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PROGRAM PERFORMANCE REPORT FOR THE 2002-2003 BIENNIUM

Document prepared by the Secretariat

I. INTRODUCTION

1. This document (hereinafter the “Report”), represents the program performance report, prepared in accordance with WIPO’s results-based programming and budgeting framework, covering the 2002-2003 biennium.
2. The Report has been prepared on the basis of the criteria established in the Program and Budget 2002-2003 (document A/36/2) approved by the Assemblies of the Member States of WIPO (hereinafter referred to as “WIPO Assemblies”) in September 2001.
3. The Report provides an assessment of the implementation of WIPO’s programs during the 2002-2003 biennium as compared to the biennial objectives and expected results. It is structured by reporting on each of the Main Programs 02 through 18 sequentially, with evaluative assessments at the level of each of the corresponding sub-programs, followed by performance tables summarizing information on *Objectives, Expected Results, Results Achieved* and *Performance Indicators*. Part II offers a summary of the contribution made in 2002-2003 towards WIPO’s strategic objectives, based on achievements at the level of the Main Programs.
4. Annex I to this Report provides a List of Acronyms. Annex II contains an index to this document.

II. SUMMARY OF PROGRESS IN THE BIENNIUM 2002-2003 TOWARDS WIPO STRATEGIC GOALS

5. WIPO's Vision and Strategic Directions (document A/34/3) for the medium term, including the WIPO Digital Agenda were endorsed by the WIPO Assemblies in September 1999. The strategic goals presented by the Director General therein represented the main guiding principles for the implementation of the work of the Organization in the 2002-2003 biennium.

6. WIPO's strategic goals should also be viewed in the larger context of the UN Millennium Development Declaration adopted by the UN General Assembly in September 2000, placing the eight Millennium Development Goals at the heart of the global agenda. WIPO is confident that, in partnership with its Member States and other stakeholders, important contributions can be made towards those Goals as intellectual property (IP) is increasingly becoming a main driving force for economic and social development, a key underlying condition for the achievement of many of the Goals.

7. Within this context, major deliverables and outcomes by the Organization in the biennium 2002-2003 are summarized below, within the framework of the following strategic areas:

- creation of an intellectual property culture;
- protection of intellectual property and development of the intellectual property system, and
- enhancement of the efficiency of the Secretariat.

8. Due to budgetary constraints that became apparent during the biennium, mainly as a result of a lower than expected number of PCT filings received at WIPO and the revised PCT fee structure, a number of activities were not carried out as planned, and some results have consequently been deferred.

CREATION OF AN IP CULTURE

9. The creation of an intellectual property culture through the means of demystification and public outreach, both with regard to the general public and specific targeted audiences, continued to be one of WIPO's priorities throughout the biennium.

10. WIPO's external relations with Member States, and national and international organizations, including other UN agencies, continued to grow in scope and intensity enhancing the visibility of the Organization and increasing the awareness of the intellectual property system. A significant step in WIPO's outreach strategy was the establishment of two new coordination offices in Washington D.C. and in Brussels, in order to expand and reinforce WIPO's links with intergovernmental, governmental, business and other related circles.

11. During the biennium, WIPO continued to organize and promote World Intellectual Property Day on April 26. Each year, some 70 countries as well as several international and regional organizations informed WIPO of the activities planned to commemorate the event.

12. The work of the Secretariat under the aegis of the Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore (IGC)

helped bring about a significant increase in the understanding of a wide range of stakeholders concerning the practical and policy options currently available within the IP system to safeguard the interests of Traditional Knowledge (TK) holders, as well as laying a sound conceptual framework for future policy discussions and development.

13. Through an extensive demystification campaign targeting small and medium-sized enterprises (SMEs), important results were achieved in enhancing the level of awareness and use of the IP system by SMEs worldwide. In May 2003, WIPO launched an updated version of its CD-ROM entitled “Intellectual property for Small and Medium-Sized Enterprises (SMEs),” available in six languages.

14. In pursuing the demystification of intellectual property, the most significant deliverables in 2002-2003 included a new publication entitled “Intellectual Property: A Power Tool for Economic Growth,” in which the Director General of WIPO illustrates how countries can use the IP system to leverage their intangible assets to promote economic development and wealth creation. Furthermore, the WIPO web site was refined and expanded, and the Chinese-language version of the web site was introduced. This made WIPO one of the few UN organizations to have web sites in all six official languages of the UN.

PROTECTION OF IP AND DEVELOPMENT OF THE IP SYSTEM

15. Growing recognition of the importance of intellectual property rights, in an era in which economic growth is increasingly driven by knowledge and information, was reflected in the number of countries that signed up to treaties administered by WIPO, the increase in applications received under the global protection systems, in particular, the Patent Cooperation Treaty (PCT), advancements in the field of international intellectual property law, and developments with regard to topical IP issues.

16. In 2002-2003, 106 instruments of accession to, or ratification of, treaties were deposited with the Director General of WIPO.

17. In 2002, Djibouti adhered to the WIPO Convention, bringing the total number of WIPO Member States to 179.

Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore

18. An International Forum at the ministerial level, organized by WIPO and the Government of the Sultanate of Oman on the theme “Intellectual Property and Traditional Knowledge: Our Identity, Our Future” concluded with the adoption of the Muscat Declaration in January 2002, encouraging traditional knowledge holders to fully benefit from the intellectual property system.

19. During the biennium, the Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore (IGC) further enhanced its role as a significant international forum for policy dialogue and exchange of experience in different aspects of intellectual property and genetic resources, traditional knowledge and traditional cultural expressions. The IGC concluded its initial mandate in 2003, and received a stronger, expanded mandate for the coming biennium by the WIPO General Assembly in September 2003. The new mandate requires IGC to accelerate its work, and focus in particular on the international dimension of IP and genetic resources, traditional knowledge and folklore, and

excludes no outcome for the IGC's work, including the possible development of an international instrument or instruments in this field.

E-commerce

20. In December 2002, WIPO published an important survey "Intellectual Property on the Internet: A Survey of Issues," that studied the impact that digital technologies, the Internet in particular, have had on IP and the international IP system. The study also provided a status report on the WIPO Digital Agenda.

Enforcement

21. At the WIPO Assemblies in September 2002, Member States decided to consolidate the Organization's work on enforcement into a single Advisory Committee on Enforcement, in charge of global enforcement issues, that will cover both industrial property and copyright and related rights. The mandate of the Committee's work covers technical assistance and coordination, with a focus on broad-based cooperation with relevant organizations, as well as with the private sector. The mandate also includes public education initiatives, as well as national and regional technical assistance programs. The Advisory Committee held its first meeting in June 2003, in Geneva.

