Sharing Best Practices on Smarter IP Office Business Services Workshop

IP Office Business Services User/Customer Expectation, Planned Improvements and IP Office Limitations

November 20 to 24, 2023, Vientiane, Lao
Ly Sonabend and You Ravuth
To register, protect and to be responsible for Trademarks, Trade names, Acts of Unfair Competition, International Registration of Marks, Geographical Indications (GIs), Trade Secret, Certification marks, Collective Marks, Exclusive rights recordable, Trademark Renewal, Undisclosed information, License and franchise, Change in ownership, Assignment, Affidavits of Use/Non-Use, Certificate Duplicate, Certified Trued copies, Mergers, Administrative settlement of IP Litigations (Infringements and Acts of Unfair Competition), IP evaluations, oppositions requests (applied and registered marks)…
2. Digitalization Status

- Industrial Property Administration System (IPAS)
- Online Mark Filling System/e-payment
- EDMS
- Cambodia Trademarks Database
- Global Brand Database
- Cambodiaip Website
- TMview, ASEAN-TMview
- ASEAN-TMclass
3. Best Practices

- Online application submissions are provided for TM agents and the general public and provide services in almost every corner, e-payment.
- Reduction of some procedures to achieve trademark registration services from 6 to 9 months to 5 to 7 months.
- Reduce the stage of trademarks examination (time saving).
- Sending letters to TM agents and clients via email.
- All notifications of refusal is e-signature.
4. IP Office Limitations

- Human Resources
- Budget
- Some laws and its regulations
- Difficulty in teleworking such as TM examination, computer …

  **Online Filling**

- Since 25 May, 2017: 4602 application
- Some online application still need Original document
- Extra fee: 1usd each transaction
- E-payment work with only 3 banks (No KHQR)
- No Time limit for second action
5. Future Plan

- IPAS4
- Work from home
- Web Application/Cloud mobile application
- E-certiﬁcates
- To urge the drafts and prepare some more IP Laws and its regulations
- To push to prepare Khmer IP documents
- Establishment of a trademark registration information and consultation counter to support the applicant, Law ﬁrms and agents
- Make video clips related to applying for trademark registration and filing out application with the goods and services
- Promote the registration of trademarks to provide services faster
- To make it easier for IP procedures
- Update trademark registration database such as mark name and Vienna code....
- Time limit for trademark examination
Some services to support the customers
TRADEMARK FILING BY COUNTRY

Click on country maps or names to see Trademark applications filed at each country.

<table>
<thead>
<tr>
<th>Flag</th>
<th>Country</th>
<th>Applications</th>
<th>Publication coverage</th>
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<tr>
<td>🇧🇳</td>
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Future planned to support customers
AI (future plan)
Thank You!