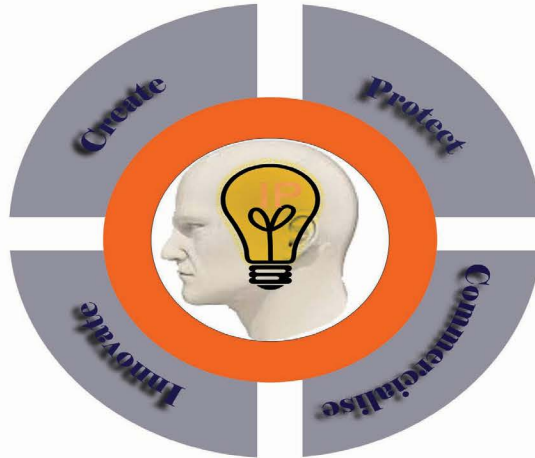




Citizens Service Delivery Charter





Citizens Service Delivery Charter

2018-2022

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Vision

A world class institution in administration of industrial property rights.

Mission

To protect and promote industrial property rights and foster innovation for sustainable development in Kenya.

Functions

The Kenya Industrial Property Institute (the Institute) is a body corporate established under the Industrial Property Act 2001, No. 3 of the Laws of Kenya to:-

- (a) Consider applications for, grant and registration of industrial property rights;
- (b) Screen technology transfer agreements and licences;
- (c) Provide to the public, industrial property information for technological and economic development;
- (d) Promote inventiveness and innovativeness in Kenya; and
- (e) Organize and conduct training, competitions and awards relating to industrial property matters.

Our Commitment

This Charter is a commitment by the Institute to improve service delivery to all its service users and stakeholders.

The Institute is committed to effectively and efficiently serve you, treat your information with confidentiality, innovatively address your matter(s), treat you with integrity and professionalism while espousing team work. It commits to: -

(a) Attend to you within 10 minutes of your visit; and

(b) Respond to your correspondence within 14 days upon receipt of your letter EXCEPT where a law sets a specific timeline(s).

Technical Services Department

Patent Division

Timeline

a. Receiving and Processing Patent and Utility Model Applications

- i. Acknowledgement of new application/notification of filing date.
- ii. Notification of formality examination report.
- iii. Notification of substantive examination report.
- iv. Issuance of Certificate upon payment of certificate fee.

Within 14 working days from receiving date.

Within 30 working days from filing date.

Within 18 months upon receipt of substantive examination request.

Within 30 working days

b. Receiving and Processing Industrial Design Applications

- | | |
|------------------------------------------------------------------------------|---------------------------------------------------------------------|
| i. Acknowledgment of new application and notification of filing date. | within 14 working days from receiving date. |
| ii. Notification of formality examination report. | within 30 working days from the filing date |
| iii. Notification of substantive examination report. | within 60 working days upon compliance with formality requirements. |
| iv. Issuance of Certificate of registration upon payment of certificate fee. | within 30 working days |

c. Receiving and Processing Patent Cooperation Treaty (PCT) applications as receiving office for the International Bureau of WIPO.

- i. Notification Letter to applicant on international application number/filing date. (Form PCT/RO/105) upon receipt of application or correction of any defects. within 7 working days
- ii. Invitation Letter to applicant to correct defects (PCT/RO/103). within 14 working days upon receipt of application
- iii. Transmission of record copy (PCT/RO/118) and search copy (PCT/RO/118) of the application to the International Bureau and International Search Authority respectively, from the date of notification of the filing date. within 14 working days
- iv. Notification Letter to applicant upon transmission to International Bureau and International Searching Authority, from the date of notification of the filing date. within 14 working days

d. Receiving and Processing African Regional Intellectual Property Organization (ARIPO) Applications.

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| i. Invitation Letter to applicant to correct defects receipt of the upon/acknowledgement (ARIPO forms 6 and 7). | within 14 working days receipt of the application |
| ii. Notification Letter to applicant upon transmission receipt of application of application to ARIPO. or correction of any defects. | within 14 working days |

Trade Mark Division

Timeline

a. Receiving and Processing Trade Mark Official Search

- | | |
|----------------------------------------------------------------|-----------------------|
| i. Letter to applicant for submission of missing requirements. | within 7 working days |
| ii. Letter to applicant on search outcome | within 7 working days |

b. Receiving and Processing Trade Mark Applications

- i. Letter to applicant on examination outcome within 30 working days from the filing date.
- ii. Reply letter to applicant's submissions, from the date of receipt. within 60 working days
- iii. Advertisement upon payment of requisite fees within 30 working days
- iv. Issuance of Registration Certificate upon end of opposition period within 14 working days

c. Processing Post Registration Requests

- i. Issuance of certificate to holder within 21 working days

Legal Division

a. Opposition

- i. Notification letter of opposition to applicant.
- ii. Delivery of a ruling from end of hearing

b. Rectification of Register

- i. Notification letter of cancellation to proprietor
- ii. Delivery of a ruling from end of hearing

c. Extension of Time

- i. Notification letter of extension or rejection to applicant

e. Legal Opinion

- i. Accord legal opinion to both internal and external clients

Timeline

within 7 working days

within 60 working days

within 7 working days

within 60 working days

within 7 working days

within 14 working days upon receipt of request.

Corporate Services Department

Finance and Accounts Division

Timeline

Payments and Receipts

- i. Issuance of receipt to applicants upon payment for services . within 1 working day
- ii. Payment upon receipt of relevant documents within 7 working days

Human Resource Division

Timeline

Recruitment, Internship and Attachment

- i. Acknowledgement of or response to application letter within 7 working days

Supply Chain Management Section

Timeline

- i. Pre-qualification of Supplies
 - ii. Opening of the bid documents
 - iii. Communication of pre-qualification outcome
- on tender closing date
within 7 working days

ICT Section

Timeline

Industrial Property (IP) Journal

- i. Uploading IP Journal on the Website (www.kipi.go.ke)
- By the first (1st) day of the month

Corporate Communication Unit

Timeline

- i. Reply to public complaint
 - ii. Response to request for information under the Access to information Act, No. 31 of 2016.
- within 15 working days
within 21 working days

Obligations of all Service Users

- (i) To acquaint themselves with the provisions of Industrial Property Act 2001, No. 3 of Laws of Kenya, Trade Marks Act Cap 506 and the implementing Regulations and Rules;
- (ii) To pay fees and submit requisite documents promptly;
- (iii) To report any cases of corruption and unprofessionalism by the Institute staff;
- (iv) To uphold courtesy and professionalism and refrain from unethical behavior and tendency to compromise or intimidate the staff; and
- (v) To update the Institute on any changes of contact address.

Your Rights

It is your right to be served as per the Institute's commitment. In the event of experiencing any difficulty in obtaining services, please ask to see the officer in charge or lodge an official complaint through the Institute's Public Complaints Office.

Communication

- (i) The Institute believes that effective communication can be used to positively improve the mutual and shared responsibilities to ensure prompt delivery of services. In this regard, the Institute undertakes to communicate with you as provided for in this Charter; and
- (ii) The Institute will appreciate regular feedback from you on the services rendered.



Our Contact

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