



Canadian
Intellectual Property
Office

An Agency of
Industry Canada

Office de la propriété
intellectuelle
du Canada

Un organisme
d'Industrie Canada

Annual Report 2000-2001

**Strengthening
Canada's
Innovative
Capacity**

www.cipo.gc.ca

Canada

CIPO  OPIC

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Canada's
Innovative
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Vision, Mission and Values

Vision

To be a leading intellectual property office recognized for excellence in our products and services and for strengthening Canada's innovative capacity, through ongoing quality improvement, continuous development of our employees and adherence to our values.

Mission

To accelerate Canada's economic development by:

fostering

the use of the intellectual property (IP) system and the exploitation of IP information;

encouraging

invention, innovation and creativity in Canada;

administering

the IP system in Canada (patents, trade-marks, copyrights, industrial designs and integrated circuit topographies); and

promoting

Canada's international IP interests.

Values

Integrity
Fairness
Respect
Efficiency
Trust
Continuous improvement

Our Client Service Commitment



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By telephone

We answer your call with courtesy and efficiency and, if necessary, refer you to the appropriate officer to deal with your enquiry in the official language of your choice.

We record all voice mail greetings clearly and bilingually. We provide an alternative number for immediate contact.

We listen to voice messages at least once a day and return your call by the end of the next business day.

In person

We greet you within three minutes in the official language of your choice, during normal business hours.

We direct you to a person competent to deal with your enquiry within the next five minutes.

We ensure that you meet with a specialist within 20 minutes of your arrival.

General mail

We correspond with you in the official language of your choice.

We reply to your mail within four weeks of receipt or explain the reason for the delay.

Suggestions

We invite you to comment on our services and to offer suggestions for improvement.

If you wish to ask questions or have a complaint and cannot resolve the problem with the person you have been dealing with, you can speak to the supervisor or director.

If you feel that the supervisor or director has not dealt with the issue to your satisfaction, you may call or write and we will respond within 10 working days.

If you like the service you receive, let us know!

How to reach us

Canadian Intellectual Property Office
Place du Portage I
50 Victoria Street
Hull, Quebec K1A 0C9

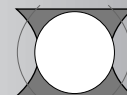
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Message from the CEO



The recent profound scientific, technological, social and economic change, with more yet to come, continues to greatly impact the intellectual property (IP) world. The conferring of IP rights crystalizes at one point creativity, knowledge and skill with the economic potential embodied in innovation, wealth creation and growth.

As the organization mandated in Canada to confer these rights and other services to the public, CIPO strives to operate at the leading edge of service and knowledge to do justice to our role and to serve the public in a cost-effective and efficient manner. We must be in step with the innovators and their ideas who, likewise, are at the leading edge of scientific or technological change.

Our new "vision statement" captures these ideas and responsibilities. It is:

To be a leading intellectual property office recognized for excellence in our products and services and for strengthening Canada's innovative capacity, through ongoing quality improvement, continuous development of our employees and adherence to our values.

The vision statement will continue to drive both staff and management to critically examine what we do and how we can do it better or differently for the benefit of our clients in Canada and abroad, Industry Canada and the Government.

Among the activities undertaken this year, the following represent key inputs to our decision making and planning.

- **Baldrige Quality Assessment**
CIPO management recognized the utility of benchmarking our services and products against a recognized yardstick so as to fully understand how we stacked up. The Baldrige assessment was an unflinching review of how we performed. The results of that exercise suggested an increased focus on service improvement strategies, client relationship management and making the best use of technology (Government On-Line and e-commerce).
- **Human Resource Renewal**
In order to meet the demand for IP services, we engaged in a major recruitment program for patent and trade-mark examiners. This represents a part of our commitment to our clients and our employees to ensure we have the necessary human resources who are well trained and equipped to deliver excellent service.
- **Treasury Board's Revolving Fund Mandate Review**
CIPO is a Special Operating Agency (SOA) within Industry Canada. Over the past fiscal year, CIPO's financial viability was clearly demonstrated through the Treasury Board Secretariat's (TBS) Mandate and Viability Review of revolving funds. TBS confirmed during their preliminary review, which was conducted in 2000-2001, that they had no issues with regard to the CIPO Revolving Fund.


- **International Agreements**

This past year culminated five years of effort to reach international agreement on the Patent Law Treaty (PLT). This treaty seeks to harmonize administrative standards in IP among members of the World Intellectual Property Organization (WIPO). CIPO played an important role in reaching agreement on this treaty, which will shape cooperation on IP for many years to come.

- **IP Improvement Bill**

During 2000-2001, CIPO launched consultations designed to identify international and domestic IP administration issues that will have to be addressed as part of an IP Improvement Bill.

CIPO staff are committed to improving our services and acting in consultation with our clients, to fulfill our mandate with improved effectiveness and to make our vision statement a reality.



David Tobin
Chief Executive Officer,
Commissioner of Patents
and Registrar of Trade-marks

Introduction

The Canadian Intellectual Property Office (CIPO) is a Special Operating Agency (SOA) of Industry Canada. CIPO contributes to the economic growth of Canada in two ways. First, it grants or registers ownership for the following five types of intellectual property (IP): patents, trade-marks, copyrights, industrial designs and integrated circuit topographies. Second, it makes accessible to the public the details of new innovations registered in Canada, thereby encouraging further economic activity.

In this way, CIPO contributes to Industry Canada's mandate to enable Canadians to be more productive and competitive in the knowledge-based economy.

In addition to the general public, CIPO has a number of distinct client groups:

- applicants for IP protection;
- agents representing applicants;
- exploiters of the IP system; and
- the Canadian business community.

By considering what is already protected, firms gain insights into specific industry sectors, identify potential licensing partners, solve technical problems and avoid duplicating research.

CIPO administers Canada's IP legislation and regulations to ensure that they meet present and future client needs and best contribute to the Canadian economy. Additionally, the Office works with bilateral, regional and international groups such as the World Intellectual Property Organization (WIPO) to improve the means by which IP is administered throughout the world, thus facilitating IP protection for inventors and companies in Canada and abroad.

In discharging its duties, CIPO receives an enormous amount of information. The Office maintains files of the information contained in applications for IP rights. All publicly available records are stored in databases, many of which can now be accessed through the Internet. As well, CIPO is continuing to build upon its existing e-commerce capabilities for its domestic and international clients.

Over the past year, significant progress has been made by CIPO to improve service delivery to its clients. By placing a concerted effort on recruitment and retention of skilled people, and by adopting state-of-the-art technology, CIPO has made notable operational improvements. These efforts will continue so that the Canadian IP system will grow and contribute to a better quality of life and higher standard of living for all Canadians.

Renewed Vision and Strategic Priorities

Baldrige Assessment

With a view toward improving services to our clients, CIPO conducted an in-depth quality assessment in the fall of 2000 using the Baldrige Criteria for Performance Excellence. The Baldrige assessment led to the development of a series of priorities for service improvement that was endorsed by CIPO's Executive Committee.

As a result of the Baldrige assessment feedback, CIPO revisited its strategic vision to re-affirm its commitment to service improvement. The revised vision statement clearly puts client service and innovation at the forefront of its efforts.

CIPO's New Vision Statement

To be a leading intellectual property office recognized for excellence in our products and services and for strengthening Canada's innovative capacity, through ongoing quality improvement, continuous development of our employees and adherence to our values.

CIPO's Strategic Priorities

Through a series of planning retreats and fora held between November 2000 and January 2001, five strategic priorities were identified for the 2001-2005 planning period to support CIPO's goal of improving its services.

- 1) Delivering high quality, timely and cost-effective products and services that meet clients' needs.
- 2) Positioning CIPO to thrive as a key contributor to Canada's economic development in a changing domestic and global environment within a modern and responsive IP framework.
- 3) Delivering a sustainable outreach program that will increase the awareness, knowledge and effective use of IP by Canadians.
- 4) Having in place an ongoing comprehensive human resources strategy that allows CIPO to be a workplace of choice.
- 5) Operating as a world-class business management regime.

Section 1: Organizational Initiatives

1.1 Service Improvement

Background

In response to globalization and technological change, governments around the world are reviewing the efficacy of products and services designed to foster business competitiveness and to meet the demands for improved citizen access to, and service by, governments.

In Canada, the federal government's *Results for Canadians* management framework has highlighted several key medium-term initiatives, including citizen-centred service delivery. As such, the Treasury Board has stipulated that departments demonstrate a 10 per cent increase in client satisfaction by the year 2005.

The Canadian Intellectual Property Office (CIPO) is committed to delivering high quality products and services that meet clients' needs. Understanding clients' current and future needs is an essential step towards continuous service improvement.

Client Relationship Management

Building on the knowledge, experience, and feedback gained from the Baldrige quality assessment, CIPO approaches service improvement from a broader quality management perspective. The commitment to operate as a world-class business management regime galvanizes management action towards a quality perspective across the organization as a whole.

In this context, CIPO has initiated the development of a Client Relationship Management (CRM) framework that strengthens client relationships and improves service. CRM focuses on the careful identification, tailored service provision and ongoing sensitivity to changing client needs.

CIPO's Service Improvement Framework

CIPO's commitment to service improvement focuses on the following key areas:

- client needs and satisfaction;
- electronic service delivery;
- improved service levels;
- performance management and measurement;
- information dissemination; and
- human resources.

In the area of client needs, patent examination turnaround times have fallen considerably, from 36 months in 1995 to roughly 25 months. Impressive reductions have also been made in the copyright area.

Over the year, management systems and policies have been put in place to support core service improvement activities. CIPO continues to track and measure more than 70 service standards. (These service standards are listed in Section 8.)

Future service improvement initiatives will be managed in a phased approach, beginning in 2001-2002.

Phase I covers the 2001-2002 period and focuses on laying the foundations for a long-term Service Improvement Strategy, including a baseline client satisfaction survey, introducing CRM within CIPO and improving access to our services through e-commerce and information dissemination initiatives.

Phase II covers the 2002-2004 period and seeks to build on the fundamentals with emphasis on performance measurement, fact-based management and process mapping.

Phase III covers the 2003-2005 period. The focus during this phase is to evaluate the organization's progress in achieving its service improvement objectives and to formulate new objectives for the next cycle.

1.2 Government On-Line and E-Commerce

Background

The federal government initiative known as Government On-Line (GOL) requires that by 2004 all key government services be available on-line for Canadians at the time and location of their choice. CIPO's parent department, Industry Canada, further to its mandate to make Canada the most connected country in the world, has set a target to achieve this goal by 2003. CIPO is committed to meeting the Government of Canada's objective of GOL, as well as Industry Canada's accelerated target of all services on-line, and fully end-to-end, by December 2003.

The realization of the Government's and the Department's priorities will have far-reaching consequences for CIPO. The successful completion of initiatives will lead to important changes in the manner in which CIPO conducts its business.

In 2000-2001, CIPO developed an E-Commerce Action Plan that takes a corporate perspective to making the organization into one that is totally on-line, with all of our client services and internal operations electronically enabled. (Note: a broader discussion of the highlights of this plan is presented in Section 6.)

GOL Accomplishments

- E-Commerce Action Plan developed.
- User requirement phase of TechSource begun.
- Integration of e-commerce front-ends with business systems completed.
- Canadian Patent Database for search and retrieval improved.

Supporting a Global IP Network

E-commerce encompasses CIPO's relationship with the World Intellectual Property Office (WIPO) and with other intellectual property offices (IPOs). CIPO participates in the development and implementation of WIPONET, the connection of all IPOs into a global network.

CIPO also continues to be an active participant in the evolution of, and migration to, world-wide standards for intellectual property (IP) data exchange, including global search capabilities. Automation initiatives to support CIPO's participation in and contribution to the development of such standards remains a priority.

1.3 Human Resources

CIPO is committed to recruiting and retaining a workforce capable of providing world-class IP services. Our ability to do so is directly affected by our reputation as an employer who provides: challenging work; developmental opportunities; competitive wages; and recognition.

In 2000-2001, we consulted our employees through Managers' Forums and we listened to what they said in the Public Service Employee Survey. In response, and in keeping with the recommendation of the Baldrige assessment, we developed our fourth strategic priority, "to have in place an ongoing comprehensive human resources strategy that allows CIPO to be a workplace of choice."

CIPO's Human Resources Strategy will be finalized in 2002-2003. The Strategy will be developed following consultation with a representative number of CIPO employees in 2001-2002 and will address:

- **Recruitment:** the identification of skill shortage areas, external recruitment of qualified, diverse human resources, and measures to address the results of the Public Service Employee Survey regarding internal recruitment activities.
- **Retention:** career and succession planning and issues affecting workplace well-being.

• **Rejuvenation:** training, learning and development of current employees.

In 2000-2001, approximately one-third of our employees attended workshops designed to help them develop personal learning plans. This initiative will be continued in 2001-2002 with the goal of having all employees develop personalized learning plans which will form the basis of personal and professional development activities.

As the primary employer of Patent Examiners, direct recruitment authority was extended by the Public Service Commission for positions at the SG-PAT-6 to SG-PAT-8 levels. This complements the existing direct recruitment authority for positions at the SG-PAT-1 to SG-PAT-5 levels. CIPO's recruitment efforts will be used to attract a qualified, diverse and representative workforce. We aim to recruit recent graduates as well as mid-career professionals to our workplace through multi-media advertising and university campus recruitment.

Additionally, the Treasury Board approved salary increases and a terminable allowance for employees in the SG-PAT-1 to SG-PAT-7 levels. CIPO employs over 150 Patent Examiners (SG-PAT) who will benefit from these increases in salary. In order to ensure salary relativity between these employees and those at the SG-PAT-8 level, CIPO was successful in obtaining comparable increases for these excluded employees. We anticipate that these changes will have a positive impact on our ability to recruit and retain Patent Examiners.

We know that our human resources are our greatest strength and we believe that employee recognition is important. This year we acknowledged 48 CIPO employees for their outstanding performance and significant contributions, either individually or through team efforts.

1.4 Modern Comptrollership

Modern comptrollership is a foundational component of the government's *Results for Canadians* initiative.

This initiative is focused on modernizing the management of the federal government in order to respond to the changing expectations and priorities of Canadians. Modern comptrollership integrates financial and non-financial performance information, implements sound risk management, ensures appropriate control systems and updates related management policies.

As CIPO responds to significant and ongoing pressures for IP services, it is committed to doing so while working to improve its strategic planning, performance monitoring and reporting, and risk management in support of the federal government's efforts to have modern comptrollership practices integrated into every management activity.