Alternative Dispute Resolution

22. In addition to processing arbitration and mediation cases, the WIPO Arbitration and Mediation Center issued a new brochure describing the relevant procedures, with particular reference to intellectual property and by comparison to enforcement of IP rights through the court system.

Classification

23. Albania, Azerbaijan, Georgia, Kazakhstan, Mozambique and Uzbekistan became party to the Nice Agreement Concerning the International Classification of Goods and Services for the Purposes of the Registration of Marks. The total number of Contracting States on December 31, 2003, was 72.

24. Azerbaijan, Kazakhstan and the United Kingdom adhered to the Locarno Agreement Establishing an International Classification for Industrial Designs. The total number of Contracting States on December 31, 2003, was 43.

25. The Democratic People's Republic of Korea, the former Yugoslav Republic of Macedonia, Kazakhstan, Slovenia and Uzbekistan adhered to the Strasbourg Agreement Concerning the International Patent Classification. The total number of Contracting States on December 31, 2003, was 53.

26. International Patent Classification (IPC) reform continued in 2002-2003 and most tasks were successfully completed. Several new areas reflecting emerging technologies were created in the IPC as well as an extended classification scheme for traditional medicine.

(a) Global Protection Systems and Services

Patents

27. In 2003, the PCT marked its 25th anniversary of operations. In 2002-2003, Botswana, Egypt, Namibia, Nicaragua, Papua New Guinea, Saint Vincent and the Grenadines, the Seychelles and the Syrian Arab Republic adhered to the Patent Cooperation Treaty (PCT). The total number of Contracting States on December 31, 2003, was 123, of which 69, or 56 per cent, are developing countries.

28. For the third consecutive year, the total number of international applications received by WIPO under the PCT exceeded the 100,000 mark. Some 224,113 applications were filed worldwide under the PCT in 2002-2003, representing a 15 per cent increase compared to the previous biennium. However, the increase of PCT filings during the biennium was lower than expected (4.2 and 10.6 per cent in 2002 and 2003 respectively), due to the decrease in national patent filings in several major national and regional IP offices, while the number of applications received directly by the International Bureau as Receiving Office increased by 150 per cent. The number of applications received from developing countries remained constant in 2002 compared to 2001, but increased by 11 per cent in 2003 compared to 2002.

29. As part of the reform of the PCT system, the Assembly of the PCT Union, at its annual sessions, in October 2002 and October 2003, adopted a number of measures designed to further streamline and simplify the filing system under the PCT. The measures included an enhanced international search and preliminary examination system, the introduction of a new system of designating countries in which patents are sought, and a fee reduction for international applications filed in electronic form. As approved by Member States, some of those measures entered into force on January 1, 2003, whereas most of them entered into force on January 1, 2004.

30. An important groundwork was carried out during the biennium for the expected official launch in February 2004 of a fully electronic filing system for patent applications. During the extended pilot phase of the PCT SAFE software, the first fully electronic character encoded filed PCT application was received at the International Bureau as Receiving Office on August 25, 2003.

Trademarks

31. The prospects for growth of the Madrid System for the International Registration of Marks are promising owing to developments which occurred in the biennium 2002-2003. During that period, Albania, Belarus, Croatia, Cyprus, Iran (Islamic Republic of), the former Yugoslav Republic of Macedonia, the Republic of Korea and the United States of America, the country with the largest international trademark activity in the world, adhered to the Madrid Protocol. The total number of Contracting Parties to the Madrid Protocol on December 31, 2003, was 61, and the total membership of the Madrid System 74. Also, in 2003, the European Community announced its intention to accede to the Madrid Protocol within one year, following the Madrid Union Assembly's adoption of amendments to the Madrid Regulations allowing for a link between the Community Trade Mark System and the International Trademark System.

32. In 2002-2003, WIPO registered 44,083 trademarks under the Madrid System. This represents a decrease of about 6.5 per cent compared to the previous biennium.

33. A number of improvements were introduced in April 2002, designed to make the Madrid System more flexible and user-friendly. They included the incorporation of a new provision for the recording of trademark licenses at the international level and amendments of the rules governing the filing of requests to record changes in the International Register, in particular, to allow these requests to be filed directly with the Secretariat. In 2003, the Madrid Union Assembly adopted Spanish as a working language of the Madrid Protocol. Trademark owners will be allowed to file international applications under the Protocol in Spanish as of April, 2004.

Domain Names

34. The WIPO Arbitration and Mediation Center significantly contributed to the enforcement of trademark rights in its capacity as a prominent provider of services for domain name and other intellectual property disputes. In 2002, the Center received by far its highest number of domain name cases since the commencement of WIPO's domain name dispute resolution activities in December 1999, and it received in May 2003 its 5,000th domain name case under the Uniform Domain Name Dispute Resolution Policy (UDRP). In particular, an increasing number of large and established country code top-level domains (ccTLDs) have retained the WIPO Arbitration and Mediation Center as dispute resolution provider.

35. A database containing detailed information on thousands of "cybersquatting" cases handled by the WIPO Arbitration and Mediation Center became available online on July 5, 2002, as the first such database to be made available by a Uniform Domain Name Dispute Resolution Policy (UDRP) dispute resolution provider. The database will assist the parties in preparing their submissions, panelists in rendering their decisions, and it will provide the public with easier access to the vast data relating to the cases and the growing jurisprudence under the UDRP.

Appellations of Origin

36. A major revision of the Regulations under the Lisbon Agreement for the Protection of Appellations of Origin and their International Registration entered into force in 2002, which simplify and clarify procedures, making the system more user-friendly and transparent. Six new appellations of origin was registered during the period under review, bringing the overall number of internationally registered appellations of origin to 849.

Industrial Designs

37. In the biennium, Estonia, Georgia, Kyrgyzstan, Liechtenstein, Slovenia, Spain, Switzerland and Ukraine adhered to the 1999 Geneva Act of the Hague Agreement Concerning the International Registration of Industrial Designs. The total number of Contracting Parties on December 31, 2003, was 11. The Act entered into force on December 23, 2003 and became operational on April 1, 2004. The Geneva Act of the Hague Agreement introduces a number of new features that make the system more attractive, such as the possibility of deferring publication of a design for up to 30 months, and of filing samples of the design rather than photographs or other graphic reproductions. These features are of particular interest to the textile industry.

