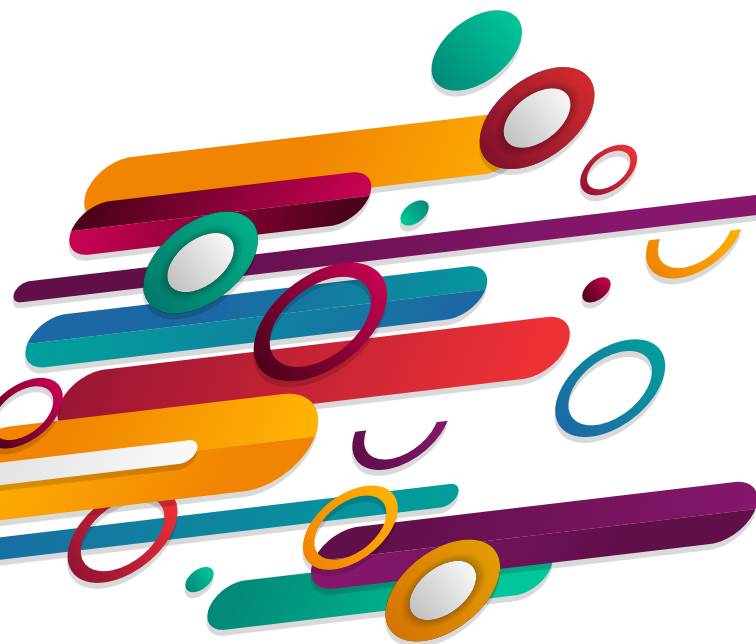


SERVICE CHARTER

2021-2024



Technological Information

OEPM

Excellence, sustainability,
talent, innovation and cooperation




MINISTERIO
DE INDUSTRIA, COMERCIO
Y TURISMO



Oficina Española
de Patentes y Marcas






Spanish Patent and Trademark Office, O.A. (OEPM), is an Autonomous Body attached to the Ministry of Industry, Trade and Tourism, through the Under-secretariat.

The OEPM promotes and supports technological and economic development by providing legal protection to the various types of Industrial Property through the granting of Patents and Utility Models (inventions), Supplementary Protection Certificates (SPC), Industrial Designs (designs), Trademarks and Trade Names (distinctive signs) and protection titles for Topographies of Semiconductor Products (integrated circuits). Likewise, the OEPM disseminates the information contained in the titles it processes and other titles to which it has access.

The purpose of this **Service Charter**, framed within the OEPM **Quality Policy**, is to provide information on:

- ▶ **Services offered** by the OEPM **Technological Information Unit**.
 - ▶ The **commitments and quality indicators assumed**, which can be improved based on the suggestions of our users.
 - ▶ The **relief measures** provided in the event of non-fulfilment of the commitments assumed.
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TECHNOLOGICAL INFORMATION

The Technological Information Unit provides the following services:

- ▶ **Patent Technological Report** - Includes an in-depth analysis of patents published worldwide relating to a particular technical issue. They also include copies of the most significant patent documents retrieved, together with the lists of bibliographical references of all the analysed documents and any information that helps with the interpretation of the report.
- ▶ **Custom Technological Surveillance** - With a frequency requested by the user, this service provides bibliographic references of patents, relating to a specific technical issue, published inside and/or outside Spain. Therefore enables an organisation to keep abreast of the evolution and most significant new developments in the technology they use in their activities, as well as the technologies patented by competitors.
- ▶ **Retrospective Searches** - These database searches (with national and international coverage) include bibliographic references of inventions on an specific technical issue requested by the user.

WHAT DO WE COMMIT TO?

Quality Commitments

The Technological information services are provided in accordance with the following **quality standards**:

Patent Technological Reports

- ▶ 50% of Patent Technological Reports requested will be issued within 21 working days from the date of reception of the complete technical information of the application. 100% of Patent Technological Reports requested will be issued within 60 working days.

Custom Technological Surveillance

- ▶ Custom Technological Surveillance Reports, will be delivered by a deadline agreed with the client when submitting the application.

Retrospective Searches in databases with national coverage

- ▶ Retrospective Searches in databases with national coverage will be issued within a maximum of 5 working days from the date of reception of the application.

Retrospective Searches in databases with worldwide coverage

- ▶ Retrospective Searches in databases with worldwide coverage will be issued within a maximum of 10 working days from the date of reception of the application.

HOW DO WE MEASURE THE ACHIEVEMENT OF THE COMMITMENTS?

Indicators

Patent Technological Reports

- ▶ Percentage of Patent Technological Reports issued in 21 working days or less from the date of reception of the complete technical information.
- ▶ Percentage of Patent Technological Reports issued in 60 working days or less from the date of reception of the complete technical information.

Technological Surveillance Reports

- ▶ Percentage of Custom Technological Surveillance Reports issued by the deadline established with the client when submitting the application.

Retrospective Searches in databases with national coverage

- ▶ Percentage of Retrospective Searches in databases with national coverage issued in 5 working days or less from the date of reception of the application.

Retrospective Searches in databases with worldwide coverage

- ▶ Percentage of Retrospective Searches in databases with worldwide coverage issued in 10 working days or less from the date of reception of the application.

COMPLAINTS AND SUGGESTIONS

Complaints and suggestions can be submitted electronically at <https://www.oepm.es/es/qs/index.html> and in person or by post using the form: https://sede.oepm.gob.es/eSede/comun/Formularios_web/Formulario_DE_QUEJA_SUGERENCIA_FELICITACION.pdf

Once the complaint or suggestion has been received, the OEPM is committed to replying within 18 working days. If no reply is received in this time period, the interested party may contact the General Inspectorate for Services at the Ministry of Industry, Trade and Tourism (Article 16.3 of RD 951/2005).



RELIEF MEASURES

In the event of failure to fulfil any of the commitments assumed in this Service Charter, users can file a complaint in accordance with the provisions of the Complaints and Suggestions section, indicating the commitment that is considered to have been unfulfilled.

Once the complaint has been received, and within a maximum period of 18 working days, the OEPM Director will send the citizen a letter informing them of the circumstances responsible for non-fulfilment, as well as the appropriate measures that, where applicable, have been adopted.

Failure to fulfil the commitments stated in this Charter shall in no case give rise to State liability.





**Unit responsible
for the Service Charter**

Technological Information Unit
Patent and Technological Information Department OEPM



GOBIERNO
DE ESPAÑA

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51 - 64 - 66 - 124 - 126 - 128 - 147 - 149 - 150 - C1 y C2

NIPO (on line): 116-21-018-X