



## Sharing Best Practices on Smarter IP Office Business Services Workshop

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

November 20 to 24, 2023, Vientiane, Lao  
Ly Sonabend and You Ravuth

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# 1. Role and Responsibilities of DIP

To register, protect and to be responsible for Trademarks, Trade names, Acts of Unfair Competition, International Registration of Marks, Geographical Indications (GIs), Trade Secrete, 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















Filter +

Online Reference Number	Date	Submission Type	Status	Summary
WFU2023038683	2023-11-13 13:29:49	TM Request for Mark Renewal	Pending Payment	Affected File Number : KH/2014/51305
WFU2023038682	2023-11-13 13:15:22	TM Response to Preliminary Rejection	Received	Affected File Number : KH/M/0/1671615 Ipas Document Number : EF/2023/004431
WFU2023038520	2023-11-08 15:50:58	TM Response to Preliminary Rejection	Received	Affected File Number : KH/M/0/1653024 Ipas Document Number : EF/2023/004377
WFU2023038399	2023-11-06 10:34:33	TM Request for Filing Affidavit	Pending Payment	Affected File Number : KH/1997/10069

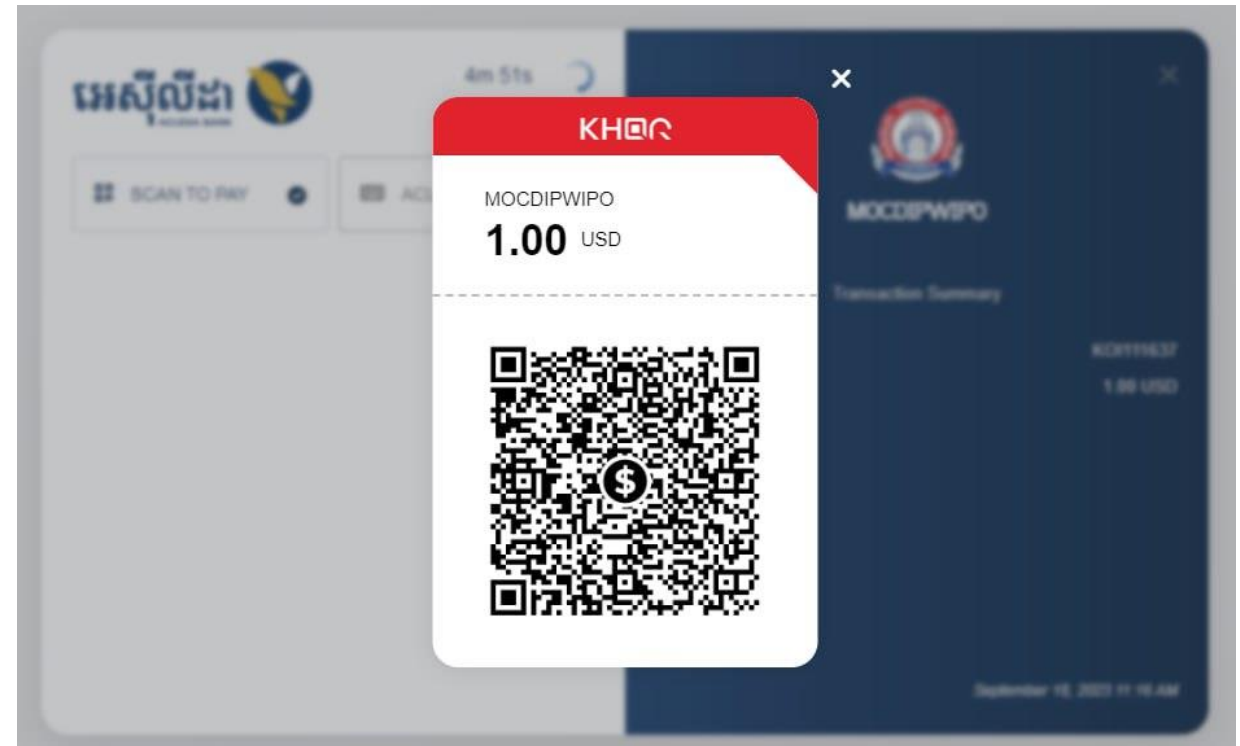
Event

EVENT NAME	DATE	STATUS
Filing	2013.11.14	Filed
Registration	2014.05.26	Registered
Publication	2014.07.31	Published
Registration	2023.11.13	Registered