38. The number of industrial designs for which protection was sought under the Hague System for the International Deposit of Industrial Designs during the 2002-2003 biennium reached a total of 33,857 designs, compared with 41,930 designs in the 2000-2001 biennium. Since January 2002, users have benefited from an average 10 per cent reduction in registration fees resulting from the introduction of a simplified method for calculating these fees. The membership of the Hague Agreement reached 36 countries at the end of 2003.

(b) Development of International IP Law

39. In 2002-2003, Djibouti, Namibia, Saudi Arabia and Seychelles adhered to the Paris Convention for the Protection of Industrial Property. The total number of Contracting States on December 31, 2003, was 164.

Patent Law

40. In the biennium, Estonia, Kyrgyzstan, Nigeria, Slovakia, Slovenia and Ukraine adhered to the Patent Law Treaty (PLT). The total number of Contracting States on December 31, 2003, was seven. The Patent Law Treaty will enter into force three months after ten instruments of ratification or accession by states have been deposited with the Director General.

41. At its sessions in December 2002 and May 2003, the Standing Committee on the Law of Patents (SCP) made progress in reviewing provisions of the draft Substantive Patent Law Treaty (SPLT), which aims at simplifying, streamlining and achieving greater convergence among national law and practice in the examination and grant of patents. Provisional agreement was reached on a number of provisions on the understanding that any delegation could re-open discussions on these matters at any time in the future. On a number of other subjects, however, important differences in patent systems remain and require further reflection. Proposals relating to the protection of public health, genetic resources, traditional knowledge and a number of other public policy issues, which the SCP agreed to include in the draft Treaty at its December 2002 meeting, were not discussed in May 2003.

42. Within the context of WIPO's Patent Agenda, a report on the future development of the international patent system (document A/37/6), was submitted to Member States at the WIPO General Assembly, the Paris Union Assembly and the PCT Union Assembly in September 2002. The report was based on a request for comments from Member States (document A/36/14 - Annex), issued in November 2001, and the discussions during the WIPO Conference on the International Patent System, March 25 to 27, 2002. In September 2003, the WIPO Assemblies noted four studies on the effect of the patent system on developing countries. The studies were commissioned by the Director General to help identify issues which need to be taken into account to ensure that the patent system generates the maximum benefit for states at varying levels of development. A number of developing countries emphasized that, while this was a useful step, further careful consideration was still needed, especially in a number of fields of particular policy concern.

43. In 2002-2003, Albania, Azerbaijan, the former Yugoslav Republic of Macedonia, Kazakhstan, and Kyrgyzstan adhered to the Budapest Treaty on the International Recognition of the Deposit of Microorganisms. The total number of Contracting States on December 31, 2003, was 58.

Trademark Law

44. In the biennium, Estonia, Kazakhstan, Kyrgyzstan, the Republic of Korea and Slovenia adhered to the Trademark Law Treaty (TLT). The total number of Contracting States on December 31, 2003, was 31.

45. Member States attending the WIPO Standing Committee of the Law of Trademarks, Geographical Indications and Industrial Designs (SCT), held in May and November 2002 and 2003 respectively, underlined the importance of simplified and streamlined procedures concerning the registration of trademarks such as the provisions regarding electronic filing of communications with intellectual property offices (IPOs), and made the revision of the TLT a priority. In November 2003, the SCT worked on a proposal on communications which is a departure from the paper-based approach to communications as set out by the TLT, and which envisages that “any Contracting Party may choose the means of transmittal of communications.” It also considered a provision on measures in case of failure to comply with time limits. In addition, Member States agreed to survey existing national practices with a view to promoting the convergence of international trademark law practices. A summary of responses will be presented to Member States in 2004.

46. In relation to geographical indications, the SCT, at its meeting in May 2003, took note of a study prepared by the WIPO Secretariat on issues concerning the protection of geographical indications in different IP systems. The study was designed to give guidance to the definition of geographical indications and to provide information, especially for those members in the process of establishing their own protection systems. A further achievement was the organization, in July 2003, of a worldwide symposium on geographical indications, which took place in San Francisco, CA.

47. At its meeting in November 2002, the SCT also touched on the issue of industrial designs, including the interface between the protection of industrial designs and three dimensional marks.

Copyright

48. In 2002-2003, The Democratic People’s Republic of Korea, Djibouti, Micronesia (Federated States), and Saudi Arabia adhered to the Berne Convention for the Protection of Literary and Artistic Works. The total number of Contracting States on December 31, 2003, was 152.

49. In the biennium, Belarus, Kyrgyzstan, Serbia and Montenegro, and Togo adhered to the Geneva Convention for the Protection of Producers of Phonograms Against Unauthorized Duplication of Their Phonograms. The total number of Contracting States on December 31, 2003, was 72.

50. In 2002-2003, Belarus, Israel, Kyrgyzstan, Portugal, the Russian Federation, Serbia and Montenegro, Togo and Ukraine adhered to the Rome Convention for the Protection of Performers, Producers of Phonograms and Broadcasting Organizations. The total number of Contracting States on December 31, 2003, was 76.

51. In 2002-2003, Cyprus, the former Yugoslav Republic of Macedonia, Guatemala, Guinea, Honduras, Jamaica, Mali, Mongolia, Nicaragua, the Philippines, Poland, Senegal, Serbia and Montenegro, and Togo became party to the WIPO Copyright Treaty (WCT).

The total number of Contracting States on December 31, 2003, was 42. The WCT entered into force on March 6, 2002.

52. Guatemala, Guinea, Honduras, Jamaica, Japan, Kyrgyzstan, Mongolia, Nicaragua, Peru, Philippines, Poland, Senegal, Serbia and Montenegro, and Togo adhered to the WIPO Performances and Phonograms Treaty (WPPT). The total number of Contracting States on December 31, 2003, was 42. The WPPT entered into force on May 20, 2002.

53. The entering into force of the “” WCT and the WPPT, marked a milestone in the history of international intellectual property law. The treaties set out the legal framework to safeguard the interests of creators in cyberspace and bring copyright law in line with the digital age. This opened new horizons for composers, artists, writers and others, enabling them to use the Internet with increased confidence to create, distribute and control the use of their works within the digital environment.