Mandate and Viability Review

A key milestone in CIPO's commitment to modern comptrollership was achieved this year as the Treasury Board Secretariat conducted its government-wide review of revolving fund mandates and determined the CIPO Revolving Fund, and hence its corporate viability, were fiscally sound.

Since April 1994, CIPO has been financed by a revolving fund based entirely on client fees for IP services. Having a revolving fund has allowed CIPO to access the necessary resources to maintain a fair and efficient IP framework and provide IP services which are aligned with world standards. CIPO has been able to afford significant information technology (IT) investments towards implementing a fully electronic business environment, thus encouraging innovation by promoting greater IP awareness and usage in Canada.

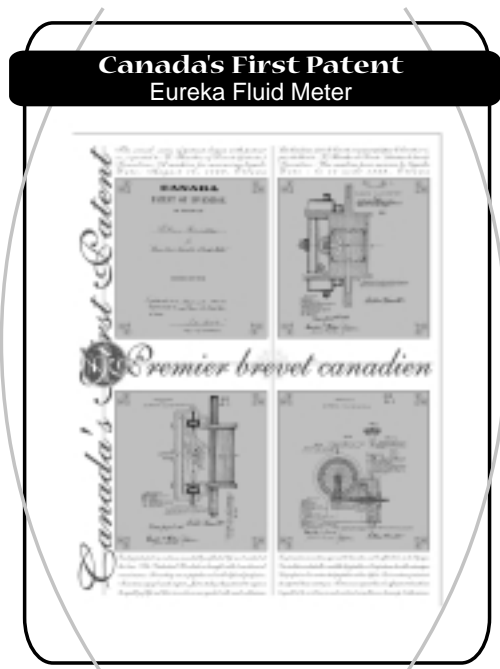
By continuing to operate as a financially viable and self-sustaining Special Operating Agency (SOA), CIPO is able to utilize its accumulated surplus to re-invest in IT and other strategic initiatives to better serve Canadians.

Section 2: Core Functions

The Canadian Intellectual Property Office (CIPO) grants or registers ownership for the following five types of intellectual property (IP): patents, trademarks, copyrights, industrial designs and integrated circuit topographies. CIPO's core functions reward and encourage innovation and the use of IP by granting IP rights, maintaining a responsive IP framework, and ensuring that the IP data collected by CIPO is available to all its clients, in Canada and abroad.

2.1 Operations

2.1.1 Patents



The Patent Branch receives, processes, classifies and examines applications for patents. It also registers assignments or changes of ownership, processes allowances, collects fees and publishes information on patents. The Patent Branch is the largest operation, generating 78 per cent of revenues at CIPO.

The mandate of the Patent Branch is to grant patents which will result in the protection of the inventor and dissemination of technical information, and the encouragement of the creation, adoption and exploitation of inventions.

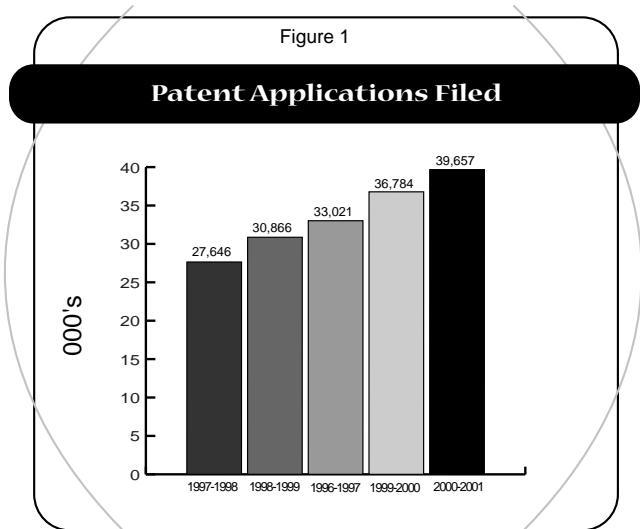
The primary clients of the Patent Branch are national and international patent applicants, the vast majority of whom are represented by a patent agent. The client list of the Branch also includes: interested third parties, searchers, researchers, scientists, statisticians, economists, inventors, entrepreneurs, innovators, the patent profession, research institutes, international organizations, universities, foreign offices, and national and international IP associations.

Highlights, Challenges and Opportunities

Service Improvement

During 2000-2001, the Patent Branch maintained its focus on improving service to its clients despite the continuing increase in demand for its services.

Over the past year, CIPO has seen a growing number of patent applications filed.



Key service improvement highlights over this period include:

- Continuous process redesign in patent operations, allowing key service standards such as the delivery of filing and registration certificates to be maintained at four weeks, despite a near doubling of workload volumes and no increases in the number of operational staff.
- Development and maintenance of key working tools designed to facilitate service and interaction with clients. Examples include:
 - updating the *Manual of Patent Office Practice* (MOPOP);
 - finalizing the process mapping of Patent Operations.

In addition, rapid development in the area of biotechnology and business methods requires CIPO to monitor international developments in these fields. For example, the Branch participated in consultations led by the Canadian Biotechnology Advisory Committee (CBAC) concerning IP and biotechnology, with emphasis on the patenting of higher life forms.

In order to meet the increased demand for requests for examination, 21 additional patent examiners were hired during the fiscal year. This trend in hiring, coupled with increased emphasis on training and retention, will continue as CIPO strives to improve service to its clients. Currently, plans are to increase patent examiner staff by 80 by 2003-2004.

With respect to the examination process, the Branch saw the average turnaround time for the examination

of new applications increase slightly to approximately 25 months from the date of the request for examination.

CIPO addressed key issues relating to client service commitments through contact with the patent profession as represented by the Intellectual Property Institute of Canada, the Canadian Bar Association, the International Association for the Protection of Intellectual Property, the International Federation of Industrial Property Attorneys and the Joint Liaison Committee. This will also include opportunities such as establishing a framework and standards for dealing with very large patent applications.

Government On-Line and E-Commerce

As CIPO works toward its Government On-Line (GOL) and e-commerce commitments, the organization has initiated the process for the renewal of its Patent system's mainframe platform, TechSource, through the establishment of a project charter designed to determine user requirements.

CIPO is also seeking to improve the manner in which its clients access information on-line. A key tool is the Canadian Patent Database (CPD) which allows users to search, retrieve and study more than 1.4 million Canadian patent documents. An electronic version of the Canadian Patent Classification system was made available online in order to be published as a search tool for the CPD. In response to client feedback, additional improvements to the CPD will be made in 2001-2002.

International IP Frameworks

CIPO continues to participate and provide strategic leadership in IP discussions.

CIPO took a leadership role in the five-year preparatory process to simplify and improve the administrative procedures for patent applications and the Diplomatic Conference for the Adoption of the Patent Law Treaty in Geneva, Switzerland, held in May-June 2000. The harmonization of patent procedures made possible by the Patent Law Treaty (PLT) through a streamlined and user-friendly application system will benefit all users. The reduced costs and increased simplification will be passed on to all applicants, including small- and medium-sized enterprises (SMEs), individual inventors and those in developing countries.

Eventually, the requirements for Patent Cooperation Treaty (PCT) international applications will be incorporated into national and regional laws. This will lead to standardization of requirements and procedures for all patent applications worldwide.

In the midst of an evolving global IP environment, CIPO, in consultation with its clients, has undertaken to conduct a study to determine whether it should be an international search authority and/or an international preliminary examination authority.

Patent Appeal Board

The Patent Appeal Board is responsible for:

- conducting reviews of the prosecution of patent applications which have been rejected in a final action by a patent examiner. Applications are rejected by examiners for a variety of reasons, including lack of novelty, obviousness and lack of patentable subject matter. A review is conducted to ensure consistency in Patent Office practice and to allow applicants every opportunity to overcome deficiencies in their applications. The procedures before the Board may, at the applicant's discretion, include an oral hearing. The Board prepares a recommendation

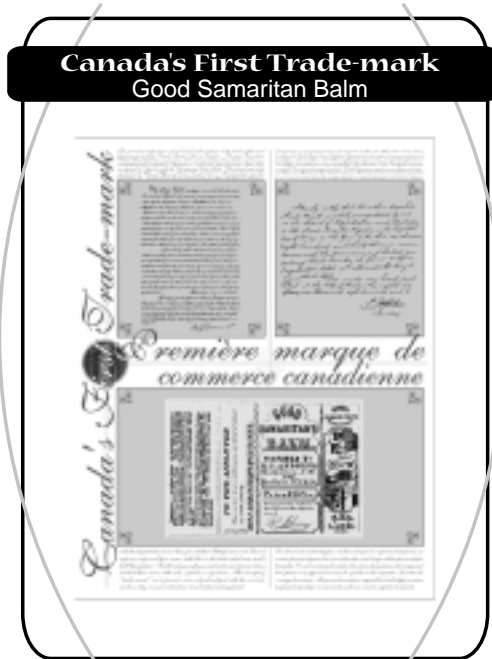
to the Commissioner of Patents either to support the examiner or to return the application to the examiner for further prosecution. If the applicant is not satisfied with the decision of the Commissioner of Patents, he or she may file a notice of appeal in the Federal Court of Canada;

- conducting a similar type of review of the prosecution of industrial design applications where the examiner has rejected an application on the basis that the design is not original;
- resolving conflicts between two or more patent applicants claiming the same invention. If one or more of the parties is not satisfied with the decision of the Commissioner of Patents, appeal is to the Federal Court of Canada;
- administering the provisions of the *Patent Act*, which permits third parties to submit prior art and requests that a patent be re-examined;
- administering the provisions of section 65 of the *Patent Act*, which allows a third party to file an application for a compulsory licence in situations where a patentee is alleged to have abused its patent rights; and
- administering the mechanism which sets the qualifying examination for patent and trade-mark agents.

Highlights, Challenges and Opportunities

The number of candidates for the Patent Agents Examination continues to be in the 110 to 120 range, thus putting a greater administrative burden on the process. In contrast, the number of candidates for the Trade-mark Agents Examination seems fairly constant, in the 30 to 40 range. The number of conflicts emanating from the Patent Branch remains consistent.

2.1.2 Trade-marks



The Trade-marks Branch determines whether an owner is entitled to the exclusive use of a trade-mark for a specific set of wares or services. The Branch keeps the trade-marks register, which is a record of all trade-marks registered in Canada. The Branch discloses information on trade-marks to increase awareness and provides owners with the information they need to protect their marks.

Trade-mark applications are examined to make sure they meet all the requirements of the *Trade-marks Act*. Marks which meet the requirements of the Act are published in the weekly *Trade-marks Journal*. If unopposed, the trade-marks may be registered.

Decisions of the Registrar may be appealed to the Federal Court of Canada.

Highlights, Challenges and Opportunities

Trade-mark applications have increased 64 per cent in the past five years. During 2000-2001, the Trade-marks Branch focused its efforts on the re-engineering of internal business processes and the hiring of personnel to reduce the inventories and turnaround times. Among the initiatives undertaken by the Branch:

- hired 16 new trade-mark examiners in October 2000;
- developed and implemented a five-month end-to-end training program for new examiners;
- implemented an on-line *Trade-marks Journal*;
- acquired a new automated trade-mark search service;
- implemented an applicant-direct e-commerce application filing system;
- developed and implemented trade-marks performance indicators; and
- established an in-house re-engineering team.

One of the commitments of CIPO and Industry Canada is to provide Canadians with electronic access to services. Currently, the Trade-marks Branch receives 10 per cent of its applications electronically. The e-commerce initiative for Trade-marks will allow the electronic transmission from the Internet of the full range of trade-mark transactions, including application, correspondence, renewal and registration. The initiative consists of three phases.

- Phase 1 allows trade-mark applications to be filed electronically.

- Phase 2 will entail the electronic transmission of correspondence to/from our clients, and electronic receipt of all Trade-marks Office transactions.
- Phase 3 will be the implementation of public infrastructure that will allow for secure financial transactions. Phase 1 is now complete and the entire initiative should be completed by 2002-2003.

Trade-marks Opposition Board

The Trade-marks Opposition Board is comprised of a chairperson, four members and a section 45 hearing officer. Each has delegated authority from the Registrar of Trade-marks to conduct hearings and render decisions on one or both of the following adversarial proceedings arising under the *Trade-marks Act*.

Oppositions (Section 38)

After a trade-mark has been examined, it is advertised in the *Trade-marks Journal*. At that time, any person may oppose the registration of the trade-mark by filing an opposition. Most oppositions are based on allegations of confusion between the advertised trade-mark and the opponent's trade-mark or trade name.

Summary Expungement Proceedings (Section 45)

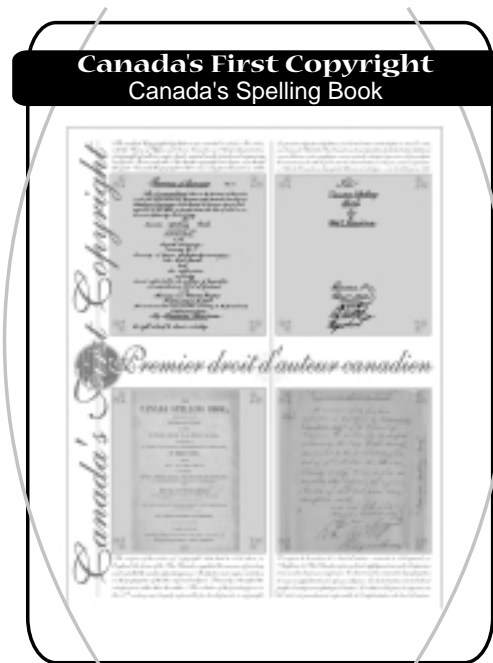
Any person may ask the Registrar to require the owner of a registered trade-mark to show that its trade-mark is in use in Canada. If an adequate response is not received from the owner, the trade-mark registration may be removed from the register of trade-marks.

Highlights, Challenges and Opportunities

It was noticed during the year that the number of oppositions filed stabilized at about 1,150, thus arresting the decline that has been experienced in the last few years. As for section 45 proceedings, the board saw a decline from 850 to 690 in 2000-2001.

Consultations were revived with the private sector concerning revision of the opposition regulations with a view to streamlining opposition proceedings.

2.1.3 Copyrights



Copyrights, industrial designs and integrated circuit topographies are all managed under the direction of the Copyright and Industrial Design Branch.

Under the *Copyright Act*, CIPO is responsible for registering copyrights in Canada. Registration means that the Copyright and Industrial Design Branch has recorded the details of the copyright and has issued a certificate of registration.

Under the authority of the Commissioner of Patents and the Registrar of Copyrights, the Copyright and Industrial Design Branch maintains the Register of Copyrights, which is open to the public to search for information regarding specific copyrights. The Branch makes this information freely available to the public.

