

Comment of the Non-Commercial Stakeholders Group on the [Initial Report on CSC Effectiveness](#)

The Non-Commercial Stakeholders Group (NCSG) welcomes the opportunity to comment on the initial report on the effectiveness of the CSC.

About Us

The NCSG represents the interests of non-commercial domain name registrants and end-users in the formulation of Domain Name System policy within the Generic Names Supporting Organisation. We are proud to have individual and organisational members in over 160 countries, and as a network of academics, Internet end-users, and civil society actors, we represent a broad cross-section of the global Internet community. Since our predecessor's inception in 1999 we have facilitated global academic and civil society engagement in support of ICANN's mission, stimulating an informed citizenry and building their understanding of relevant DNS policy issues.

Substantive Comments

The NCSG thanks the Study Group for preparing the proposed scope of work. We have carefully reviewed this plan and the governing principles, and we wish to express our support for the conclusions and four recommendations of the ERT, that is:

1. Publishing the procedure on the reception and process of individual complaints from PTI customers;
2. Providing all attendance records to the relevant appointing organisations, in view of improving the minimum attendance requirements;
3. Mapping existing skills of members and liaisons with what is required for the CSC generally;
4. Developing an induction program for new members and liaisons

Thank you again for your efforts in addressing this important matter, and for inviting our input.