54. Member States made progress within the Standing Committee on Copyright and Related Rights (SCCR) in November 2002, June 2003 and November 2003, in identifying the scope of rights to be granted to broadcasting organizations in a multilateral treaty which would, if adopted, update relevant international regulations bringing them in line with the realities of the information age. Member States agreed that a consolidated treaty text prepared on the basis of proposals from Member States would be discussed at the June 2004 meeting of the SCCR. The Committee would then assess any progress made and decide whether to recommend to the WIPO General Assembly that a diplomatic conference be organized to conclude a multilateral treaty on protection of broadcasting organizations. In addition, informal discussions were held on the need to update the rights of performers in their audiovisual performances. Discussions on the protection of non-original databases, in view of the limited developments that has taken place on the subject, were postponed to 2004.

Domain Names

55. Regarding domain names, another important result achieved was the adoption by the WIPO General Assembly, September 2002, of most of the recommendations of the SCT regarding Internet domain names. Specifically, with respect to domain names corresponding to identifiers which are the names and acronyms of international intergovernmental organizations (IGOs), it adopted the SCT’s recommendation that the scope of the UDRP be broadened to provide protection for these identifiers. Member States also asked the Secretariat to transmit the recommendation on the names and acronyms of IGOs to the Internet Corporation for Assigned Names and Numbers (ICANN).

56. At its meetings in May and November 2003, the SCT considered three outstanding issues in the area of the protection of country names: a) Whether protection should be extended to names by which countries are commonly known; b) Whether protection should be extended retroactively; and, c) Whether to establish an arbitral appeal mechanism. The SCT decided not to make any recommendation to ICANN on the above issues.

(c) Cooperation for Development

57. In 2002-2003, WIPO’s activities continued to support developing countries in optimizing their intellectual property systems for economic, social and cultural benefits. Special emphasis was given to activities aimed at facilitating developing countries’ policy-makers’ task in the formulation of informed and timely policies, particularly in

response to emerging intellectual property issues. In this respect, three Ministerial Level meetings were organized: the WIPO Sino-African Intellectual Property Forum, Beijing, China; the WIPO International Ministerial Forum on “Intellectual Property and Traditional Knowledge: Our Identity, Our Future,” Muscat, Oman; and, the WIPO Ministerial Level Meeting on Intellectual Property for Caribbean Countries, Paramaribo, Suriname. During the biennium, an increasing number of developing countries began to introduce a pro-active IP policy and strategy formulation to stimulate local innovation, indigenous technology development and the creation and use of IP assets. Likewise, several activities undertaken during the biennium were focused on facilitating the increasing reorientation in the role and responsibilities of IPOs from registration granting agencies to agencies that promote the use of IP for development.

58. Assistance to least developed countries (LDCs), including under the Joint Initiative launched by the Directors General of WIPO and the World Trade Organization (WTO) in 2001, became increasingly urgent given the 2006 deadline for their general compliance with the TRIPS Agreement, in particular with regard to the development of policies to effectively implement and use the intellectual property systems to meet their development objectives. In the biennium, considerable progress was made in the implementation of WIPO deliverables for LDCs, outlined at the Third United Nations Conference on the LDCs, in Brussels, May 2001, including: development of human resources by the WIPO Worldwide Academy; improved access to affordable information and communication technologies and data exchange through the WIPO Global Information Network (WIPONET); creation of collective management societies; optimizing the wealth-creation effect of traditional knowledge, genetic resources and expressions of folklore; and, helping small and medium-sized enterprises to fully exploit their innovative and creative capacities through better use of the intellectual property system.

59. In November 2003, Governments of several Caribbean countries signed a comprehensive cooperation agreement with WIPO to promote the use of IP as a tool for economic growth and social benefit. The agreement establishes the terms of a project that is designed to support a more effective integration of the region into the global economy by fostering technological innovation, creativity and competitiveness through intensive and effective mobilization and use of IP.

60. The promotion of the PCT, Madrid and The Hague Systems in developing countries and countries in transition resulted, in 2002-2003, in eight developing countries adhering to the PCT, six developing countries and countries in transition adhering to the Madrid Protocol, and seven developing countries and countries in transition adhering to the Geneva Act of the Hague Agreement.

61. The development of human resources in developing countries and countries in transition, for the effective implementation and use of the intellectual property system continued through the WIPO Worldwide Academy. The number of participants in the online General Course on IP continued to increase and reached a total of 13,306 during the biennium. In addition, the course expanded its reach to Arabic, Chinese, Portuguese and Russian speaking students. The Professional Training Program witnessed a slight decrease in 2002-2003 in the number of technical staff trained from IP offices in developing countries and countries in transition. Various high-level events were organized to enhance the awareness and capacity of decision-makers, policy-advisors and other senior officials to analyze and implement new IP policy directions.

62. Significant contributions were made towards the strengthening of the intellectual property systems in certain countries in Europe and Asia, including the drafting of the intellectual property part of the Model Civil Code for the Commonwealth of Independent States (CIS) countries. Awareness increased among government officials, business circles including SMEs, industrial property attorneys and the public at large, of the central role of intellectual property as a power tool for economic growth.

63. In 2002, a new focus and mandate was given to the automation assistance that WIPO provides to developing countries, least developed countries and countries in transition. A more global and harmonized approach was taken in deploying and sustaining automation solutions for IPOs and collective management organizations for copyright and related rights. This new approach resulted in concrete deliverables in the form of comprehensive, cost-effective automation solutions and valuable technical guidance to Member States.

ENHANCEMENT OF THE EFFICIENCY OF THE SECRETARIAT

64. On May 27, 2003, Dr. Kamil Idris was formally re-appointed to a second term as Director General of WIPO. In his acceptance speech, Dr. Idris pledged to build on the achievements of the past and to ensure that IP gains its rightful place on the agenda of policy-makers at the highest level and is recognized as a powerful tool for economic, social and cultural development.

Human Resources

65. WIPO staff recruitment procedures continued to be streamlined in 2002-2003. Various measures were taken to improve staff working conditions, including through the creation of a mediator function.

66. The gradual deployment of the PCT Processing Teams (PTs) continued, with all the envisaged PTs in place at the end of 2003. It is expected that the full deployment of all PTs and the Information Management for the Patent Cooperation Treaty (IMPACT) system will result in a significant increase in efficiency of the PCT operations.

Buildings

67. At the WIPO Assemblies, September 2002, Member States approved the construction of a new administrative building to extend the Organization's premises, as well as a conference hall. The building permits were received from the Geneva authorities in September 2002. In August 2003, a general contractor for the construction of the building was selected following a bidding process, and preliminary work started in November 2003.

