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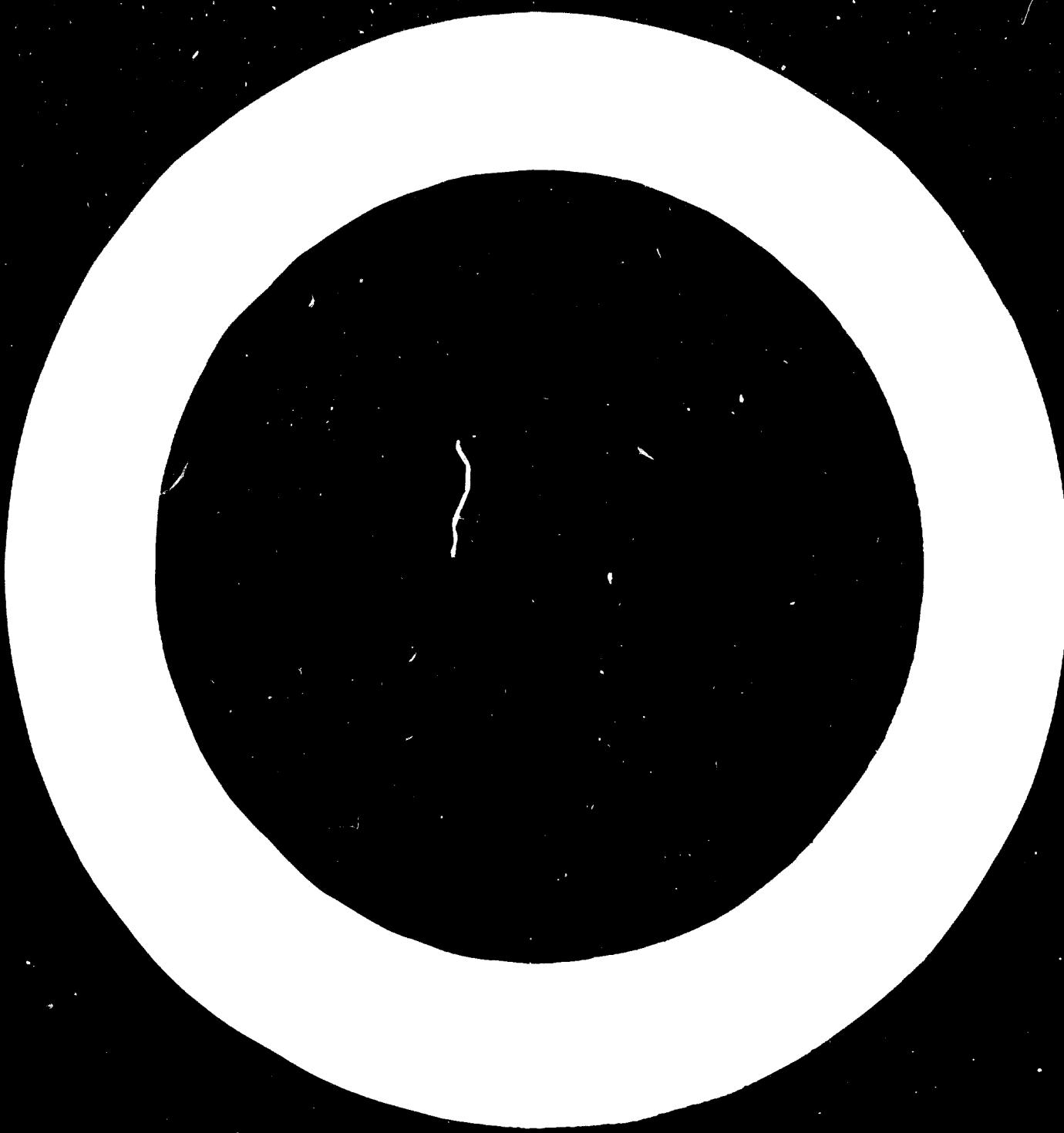
MODERN SYSTEMS IN THE ADMINISTRATION OF  
INDUSTRIAL PROPERTY OFFICES<sup>2/</sup>

by

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- 1/ Organized jointly by UNIDO and BIRPI (United International Bureaux for the Protection of Intellectual Property, Geneva).
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## I.