The Branch also maintains a Register of copyright assignments and licences. That is, an owner of a copyright can register ownership interest in a copyright that has been acquired by a contract. An assignment can transfer any part of the rights or all of the rights to a work. An owner who registers an assignment or licence will receive an official recognition of the transfer. Assignments that are registered receive a statutory presumption of validity as against unregistered assignments.

Highlights, Challenges and Opportunities

Service delivery improvement is a top priority for CIPO and the Copyright and Industrial Design Branch. The Branch, like the other units within CIPO, must develop electronic access to its services for Canadians. Our clients have indicated that they appreciate the option of applying on-line for copyright registration. By the end of 2001, about 21 per cent of all applications were coming in via our e-commerce channel.

In September 2000, CIPO formally launched the Copyright Automation Project, which will create a new automated system. Clients will have access to the Register of Copyrights via the Internet and will be able to register their works on-line.

2.1.4 Industrial Designs



The Industrial Design Division receives, processes, classifies, searches and examines applications for industrial designs. The Division also registers assignments, licences and changes of ownership and collects fees. The primary clients of the Division are manufacturers (ranging from individuals to large corporations), the vast majority of which are represented by Patent Agents. No legal claim of ownership can be made for an industrial design unless it is registered. The owner of a registered industrial design has protection for 10 years, provided maintenance fees are paid.

The mandate of the Division is to register industrial designs, giving exclusive rights to the design and providing legal protection from imitation. Once registered, industrial designs are publicly disclosed and become part of the register maintained by the Division. These records are consulted by CIPO clients in preparation for filing new applications and

for assessing infringement cases. The register is an invaluable reference tool, providing a historical snapshot of innovations in design since before Confederation, and may provide the impetus to improve existing designs.

Highlights, Challenges and Opportunities

- With the introduction of new searcher positions, the Division has improved turnaround times in examination and has increased production levels.
- In September 2000, CIPO launched Phase I of the Industrial Design Automation Project, which includes the full automation of the ID process within the Division. Phase I will be completed in April 2002. Two additional phases of the project are planned that will deal with end-to-end e-commerce and information dissemination.

2.1.5 Integrated Circuit Topographies

Integrated circuit topographies (ICTs) are the world's most recently recognized form of IP. Located within microchips, ICTs are vital to the operation of our information, communications and entertainment industries. They are also widely used in such fields as medicine and aerospace and are now found in an increasing number of household appliances and in consumer electronics.

The *Integrated Circuit Topography Act* came into force in 1993. Owners of ICTs can protect their topographies against infringement in Canada by registering them with the Registrar of Topographies.

2.1.6 Information Dissemination

As Canadian and foreign innovators seek IP rights, strategic business and technical information is made available through the public disclosure of the creativity and processes behind these innovations.

CIPO ensures that this wealth of data and strategic information is not only collected on databases created and maintained by CIPO, but that it is accessible to Canadians. By doing so, this contributes to reducing the knowledge and innovation gap so very critical in a knowledge-based economy.

As such, CIPO is committed to delivering a sustainable outreach program that will increase the awareness, knowledge and effective use of IP by Canadians.

Highlights, Challenges and Opportunities

IP Outreach Framework

In order to develop and implement the IP Outreach Framework, one of CIPO's key objectives in this area for 2000-2001 was to gather the necessary prerequisites for this Framework and subsequent action plan. CIPO achieved this by accomplishing the following:

- researching best practices regarding key dissemination elements in both national and international settings;
- assessing the impact of these programs; and
- developing a first draft of CIPO's dissemination framework document.

In *Marching Into The New Millennium, Annual Report 1999-2000*, service to our partners in the regions was identified as an emerging challenge. Specifically, the report raised the issue of IP regional advisors and the role these people have in providing IP educational, promotional and advisory services to clients of intermediary and partner organizations, to IC regional offices, to SMEs, industry, research and academia. The following reports on the progress of CIPO in addressing this challenge:

- Conducted a survey of regional client organizations, which resulted in an action plan that called for the re-orientation of our services to clients in the regions.
- Developed partnership opportunities with Canada Business Service Centres (CBSC). For example, awareness and training sessions for IP officers began with the CBSC managers in Halifax in September 2000.
- Reached an agreement with the Canadian Innovation Centre in Waterloo on collaborating on workshop training sessions.
- Explored partnership opportunities with the Industrial Research Assistance Program (IRAP) and the Canadian Federation of Independent Businesses (CFIB).

Over the next five years CIPO will continue implementing the Outreach Framework. The Framework will provide a structural approach to the selection and delivery of outreach activities based on best practices, CIPO strategic objectives and quality management principles.

Information Management

CIPO has developed an Information Management Strategy. The Strategy will focus on the following:

- developing corporate policies and standards;
- providing employees with information management tools and training to integrate information management practices into all business processes;
- implementing integrated information technology (IT) solutions to manage electronic and physical documents and records; and
- delivering improved information products and services to its clients.

On-line IP Services

CIPO demonstrated its commitment to improving the quality of on-line client services by doing the following:

- CIPO conducted a Web-based survey of client satisfaction with its Web site in February. Future surveys of its Web site clients will be measured against this initial survey.
- In response to client feedback, CIPO redesigned the Office's Web site for launch in June 2001. The site is consistent with the new IC *Strategis* and the Common Look and Feel policy of the Treasury Board Secretariat.
- CIPO developed a communication strategy for the promotion of its Web site and copyright e-filing. Subsequently, CIPO has witnessed an increase of more than 30 per cent in the volume of copyright e-filings.

Client Service Centre and Resource Centre

Two other means used by CIPO to disseminate IP information to clients are the Client Service Centre and the Resource Centre.

The Client Service Centre is now the central point of entry for public enquiries. The Centre plays a critical role in disseminating valuable IP information by providing client-focused services and leading-edge products. Electronic and manual access is available for both domestic and foreign IP documents.

The Resource Centre contains extensive resources on Canadian and global IP and supports scientific patent literature. The Centre offers access to the on-line public catalogue and a variety of research tools via intranet application.

In addition, CIPO now contributes to the National Library of Canada's Inventory of Canadian Digital Initiatives. This furthers the commitment of Canada's GOL presence in fostering its resource and information sharing.

Figure 3

Use of CIPO Internet Databases

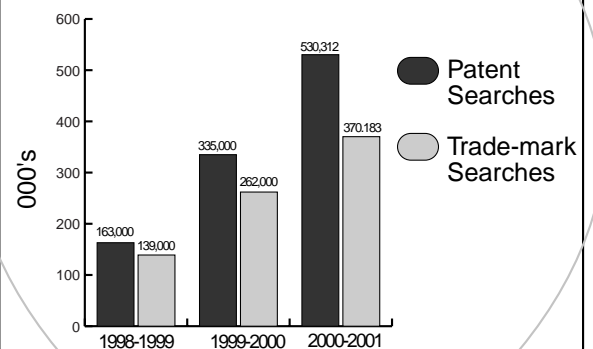
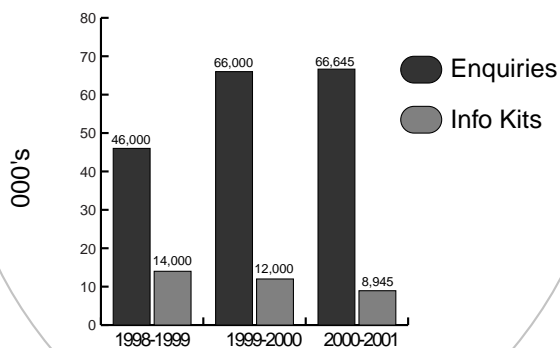


Figure 2

General Information



Section 3: IP Frameworks

The Canadian Intellectual Property Office (CIPO) ensures that its domestic and international frameworks respond to the needs of its clients—intellectual property (IP) applicants and owners, as well as their agents, in Canada and abroad. The main forum for CIPO's work is the World Intellectual Property Organization (WIPO), with its key committees regarding patent law, the Patent Cooperation Treaty (PCT), trade-marks, patent classification, information technologies (IT), technical cooperation, as well as the Organization's program and budget. CIPO is also engaged in bilateral relationships and monitors developments in international bodies, such as the World Trade Organization (WTO) and the Asia-Pacific Economic Cooperation (APEC).

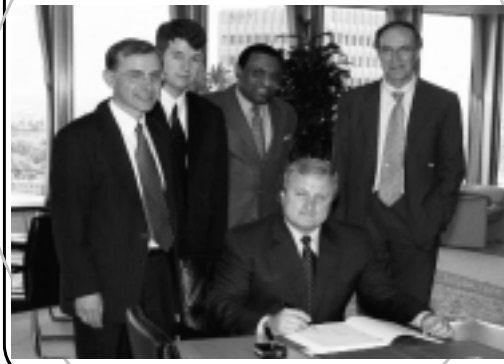
Domestically, CIPO reviews with clients requirements for legislative and regulatory amendments which address international and domestic IP administration issues.

Highlights, Challenges and Opportunities

Patent Law Treaty

A key highlight for CIPO during this year has been the adoption of the Patent Law Treaty (PLT) at a diplomatic conference, held in Geneva, Switzerland, in May-June 2000, under the auspices of WIPO. CIPO participated in this conference, which brought together high-level representatives from some 150 Member States. The success of the conference can be measured by the fact that all decisions were made by consensus and that some 40 countries formally signed the Patent Law Treaty, thereby indicating their intention to ratify it.

Canada signs new Patent Law Treaty



The PLT simplifies and harmonizes patent formalities in participating Member States for applicants and owners, as well as their agents, and lays the foundations for more substantive harmonization in the years ahead. Once implemented, the PLT should pave the way for a more predictable environment by encouraging the use of the IP system, notably for small- and medium-sized enterprises (SMEs), and the dissemination of IP-related information, as well as by facilitating IP protection for our inventors and firms abroad and by attracting investments from foreign companies.

The Canadian patent profession expressed its satisfaction with the treaty's terms, namely for more generous conditions for filing under priority conditions, an extension of the grace period concerning maintenance fees, as well as a requirement for Intellectual Property Offices (IPOs) to notify applicants and their agents at critical junctures in processing the filing of applications.

A number of Canadian office practices were retained as models of simplification of administrative requirements, including reinstatement of abandoned rights, certain aspects of filing date requirements and some notification practices.

CIPO took a leadership role during the five years of preparations leading to the conference, by participating actively in expert committees and chairing a number of them. Canada chaired the Main Committee I at the diplomatic conference, which was responsible for the adoption of the substantive provisions. Subsequently, CIPO reviewed the results of the conference and launched the process for Canada to formally sign the Patent Law Treaty, in view of clearly signalling its intention of ratifying it.

Participation in International Fora

During the year, CIPO also participated in various committees and working groups to contribute to international harmonization, share approaches to common issues, as well as gather information on major international trends and developments.

CIPO participated in the meetings of the WIPO General Assemblies, in September 2000, which discussed genetic resources, IP dissemination programs for SMEs and WIPO budgetary issues. CIPO played a leading role in mediating the adoption of an approach to launching PCT reform, which is critical to the global patent administration system, including CIPO's clients, as CIPO receives approximately 60 per cent of its applications under the PCT.

In the third quarter, the Commissioner and the Patent Branch Director met with heads of the European Patent Office, the German Patent and Trade Mark Office and the Swedish Patent Office. Issues discussed included international initiatives (e.g. PCT reform), information dissemination strategies, notably with SMEs, as well as present and future roles of IPOs, success factors and strategic directions of national and regional offices.

Relations with Canada's Key Trading Partners

In May 2000, CIPO participated in an informal meeting of Heads of IPOs, primarily of G-7 countries, where we made a presentation on guiding principles regarding information dissemination and awareness. Discussions at this meeting included a number of other issues, e.g., gene and business methods patents.

In June 2000, the Assistant Secretary of Commerce and Director, United States Patent and Trademark Office (USPTO), invited the Commissioner of Patents, as well as CIPO's senior management team, to the U.S. to share information and views on key international and domestic IP developments and initiatives, and to explore possible areas of multilateral and bilateral collaboration. The meeting highlighted important similarities in strategic issues involving the administration of IPOs, as well as in approaches to international organization issues, e.g., WIPO and the PCT. Access by CIPO to USPTO electronic data and to their search system was also explored as a focal point for future collaboration.

In September 2000, CIPO hosted Vivienne Thom, Commissioner of Patents and Registrar of Designs at IP Australia, in view of continuing collaboration in the area of patents. Both Offices are involved in the sharing of information on classification, search and examination processes and on how their effectiveness and efficiency can be improved in light of e-commerce developments, as well as planned priorities.

International Missions and Technical Cooperation

As part of its contribution to the effectiveness of the IP administration system, CIPO continued its collaboration with WIPO in providing technical assistance to developing countries, particularly with respect to two strategic geographic regions: Latin America and the Caribbeans and

Asia-Pacific. CIPO also hosted missions from officials originating from Canada's major trading partners.

In June 2000, CIPO offered its first training course on client service and quality management in the delivery of patent services, in partnership with WIPO. The objectives were to:

- provide participants with first-hand experience of the nature and scope of Canada's IP expertise, products and services;
- enhance knowledge and skills in the area of client service and quality management in the delivery of patent services; and
- provide a forum for the exchange of ideas and experiences with their colleagues from other countries. This course was offered to 10 officials from the Asia-Pacific region: Bangladesh, China, Fiji, Malaysia, Nepal, Pakistan, Philippines, Republic of Korea, Sri Lanka and Thailand.

Officials from the Asia-Pacific region and CIPO representatives



CIPO also contributed to development cooperation activities by providing the following activities on an ongoing basis:

- state-of-the-art searches under the WIPO Patent Information Searches (WPIS) for developing countries;

- search and examination reports of patent applications under the WIPO Program of International Cooperation in the Search and Examination of Inventions (ICSEI); and
- free copies of Canadian patent documents for developing countries, upon request from WIPO.

During the year, a total of 38 officials from Australia, China, Jamaica, Japan, Korea and Trinidad participated in 11 missions hosted by CIPO. The Chinese delegation was composed of four judges who came to CIPO under the auspices of the Canadian International Development Agency (CIDA), which also sponsored the visit of senior officials from Jamaica.

Korean delegation accompanied by CIPO representatives



IP Improvement Bill

CIPO launched initial consultations in the areas of patents, trade-marks and industrial designs, with a view to identifying international and domestic IP administration issues that may need to be addressed as part of an IP Improvement Bill, as well as through regulatory proposals. Groups consulted included the Intellectual Property Institute of Canada, the International Federation of Industrial Property Attorneys, the International Association for the Protection of Intellectual Property and the Canadian Bar Association.