68. The renovation and extension of the ex-WMO building was completed in the last quarter of 2003, and the PCT began its relocation to the building in November that year.

Information Technology (IT)

69. The existing WIPO IT infrastructure was further enhanced and rationalized by the successful completion of the Failsafe Organization-Wide Customer-Oriented Upgradeable IT System (FOCUS) project which implemented a technical architecture capable of not only supporting current systems, but also the new requirements of systems such as IMPACT and WIPONET.

70. At the end of 2003, the WIPONET Project was formally completed, with the successful deployment of the WIPONET KIT to 98 IPOs. At the end of 2003, WIPONET had 950 Registered Users, mostly IPO staff, of which 245, from 222 IPOs in 157 Member States, received WIPONET training in the 22 regional workshops that were organized and delivered by the Secretariat. The operation of WIPONET will be consolidated in the next biennium.

71. With regard to WIPO's efforts to automate PCT processes, the IMPACT project successfully delivered, in 2002, its Systematic Communication on Request (COR) services, the purpose of which is to enable IPOs to receive copies of pamphlets in electronic form. By the end of 2003, the COR had become fully operational.

72. The PCT-SAFE project delivered a pilot system for PCT electronic filing to forty selected users for testing in November 2002. As part of the extended pilot, the PCT received its first fully electronic character encoded PCT filing on August 25, 2003.

73. The Administration Integrated Management System (AIMS) project, designed to replace WIPO's aging finance system with an integrated budget and finance management system, remained on schedule during the biennium, with the finalization of the "Expenditure" modules by the end of 2003. The "Income" modules are expected to be completed in 2004.

Governance Structure

74. The WIPO General Assembly in September 2002, authorized the Director General to move forward with the process of streamlining and simplifying WIPO's governance and constitutional structure to reinforce transparency, efficiency and effectiveness. The WIPO Conference and the competent Assemblies of certain Unions administered by WIPO unanimously adopted, on October 1, 2003, amendments to the WIPO Convention as well as other WIPO-administered Treaties.

III. BIENNIUM PERFORMANCE REPORT, BY MAIN PROGRAM

MAIN PROGRAM 02 - Direction and Executive Management

75. Main Program 02 consolidates executive management functions of the Organization. Systematic linkages have been sought and implemented, internal coordination has been strengthened, and oversight effectively deployed. Every effort has been made to promote a responsive relationship between the Director General and the Member States. The Director General has been provided with policy advice, administrative support and other specific services relating to the internal and external functioning of the Organization by his Senior Management Team (SMT).

Sub-program 02.1 - Office of the Director General

OBJECTIVE: To provide administrative support to the Director General.

76. The Office of the Director General ensured that the Director General could exercise executive decision-making on all matters pertaining to overall direction, management and policy execution in the implementation of all WIPO's programs and activities, by furnishing the front-office support required by the Director General on a day-to-day basis. The Office worked in close coordination with other executive management offices, such as the Legal Counsel, the Special Counsel, the Office of Strategic Planning and Policy Development (OSPPD), the Office of the Controller, the Human Resources Management Department (HRMD) and the Internal Audit and Oversight Division (IAOD). The Office of the Director General also assisted the Director General with: the preparation of correspondence with governments of Member States, regional organizations, non-governmental organizations (NGOs), other institutions and prominent individuals; the preparation of speeches, briefing material and statements; protocol services; the consolidation of substantive contributions from program managers; the coordination of the servicing of the Assemblies and Conferences of Member States; and, the provision of substantive support and follow-up to the SMT meetings and decisions.

77. During the biennium, the Director General undertook 19 foreign missions and received 480 visits from representatives of Member States, including Heads of State or Government, Ministers, Ambassadors, and Heads of international and national organizations, for which the Protocol Division ensured the smooth formal and logistical execution.

Sub-program 02.2 - Special Counsel and Advisory Commissions

OBJECTIVES: To provide advice to the Director General to facilitate relations with Member States, international and national organizations in the implementation of WIPO's policies and programs.

To provide policy advice to the Director General on internal coordination, human resources, and program-related affairs.

To provide the Policy and Industry Advisory Commissions with administrative and substantive support in order to ensure their continued capacity to provide high-quality "think-thank" services.

78. During 2002 and 2003, WIPO's external relations with Member States, and national and international organizations, continued to expand substantially. A range of activities helped to establish new contacts and enhance existing relationships. This assisted the Organization to implement successfully many of its policies and programs, with due attention paid to avoiding duplication and overlap.

79. By maintaining an ongoing and comprehensive exchange of information with program managers, the Special Counsel consolidated a global understanding of the internal coordination, cooperation and functioning of WIPO's programs. Policy advice was provided to the Director General on a daily basis, contributing substantially to the smooth operation of the Organization. Significant steps were taken internally to create an improved working environment, including the creation of a mediator function within the Secretariat in July 2002, to provide the services of an ombudsman.

80. The position of Mediator was created to provide impartial and independent opinions on employment-related conflicts of individuals, using mediation or conciliation. In 2002 and 2003, assistance was provided to resolve such issues in a manner that contributed to an improved overall working environment, thus promoting better relations between staff/employees and management, and greater organizational and operational efficiency. This service became operational at the end of 2002 and, in 2003, had handled 55 cases brought by staff. In 2003, the Mediator participated in the annual meeting of the Ombudsmen for the United Nations System and Bretton Woods Institutions, and the meeting of European Ombudsmen.

81. The day-to-day administration of inter-agency affairs included the receipt of approximately 920 items of correspondence, as well as some 60 official documents and publications per week from international organizations, including the United Nations Departments and Specialized Agencies, ECOSOC, and the WTO. These were analyzed, processed, and redistributed as appropriate, to relevant sectors within the Secretariat. About 150 corresponding replies were prepared, including contributions to reports and responses to queries and policy statements. Some 105 queries from WIPO staff pertaining to the cooperation and collaboration between WIPO and the UN and other international organizations were answered. WIPO prepared several contributions to reports being prepared by the UN Secretary General for dissemination to the UN General Assembly, ECOSOC and other high level bodies. Significant contributions were made towards the strengthening of WIPO's links with the governments of Member States, the intellectual property community, industry and professional bodies, the United Nations and the diplomatic community in New York. To that end, WIPO was present at, or organized, a range of international meetings through which personal contact was made with members of the above-mentioned groups, thereby strengthening links and improving cooperation and collaboration.