Since I have to speak here on modern systems in the administration of industrial property offices, I must begin by saying a few words about the scope of the subject. I hardly think it would be in line with the purpose of the Conference to talk about the measures, objectives and organisational arrangements which will probably be discussed in a truly industrialized country, which allow a reasonably well-equipped industrial property office to function effectively in the country.

Here we must recall, particularly in the case of a developing industrial development, just first of all to build up a model, in order to meet future development, and to ensure effective protection. But a wellconceived system.

One more preliminary remark is called for:

In general answer can be given to the question which measures are the best and which arrangements are the most effective, that will depend on the particular circumstances of the case: the degree of industrial development, the administrative structure, the available financial resources, the geographical situation of the country concerned, and so on and so forth. That is to say, it is, therefore, to start from a "model" example, will cover a wide range of countries, almost or perhaps all of the countries in practice, ... but, to assume that the country is in the very earliest stages of industrial development, for all practical purposes, possesses no official institutions for the protection of industrial property. If we start on such a scale, we shall have to begin for an optimum system, we are naturally obliged to account to the first of all the organisational and administrative measures, and any practical rule we must be applied to begin with. In our own, particular, case, according to such a programme, it will be necessary to establish the basic form of the organisation, the target to that a country sets itself. In this way, to ; it will be easiest to find the golden mean between the actually existing forms of organisation, a solution that is incapable of meeting the requirements of the economy.

Industrial property offices may really take some of the local institutions responsible for the protection of inventions, trademarks, registered trademarks and indications of origin, without the exception of affirmations; in certain circumstances, they are also responsible for the protection of registered designs and design patents. We may ignore the latter in this paper, as they are

undoubtedly of lesser importance, we must recognize on the other hand that the protection of inventions and the protection of trade-marks involve specific tasks, the fulfilment of which calls for appropriate facilities. The primary question is, therefore, whether it is advisable to set up separate and independent authorities for each of these purposes or to establish a single office responsible for them all. If there are two separate authorities, one cannot fail to fulfil its own special responsibilities, to say nothing of course, of the fact that such is a taller and more complex and cumbersome structure, so that it is more difficult and costly to be put under review. It will also be difficult to limit the time-limiting and even complicated procedures, etc. However, we must also favour a single central office for the protection of all intellectual property in that a considerable number of facilities is usually necessary in both branches - the protection of inventions and of trademarks - and that it is therefore more economic to incorporate them in a single authority. Above all, staff requirements will then be smaller. It is no accident that, in even the largest of the industrialized countries, the trend is to centralize the protection of all types of industrial property within a single authority. And it is clear that the smaller the country is, and the more limited the resources it can devote to this purpose, the greater will be the effect of this advantage. It is therefore not difficult, in choosing between specialized authorities and a single industrial property office, to decide in favour of the second alternative.

## II.

Let us now turn to the administration of patents, i.e., that part of the office which is responsible for granting patents and for administrative matters related to valid patents.

Let us first take it as our hypothesis that the patent law of the country in question lays down the following conditions for the granting of patents: the invention must be of a technical nature; it must be new; it must constitute a technical advance and be capable of industrial application, that is to say, of repetition. We need not consider here the way in which the law defines each of these concepts.

No one, surely, will dispute that, so far as the offices here referred to are concerned, examination of patent applications in respect of novelty and inventive value is out of the question. Such a situation is possible only subject to two conditions, which are hardly likely to be met: there must be adequate documents to make examination possible and there must be a fairly numerous staff of highly qualified examiners, at least one for each branch of technology. While in the microfilm era it is not a physical impossibility to obtain the documentary material required, as it was earlier, but only a question of cost, it should not be forgotten that no completely satisfactory system of conducting examination by means of microfilm documentation has yet been devised. It would admittedly be possible to facilitate the establishment of novelty by obtaining a certificate of novelty, perhaps from the International Patent Institute in Paris, but then again the question of cost would play a decisive role.

In these circumstances, it will probably be decided to adopt a system for granting patents under which examination whether the conditions for the granting of a patent are fulfilled is carried out post r*ipso*, through court proceedings which are initiated only at the request of an interested party.