Section 4: Audited Financial Statements



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AUDITORS' REPORT TO THE DEPUTY MINISTER, INDUSTRY CANADA

We have audited the balance sheet of the Canadian Intellectual Property Office Revolving Fund as at March 31, 2001 and the statements of operations, accumulated surplus and cash flows for the year then ended. These financial statements are the responsibility of the management of the Canadian Intellectual Property Office Revolving Fund. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Canadian Intellectual Property Office Revolving Fund as at March 31, 2001 and the results of its operations and its cash flows for the year then ended in accordance with the accounting principles for revolving funds of the Government of Canada as described in Note 2.

Chartered Accountants

Ottawa, Canada

June 8, 2001



KPMG LLP is a member firm of the KPMG network of independent member firms affiliated with the KPMG network of independent member firms affiliated with the KPMG network of independent member firms affiliated with the KPMG network of independent member firms.

Management Report

We have prepared the accompanying financial statements of the Canadian Intellectual Property Office (CIPO) Revolving Fund (the "Fund") as required by and in accordance with the policy of Treasury Board on revolving funds and the reporting requirements and standards of the Receiver General for Canada. These financial statements were prepared by the management of the Fund in accordance with the significant accounting policies set out in Note 2 of the statements, on a basis consistent with that of the preceding year. Some previous year's figures have been reclassified to conform to the current year's presentation.

Responsibility for the integrity and objectivity of these financial statements rests with the management of the Fund. The information included in these financial statements is based on management's best estimates and judgment with due consideration given to materiality. To fulfil its accounting and reporting responsibilities, the Fund maintains a set of accounts, which provides a centralized record of the Fund's financial transactions. Financial information contained in the ministerial statements and elsewhere in the *Public Accounts of Canada* is consistent with that in these financial statements, unless indicated otherwise.

The Fund's directorate of financial services develops and disseminates financial management and accounting policies and issues specific directives, which maintain standards of accounting and financial management. The Fund maintains systems of financial management and internal control which gives due consideration to costs, benefits and risks. They are designed to provide reasonable assurance that transactions are properly authorized by Parliament, are executed in accordance with prescribed regulations, and are properly recorded to maintain accountability of Government funds and safeguard the assets under the Fund's administration. The Fund also seeks to assure the

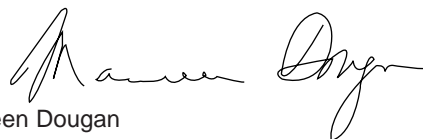
objectivity and integrity of data in its financial statements by the careful selection, training and development of qualified staff, by organizational arrangements that provide appropriate divisions of responsibility and by communication programs aimed at ensuring that its regulations, policies, standards and managerial authorities are understood throughout the organization.

At the request of the Fund, these financial statements have been examined by external auditors, their role being to express an opinion as to whether the financial statements present fairly the financial position as at March 31, 2001, and the results of operations and cash flows for the year then ended in accordance with the accounting principles for revolving funds of the Government of Canada as described in Note 2 to the financial statements. This external audit was conducted to assure objectivity and freedom from bias in the accompanying financial statements.

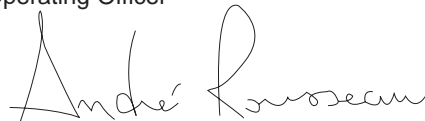
Approved by:



David Tobin
Chief Executive Officer



Maureen Dougan
Chief Operating Officer



André Rousseau, CGA
Manager, Finance and Administration

July 12, 2001

Table 1

Reconciliation of Unused Authority (Unaudited)

For the year ended March 31, 2001 (in thousands of dollars)

	2001	2000
Balance (debit) in the accumulated net charges against the Fund's authority	(46,606)	(27,958)
Transfer from Treasury Board Vote 5	<u>(133)</u>	<u>(433)</u>
	(46,739)	(28,391)
Add: PAYE charges against the appropriation account after March 31	5,942	5,143
Less: amounts credited to the appropriation account after March 31	(2,288)	(2,127)
Net authority provided, end of year	(43,085)	(25,375)
Authority limit	<u>15,000</u>	<u>15,000</u>
Unused authority carry forward	<u>58,085</u>	<u>40,375</u>

The accompanying notes form an integral part of these financial statements.

Table 2

Statement of Authority (Used) Provided (Unaudited)

For the year ended March 31, 2001 (in thousands of dollars)

	2001		2000	
	Estimates	Actual	Estimates	Actual
Net income (loss) for the year	6,423	5,036	(4,022)	9,595
Add: items not requiring the use of funds	<u>14,875</u>	<u>17,847</u>	<u>11,014</u>	<u>14,356</u>
Operating source of funds	21,298	22,883	6,992	23,951
Net capital acquisition	(4,590)	(3,668)	(931)	(1,941)
Changes in working capital (Note 7)	2,137	3,536	(1,170)	(802)
Other items	<u>(12,760)</u>	<u>(5,174)</u>	-	<u>(3,717)</u>
Authority (used) provided	<u>6,085</u>	<u>17,577</u>	<u>4,891</u>	<u>17,491</u>

The accompanying notes form an integral part of these financial statements.

Table 3

Balance Sheet

As at March 31, 2001 (in thousands of dollars)

	2001	2000
ASSETS		
Current assets		
Petty cash	2	2
Accounts receivable		
Government of Canada	1,054	1,450
Outside parties	1,510	1,200
Unbilled revenues	5,529	5,246
Prepaid expenses	23	23
	<u>8,118</u>	<u>7,921</u>
Capital assets (Note 3)	68,039	82,218
Unbilled revenues	263	703
	<u>76,420</u>	<u>90,842</u>
LIABILITIES		
Current		
Deposit accounts	632	475
Accounts payable		
Government of Canada	2,434	2,472
Outside parties	6,215	5,201
Deferred revenues	15,427	12,827
	<u>24,708</u>	<u>20,975</u>
Employee termination benefits and vacation pay	3,127	2,509
Deferred revenues	17,089	15,865
	<u>20,216</u>	<u>18,374</u>
Deferred capital assistance (Note 4)	39,905	46,290
EQUITY OF CANADA (Note 5)		
Accumulated net charge against the Fund's authority	(46,606)	(27,958)
Accumulated surplus	38,197	33,161
	<u>(8,409)</u>	<u>5,203</u>
	<u>76,420</u>	<u>90,842</u>
Commitments (Note 6)		
Contingencies (Note 10)		

The accompanying notes form an integral part of these financial statements.

Table 4

Statement of Operations

For the year ended March 31, 2001 (in thousands of dollars)

	2001	2000
Revenues	72,513	70,980
Expenses		
Salaries and employee benefits	37,415	35,897
Amortization of capital assets	14,668	14,356
Professional services	9,309	9,625
Accommodation	5,084	4,084
Materials and supplies	2,099	1,403
Information	464	867
Communications	489	530
Travel	318	196
Freight and postage	268	256
Repairs and maintenance	258	249
Training	190	87
Rentals	<u>121</u>	<u>148</u>
	70,683	67,698
Net income before amortization of deferred capital assistance and loss on disposal of capital assets	<u>1,830</u>	<u>3,282</u>
Amortization of deferred capital assistance	<u>6,385</u>	<u>6,385</u>
Net income before disposal of capital assets	8,215	9,667
Loss on disposal of capital assets	<u>(3,179)</u>	<u>(72)</u>
Net income	<u>5,036</u>	<u>9,595</u>

The accompanying notes form an integral part of these financial statements.

Table 5

Statement of Accumulated Surplus

For the year ended March 31, 2001 (in thousands of dollars)

	2001	2000
Balance, beginning of year	33,161	23,566
Net income	<u>5,036</u>	<u>9,595</u>
Balance, end of year (Note 5)	<u>38,197</u>	<u>33,161</u>

The accompanying notes form an integral part of these financial statements.

Table 6

Statement of Cash Flows

For the year ended March 31, 2001 (in thousands of dollars)

	2001	2000
Operating activities:		
Net income	5,036	9,595
Add: amortization of capital assets	14,668	14,356
Add: loss on disposal of capital assets	3,179	72
Less: amortization of deferred capital assistance	<u>(6,385)</u>	<u>(6,385)</u>
	16,498	17,638
Changes in working capital (Note7)	3,536	(802)
Changes in other assets and liabilities		
Unbilled revenues	440	(380)
Employee termination benefits and vacation pay	618	459
Deferred revenues	<u>1,224</u>	<u>918</u>
	<u>2,282</u>	<u>997</u>
Net financial resources provided by operating activities	22,316	17,833
Investing activities:		
Capital assets acquired	<u>(3,668)</u>	<u>(2,013)</u>
Net financial resources provided and change in the accumulated net charge against the Fund's authority account, during the year	18,648	15,820
Accumulated net charge against the Fund's authority account, beginning of the year	<u>27,958</u>	<u>12,138</u>
Accumulated net charge against the Fund's authority account, end of the year (Note 5)	<u>46,606</u>	<u>27,958</u>

The accompanying notes form an integral part of these financial statements.

Notes to Financial Statements

1 - Purpose and authority

The Canadian Intellectual Property Office Revolving Fund (the "Fund") grants or registers exclusive ownership of intellectual property (IP) in Canada. In exchange, the Fund acquires IP information and state-of-the-art technology which it disseminates to Canadian firms, industries and individuals to improve economic performance, competitiveness and to stimulate further invention and innovation.

The Fund was established on April 1, 1994. The authority to make expenditures out of the Consolidated Revenue Fund was granted on February 22, 1994, and has an authorized limit of \$15 million. The Fund has continuing non-lapsing authority from Parliament to make payments out of the Consolidated Revenue Fund for working capital, capital acquisitions and temporary financing of accumulated operating deficits. The Fund may retain surpluses to continue to automate operations.

2 - Significant accounting policies

Basis of accounting

These financial statements have been prepared in accordance with the policy of Treasury Board on revolving funds and the reporting requirements and standards of the Receiver General for Canada.

Revenue recognition

Revenue derived from processing patent, trade-mark and industrial design applications is recognized using the percentage of completion method as work progresses. Fees received in excess of revenues recognized are reflected as deferred revenues. Revenues recognized in excess of fees received are recorded as unbilled revenues. Other revenue is recognized upon receipt. Fees are prescribed by various Orders in Council.

Accounts receivable

Accounts receivable from outside parties consists mainly of cash receipts in transit at March 31, 2001.

Capital assets and amortization

Capital assets are recorded at cost. Capital assets are amortized on a straight-line basis over their estimated useful lives, beginning in the month after acquisition, as follows:

Software	3 years
Hardware	3-5 years
Furniture	10-15 years
Equipment	10 years
Leasehold improvements	Term of the lease plus option period
Systems	Estimated useful life beginning in the year of deployment

Deferred capital assistance (in thousands of dollars)

The Fund received \$63,848 from the Crown for the development of the TechSource automation project, which was implemented in 1997-1998. The deferred capital assistance is amortized on a straight-line basis over the estimated useful life of the TechSource system.

Employee termination benefits

Employees of the Fund are entitled to specified termination benefits, calculated based on salary levels in effect at the time of termination as provided for under collective agreements and conditions of employment. Employee termination benefits earned prior to an employee joining the revolving fund are a

liability of the Treasury Board and accordingly have not been recorded in the accounts. As at March 31, 2001, the Treasury Board liability for the Fund employees is \$4.4 million (2000 - \$4.7 million). The liability for benefits earned after an employee joins the revolving fund is recorded in the accounts as the benefits accrue to employees.

Pension plan

Employees of the Fund are covered by the Public Service Superannuation Plan administered by the Government of Canada. Under present legislation, contributions made by the Fund to the Plan are limited to an amount equal to the employee's contributions on account of current service. These contributions represent the total pension obligations of the Fund and are charged to operations on a current basis. The Fund is not required under present legislation to make contributions with respect to actuarial deficiencies of the Public Service Superannuation Account and/or with respect to charges to the Consolidated Revenue Fund for the indexation of payments under the *Supplementary Retirement Benefits Act*.

Use of estimates

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Actual results could differ from those estimates.

Table 7

3 - Capital assets and accumulated amortization

(in thousands of dollars)

	Cost March 31, 2000	Additions	Disposals	Cost March 31, 2001	Accumulated amortization	Net carrying value
Leasehold improvements	10,993	361	-	11,354	5,572	5,782
Software	846	35	192	689	603	86
Hardware	7,229	22	1,129	6,122	4,762	1,360
Equipment	143	-	96	47	28	19
Furniture	1,709	-	35	1,674	535	1,139
Systems						
INTREPID	3,735	-	-	3,735	1,972	1,763
TechSource	93,610	-	11,000	82,610	30,655	51,955
Other	3,761	1,193	12	4,942	1,503	3,439
Systems under development	439	2,057	-	2,496	-	2,496
Total	122,465	3,668	12,464	113,669	45,630	68,039

4 - Deferred capital assistance
(in thousands of dollars)

	2001	2000
Deferred capital assistance contribution	63,848	63,848
Accumulated amortization	<u>23,943</u>	<u>17,558</u>
Net book value	39,905	46,290

5 - Equity of Canada**Accumulated net charge against the Fund's authority**

Accumulated net charge against the Fund's authority is the cash position of the revolving fund, held by the Government on behalf of the revolving fund.

Accumulated surplus

The accumulated surplus is an accumulation of each year's surpluses including the absorption of the opening deficit of \$9.45 million upon establishment of the revolving fund.

6 - Commitments
(in thousands of dollars)**TechSource**

The Fund has contracted Government Telecommunications and Informatics Services (GTIS) to provide maintenance services for the TechSource system. Amounts committed are:

2002	3,327
2003	3,327
2004	3,327
2005	3,327
2006	<u>496</u>
	13,804

The Fund has operating leases for its premises from Public Works and Government Services Canada (PWGSC). Future lease payments are as follows:

2002	4,807
2003	4,608
2004	4,572
2005	<u>4,572</u>
	18,559

Table 8

7 - Changes in working capital

(in thousands of dollars)

Components of the changes in current assets and liabilities include:

	2001	2000
Accounts receivable	86	(1,079)
Unbilled revenues (short term)	(283)	535
Prepaid expenses	-	47
Deposit accounts	157	94
Accounts payable	976	108
Deferred revenues (short term)	<u>2,600</u>	<u>(507)</u>
	3,536	(802)

8 - Related party transactions

Through common ownership, the Fund is related to all Government of Canada created departments, agencies and Crown corporations. Payments for accommodation and legal services are made to related parties in the normal course of business.