82. WIPO attendance at the most significant high level international gatherings in 2002 and 2003, such as the World Summit on Sustainable Development, the Monterrey International Conference on Financing for Development, and the World Summit on the Information Society, enhanced the visibility of the Organization. WIPO successfully contributed to increased awareness of the intellectual property system among governments, organizations and professional bodies. WIPO also facilitated enhanced system comprehension of intellectual property issues by participating in meetings with, *inter alia*, ECOSOC, FAO, ILO, ITU, UNCTAD, UNDP, UNESCO, UNHCHR, UPOV, WHO, and WTO, sessions of the UN ICT Task Force (including one hosted by WIPO) and the High-Level Summit Organizing Committee (HLSOC) for the World Summit on the Information Society (WSIS), and all regular sessions of the Chief Executives Board (CEB) and its organs, the High-Level Committee on Management (HLCM) and High-Level Committee on Programmes (HLCP).

83. Cooperation between WIPO and WTO was enhanced at all levels of the two Secretariats during 2002 and 2003. The Directors General of WTO and WIPO confirmed the importance of the collaboration between the two Organizations in 2002 and endorsed two regional workshops to be held for LDCs on the implementation of the TRIPS Agreement and current issues concerning intellectual property. The first workshop was held in April 2002 in the United Republic of Tanzania for sub-Saharan African LDCs and Haiti, and the second was held in December in Bangladesh for the LDCs in the Asia-Pacific region and Yemen. A joint regional conference for Arab States was held in Qatar also in April 2002, to discuss, in particular, intellectual property issues contained in the Doha Declaration. In 2003, WIPO and WTO held a joint international Workshop in Geneva on "Intellectual Property Rights and

Transfer of Technology” in November and joint national seminars in Benin and Mali in March. In addition, WIPO held four briefing sessions for staff on WTO-related topics, namely “TRIPS and Public Health,” “WTO dispute settlements of IP cases to-date,” “Negotiations on Geographical Indications” and “Review of Article 27.3(b)” in March, May, June and July, respectively. The purpose of these briefing sessions was to: keep relevant WIPO staff fully informed of the WTO discussions; provide an opportunity for WIPO staff to interact with WTO staff responsible for particular issues and vice versa; exchange information where relevant; and, enhance cooperation between the two Secretariats.

84. During the biennium, WIPO followed the Doha Development Agenda negotiations closely, particularly issues related to intellectual property. WIPO also followed regular proceedings in various WTO bodies including the WTO Ministerial Conference held in Cancún, General Council, TRIPS Council regular and special sessions, Committee on Trade and Development, and Committee on Trade and Environment. As in previous years, WIPO continued to provide resource persons for WTO training courses and seminars.

85. Cooperation between WIPO and UPOV has developed over decades in a harmonious way. Based on the Agreement of 1982, cooperation extends to: questions of policy; administrative matters; activities in the area of development cooperation, training and information, biotechnology and genetic resources; and, joint activities concerning issues related to both Organizations. During the biennium, WIPO organized an intensive briefing session for WIPO staff on UPOV, which has greatly improved understanding of basic elements of the UPOV Convention and is expected to enhance and facilitate further cooperation. Coordination continued on administrative matters, where WIPO provided services in the areas of finance, personnel, translation, documents and technical services to UPOV in response to its needs and requirements. Specifically, WIPO and UPOV jointly organized two international symposia, namely “Co-existence of Patents and Plant Breeders’ Rights in the Promotion of Biotechnological Developments” in 2002, and “Intellectual Property Rights in Plant Biotechnology” in 2003. In addition, WIPO closely followed all relevant issues and developments in the UPOV meetings.

86. Administrative and substantive support was provided for the operations of the Policy and Industry Advisory Commissions. The Task Force of the Policy Advisory Commission (PAC) met in May 2002, in Beijing, with the participation of the Director General and eight high-ranking dignitaries from governments and international institutions. The Task Force considered three discussion papers: Patents and Health; Copyright, Culture and Development: the Role of Intellectual Property and of WIPO in the Cultural Industries; and, Enforcement, with a view to developing new topics for discussion at the next plenary meeting. A report of the Task Force was delivered to the WIPO Assemblies in September 2002.

87. In November 2003, a plenary meeting of the PAC, hosted by the President of Romania, and chaired by the President of Malta, took place in Sinaia, Romania. Twenty PAC members attended, including two heads of State and four former heads of State or Government. There were two substantive topics on the agenda, Managing Cultural Assets and Intellectual Property Policies and the Japanese Economy. The final report will be presented at the next meeting of the Assemblies for the consideration by Member States.

88. Within the context of the Industry Advisory Commission (IAC), numerous individual meetings and consultations were held with a range of private sector contacts to help expand links with industry worldwide. In particular, WIPO organized a Latin American and

Caribbean Industry Outreach Roundtable, in cooperation with the Federation of Industries of the State of Sao Paulo (FIESP) and the Ministry of Development, Industry and Foreign Trade of Brazil. Potential candidates for a renewed IAC were identified and the industry roundtable format was successfully tested for duplication in other regions.

Sub-program 02.3 - Internal Oversight

89. The Program Performance Report for 2002 (document A/39/7) was approved by Member States at the WIPO Assemblies in September 2003. The report highlighted, for the first time, summary of progress towards WIPO Strategic Goals.

90. Further endeavors were made to consolidate the use of evaluation concepts and tools within the Organization, including a complete restructuring of the Internal Audit and Oversight's Division's Intranet pages to facilitate program managers access to such tools.

91. During the biennium, the increased use by program managers of results frameworks in the planning phase showed their greater awareness of, and reliance on, the result-oriented approach. In addition, two independent internal evaluations were commenced, including one of a major IT project.

92. Compliance with WIPO's regulations, rules and procedures, the adequacy of internal controls and the economy and efficiency of operations was verified by the Internal Auditor through the undertaking of a number of operational and financial audits. A draft Internal Audit Charter was prepared, for internal review, taking into account the revised Standards for the Professional Practice of Internal Auditing issued by the Institute of Internal Auditors, which were adopted by the internal audit representatives of UN system organizations in June 2002.

93. Assistance was also provided to the evaluation process of the new premises construction, undertaken by WIPO's External Auditors. In this connection, two reports were developed early in 2002 with documentary and statistical information.

94. Information and experience on evaluation, audit and other oversight practices and methodologies continued to be exchanged with other UN agencies and other international organizations.