Nevertheless, a system of very registration in the procedure for the granting of patents involves a number of indispensable elements. First, care must be taken to ensure that the date of application can always be unequivocally ascertained, since it usually determines the priority accorded to applications. This, in itself, is not a complicated matter. It is sufficient to affix the date on the application – for example, with a date stamp – at the time it is received. At the same time, it should also be ensured that all the documents enclosed with the application (description, patent claims, drawings, etc.) should be identified as referring to the application; because if – as is always possible – delayed drawings, descriptions, etc., are later submitted in the course of prosecution, it is essential, for the purpose of the subsequent establishment of the extent of protection, that the date at which each of the enclosures was delivered to the office can be immediately determined. Apart from entering the date of receipt of the applications themselves, the office must also keep a special record of the applications it receives. Otherwise very great expenditure of time and an extremely large staff would be required

to retrieve individual applications from even a moderate number of applications received. Thus the time and work entailed in keeping such a register of applications, preferably in book-form or looseleaf filing system is also conceivable, but this has the disadvantage that the individual cards can more easily be lost or arranged in wrong order or entirely destroyed.

Even though no examination for validity are carried out, it will nevertheless be necessary to employ a system of some kind to check applications received in the light of certain criteria. At least it will be necessary to establish that the application comply with the formal requirements, i.e., whether there to be paid on application - such a fee will in most cases be mandatory - has in fact been paid; if the application is made by a representative, whether the representative's power of attorney is enclosed, etc.

Therefore the substance of applications must also be investigated: it must be established whether the application does in fact describe an invention and whether the invention is of a technical nature, that is to say, applications that either do not involve inventions or involve inventions that are obviously not patentable must be eliminated. This of course entails rather more detailed study, because it is necessary to judge whether the description and the relevant drawings are in fact comprehensible and not clearly misleading. It is then clear that such examination requires a fair-sized though not excessive staff of specialists with technical and legal training. Each of these officials could be responsible for handling a particular technical field, which should of course not be too narrow. This presupposes that a unit must be set up to consider applications before examination and allocate them to the appropriate examiner. Such units might consist of only one or two persons, perhaps selected from the examiners themselves, who might be responsible for allocating files for processing, in addition to their main work as examiners.

When the examination is completed and the result is positive, the patent must be granted; if the result is negative, the patent application must be rejected. In some countries, there is further stage of processing before these decisions are taken: namely, the public announcement of the application, giving interested persons an opportunity to oppose or object to the granting of a patent. This,

however, presupposes the establishment of a body competent to give rulings on such objection or opposition. Since such body would also have to consist of officers with expert knowledge - because it could hardly be necessary to verify the objection that the invention is not new - it would need the services of at least one expert for each branch of technology. Such opposition procedure would, therefore, not only mean delaying the final procedure of granting a patent, but would also require considerable expenditure therefor. Therefore the establishment of such opposition proceedings requires very careful consideration, which may well contrain, and should depend on the possibilities of the country concerned.

In any case, reasons must be given for the rejection of a patent application, and appeals against such rejections must be possible. Since it is expedient for the authority handling such appeals - mainly a court - to be outside the industrial property office, we can best discuss it under organization I. b.

Once a patent has been granted, the third important step in every patent granted must be entered in a register, and a patent specification must be published for each patent. The purpose of the register is to enable the public to learn in the legal position concerning particular industrial rights (whether the right is still valid or whether it has lapsed, the possible further duration of protection, the name of the patent holder, the inventor, etc.). The publication of a patent specification is to give the public the opportunity to learn the nature of the rights conferred. The various requirements which have to be fulfill when setting up institutions of this kind follow from the subject matter.

Generally speaking, the form of patent register that has proved to be most convenient is one that provides sufficient space for each patent so that all necessary data and information can be entered according to a particular layout. Each patent in the register shall receive a serial number. In this section of the register set aside for a given patent, anything of legal significance which occurs during the duration of the patent is entered: partial waiver of protection, transfers of rights, license contracts, expiry of the protection, right or lapse of the patent for other reasons, for example, declaration of nullity or non-payment of the annual fee. In any event, the register must be open to inspection by all and sundry and must provide authoritative information concerning the status of the patent.

in question. This means, of course, that even for these purely administrative business a number of officials must be available, including at least one with higher qualifications, because it will often be necessary to decide on questions requiring legal knowledge, e.g. whether a patent has been transferred in a legally correct manner, whether the annual fee is paid in time, etc.