BIBLIOGRAPHIC DOCUMENT LIST STATUS DRAWINGS

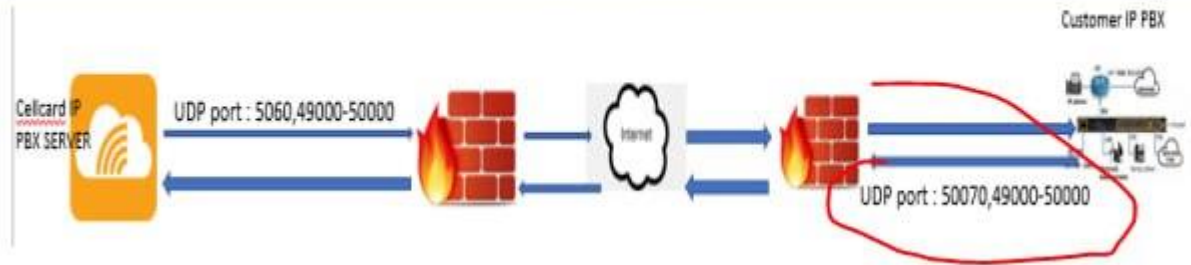
DOCUMENT TYPE	DATE	ACTION
Description (with claims)	2022.03.27	 
Examination Report	2022.03.20	 
Amendment of Claim(s) only	2022.01.17	 
Search Report	2021.11.21	 
Written Opinion	2021.11.21	 
Abstract	2021.10.10	 
Description (with claims)	2021.10.10	 





# Some services to support the customers

## Diagram



KINGDOM OF CAMBODIA  
Secretariat of National Committee for Intellectual Property Rights  
Department of Intellectual Property  
MINISTRY OF COMMERCE

Language: ខ្មែរ | English

Navigation: About us | Int. Registration of Marks | Introduction to IP | IP Management | IP Litigation | Law and Regulation | Resources

Menu: Trademark, Patent, Gis, Utility Model, Industrial Design, Copyright, Collective Marks, SMEs Consulting Desk, IP Helpdesk

**IP Helpdesk**

You are allowed to make appointment with the officials of Department of Intellectual Property of Ministry of Commerce to receive the information relating to Trademark Registration, Geographical Indication and other IP related matters.

To make an appointment please click on below link: [Click Here](#) Or call us: 023 866-144

Total visitor	
Today	000000796
Yesterday	0000007808
This Month	0000022719
Total	0006118280

Online Mark Filing Technical Support  
41 members

Forwarded from Canadia Bank

**សេចក្តីជូនដំណឹង**  
**ស្តីពីការកែសម្រួលប្រព័ន្ធ**  
**IMPORTANT NOTICE ON SYSTEM UPGRADE**

- ផ្អាកប្រតិបត្តិការសាខា: ចាប់ពីម៉ោង 12 ថ្ងៃក្រុង ថ្ងៃទី18 ដល់ម៉ោង 9 ព្រឹក ថ្ងៃទី19 ខែវិច្ឆិកា ឆ្នាំ 2023
- ផ្អាកសេវាធានាការផ្សេងៗ: ចាប់ពីម៉ោង 9 យប់ ថ្ងៃទី18 ដល់ម៉ោង 9 ព្រឹក ថ្ងៃទី19 ខែវិច្ឆិកា ឆ្នាំ 2023