OBJECTIVES: To reinforce program planning and implementation in the Organization.

To enhance the coherence, relevance and effectiveness of the Organization's activities in relation to their objectives.

Expected Result: *Systematic monitoring and evaluation of program performance.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Enhanced monitoring and evaluation of programs.	<i>Wider use of the system in place for the regular and systematic assessment of results:</i> Program managers increasingly used monitoring and evaluation tools and methodologies. Two internal independent evaluations were started. Exchange of information and experience with UN agencies and other international organizations at the Annual Meeting of the UN Interagency Working Group on Evaluation (IAWG), in Vienna (June 2002), the Conference of the European Evaluation

	Society (EES), in Sevilla (October 2002), and the workshop "Partners in Development" organized by OECD/DAC and hosted by the French Ministry of Finance, Economy and Industry, in Paris (April 2003).
<u>Expected Result:</u>	<i>Continued use of performance indicators to measure achievements in relation to objectives.</i>
<u>Result(s) Achieved</u>	<p><u>Performance Indicator(s)</u></p> <p><i>Periodic feedback from program managers on the use of performance measurement as a management tool and on corrective action taken, as appropriate:</i></p> <p>Submissions by Program Managers of inputs for the 2000-2001 and the 2002 Program Performance Reports showed an accrued and more systematic application of performance measurement tools.</p>
OBJECTIVE: To ensure accountability and efficient use of resources in the Organization's operations, systems and procedures, and to safeguard assets.	
<u>Expected Result:</u>	<i>Compliance with WIPO's regulations, rules and procedures.</i>
<u>Result(s) Achieved</u>	<p><u>Performance Indicator(s)</u></p> <p><i>Adequate Reports and opinion by the External Auditors:</i></p> <ul style="list-style-type: none"> - In 2002, the External Auditors gave a favorable opinion on the 2000-2001 accounts of the Organization. - External Auditors' report covering the 2002-2003 biennium was not available at the time of publishing this Performance Report.
<u>Expected Result:</u>	<i>Improvement of administrative and management procedures.</i>
<u>Result(s) Achieved</u>	<p><u>Performance Indicator(s)</u></p> <p><i>Number of office instructions aimed at improving procedures:</i></p> <p>Over 15 office instructions and other communications issued by the Secretariat dealt with the improvement of procedures.</p> <p>Exchange of information and experience with UN agencies and other international organizations at the following events:</p> <ul style="list-style-type: none"> - 3rd and 4th Conferences of International Investigators, held in Washington (March 2002) and Brussels (April 2003); - 33rd and 34th Meetings of Representatives of Internal Audit Services (RIAS), held in New York (June 2002) and Panama City (June 2003).
Total expenditure for Main Program 02 in the 2002-2003 biennium: Sfr11,792,000.-	

MAIN PROGRAM 03 - Legal Counsel

95. In 2002-2003, there were 106 adherences (accessions or ratifications) to WIPO-administered treaties, of which 46 per cent came from countries in transition, 45 per cent from developing countries and nine per cent from developed countries.

96. Significant developments included the entry into force of the WIPO Copyright Treaty (WCT) and the WIPO Performances and Phonograms Treaty (WPPT), on March 6 and May 20, 2002, respectively, and of the Geneva Act of the Hague Agreement Concerning the

International Registration of Industrial Designs, on December 23, 2003. In addition, the WIPO Conference and the competent Assemblies of certain Unions administered by WIPO adopted amendments to the WIPO Convention, as well as to other WIPO-administered treaties, namely: the abolition of the WIPO Conference; the formalization in the treaties of what was already in practice in respect of the unitary contribution system and the changes in contribution classes; and, a change in the periodicity of the ordinary sessions of the WIPO General Assembly and the other Assemblies of the Unions, from once every two years to once a year. These amendments will enter into force one month after written notifications of acceptance have been received by the Director General of WIPO from three-fourths of the WIPO Member States at the time the amendments were adopted.

97. The Office of Legal Counsel effectively managed the important number and variety of legal issues in the work of the Organization and ensured the efficient performance of the Organization's depositary functions, internal legal review and advice with respect to a considerable number of contracts with external entities, and appropriate legal protection for the Organization. Considerable time was spent on contractual issues in respect of the ex-WMO building and the new WIPO building. Significant progress was made towards completion of the treaties database.

98. The Contract Review Committee, which was established in 2002, successfully oversaw that proposed contracts were concluded in the best interests of the Organization.

OBJECTIVES: To advise the Director General, the Secretariat and the Member States on the legal aspects of the work of the Organization, including questions of administrative and constitutional law, contracts, and general legal matters.

To facilitate relations between the management and the staff through the prevention and resolution of staff grievances.

Expected Result: *Timely quality advice and assistance to Member States, the Secretariat and other entities on a wide range of legal issues relating to the work of the Organization.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Services were delivered promptly and efficiently, in spite of the workload of the Office, and a decrease in staffing levels.	<p><i>Number and nature of requests received for advice and number and timeliness of responses prepared:</i></p> <p>Some 250 requests for authorization to reproduce WIPO material were processed, legal advice was provided to staff members, UN system organizations and private and public entities on various legal issues relating to the Organization, its privileges and immunities, the use of its name, acronym and logo and the establishment of external hyperlinks to the WIPO web site.</p> <p>Responded to over 500 requests for information on numerous issues such as the status of countries and territories, UN resolutions and the status of accession and ratifications to the Treaties administered by WIPO.</p>

Expected Result: *Contracts entered into by the Organization are compliant with internal regulations and applicable law.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Project contracts were negotiated, consistently with principles of good governance, accountability and	<p><i>Number and nature of legal problems concerning the interpretation and application of the contracts:</i></p> <p>Reviewed and provided advice on numerous contracts with a view to ensuring that they were in the best legal interests of the Organization and to minimizing the risk of legal claims. Work in the area of contract review included construction, information</p>