It has proved convenient in practice, even for smaller offices, to keep other types of records, particularly the patent register. Inquiries are frequently made, for example, about the entitlements of a particular person or firm. In such cases, it would be extremely time-consuming to search through the whole register, and a card index of patent holders, which can be readily and conveniently maintained without excessive cost, is a useful aid. The simplest arrangement is to keep a card for each patent holder with the number of the patents owned by him entered on it. If a patent holder is granted a further patent or if his existing patent is transferred to him, the new patent number is entered on his card. It is doubtful whether it is advisable to enter the name of a patent, e.g., by underlining the patent number in red. It is true that this would make it easy to verify the number of patents held by a given firm and at the same time to see those which are still valid, but it would have to be ensured that appropriate entries could be made in the index of patent holders when, for instance, the status quo was restored - i.e. through the revival of a patent which had lapsed if it should be payment of the annual fee. If it is decided not to enter the names of patentees in the index - which seems a significant saving of work - then it will be necessary in every case to consult the register in order to verify the legal position. However this cannot in any case be avoided.

The case in which a patent belongs to more than one person requires special mention. Then a card must be made out for each of the patent holders, but the number of the patent will be entered only on the card of the holder whose name comes first in the register. The cards of all the other holders will contain only a reference to the card of the first holder. A somewhat similar procedure is followed when a patent holder, or a firm holding a patent, changes its name. Then a new card must be made out in the new name, the numbers of all patents belonging to the holder in question being entered on it. However, the card in

the old name will not be removed; a reference to the new name must be entered on it, because inquiries regarding the patents held by the firm will again and again be received from persons who are unaware of the change of name. In my opinion, in passing, that reference could be made to the old name.

Since the industrial property office does not usually handle the printing of patent specifications, we need not deal with this subject here.

Special mention must be made, however, of the question of the office which is of considerable importance in the administration of patents. As a general rule, regulations prescribe the payment of an annual fee for the protection of a patent; in other words, the question whether this is a requirement or not has to be put into a special significance. In case of the extension of the protection period, the basic requirement, however, is that the maturity of the patent has to be kept under review. The most efficient way of ensuring this is to keep the index in which a special fee maturity card is inserted for each patent, the calendar month in which the annual fee falls due being marked on it (e.g. by pushing) in such a way that it can at once be seen, even from the outside. In this way, one can see at a glance all patents for which annual fees fall due in a given month. When fees are paid this fact must be entered on the appropriate card, which should be filed separately. The remaining cards with maturity dates in the period in question will then represent patents which have been liable to non-payment of annual fees. Of course any period of grace allowed for payment should be taken into account by providing that the cards in question will not be further processed until after the end of that period. Then, lapsed patent entries must be sent to the patent register, every month, because the extinction of the patents in question must be recorded there.

A special kind of problem is raised by the verification of the payment of processing fees. A fee is generally charged for applications, but their processing fees (for the granting of patents, etc.) may also be charged. These fees differ essentially from the annual fees: the continuance of rights does not depend on their payment or non-payment, but their payment is the condition for action in a particular request, e.g., in the case of an application, the request for the granting of a patent.

The simplest system of verification of whether such a fee has been paid consists in the issue of revenue stamps of various values, which should if possible be obtainable without too much difficulty throughout the country and also, in any event, be available from the industrial property office itself. The purchase of stamps to the appropriate amount and their affixing to the document will bring the particular request or application process to a standstill. This will be the necessity for any further verification. It is very difficult to prove, however, that one has a stamp: it will probably not be possible to provide such stamps solely for the purposes of the industrial property office - they will likewise be used for the payment of other kind's of fees. It will therefore be impossible to establish subsequently the paid, franked type of fee, which is perhaps regrettable from the standpoint of statistics and the-fixing policy.

When this method of payment is impossible, it is advisable to make the unit which is responsible for supervising the payment of annual fees also responsible for verifying payment of processing fees. Accordingly, every file must be passed to this unit, which is responsible for verifying the payment of fees at the appropriate stage of processing - i.e., in the case of application fees, before the application is dealt with; the unit must enter in the file not only under the fee payment - mentioning the date of payment and the amount of the fee paid. The detailed organization of this unit will depend on the payments facilities and practices of the country in question. It goes without saying that, wherever possible, all book-keeping aids (carbon copy, price slip, etc.) will be utilized in such work.