9 - Insurance

The Fund does not carry insurance on its property. This is in accordance with the Government of Canada policy of self-insurance.

10 - Contingencies**Sick Leave**

Employees are permitted to accumulate unused sick leave. However, such leave entitlements do not vest and can be used only in the event of illness. The amount of accumulated sick leave entitlements which will become payable in future years cannot reasonably be determined and accordingly have not been recorded in the accompanying financial statements. Payments of sick leave benefits are included in current operations as incurred.

11 - Income taxes

The Fund is not subject to income taxes.

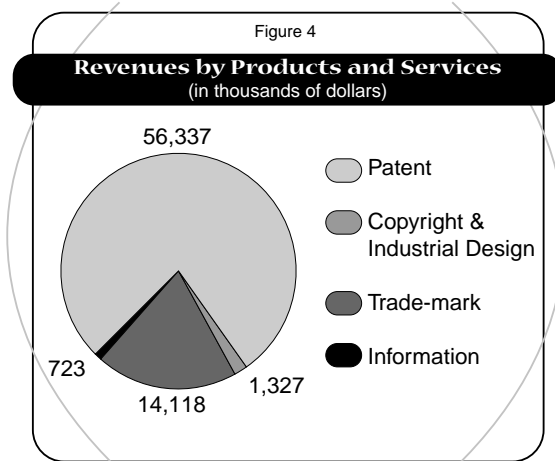
12 - Comparative figures

Certain comparative figures have been reclassified to conform with the current year's presentation.

Section 5: Additional Financial Information

Overview

The Canadian Intellectual Property Office (CIPO) is a Special Operating Agency (SOA) within Industry Canada. CIPO generates its own revenues through fees collected by providing the following types of intellectual property (IP) services: patents, trade-marks, copyrights, industrial designs and integrated circuit topographies.



CIPO has used a revolving fund since 1994. The Office has adopted full accrual accounting and issues yearly financial statements in accordance with Treasury Board policies on revolving funds and the reporting requirements and standards of the Receiver General for Canada. The information included in the annual financial statements is based on management's best estimates and judgment given to materiality.

In line with modern comptrollership and in order to provide managerial accountability and reporting, external auditors are hired to examine the financial statements and to express an opinion as to whether the financial statements fairly present CIPO's financial position at year-end.

Summary of Financial Information

Assets

At the end of fiscal year 2000-2001, assets are \$14 million less than the previous year. The variance

is mainly in capital assets due to an increase in accumulated amortization as well as the disposal of the TechSource mainframe.

Liabilities

An increase in demand for IP services has resulted in an increase in current and long-term deferred revenues of \$2.6 million and \$1.2 million respectively. The deferred capital assistance (DCA) has decreased by \$6.3 million. The DCA is amortized based on the straight line method over the useful life of the TechSource system.

Accumulated Net Charge Against the Funds Authority (ANCAFA) and Accumulated Surplus

ANCAFA has increased by \$18.648 million from last year and the accumulated surplus went up by \$5 million to \$38.197 million.

Revenues

Revenues in 2000-2001 increased by \$1.5 million, which is the result of a higher demand for IP services, mainly in maintenance fees (see Figures 5-9).

Expenditures

Expenditures are approximately \$3 million higher in fiscal year 2000-2001. This increase represents about \$1.5 million in salaries and benefits mainly due to new collective agreements, \$1 million in accommodation resulting from the renegotiation of CIPO's existing lease with Public Works and Government Services Canada (PWGSC), and \$0.5 million spread over other types of expenditures (see Figures 9 -10). In addition, a loss on disposal of capital assets of \$3.2 million has been recognized in 2000-2001 and is the result of transferring the provision of the Data Centre and associated services to Government Telecommunications and Informatics Services (GTIS) and the write-off of assets with a value of less than \$10K each.

Figure 5

Patent Revenues
(in thousands of dollars)

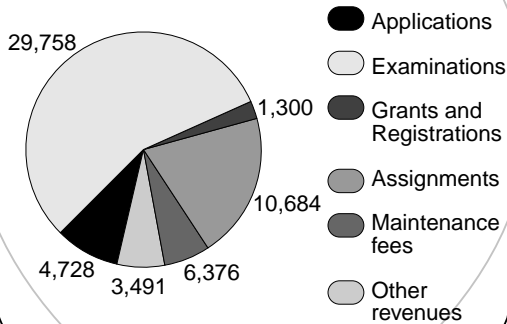


Figure 8

Trade-mark Revenues
(in thousands of dollars)

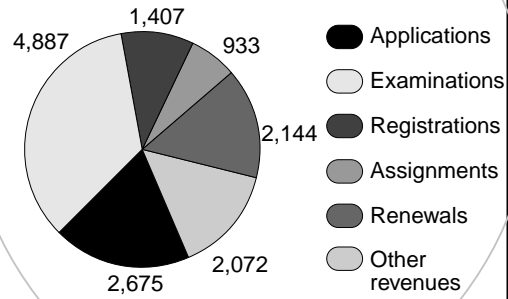


Figure 6

Copyright Revenues
(in thousands of dollars)

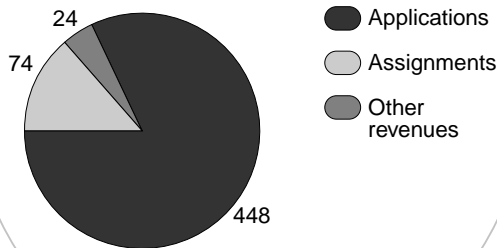


Figure 9

Industrial Design Revenues
(in thousands of dollars)

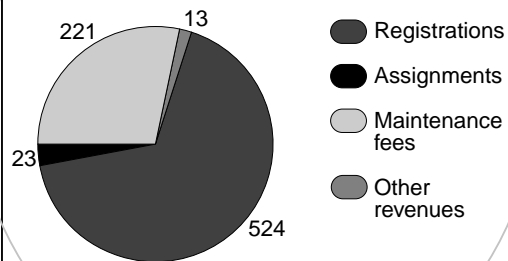


Figure 7

Operating Expenditures by Branch Grouping
(in thousands of dollars)

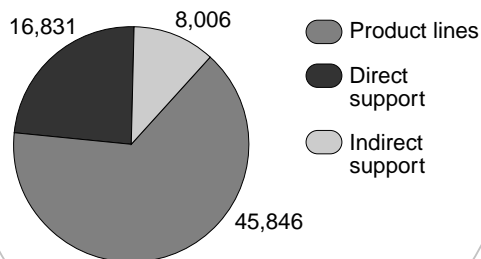
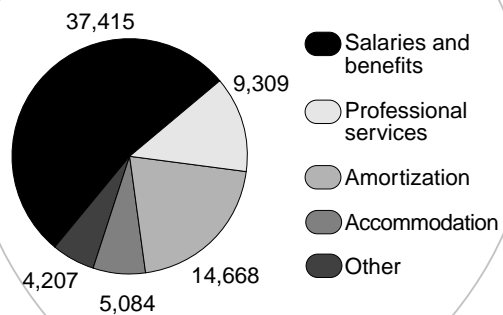


Figure 10

Operating Expenditures by Category
(in thousands of dollars)



Section 6: IT Strategy

In 2000-2001, the Canadian Intellectual Property Office (CIPO) delivered an Information Technology (IT) strategy further to its Government On-Line (GOL) commitments. CIPO's goal is to operate a fully automated environment within the next five years, with the capability of processing the full life cycle of intellectual property (IP) protection transactions electronically, in both the domestic and international environments. This will involve implementing e-commerce solutions which cross national and international boundaries.

CIPO's IT strategy is based on a phased approach to electronic service delivery (ESD), which addresses the main influences on IT, namely, service improvement, GOL and e-commerce, and the global harmonization of IP. CIPO has developed the E-Commerce Action Plan, which takes into account the current state of CIPO's IT assets, including its e-commerce products.

CIPO's IT strategy is to integrate e-commerce into all aspects of its operations, products and client services. Developing electronic service delivery strategies which reflect client needs and feedback is the first step. This is reflected in the work CIPO has done to make on-line filing capability available for all of its products and initiate client consultations and a client relationship management/user acceptance strategy.

In the next phase, CIPO will upgrade its back-end systems and fully integrate them with the e-commerce front-ends. Finally, in the third phase, CIPO will begin to deliver its services, in a fully secure environment, in partnership with the global IP community, other government departments at all levels and with its private sector partners.

Key IT Driver 1: Service Improvement

As the result of ongoing informal consultations, clients have indicated that they want improved turnaround times on key service standards, more flexible access to information (e.g. access to information and services from any location), and a choice of methods for interacting with CIPO (e.g. electronically, in person, or by phone).

The business transformation work which is being conducted in the CIPO product lines (Patents, Copyrights and Industrial Designs) will drive the way CIPO provides its services electronically. Business re-engineering, legal and security issues need to be addressed in concert with the business planning and project development for business and IT improvement initiatives.

Key IT Driver 2: Government On-Line and E-Commerce

To better support CIPO's commitment to improve client services and internal operations, and to fully comply with Industry Canada's phased approach to Government On-Line (GOL), CIPO's E-Commerce Action Plan seeks to improve its current suite of on-line offerings. To this end, the plan identifies two key processes that will meet the objectives of the e-commerce vision and strategy, and which fall under the umbrella of GOL. A study has been launched which will lay the foundation for the development of a common application filing system and for a common renewals/maintenance fee system.

In 1999-2000, CIPO developed and implemented the capacity for clients to file electronically. While this investment was a significant step forward in providing electronic services, more work still needs to be done to improve and fully integrate CIPO's e-filing services and electronic payment capability into existing business.

The work completed in 2000-2001 is intended to integrate the e-commerce front-end with the business systems, while ensuring the appropriate levels of security. The Trade-marks integration was completed this year. The Copyright and Industrial Design systems will have a fully integrated environment developed and implemented by late 2001-2002 and mid 2002-2003 respectively.

In order to renew CIPO's existing Patent system (TechSource), an extensive series of user workshops has been planned to address internal and external needs. The TechSource renewal process will eventually modify the current mainframe platform.

Key IT Driver 3: Global Harmonization

In response to the ongoing harmonization of global IP, CIPO participated in WIPO meetings to reorganize the Standards Committee on Information Technology (SCIT). This has an impact on CIPO's systems as CIPO moves towards the standardization of IP products internationally in all its business units, both in terms of business processes and in the way systems deal with the applications.

In addition, CIPO has recently gained access to the Trilateral Network (TriNet), a virtual private network which connects the United States Patent and Trademark Office (USPTO), the European Patent Office (EPO) and the Japanese Patent Office (JPO). Access to this secure network will give CIPO greater and faster access to data and information, and will give CIPO the platform to test the interconnectivity and security of the harmonized Patent system as it nears production status.

Section 7: Statistics and Financial Indicators

Table 9

Product Outputs

	1996-1997	1997-1998	1998-1999	1999-2000	2000-2001
Applications filed					
Patents	27,646	30,866	33,021	36,784	39,657
National	13,831	14,292	15,269	15,211	14,940
Patent Cooperation Treaty	13,815	16,574	17,752	21,573	24,717
Trade-marks	32,593	33,562	37,336	42,763	44,809
Copyrights	8,977	8,091	7,235	7,668	6,912
Industrial designs	3,013	3,206	3,199	3,240	3,313
Integrated circuit topographies	13	4	3	6	1
Assignments recorded					
Patents	37,970	29,650	37,321	49,000	52,003
Trade-marks	24,339	32,818	32,718	48,173	47,025
Copyrights	2,035	951	940	1,504	1,125
Industrial designs	536	544	897	827	820
Enquiries processed*					
Patents	28,931	27,911	27,184	30,366	**22,439
Trade-marks	22,391	26,036	25,437	30,199	21,027
Copyrights	16,054	17,448	22,468	23,567	12,737
Industrial designs	3,399	3,601	4,168	5,533	2,822
Integrated circuit topographies	6	14	60	195	140
Technological information searches processed					
Patents	754	448	284	166	148
Grants/Registrations					
Patents	7,374	5,936	11,111	13,109	11,888
Trade-marks	17,876	18,486	18,434	16,186	16,940
Copyrights	9,357	7,772	8,120	7,629	6,879
Industrial designs	2,153	3,359	2,903	2,805	2,850
Integrated circuit topographies	9	3	5	6	1
Maintenance/Renewals transactions					
Patents	156,839	174,949	183,418	211,826	222,500
Trade-marks	6,158	6,185	7,756	7,086	6,623
Industrial designs	1,076	1,015	1,001	1,117	1,084
Abandonments					
Trade-marks	10,541	11,458	12,696	12,347	13,176
Copyrights	77	472	356	190	185
Industrial designs	259	312	464	302	325
Disposals***					
Patents	13,105	16,738	17,269	18,838	18,392
Requests for examination					
Patents	14,710	19,151	18,381	21,909	22,162

* Data provided by the Client Service Centre (CSC).