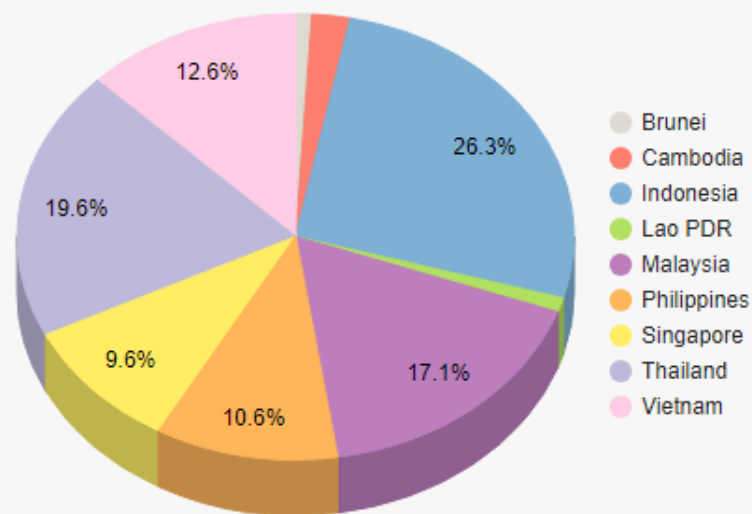
# ASEAN IP REGISTER

Designs Patents **Trademarks**

🔍 Enter Keyword(s) and/or click Search for Patents listing Search Advanced Search