When we stated above that the office is considered to be "ill-natured", in grounds of the personnel involved, and also owing to the lack of the necessary documentation, be able to investigate the novelty of patent applications, we did not of course mean that such offices should take no attempt to build up the requisite documentation. All proprietary rights created to benefit certain individuals, and thereby place limitations on or, as it may be considered, hamper the rest of the community. At the very least, anyone wishing to use the patent must pay the patentee for a licence, which increases his production costs. It is therefore in the interest of the economy to eliminate wrongfully granted patents as far as possible, in order to reduce production costs. As has been indicated, it will as a rule presumably be possible

to have wrongfully awarded patents set aside by application to the courts for declarations of nullity. It is very important, for the purpose of such claims, that suitable documentation should be available and that research abroad should not be necessary to obtain it. Obviously, the more comprehensive and complete this documentation is, the more valuable it will be. It is all the same, however, that most inventions are simultaneously protected in more than one country. This means that it is sufficient for the purpose of such claims to have documents which are all more or less identical or, at least, it will be. It is, therefore, necessary, therefore, to start collecting patent specifications from all countries. Patent specifications of the current industry as entered in the will be practical almost equally useful. But insurmountable difficulties will be encountered in the collection of such patent specifications in the original version. This is so far as past specifications are concerned. These difficulties can be considerably reduced by the use of microfilm. It is true that a collection of patent specifications in the form of microfilm requires also the provision of a corresponding number of microfilm machines. But even with such resources, the aim in view is not yet fully achieved. The trouble of assistance in establishing which of a large number of patent specifications are of interest for a particular purpose, our experience shows that the processing of a claim of nullity is possible only when the documentation is available in normal size in the form of photocopies. Therefore a machine is necessary for the preparation of normal-sized photocopies from microfilm.

### III.

The second main sphere of activity of a industrial property office is the administration of trade-marks.

Here, two fundamental issues arise at the outset. First: In all countries, certain marks may not, for reasons of public law, be registered as trade-marks. Is it desirable that such marks on all nevertheless be registered and the cancellation of the registration be left to private initiative, or should the office in its own initiative exclude such marks a priori from registration?

The second issue is that not only must trade-marks constitute the grounds for excluding all other persons from the use of that mark, or the limit for the same or similar goods, but also that its very existence must have it possible to prevent

the subsequent registration of such a mark as a trade-mark by a third party. Therefore, whenever the office registers a trade-mark, is it desirable that it should, on its own initiative, verify whether the trade-mark infringes some other right and, if so, refuse registration? Should it at least inform the holder of the earlier trade-mark of the registration of the new one, or should this be left exclusively to the initiative of the later right owner as well?

We shall first answer the second question. For the purpose of an official examination whether a mark is registered as an infringer, it is necessary, as we have said, not only to ascertain whether the mark in dispute for registration is already the property of the holder of another right, but also whether other rights co-exist. If this should be the case, it would be necessary to determine whether the mark in question is a仿冒 or similar. Obviously such examination is impossible without the employment of a large number of physical facilities. For verbal marks, it would not only be necessary to consult the legal department, but also a card index arranged according to the following plan, based on a main index of word endings, etc., or if this is impracticable, it would be necessary to consult a thesaurus of similar words. In the case of pictorial marks, it would be necessary to have a card-index arranged according to simple subjects - i.e., abstract signs, figures of human beings or animals, etc. . With the help of such aids it would then be necessary to look for precedents, which would be an extremely laborious process. It is clear that the requirements in terms of personnel equipment would be beyond the means of smaller offices. It would therefore be advisable not to provide for any such official examination of similar rights.