** In addition, during 2000-2001, the CSC received 53,499 patent status requests.

*** Disposals: allowances and abandonments (with requests for examination).

Table 10

Patent Examination Turnaround Times by Discipline

For the period April 1, 2000 to March 31, 2001

Discipline	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
All disciplines	24.3	24.2	24.2	24.5	24.5	24.7	24.9	25.0	25.0	25.2	25.2	25.4
Biotechnology	26.5	26.0	25.7	25.7	25.7	25.9	26.0	26.0	26.3	26.8	27.0	27.2
Computer related	21.3	21.7	22.1	22.7	22.4	22.5	23.0	23.1	22.9	22.8	22.9	23.1
Electrical/Physics	23.2	23.3	23.5	23.6	23.2	23.6	23.7	24.1	24.2	24.2	24.2	24.3
Mechanical/Civil	24.2	24.4	24.3	24.5	24.7	24.9	25.0	25.1	25.1	25.2	25.1	25.1
Organic Chemistry	27.8	27.0	27.0	27.4	27.5	27.6	27.8	28.0	28.2	28.3	28.6	28.9
Other Chemistry	23.9	24.0	24.5	25.1	25.4	25.8	25.8	25.9	25.8	25.8	25.9	25.9
Miscellaneous	25.2	24.7	24.1	24.0	23.7	23.8	23.8	24.0	24.2	24.6	24.8	25.0

Table 11

Ten Most Prolific Patent Grantees

For the period April 1, 2000 to March 31, 2001

Person/Company	Patents Granted
1. AT&T Corp (U.S.)	264
2. The Procter and Gamble Co. (U.S.)	219
3. Nortel Networks (Canada)	163
4. NEC Corporation (Japan)	131
5. Motorola Inc. (U.S.)	119
6. Lucent Technologies Inc. (U.S.)	104
7. Canon Kabushiki Kaisha (Japan)	103
8. Westinghouse Air Brake Company (U.S.)	81
9. British Telecommunications Public Limited Company (U.K.)	70
10. Eaton Corporation (U.S.)	60

Table 12

Patents - Annual Statistical Report

For the period January to December 2000

All Disciplines

Entity	Residence of Applicants	PCT Filings	Non-PCT Filings	Total Filings	Req. for Exam. Totals	Grant Totals
Small	British Columbia	51	361	412	137	70
	Alberta	33	341	374	126	77
	Saskatchewan	11	71	82	26	18
	Manitoba	10	68	78	46	19
	Ontario	101	1,019	1,120	333	186
	Quebec	80	622	702	185	102
	New Brunswick	1	50	51	11	5
	Nova Scotia	9	35	44	6	6
	P.E.I.	0	5	5	1	2
	Newfoundland	1	19	20	5	2
	N.W.T.	0	0	0	1	0
	Yukon	0	3	3	0	0
	Nunavut	0	0	0	0	0
		Sub-Total	297	2,594	2,891	877
	Foreign Countries	4,214	1,617	5,831	2,984	1,151
	Total	4,511	4,211	8,722	3,861	1,638
Large	British Columbia	63	88	151	100	34
	Alberta	86	133	219	138	76
	Saskatchewan	8	28	36	18	15
	Manitoba	4	27	31	25	5
	Ontario	222	704	926	619	310
	Quebec	160	555	715	349	186
	New Brunswick	2	6	8	6	3
	Nova Scotia	1	13	14	2	0
	P.E.I.	0	0	0	0	0
	Newfoundland	0	0	0	0	1
	N.W.T.	0	0	0	0	0
	Yukon	0	0	0	0	0
	Nunavut	0	0	0	0	0
		Sub-Total	546	1,554	2,100	1,257
	Foreign Countries	19,124	8,948	28,072	17,318	9,472
	Total	19,670	10,502	30,172	18,575	10,102
	Grand Totals	24,181	14,713	38,894	22,436	11,740

Table 13

Patents - Annual Statistical Report

For the period January to December 2000

Biotechnology

Entity	Residence of Applicants	PCT Filings	Non-PCT Filings	Total Req. for Exam. Filings	Total	Grant Totals
Small	British Columbia	11	17	28	7	3
	Alberta	15	3	18	1	2
	Saskatchewan	6	4	10	3	2
	Manitoba	4	2	6	1	0
	Ontario	20	38	58	14	0
	Quebec	30	22	52	11	5
	New Brunswick	0	0	0	0	0
	Nova Scotia	3	1	4	0	0
	P.E.I.	0	0	0	0	1
	Newfoundland	1	0	1	0	0
	N.W.T.	0	0	0	0	0
	Yukon	0	0	0	0	0
	Nunavut	0	0	0	0	0
		Sub-Total	90	87	177	37
	Foreign Countries	525	55	580	225	47
	Total	615	142	757	262	60
Large	British Columbia	8	1	9	3	0
	Alberta	14	4	18	10	4
	Saskatchewan	2	3	5	1	1
	Manitoba	2	1	3	2	0
	Ontario	49	24	73	48	7
	Quebec	11	19	30	20	14
	New Brunswick	1	0	1	0	0
	Nova Scotia	0	1	1	1	0
	P.E.I.	0	0	0	0	0
	Newfoundland	0	0	0	0	0
	N.W.T.	0	0	0	0	0
	Yukon	0	0	0	0	0
	Nunavut	0	0	0	0	0
		Sub-Total	87	53	140	85
	Foreign Countries	2,534	315	2,849	1,409	470
	Total	2,621	368	2,989	1,494	496
	Grand Totals	3,236	510	3,746	1,756	556

Table 14

Patents - Annual Statistical ReportFor the period January to December 2000
Computer related

Entity	Residence of Applicants	PCT Filings	Non-PCT Filings	Total Filings	Req. for Exam. Totals	Grant Totals
Small	British Columbia ⁴	87	91	17	6	
	Alberta	3	59	62	14	6
	Saskatchewan	1	14	15	3	1
	Manitoba	0	11	11	5	3
	Ontario	9	240	249	50	21
	Quebec	8	100	108	22	10
	New Brunswick	0	3	3	1	1
	Nova Scotia	1	5	6	1	0
	P.E.I.	0	0	0	0	1
	Newfoundland	0	2	2	2	0
	N.W.T.	0	0	0	0	0
	Yukon	0	0	0	0	0
	Nunavut	0	0	0	0	0
	Sub-Total	26	521	547	115	49
	Foreign Countries	675	226	901	427	146
	Total	701	747	1,448	542	195
Large	British Columbia	5	37	42	34	10
	Alberta	25	14	39	25	14
	Saskatchewan	0	1	1	1	3
	Manitoba	0	5	5	4	0
	Ontario	36	310	346	208	101
	Quebec	38	287	325	166	52
	New Brunswick	1	5	6	4	2
	Nova Scotia	0	4	4	0	0
	P.E.I.	0	0	0	0	0
	Newfoundland	0	0	0	0	0
	N.W.T.	0	0	0	0	0
	Yukon	0	0	0	0	0
	Nunavut	0	0	0	0	0
	Sub-Total	105	663	768	442	182
	Foreign Countries	3,340	1,920	5,260	3,101	2,211
	Total	3,445	2,583	6,028	3,543	2,393
	Grand Totals	4,146	3,330	7,476	4,085	2,588

Table 15

Patents - Annual Statistical Report

For the period January to December 2000

Electrical/Physics

Entity	Residence of Applicants	PCT Filings	Non-PCT Filings	Total Filings	Req. for Exam. Totals	Grant Totals
Small	British Columbia	5	15	20	6	5
	Alberta	0	17	17	5	1
	Saskatchewan	0	1	1	0	1
	Manitoba	0	3	3	2	2
	Ontario	7	90	97	24	24
	Quebec	3	42	45	12	7
	New Brunswick	0	2	2	0	0
	Nova Scotia	0	4	4	1	0
	P.E.I.	0	0	0	0	0
	Newfoundland	0	1	1	0	1
	N.W.T.	0	0	0	0	0
	Yukon	0	0	0	0	0
	Nunavut	0	0	0	0	0
	Sub-Total	15	175	190	50	41
Foreign Countries	350	139	489	254	135	
Total	365	314	679	304	176	
Large	British Columbia	22	14	36	23	8
	Alberta	6	9	15	2	3
	Saskatchewan	0	1	1	0	0
	Manitoba	1	2	3	1	0
	Ontario	19	100	119	92	49
	Quebec	18	57	75	34	23
	New Brunswick	0	0	0	0	0
	Nova Scotia	0	1	1	0	0
	P.E.I.	0	0	0	0	0
	Newfoundland	0	0	0	0	0
	N.W.T.	0	0	0	0	0
	Yukon	0	0	0	0	0
	Nunavut	0	0	0	0	0
	Sub-Total	66	184	250	152	83
Foreign Countries	1,608	1,146	2,754	1,678	1,139	
Total	1,674	1,330	3,004	1,830	1,222	
Grand Totals	2,039	1,644	3,683	2,134	1,398	

Table 16

Patents - Annual Statistical ReportFor the period January to December 2000
Mechanical/Civil

Entity	Residence of Applicants	PCT Filings	Non-PCT Filings	Total Filings	Req. for Exam. Totals	Grant Totals
Small	British Columbia	9	153	162	73	35
	Alberta	5	179	184	77	46
	Saskatchewan	0	37	37	15	13
	Manitoba	4	35	39	25	12
	Ontario	25	351	376	132	84
	Quebec	12	250	262	87	46
	New Brunswick	0	23	23	4	3
	Nova Scotia	0	13	13	3	2
	P.E.I.	0	4	4	1	0
	Newfoundland	0	10	10	2	1
	N.W.T.	0	0	0	1	0
	Yukon	0	2	2	0	0
	Nunavut	0	0	0	0	0
	Sub-Total		55	1,057	1,112	420
Foreign Countries		1,045	694	1,739	1,031	428
Total		1,100	1,751	2,851	1,451	670
Large	British Columbia	10	22	32	14	6
	Alberta	25	75	100	59	20
	Saskatchewan	1	23	24	16	8
	Manitoba	1	15	16	15	1
	Ontario	67	173	240	154	60
	Quebec	40	109	149	63	48
	New Brunswick	0	1	1	1	1
	Nova Scotia	0	2	2	0	0
	P.E.I.	0	0	0	0	0
	Newfoundland	0	0	0	0	0
	N.W.T.	0	0	0	0	0
	Yukon	0	0	0	0	0
	Nunavut	0	0	0	0	0
	Sub-Total		144	420	564	322
Foreign Countries		2,807	2,733	5,540	3,769	2,222
Total		2,951	3,153	6,104	4,091	2,366
Grand Totals		4,051	4,904	8,955	5,542	3,036

Table 17

Patents - Annual Statistical Report

For the period January to December 2000

Organic Chemistry

Entity	Residence of Applicants	PCT Filings	Non-PCT Filings	Total Filings	Req. for Exam. Totals	Grant Totals
Small	British Columbia	2	14	16	0	3
	Alberta	4	5	9	4	0
	Saskatchewan	1	0	1	0	0
	Manitoba	0	0	0	10	0
	Ontario	10	26	36	7	3
	Quebec	5	18	23	1	3
	New Brunswick	1	1	2	0	0
	Nova Scotia	1	1	2	0	0
	P.E.I.	0	0	0	0	0
	Newfoundland	0	0	0	0	0
	N.W.T.	0	0	0	0	0
	Yukon	0	0	0	0	0
	Nunavut	0	0	0	0	0
	Sub-Total	24	65	89	22	9
Foreign Countries	217	44	261	115	34	
Total	241	109	350	137	43	
Large	British Columbia	4	3	7	5	0
	Alberta	1	16	17	24	10
	Saskatchewan	1	0	1	0	0
	Manitoba	0	2	2	0	1
	Ontario	12	28	40	25	23
	Quebec	16	9	25	25	10
	New Brunswick	0	0	0	0	0
	Nova Scotia	0	1	1	0	0
	P.E.I.	0	0	0	0	0
	Newfoundland	0	0	0	0	0
	N.W.T.	0	0	0	0	0
	Yukon	0	0	0	0	0
	Nunavut	0	0	0	0	0
	Sub-Total	34	59	93	79	44
Foreign Countries	3,479	1,007	4,486	2,852	1,181	
Total	3,513	1,066	4,579	2,931	1,225	
Grand Totals	3,754	1,175	4,929	3,068	1,268	

Table 18

Patents - Annual Statistical Report

For the period January to December 2000

Other Chemistry

Entity	Residence of Applicants	PCT Filings	Non-PCT Filings	Total Filings	Req. for Exam. Totals	Grant Totals
Small	British Columbia	14	20	34	6	7
	Alberta	2	27	29	10	5
	Saskatchewan	2	6	8	0	1
	Manitoba	2	2	4	0	0
	Ontario	23	59	82	31	18
	Quebec	11	45	56	16	4
	New Brunswick	0	6	6	2	0
	Nova Scotia	4	2	6	0	3
	P.E.I.	0	0	0	0	0
	Newfoundland	0	2	2	0	0
	N.W.T.	0	0	0	0	0
	Yukon	0	0	0	0	0
	Nunavut	0	0	0	0	0
	Sub-Total	58	169	227	65	38
	Foreign Countries	701	112	813	383	148
	Total	759	281	1,040	448	186
Large	British Columbia	8	9	17	18	9
	Alberta	15	12	27	17	24
	Saskatchewan	3	0	3	0	3
	Manitoba	0	1	1	2	0
	Ontario	24	39	63	54	50
	Quebec	30	26	56	25	20
	New Brunswick	0	0	0	1	0
	Nova Scotia	1	4	5	0	0
	P.E.I.	0	0	0	0	0
	Newfoundland	0	0	0	0	0
	N.W.T.	0	0	0	0	0
	Yukon	0	0	0	0	0
	Nunavut	0	0	0	0	0
	Sub-Total	81	91	172	117	106
	Foreign Countries	3,691	1,059	4,750	2,909	1,463
	Total	3,772	1,150	4,922	3,026	1,569
	Grand Totals	4,531	1,431	5,962	3,474	1,755

Table 19

Patents - Annual Statistical Report

For the period January to December 2000

Miscellaneous

Entity	Residence of Applicants	PCT Filings	Non-PCT Filings	Total Filings	Req. for Exam. Totals	Grant Totals
Small	British Columbia	6	55	61	28	11
	Alberta	4	51	55	15	17
	Saskatchewan	1	9	10	5	0
	Manitoba	0	15	15	3	2
	Ontario	7	215	222	75	36
	Quebec	11	145	156	36	27
	New Brunswick	0	15	15	4	1
	Nova Scotia	0	9	9	1	1
	P.E.I.	0	1	1	0	0
	Newfoundland	0	4	4	1	0
	N.W.T.	0	0	0	0	0
	Yukon	0	1	1	0	0
	Nunavut	0	0	0	0	0
		Sub-Total	29	520	549	168
	Foreign Countries	701	347	1,048	549	213
	Total	730	867	1,597	717	308
Large	British Columbia	6	2	8	3	1
	Alberta	0	3	3	1	1
	Saskatchewan	1	0	1	0	0
	Manitoba	0	1	1	1	3
	Ontario	15	30	45	38	20
	Quebec	7	48	55	16	19
	New Brunswick	0	0	0	0	0
	Nova Scotia	0	0	0	1	0
	P.E.I.	0	0	0	0	0
	Newfoundland	0	0	0	0	1
	N.W.T.	0	0	0	0	0
	Yukon	0	0	0	0	0
	Nunavut	0	0	0	0	0
		Sub-Total	29	84	113	60
	Foreign Countries	1,665	768	2,433	1,600	786
	Total	1,694	852	2,546	1,660	831
	Grand Totals	2,424	1,719	4,143	2,377	1,139