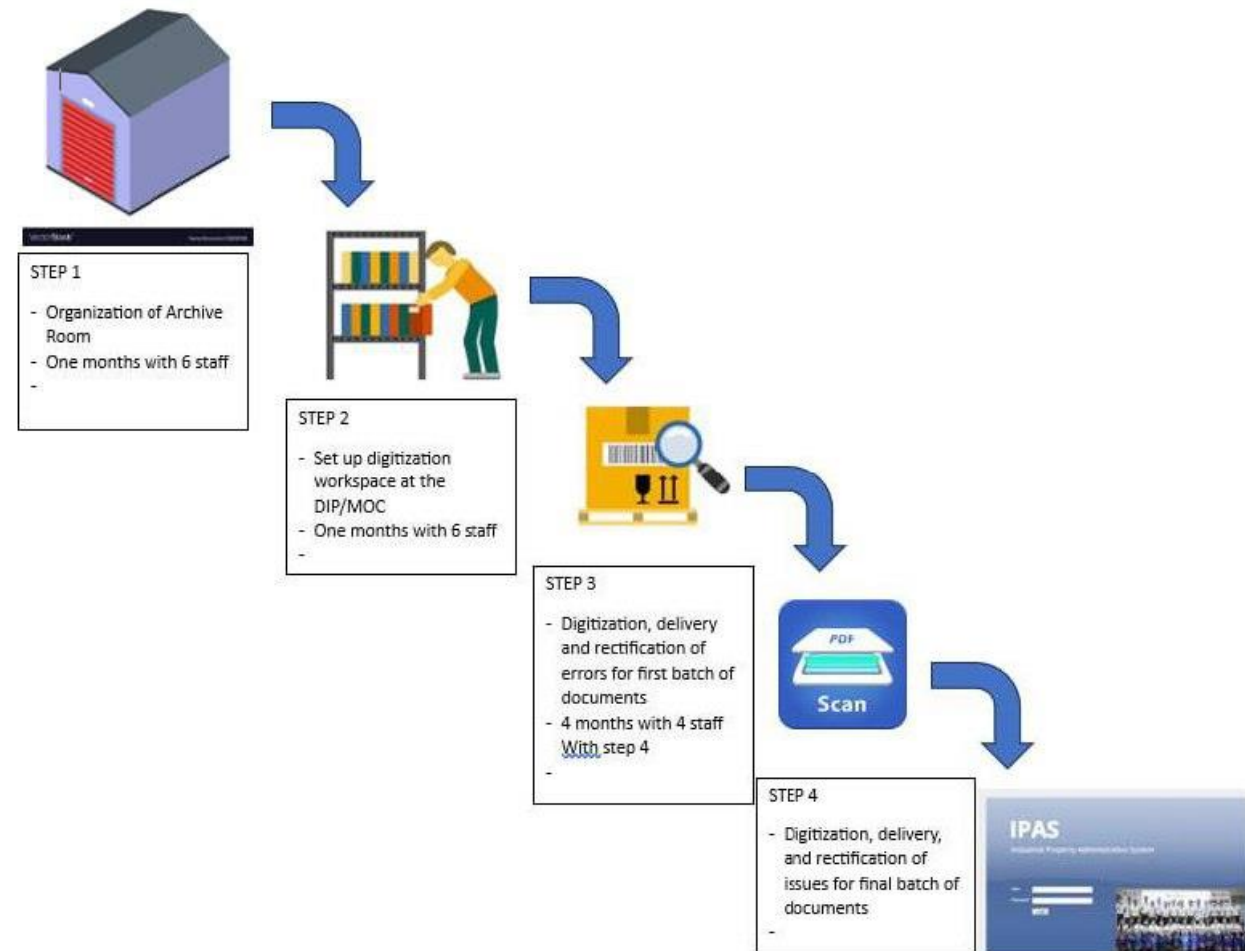
## TRADEMARK FILING BY COUNTRY

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



Flag	Country	Applications	Publication coverage
	<a href="#">Brunei</a>	55845	1957.09.30 - 2023.09.30
	<a href="#">Cambodia</a>	129712	2014.01.31 - 2023.09.29
	<a href="#">Indonesia</a>	1546987	2013.01.09 - 2023.10.31
	<a href="#">Lao PDR</a>	61049	2004.06.18 - 2023.10.13
	<a href="#">Malaysia</a>	1005488	1905.03.16 - 2023.08.24
	<a href="#">Philippines</a>	623008	1982.08.23 - 2023.06.23
	<a href="#">Singapore</a>	562365	1939.12.08 - 2023.04.21
	<a href="#">Thailand</a>	1155243	1931.10.01 - 2023.11.06
	<a href="#">Vietnam</a>	742567	1980.01.01 - 2023.10.25

# Future planned to support customers







ព្រះរាជាណាចក្រកម្ពុជា  
The Department of Intellectual Property



Trademark Search



Nice Classification



My trademarks



Request Forms



Favorite Trademarks



User Guide

Useful Links [See all](#)



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04/04/2023, 9:00AM

Receives HE Francisco Kalbuadi Lay, Deputy  
Prime Minister, Minister for Economic  
Coordination and Minister of Tourism and Envi...

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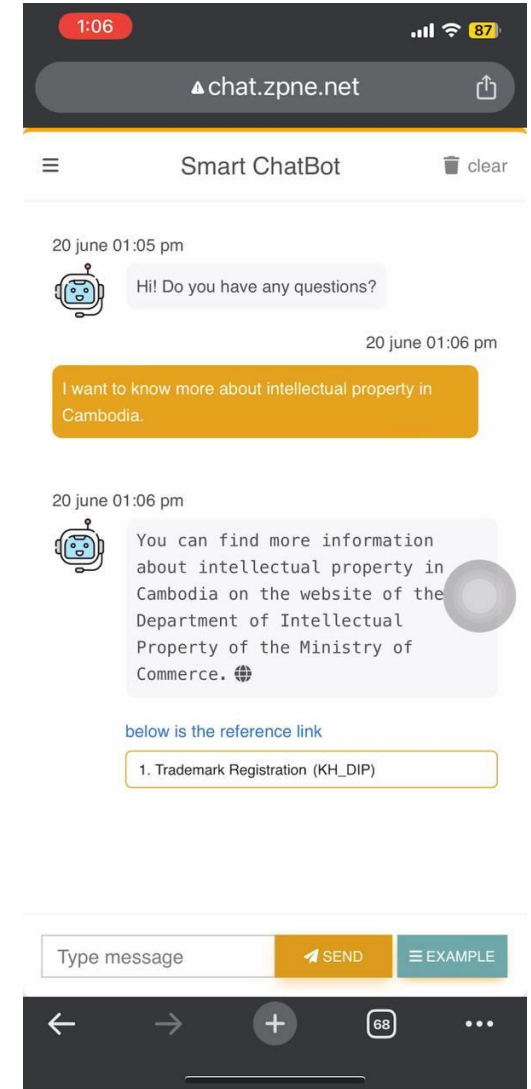
Ministry of Commerce, Lot 19-61,  
MOC Road (I13B Road), Phum Teuk  
Thla, Sangkat Teuk Thla, Khan Sen  
Sok, Phnom Penh, Kingdom of  
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# AI (future plan)





***Thank You!***