Matters are rather different with respect to the first question. It is possible, indeed, to suppose that the office will not tackle this problem either but that the annulment of such marks - i.e., those which, from considerations of public law, have been declared ineligible for legal protection - will also be subject to the submission of claims for cancellation, which anyone must be free to enter and which will have to be decided by the courts. At present, it should be borne in mind that the result of such a procedure will be that this will be contrary to public order, of which are generally used throughout the country to indicate particular types of goods, so-called "free signs" or those consisting only of non-distinctive elements

will be registered as trade-marks, and that, in this way, the holder will initially obtain an exclusive, state-guaranteed right to such a mark. In view of such an undesirable state of affairs it seems advisable in my case to verbalize applications for trade-marks officially in order that their registration is prohibited on grounds of public law. Such prohibited signs include, for example, all the so-called descriptive marks, that is to say, marks which consist exclusively of indications of nature, quantity, origin, etc.; the above-mentioned "free signs"; and signs which are liable to mislead the public or in some other way contravene public order, e.g. national crests-of-arms, and so on.

Such examination can, of course, only be carried out only if sufficient trained staff is available, but the costs involved would no doubt be smaller than those required for the examination of "similarity" referred to above.

In other respects, administrative arrangements regarding trade-marks are in many ways analogous to those regarding patents. It will, of course, be necessary to enter on every application for a trade-mark the date of its receipt, so that its priority over later applications can be established. There will also have to be a unit responsible for verifying the payment of fees. Payment of fees made in connexion with the administration of rights is equally applicable, with the difference that there will, as a rule, be no annual fees, but a fixed fee for the whole duration of protection, i.e. for a considerable number of years. It will also be necessary to keep a register - for internal use only - in which the applications for trade-marks received are entered with all the necessary particulars, so that, before registration or final refusal of registration, it may still be possible to trace the whereabouts of a file and what time of proceeding has been started.

Applications will also have to be examined to ensure that they comply with formal requirements which in any case must be prescribed by law (indication of the applicant's name and address; the wording or design of the trade-mark, as the case may be; description of the goods or services for which the trade-mark is intended; where necessary, the representative's power of attorney; the object of the undertaking by which the trade-mark will be used, etc.). Then the office is required to conduct the examination described above, as to whether the registration of the mark

is prohibited on grounds of public law, then the unit made responsible for such examinations should also be responsible for checking compliance with the formal provisions, because the applicant should if possible be notified of my criticisms regarding formal aspects of the application and my substantial objections to registration, at one and the same time which would considerably simplify and shorten proceedings.

If the results of the examination are positive, the trade-mark must then be registered. As in the case of patents, the register should be kept in such a way that about one page of the register is allotted for each trade-mark registered; more, however, all the relevant entries will be made in the appropriate sections according to a definite layout. Again, I submit that it would be possible to obtain all information relevant to the status of the trade-mark by appeal in the registration, e.g.: the name and address of the holder of the trade-mark; the object of his undertaking; the date of the creation; criticism, if any; an illustration of the trade-mark; a description of the goods or services; the date on which protection expires after which it is no longer valid; the trade-mark is still valid, whether license for use has been granted, etc.

Another point shall now be forgotten in setting up a register of trade-marks; unlike patents, whose duration is limited by law, trade-marks can be continually renewed. While valuable to the patent register containing only legal patents - and the papers of a fairly few further practical uses - could easily be kept available for public inspection in the patent register unit itself, this does not apply to trade-marks. In this case, a volume of the register must be kept ready for inspection in the registration unit which contains only a single currently valid trade-mark. This fact suggests that it might be best to keep the register in looseleaf form, though practitioners of course bear in mind the removal of individual sheets. With this form of register it is possible to remove the sheets of unused trade-marks which are of no further interest and thus thin out the register, which is a considerable advantage surely from the standpoint of space.

In addition to the register, however, it is very useful to set up an index of companies, which - as in the case of patents - will provide information about all the trade-marks held by a particular undertaking. But this is not all, what we said is that connexion holds good in this case too.

One particular feature will be mentioned here. Unlike the annual fees for patents, which are payable on the same day each year, the trade-marks fee is payable once only, for the whole duration of the trade-mark, i.e., for ever. There is an obvious danger that the trade-mark holder will forget to pay the fee when it falls due and that the trade-mark will lapse or may be suspended if no renewal fee is paid. While periods of grace are allowed for the payment of the fees (e.g. article 41 of the Paris Convention), this privilege may also be given at special negotiations. Notes regarding the duration of the trade-mark should therefore always be made so that the holder of the trade-mark can renew it if the renewal fee is paid time before the end of the protection period, but later than the end of the grace period. It should, however, be clearly understood that the statutory service provided to the trade-mark holder by the Office and that failure to provide such notification in no way renders the Office liable for any consequences of failure to renew a trade-mark.

