write to provide you with this response.

Following my research and internal discussions, I found that ICANN did advise you that the fellowship application would be updated for the next round of applications and that those changes have not yet been made.

Following your initial request in August 2018 for fellowship application to be updated, the Fellowship Program underwent a review through October 2018 which resulted in a number of changes being made to the fellowship application. Due to administrative oversight, the change you requested and ICANN committed to was overlooked. ICANN understands the importance of your request and apologizes for this oversight. ICANN has since requested an additional update to the application to correct this oversight and expects the changes to be made when the next fellowship application goes live in July 2019. In addition to updating the fellowship application, ICANN is also updating its registration system to Chinese Taipei, and is working to reach consistency across our platforms and applications.

ICANN appreciates you taking the time to submit your complaint and takes responsibility for the delay in updating the fellowship application as advised. ICANN is committed to always working to increase its effectiveness and to provide additional transparency and accountability, all in service of ICANN's mission. Your willingness to submit this information helps us to achieve these commitments.

Kind regards,

Krista Papac  
Complaints Officer  
ICANN