Table 20

Patents - Applications Filed and Granted to Residents of Foreign Countries

For the period January to December 2000

Country	PCT Filings	Non-PCT Filings	Patents Granted
Argentina	0	17	4
Australia	359	57	69
Austria	100	46	40
Bahamas	7	15	3
Bahrain	69	1	0
Barbados	1	11	3
Belgium	191	34	37
Bermuda	11	3	0
Bosnia and Herzegovina	1	0	0
Brazil	20	10	10
British Virgin Islands	16	3	3
Bulgaria	1	0	1
Canada	843	4,148	1,117
Chile	1	1	1
China	28	14	7
Colombia	2	2	0
Costa Rica	0	1	0
Country Unknown	1	8	0
Croatia	2	0	4
Cuba	3	2	0
Cyprus	3	1	0
Czech Republic	9	3	3
Denmark	195	20	58
Egypt	0	1	0
Estonia	1	1	1
Finland	335	40	93
France	1,168	778	515
Georgia	0	1	0
Germany	1,965	941	603
Gibraltar	1	0	0
Greece	14	1	1
Hong Kong, China	8	33	12
Hungary	22	2	7
Iceland	7	3	0
India	13	8	1

Table 20 (cont'd)

Patents - Applications Filed and Granted to Residents of Foreign Countries

For the period January to December 2000 (cont'd)

Country	PCT Filings	Non-PCT Filings	Patents Granted
Indonesia	2	0	0
Iran	0	3	0
Ireland	59	17	15
Israel	250	37	23
Italy	287	210	125
Japan	1,473	1,429	1,741
Kuwait	0	2	0
Lebanon	0	1	0
Liechtenstein	12	35	21
Luxembourg	57	14	14
Macedonia	0	1	0
Malaysia	0	3	1
Malta	1	2	0
Mexico	17	7	4
Monaco	5	2	0
Netherlands Antilles	25	0	5
Netherlands	482	84	116
New Zealand	58	14	15
Norway	160	12	43
Panama	3	1	1
Papua New Guinea	1	0	0
Peru	1	0	0
Philippines	0	3	0
Poland	3	1	0
Portugal	3	2	0
Republic of China (Taiwan)	0	187	49
Republic of Korea	199	92	86
Romania	2	0	0
Russian Federation	45	4	11
Saudi Arabia	1	0	0
Singapore	13	7	1
Slovakia	3	0	1
Slovenia	5	0	0
South Africa	38	10	11
Spain	90	29	20
Sudan	911	1	0
Sweden	490	38	157
Switzerland	6	373	204

Table 20 (cont'd)

Patents - Applications Filed and Granted to Residents of Foreign Countries

For the period January to December 2000 (cont'd)

Country	PCT Filings	Non-PCT Filings	Patents Granted
Thailand	0	4	0
Trinidad and Tobago	2	1	0
Turkey	4	0	0
Turks and Caicos Islands	3	0	1
United Kingdom	1,373	201	373
Ukraine	3	1	0
United Arab Emirates	1	0	0
United States	12,693	5,672	6,098
Uruguay	1	0	1
Venezuela	1	7	7
Yugoslavia	1	0	1
Zambia	2	0	0
Total	24,181	14,713	11,740

Table 21

Patent Appeal Board - Volume of Activity

	1998-1999	1999-2000	2000-2001
Final Actions			
Referrals	13	7	6
Disposals	13	10	8
Industrial designs			
Referrals	7	5	7
Disposals	3	3	2
Conflicts			
Referrals	4	1	7
Disposals	5	2	5
Re-examination - Section 48.1			
Filings	0	3	2
Disposals	4	0	3
Abuse - Section 67			
Referrals	3	2	0
Disposals	3	0	2
Candidates for agent examination			
Patents	84	112	116
Trade-marks	29	37	31

Table 22

Trade-marks - Filings and Registrations by Country

For the period 2000-2001

Country	Filings	Registrations
Andorra	1	0
Antigua and Barbuda	3	0
Argentina	38	7
Australia	301	101
Austria	104	45
Bahamas	43	9
Barbados	32	3
Belgium	150	52
Belize	3	0
Benelux	1	0
Bermuda	21	10
Brazil	81	12
Bulgaria	4	0
Canada	21,229	8,798
Cayman Islands	24	1
Channel Islands	9	2
Chile	34	9
China	89	45
Colombia	14	6
Costa Rica	5	1
Croatia	1	2
Cuba	3	3
Cyprus	5	4
Czech Republic	18	4
Denmark	143	54
Dominican Republic	1	6
Ecuador	0	1
Egypt	6	0
European Patent Office	0	1
Fiji	0	1
Finland	95	43
France	1,247	458
Germany	1,434	476
Gibraltar	1	1
Greece	1	3
Guyana	0	1
Hong Kong, China	119	68

Table 22 (cont'd)

Trade-marks - Filings and Registrations by Country

For the period 2000-2001 (cont'd)

Country	Filings	Registrations
Hungary	6	2
Iceland	6	1
India	17	11
Indonesia	3	2
Iran	3	0
Ireland	71	13
Israel	74	20
Italy	483	200
Jamaica	4	0
Japan	868	354
Jordan	4	0
Kazakhstan	0	1
Kenya	1	0
Kuwait	1	0
Lebanon	3	1
Liberia	0	1
Liechtenstein	12	13
Lithuania	2	0
Luxembourg	55	15
Macau	0	1
Malaysia	12	2
Marshall Islands	0	1
Mauritius	6	0
Mexico	67	38
Monaco	21	12
Morocco	5	0
Netherlands	496	150
Netherlands Antilles	27	8
New Zealand	63	14
Norway	49	23
OHIM (Alicante Office)	3	0
Pakistan	1	0
Panama	16	2
Paraguay	1	0
Peru	4	0
Philippines	5	2
Poland	24	5

Table 22 (cont'd)

Trade-marks - Filings and Registrations by Country

For the period 2000-2001 (cont'd)

Country	Filings	Registrations
Portugal	59	22
Republic of China (Taiwan)	120	45
Republic of Korea	77	33
Romania	0	1
Russian Federation	11	7
Samoa	3	0
Saudi Arabia	1	1
Singapore	43	25
Slovakia	3	1
Slovenia	2	2
South Africa	51	13
Spain	196	101
Sri Lanka	2	0
Swaziland	0	1
Sweden	339	72
Switzerland	827	250
Thailand	11	3
Trinidad and Tobago	1	0
Tunisia	1	1
Turkey	4	13
Turks and Caicos Islands	2	0
Ukraine	4	0
United Arab Emirates	4	0
United Kingdom	1,048	300
United States	14,078	4,907
Uruguay	3	0
Venezuela	3	1
Vietnam	1	1
Virgin Islands (British)	63	10
West Indies	35	11
Yugoslavia	1	0
Total	44,666	16,940

Table 23

Trade-mark Applications - Turnaround Time

(From filing to first examination report)

2000-2001	Disposals	Turnaround time to first action	Inventory	Applications
1st Quarter (April - June)	7,429	12.6	62,223	12,015
2nd Quarter (July - Sept.)	6,476	13.4	69,696	12,121
3rd Quarter (Oct. - Dec.)	7,691	14	72,510	11,177
4th Quarter (Jan. - Mar.)	8,144	15	74,913	10,910
1999-2000	Disposals	Turnaround time to first action	Inventory	Applications
1st Quarter (April - June)	5,628	7.1	48,658	10,463
2nd Quarter (July - Sept.)	7,985	8.1	49,992	10,234
3rd Quarter (Oct. - Dec.)	7,752	9.5	51,668	10,900
4th Quarter (Jan. - Mar.)	7,123	10.7	59,375	12,032
1998-1999	Disposals	Turnaround time to first action	Inventory	Applications
1st Quarter (April - June)	7,360	4.6	39,052	9,522
2nd Quarter (July - Sept.)	6,646	4.9	41,005	9,252
3rd Quarter (Oct. - Dec.)	7,277	5.7	42,403	8,598
4th Quarter (Jan. - Mar.)	6,105	6.5	45,829	11,028
1997-1998	Disposals	Turnaround time to first action	Inventory	Applications
1st Quarter (April - June)	7,382	4.5	34,487	9,301
2nd Quarter (July - Sept.)	7,630	4.4	35,090	8,292
3rd Quarter (Oct. - Dec.)	7,710	5	35,693	8,123
4th Quarter (Jan. - Mar.)	7,492	5.6	37,142	8,751

Table 24

Top Canadian Trade-mark Filings

For the period 2000-2001

UL Canada Inc.	72
Royal Bank of Canada	45
Telus Corporation	45
Honda Canada Inc.	33
Sears Canada Inc.	31
Kellogg Canada Inc.	29
Estée Lauder Inc.	26
The Procter & Gamble Co.	24
Effem Inc.	20
Canadian Tire Corporation Ltd.	15

Table 25

Trade-marks Opposition Board - Volume of Activity

	1998-1999	1999-2000	2000-2001
Statements of opposition served	1,272	1,077	1,145
Opposition decisions rendered	161	168	121
Section 45 notices issued	861	849	693
Section 45 decisions rendered	533	610	573

Table 26

Copyrights - Domestic and Foreign Registrations

(Based on section 55 registrations)

Fiscal Year	Canada	Foreign	Totals
1998-1999	6,845	1,216	8,061
1999-2000	6,431	1,157	7,588
2000-2001	5,841	1,005	6,846

Table 27

Copyrights - Language of Applications

(Based on section 55 registrations)

Fiscal Year	English	French	Totals
1998-1999	6,290	1,771	8,061
1999-2000	5,992	1,596	7,588
2000-2001	5,493	1,353	6,846

Table 28

Copyright Applications - Turnaround Time

2000-2001	(months)
1st Quarter (April - June)	0.4
2nd Quarter (July - Sept.)	0.3
3rd Quarter (Oct. - Dec.)	0.6
4th Quarter (Jan. - Mar.)	0.7
Average	0.5
1999-2000	(months)
1st Quarter (April - June)	0.9
2nd Quarter (July - Sept.)	0.7
3rd Quarter (Oct. - Dec.)	0.6
4th Quarter (Jan. - Mar.)	0.6
Average	0.7
1998-1999	(months)
1st Quarter (April - June)	1.4
2nd Quarter (July - Sept.)	0.9
3rd Quarter (Oct. - Dec.)	0.7
4th Quarter (Jan. - Mar.)	0.8
Average	1.0

Table 29

Industrial Designs - Country of Registrant

Country	1998-1999	1999-2000	2000-2001
Argentina	0	0	1
Australia	41	33	31
Austria	1	4	4
Bahamas	0	1	0
Belgium	11	4	5
Benelux	0	1	0
Brazil	1	5	2
Cameroon	0	1	0
Canada	733	601	479
Channel Islands	0	1	0
China	13	8	14
Cyprus	0	1	0
Denmark	6	7	6
Finland	7	5	2
France	101	66	74
Germany	68	90	45
Gibraltar	0	0	1
Hong Kong, China	12	31	43
Hungary	0	0	1
Iceland	0	0	1
Ireland	1	2	1
Israel	2	12	1
Italy	63	32	43
Japan	122	117	134
Lebanon	0	1	0

Table 29 (cont'd)

Industrial Designs - Country of Registrant
 (cont'd)

Country	1998-1999	1999-2000	2000-2001
Liechtenstein	0	1	1
Luxembourg	2	1	4
Morocco	0	0	1
Mexico	2	2	3
Monaco	0	0	1
Netherlands	27	34	40
New Caledonia	1	0	0
New Zealand	2	6	6
Norway	7	5	3
Poland	1	0	0
Puerto Rico	1	0	0
Portugal	0	1	2
Republic of China (Taiwan)	10	18	11
Russian Federation	1	2	0
Singapore	0	1	2
South Africa	6	1	1
South Korea	15	7	16
Spain	9	10	10
Swaziland	0	0	3
Sweden	39	36	39
Switzerland	156	101	85
The Hague	0	0	1
Turkey	0	0	2
United Kingdom	84	79	77
United States	1,356	1,476	1,651
West Indies	1	1	1

Table 30

Industrial Designs - Convention Priority Claims by Country

Country	1998-1999	1999-2000	2000-2001
Argentina	0	0	1
Australia	30	28	33
Austria	0	3	3
Barbados	0	0	1
Belgium	0	1	0
Benelux	4	8	4
Brazil	1	1	2
Bulgaria	0	1	0
China	1	2	3
Columbia	0	0	1
Denmark	45	9	13
Finland	5	6	
France	62	45	72
Germany	48	68	44
Hong Kong, China	1	2	16
Hungary	0	0	1
Ireland	0	1	1
Israel	3	9	2
Italy	31	18	27
Japan	106	94	95
Korea	2	4	10
Luxembourg	0	0	4
Morocco	0	0	1
Mexico	1	0	2
Netherlands	3	2	6
New Zealand	1	5	6
Norway	8	6	3
Republic of China (Taiwan)	0	0	2
Russian Federation	1	1	0
Singapore	0	0	1
South Africa	2	2	0
Spain	8	7	5
Sweden	34	33	32
Switzerland	8	4	20
Switzerland/Hague	2	0	0
Thailand	0	1	0
Turkey	0	0	2
United Kingdom	112	129	77
United States	1,095	1,311	1,446
WIPO	75	68	34

Table 31

Industrial Designs - Overall Turnaround Time

2000-2001	(months)
1st Quarter (April - June)	12.1
2nd Quarter (July - Sept.)	12.7
3rd Quarter (Oct. - Dec.)	12.6
4th Quarter (Jan. - Mar.)	11.8
Average	12.3
1999-2000	(months)
1st Quarter (April - June)	11.6
2nd Quarter (July - Sept.)	12.9
3rd Quarter (Oct. - Dec.)	13.6
4th Quarter (Jan. - Mar.)	13.5
Average	12.8
1998-1999	(months)
1st Quarter (April - June)	13.7
2nd Quarter (July - Sept.)	13.7
3rd Quarter (Oct. - Dec.)	12.0
4th Quarter (Jan. - Mar.)	12.3
Average	12.9

Table 32

Industrial Designs - Province of Registrant

Province	1998-1999	1999-2000	2000-2001
Newfoundland and Labrador	6	5	1
Nova Scotia	22	25	12
Prince Edward Island	4	7	0
New Brunswick	18	10	6
Quebec	189	172	121
Ontario	331	270	226
Manitoba	64	36	23
Saskatchewan	13	6	5
Alberta	26	27	34
British Columbia	59	43	51

Table 33

Industrial Designs - Language of Applications

Fiscal Year	English	French
1998-1999	2,775	128
1999-2000	2,661	144
2000-2001	2,721	129

Table 34

Industrial Designs - Number of E-filings

For the period 2000-2001

Filings	Maintenance of registrations	Licences	Ordering Documents	Correspondence
29	9	0	8	4

Table 35

Integrated Circuit Topographies - Volume of Activity

Integrated Circuit Topographies	1998-1999	1999-2000	2000-2001
Applications received	3	6	1
Registrations	5	6	1
Abandonments	-	-	-
Assignments registered	13	-	-
Information services	3	24	20