Lastly, registered trade-marks must be officially published. Just as the public must have access to individual patents in the interest of sufficient use, it must also have the opportunity of finding out about trade-marks, particularly firms have exclusive rights. Whether this is done by means of a list of registered trade-marks or some other publication is unimportant; it will depend on the particular circumstances in the various countries.

It is not advisable to publish trade-marks in the order in which the applications are received because it will detract the public from the registration of a trade-mark unless there is some particular reason, according to the time taken up by the elimination of any formal deficiencies, etc. It is preferable to publish trade-marks in the order of registration, i.e., according to the registration serial numbers.

The same publication should, if possible, also include cancellations, limitations and transfers of trade-marks and all other legally significant details concerning them. This is admittedly fairly expensive, but the publication will be much the more valuable aid to interested circles.

**IV.**

From what we have said above it will be seen that the unit which actually receives applications can be organized to handle both patents and trade-marks. Its activity in both cases will be essentially the same: to note the date of receipt of the application on the corresponding document.

Some countries, however, have introduced a form of decentralization into this procedure in another way: while they have standard units for the reception of applications with regard to all types of industrial property rights, there is not necessarily such unit at the headquarters of the industrial property office itself but a number of them in different parts of the country. The obvious risk is the distance - especially in large countries where transport systems are not relatively and uniformly - that it is easier to file application. But such a procedure will surely not, especially in countries in the first stages of industrial development, where the number of applications originated from within the country will not be very high. For applications from abroad, the reception unit at the office itself will in any case be sufficient.

Also, the unit responsible for confirming the payment of fees and keeping due dates for annual fees under review can perfectly well be one and similar duties with regard to trade-marks, in this case, however.

It is not absolutely essential for the trade-mark register in the trademarks register to be kept by the same unit, but it is well worth considering. Despite a number of differences in the way the registers are kept, the actual work of registration is the same, so that staff with the same qualification can be employed for both duties.

We need hardly mention that the documentation unit, with its microfilm readers and photocopying machines, etc. must be responsible for such services with regard to both patents and trade-marks.

The combination of each of the above spheres of activity in a single unit makes possible more efficient use of available manpower and thus a economical and streamlined administration. Here we see more clearly the advantages of a single office for all types of industrial property, to which we referred at the beginning of this paper.

In my opinion, however, unification of the other branches of activity will hardly make for efficiency. The differences between, say, examining a patent application to see whether an invention is patentable and examining an application for a trade-mark, to see whether the registration of a mark is not prohibited on grounds of public law are so great that the types of work may even be so completely unlike that no unit should be organized separately.

This, however, is of course not incompatible with the principle that all these units must be subordinates to central supervision. It is the duty of the supervisory section to prevent the individual units from impeding one another's efforts or working at cross purposes and to ensure that they work together when this is necessary for technical reasons and that conflicts in a unit are resolved by switching personnel from another.

It has already been mentioned several times, in different connections, that the national courts are also competent in respect of industrial property. Decisions on legal terms of redress against the office for a given case - the rejection of applications for patents or the restriction of a trade-mark - decisions regarding the nullity of a patent or the cancellation of a trade-mark, the reconsideration of cases of infringement of existing patent or trade-mark rights and a number of other matters are best left to the courts. Finally, the courts should therefore be so organized that they can hear an expert tribunal, but, in practice, this will hardly ever be possible - if one considers, for example, the question of validity of patents, where the issue is often a technical question of sufficient proven that a patented invention was not new. In such cases, the tribunal must have at its disposal experts in the relevant field. To word it, the court will have to depend on expert opinions. This being the case, appropriate legislative measures must be passed to ensure that no one may be employed as an expert in a given case who has in any way been involved in the action by the patent office whose result is now to be taken into account by the court in reaching a decision.

I am aware that in these few remarks I have been unable, to cover, let alone exhaust, the whole range of problems involved in organizing an industrial property office. Perhaps some of the gaps in the treatment of this vast complex of questions will be filled during the discussion. But I venture to hope that my remarks have at least made some modest contribution to the subject and have perhaps suggested some lines of thought.



7. 7. 72.