

## **Presentation :**

# **IP Office Business Services Users/Customers Expectation Planned Improvements and IP Office Limitations**

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Sharing Best Practices on Smarter IP Office Business Services Workshop

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Bureau of Automation and Information Technology

Department of Intellectual Property, Ministry of Commerce

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# IP Office Business Services Users/Customers Expectation Planned Improvements and IP Office Limitations

## Online Filing:

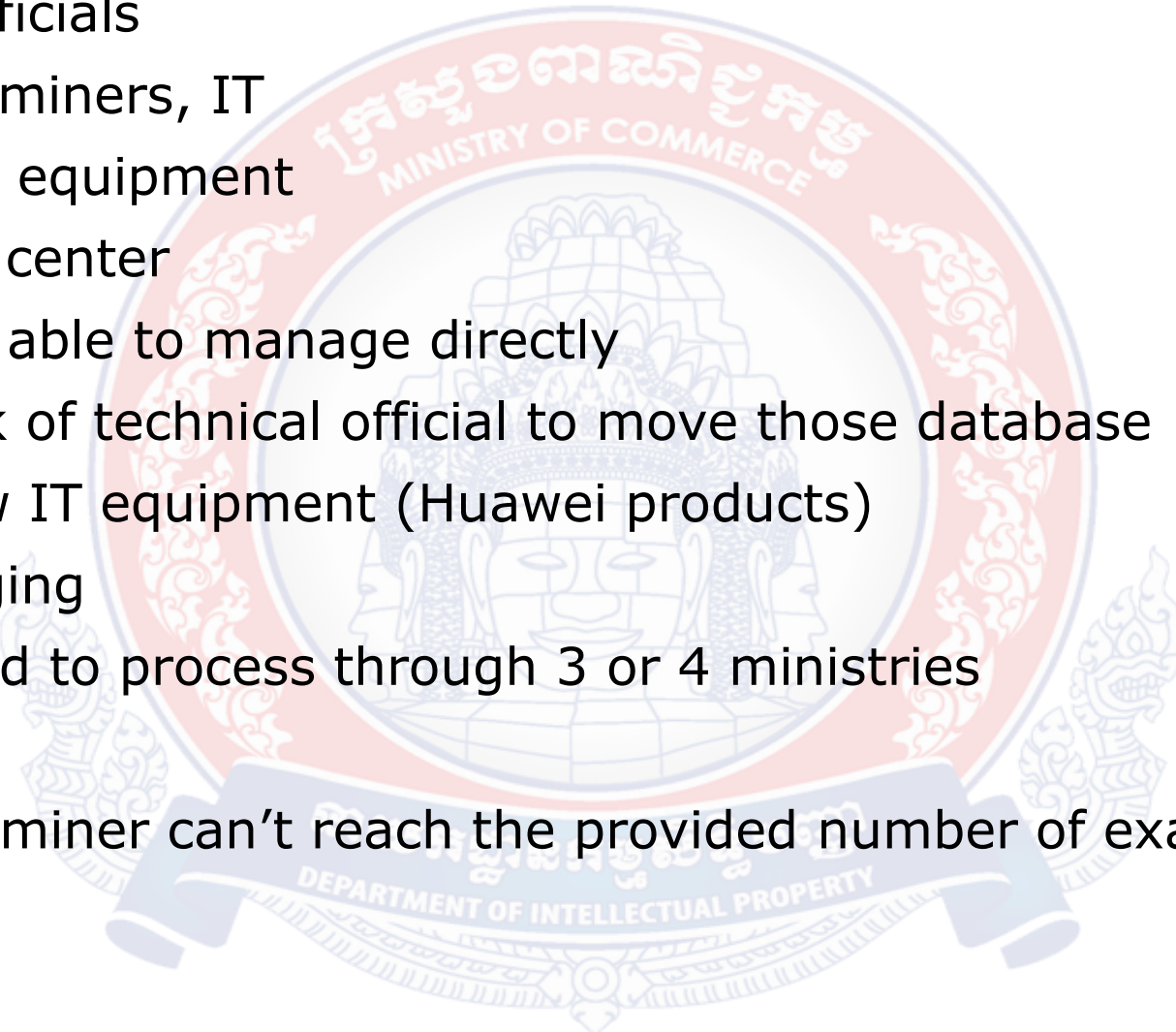
- Since 25 May, 2017 : 3730 application
- Some online application still need Original document
- Extra fee: 1usd each transaction
- Only agents could understand the system better
- Applicant has to request the account by google form
- Stability of the system
- Late response from the office regarding TM registrable
- E-Payment work with only 3 banks
- E-payment error
- Some document are lost
- Need to get paper certificate from the counter

# Planned Improvements

- IPAS4
- Working From Home
- New data center
- Shorten the period of examination
- KHQR
- Reduce few steps of approval
- E-Certificate
- Encourage applicant to use online filing
- Modernized the IT equipment
- Provide more training to the public regarding the system
- Having more examiners
- No more filing through counter, paperless

# IP Office Limitations

- Lack of officials  
examiners, IT
- Lack of IT equipment
- New data center  
not able to manage directly  
lack of technical official to move those database  
new IT equipment (Huawei products)
- Fee changing  
need to process through 3 or 4 ministries
- Backlog  
Examiner can't reach the provided number of examination





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Thank You