Table 36

Integrated Circuit Topographies - Number of E-filings
For the period 2000-2001

	General	Ordering Documents	Registrations	Licences
	1	0	1	0

Figure 11

CIPO's Number of Employees

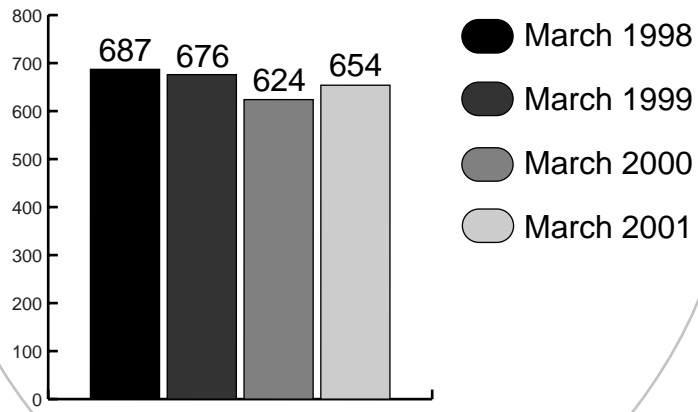
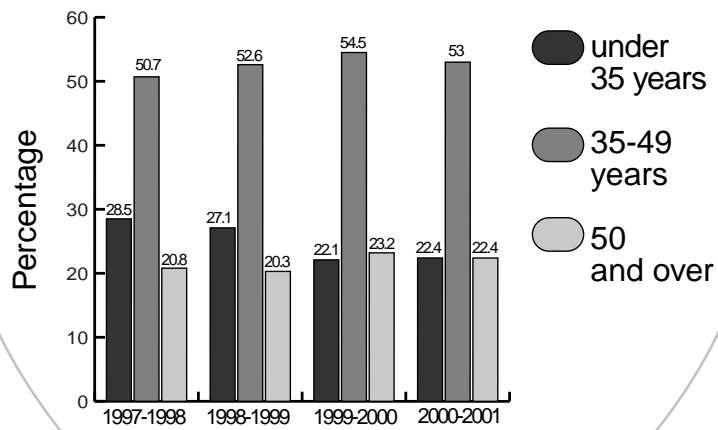


Figure 12

Employees by Age Groups



Section 8: Additional Information

CIPO Client Service Standards

Patents

Services	Client Service Standards	Current Status
<ul style="list-style-type: none"> Acknowledge patent applications that include self-addressed return card Issue filing certificate for patent applications meeting filing requirements Issue an ownership registration certificate on receipt of documentation meeting registration requirements Provide substantive examination on receipt of an examination request filed after August 1, 2000 State all known objections to patentability in the first examiner's report Issue a patent 	<ul style="list-style-type: none"> within 1 working day from the date of receipt of the application within 4 weeks from the date of receipt of the application within 4 weeks from the date of receipt of documentation within 23 months from the date of receipt of an examination request at the time of examination within 12 weeks after receipt of final fees 	<ul style="list-style-type: none"> 1 working day 4 weeks 4 weeks 25.45 months at examination 12 weeks

Patent Appeal Board

Services	Client Service Standards	Current Status
<ul style="list-style-type: none"> Patents <ul style="list-style-type: none"> contact applicant to arrange hearing date Industrial Designs <ul style="list-style-type: none"> contact applicant to arrange hearing date 	<ul style="list-style-type: none"> within 24 months within 2 months 	<ul style="list-style-type: none"> 24 months 2 months

Trade-marks

Services	Client Service Standards	Current Status
<ul style="list-style-type: none"> Acknowledge correctly filed new applications Acknowledge e-commerce applications Approve acceptable applications Issue first examination reports for unacceptable applications Advertise marks in the <i>Trade-marks Journal</i> Allow unopposed marks where no examination report was needed Allow unopposed marks where one or more examination reports were needed Issue registration certificates Issue assignment records for correctly filed assignment requests Issue renewal certificates 	<ul style="list-style-type: none"> within 7 working days of filing date within 1 working day within 5 months of filing date within 13 months of filing date within 6 weeks of approval within 9 months of filing date within 17 months of filing date within 10 working days within 6 weeks of departmental receipt within 15 working days of departmental receipt of fees 	<ul style="list-style-type: none"> 14.4 working days 1 working day 13.4 months 15 months 5 weeks 17 months 24.3 months 12.3 working days 6.4 weeks 7.1 working days

CIPO Client Service Standards

Trade-marks Opposition Board ¹

Services	Client Service Standards	Current Status
<ul style="list-style-type: none"> • Respond to correspondence <ul style="list-style-type: none"> – opposition – section 45 • Conduct oral hearings <ul style="list-style-type: none"> – opposition – section 45 • Render decisions <ul style="list-style-type: none"> – oral hearing opposition – oral hearing section 45 – non-hearing opposition – non-hearing section 45 	<ul style="list-style-type: none"> – within 1 month of receipt by Board – within 1 month of receipt by Board – within 4 months of receipt of request – within 4 months of receipt of request – within 2 months of oral hearing – within 2 months of oral hearing – within 4 months of decision stage – within 4 months of decision stage 	<ul style="list-style-type: none"> – 1 month – 1 month – 12 months – 5 months – 1 month – 2 months – 3 months – 5 months

¹ The recent decision of the Federal Court of Appeal in *Devinat v. Canada* (Immigration and Refugee Board), F.C.A. No. A-336-98, dated November 29, 1999, could have a significant impact on the issuance of decisions by the Trade-marks Opposition Board and, in particular, the translation of opposition and section 45 decisions into either of Canada's two official languages. At present, final decisions in opposition and section 45 cases are translated where the proceedings are conducted in both official languages, and these represent about 10 per cent of all final decisions issued by the Board. At present, the Registrar is seeking an opinion from Justice Canada concerning the possible application of the Court of Appeal decision.

Copyrights

Services	Client Service Standards	Current Status
<ul style="list-style-type: none"> • Regular process <ul style="list-style-type: none"> – forward to reviewer for examination – check application for accuracy – assign copyright registration number; print registration certificate; carry out quality control check – mail registration certificate to applicant • Accelerated action <ul style="list-style-type: none"> – undertake process upon receipt of request; inform applicant by telephone • Assignments and licensing: verify authenticity of documents and issue file number upon receipt of original document (or the certified true copy) to be registered; mail registration and assignment document to applicant <ul style="list-style-type: none"> • copies or register extracts • certified copies 	<ul style="list-style-type: none"> – 2 weeks from receipt of application – 1 week – 1 week – 4 weeks from receipt of application – 3 working days from receipt of request • 4 weeks • 2 working days • 3 working days 	<ul style="list-style-type: none"> – 6 days – 2 days – 4 days – 3 days (total 3 weeks) – 1 working day • 3 weeks • 2 working days • 2 working days

CIPO Client Service Standards

Industrial Designs

Services	Client Service Standards	Current Status
<ul style="list-style-type: none"> • Receive applications <ul style="list-style-type: none"> – verify that requirements are met – assign filing date and application number – prepare filing certificate or issue letter indicating application is incomplete • Classify applications in accordance with Canadian Industrial Design Classification system • Search registered and prior art and examine applications to determine originality of designs <ul style="list-style-type: none"> – allow application, or issue examiners report outlining deficiencies • Assign registration numbers <ul style="list-style-type: none"> – microfiche and mail registration certificates • Abandonment and reinstatement <ul style="list-style-type: none"> – issue notification of abandonment – return reinstated application to examination process • Prepare and mail transaction certificate and assignment • Prepare and mail maintenance certificate 	<ul style="list-style-type: none"> • within 4 weeks of receipt of application • within 2 weeks of preliminary classification • within 9 months of receipt of application • within 2 weeks of allowance – within 2 weeks of files so identified – within 2 weeks of request • within 1 week of receipt of assignment • within 1 week of receipt of fee 	<ul style="list-style-type: none"> • 4 weeks • 2 weeks • 12 months • 2 weeks - 1 week - 1 week • 1 week • 1 week

Client Service Centre (Information Branch)

Services	Client Service Standards	Current Status
<ul style="list-style-type: none"> • Response to calls • Access to Information Officer (on-site) • Access to Automated Search Tools • Acknowledgment of voice-mail requests, e-mail, Internet • General correspondence, fax requests • Kit mail-out • Public access to patent reference documents <ul style="list-style-type: none"> – stored in Client Service Centre C-229 (Assignment) – stored in Canadian Search Files Area C-111/ P4 (Pinks & CBDs) – stored on Oak Street – stored in Archives and off-site – stored in C-110 (U.S. Collection) • Section 11 • Item 24 	<ul style="list-style-type: none"> • immediate • 10 minutes • workstation availability • 2 working days • 5 working days • 2 working days – 15 minutes – 15 minutes – 1 working day – 3 working days – 15 minutes • 5 working days • 2 working days 	<ul style="list-style-type: none"> • immediate • 5 minutes • workstation availability • 2 working days • 2 working days • 2 working days – 15 minutes – 15 minutes – 1 working day – 3 working days – 15 minutes • 5 working days • 2 working days

CIPO Client Service Standards

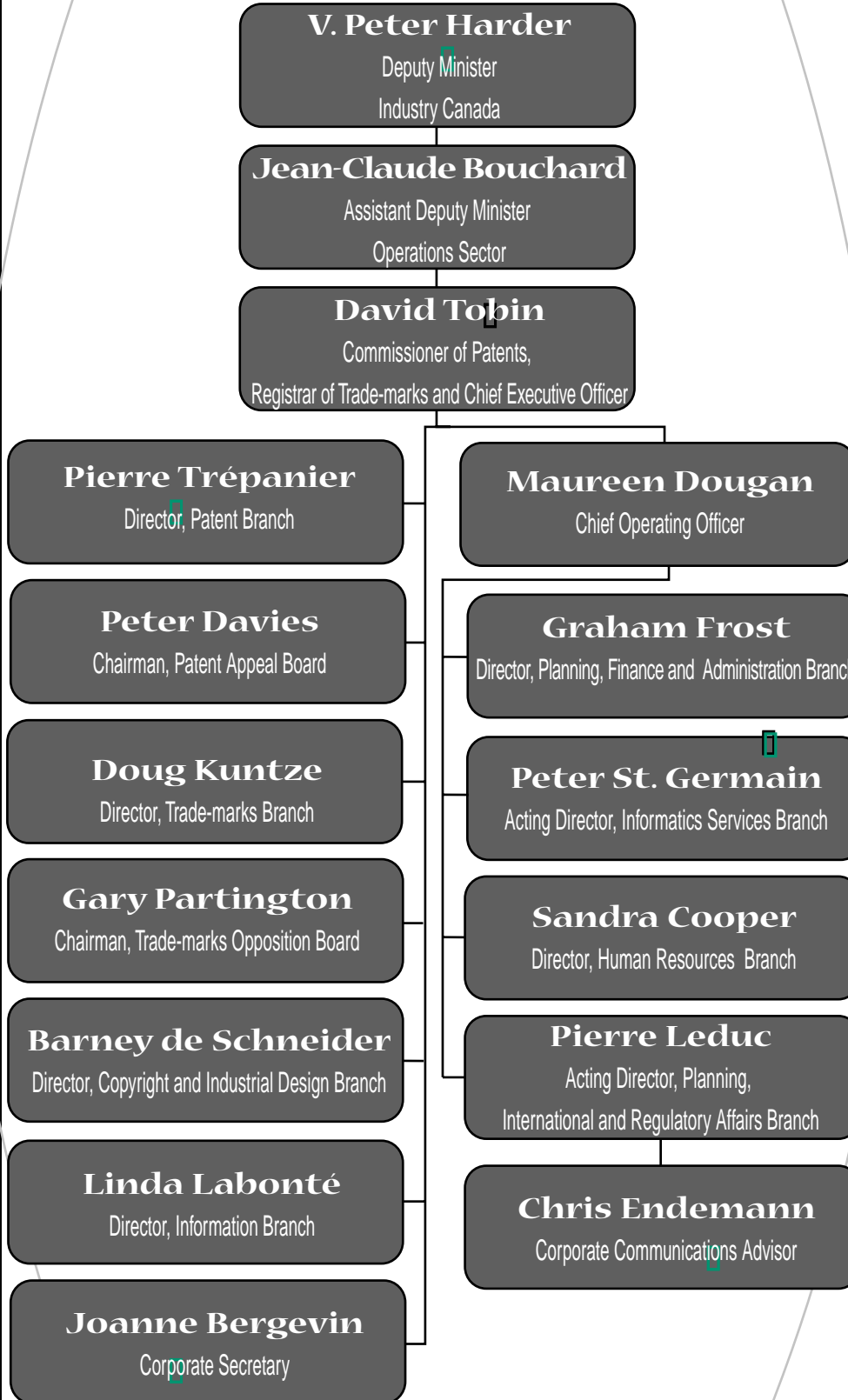
Resource Centre (Information Branch)

Services	Client Service Standards	Current Status
<ul style="list-style-type: none"> • Reference and research services <ul style="list-style-type: none"> – quick reference – in-depth research – training of OPAC/various electronic products – orientation to Resource Centre – provision of bibliographies – on-line literature searching • New book acquisition and processing <ul style="list-style-type: none"> – regular requests – urgent requests • Inter-library loans <ul style="list-style-type: none"> – urgent – regular 	<ul style="list-style-type: none"> – 15 minutes – 2-5 days – within 2-3 days of request – within 2-3 days of request – within 2-3 days of request – within 2-3 days of request – within 2 days of request – within 60 days of request (depending upon availability) – within 2-5 days – within 24 hours – within 2-5 days 	<ul style="list-style-type: none"> – 15 minutes – 2-5 days – within 2-3 days – within 2-3 days – within 2-3 days – within 2 days – within 60 days (if available) – within 2-5 days – within 24 hours – within 2-5 days

Reproduction and Sales (Information Branch)

Services	Client Service Standards	Current Status
<ul style="list-style-type: none"> • Over-the-counter copies <ul style="list-style-type: none"> – small order (less than 5 patents from microfiche) – large order (more than 5 patents) • Certified copies • Regular mail • Photocopies <ul style="list-style-type: none"> – less than 500 pages – more than 500 pages • Certified copies <ul style="list-style-type: none"> – files in the Office – files in Public Archives 	<ul style="list-style-type: none"> – 30 minutes (before 3:30 p.m.) – 1 working day • 3 working days • 5 working days – 2 working days – 5 working days – 2 working days – 5 working days 	<ul style="list-style-type: none"> – 30 minutes – 1 working day • 3 working days • 5 working days – 2 working days – 5 working days – 2 working days – 5 working days

Organizational Structure



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