<p>transparency.</p> <p>Following completion of negotiations, a contract was signed, on October 27, 2003, with a consortium for the construction of the new WIPO building.</p>	<p>technology, commercial leases, human resources related issues, banking and financial contracts, and airlines.</p> <p>Advice was provided in the course of negotiations with the consortium for the construction of the new WIPO building.</p> <p>The Contracts Review Committee, established in 2002, ensured that proposed contracts were in the best interests of the Organization.</p>
<p><u>Expected Result:</u> <i>Adequate response to legal claims against and by the Organization.</i></p>	
<p><u>Result(s) Achieved</u></p> <p>No legal claim by external parties was made in 2002 and 2003, in spite of a number of significant construction and IT projects being undertaken.</p> <p>Potential staff conflicts were solved and prevented through negotiations and legal advice.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Number of legally appropriate responses to claims against the Organization, and number and quality of advice with respect to proposed initiatives by the Organization:</i></p> <p>Legal opinions were given in the context of proposed or existing initiatives of the Organization, with a view to ensuring that the best legal interests of the Organization were being taken into account.</p> <p>In 2002 and 2003, three cases were brought by staff before the WIPO Internal Appeal Board, and one case was appealed to the ILO Administrative Tribunal.</p>
<p><u>Expected Result:</u> <i>Improved legal framework for the implementation of the Organization's activities in the area of information technology.</i></p>	
<p><u>Result(s) Achieved</u></p> <p>No legal claim was made with respect to WIPONET or WIPO web sites, in spite of the extensive use of the web site and rapid expansion of WIPONET.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Number and nature of relevant policies to enhance and protect the interest of the Organization in the area of information technology:</i></p> <p>Advice was provided on a number of policies in the area of information technology, particularly with respect to the Information Security Acceptable Use Policy, Acceptable Use Policy for External Users, WIPO general web site policy and the WIPONET web site policy.</p>
<p>OBJECTIVE: To provide Secretariat services in relation to the meetings of the Working Group on Constitutional Reform and the meetings of the Assemblies, Standing Committees, and other bodies of the Member States.</p>	
<p><u>Expected Result:</u> <i>Simpler and improved governance structure of the Organization.</i></p>	
<p><u>Result(s) Achieved</u></p> <p>The WIPO Conference and the competent Assemblies of certain Unions administered by WIPO unanimously adopted, on October 1, 2003, amendments to the WIPO Convention as well as to other WIPO-administered treaties.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Reduction in number of governing bodies of the Organization:</i></p> <p>The abolition of the WIPO Conference is going through the required constitutional processes.</p> <p><i>Acceptance by Member States of recommendations of the Working Group on Constitutional Reform:</i></p> <p>The adopted amendments to the WIPO Convention and other WIPO administered Treaties were the following:</p> <ul style="list-style-type: none"> - The abolition of the WIPO Conference; - In respect of the unitary contribution system and the changes in contribution classes, the formalization of what was already in practice; - A change in the periodicity of the ordinary sessions of the WIPO General Assembly

<p>Increasing acceptance of the amendment to Article 9(3) of the WIPO Convention.</p>	<p>and the other Assemblies of the Unions, from once every two years to once every year.</p> <p>The adopted amendments will enter into force one month after written notifications of acceptance have been received by the Director General of WIPO from three-fourths of the WIPO Member States at the time the amendments were adopted.</p> <p>Eight acceptances to the amendment of Article 9(3) of the WIPO Convention were received, reaching a total of 45 acceptances.</p>
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OBJECTIVE: To enhance the Director General's effectiveness as depositary of WIPO-administered conventions and agreements.

Expected Result: *More efficient management and ready widespread availability of user-friendly statistical information about WIPO-administered treaties.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Efficient performance of depositary functions in relation to WIPO-administered treaties including the notification of treaty actions.</p> <p>Timely responses given to requests for information sent to treaties.mail@wipo.int</p> <p>The launch on the Internet of the treaty database is expected at the end of 2004.</p>	<p><i>Number of notifications of adherence and other treaty actions handled:</i></p> <p>Received and processed 106 instruments of ratification and accession, issued 120 notifications of treaty actions (adherences, declarations, special territories), prepared 52 certified copies of treaties and 26 model instruments of accession.</p> <p><i>Number of consultations of the treaty database:</i></p> <p>At the end of 2003 there were more than 6,119 subscribers to the treaties mailing list; double as much as at the end of 2002.</p> <p>Significant progress (IT platform and data entry) was made in respect of the treaty database.</p>

Total expenditure for Main Program 03 in the 2002-2003 biennium:

Sfr3,985,000.-

MAIN PROGRAM 04 - Planning, Budgeting and Control

99. This Main Program continued assisting the Director General and program managers in enhancing internal coordination, readjusting and realigning activities to match the "Medium-term Plan for WIPO Program Activities – Vision and Strategy of WIPO" (document A/39/5), as well as by ensuring the provision and control of financial resources. Recognizing the recent significant changes as to how intellectual property is perceived, WIPO reviewed its policies on a number of emerging issues in consultation with Member States and other relevant stakeholders. One of these challenges consisted of exploring how to empower creators, entrepreneurs, inventors and other knowledge economy contributors to use intellectual property systems effectively, through various measures tailored to different countries, particularly in the developing world.

100. In addition to controlling compliance with the existing Financial Rules and Regulations, additional emphasis was given to ensuring the relationship between a proposed activity and the approved Program and Budget. Financial control was also strengthened through the

WIPO Contract Review Committee, which met regularly throughout the biennium. Continued support was provided for the development and implementation of the AIMS project. Finally, a review of the new construction project was undertaken.

Sub-program 04.1 - Strategic Planning and Policy Development

101. The Office of Strategic Planning and Policy Development (OSPPD) provided continuous assistance and support to the Office of the Director General, through servicing the Constituent Organs of the Member States (Main Program 01) and providing advice to the Director General (Main Program 02). The range of actions included, *inter alia*, coordination and execution of program-related activities, formulation and preparation of policies or strategic plans, facilitated through the Senior Management Team (SMT) meetings, and enhancement of cross-sectoral cooperation, to improve implementation of certain complex activities. Other activities included enhancing internal coordination and communication through the convening of Professional Information Meetings (PRIMs).

102. Program managers were assisted with the readjustment and realignment of activities, to reflect the current vision and strategy of WIPO throughout the 2002-2003 biennium. To support the Cooperation for Development Sector, two separate pilot projects were initiated: one project for the formulation of intellectual property policies considering national or regional strategies to promote intellectual property asset management, and another project to lay the necessary groundwork for a substantive public-private partnering strategy. These initiatives formed the basis for new sub-programs 11.1: Intellectual Property Policy and Economy, and 11.3: Cooperation with the Private Sector, established under the Program and Budget 2004-2005. Finally, OSPPD led the internal policy discussions and consultations with Member States, which resulted in the new strategic directions and policies that are reflected in the Medium-term Plan, and the Program and Budget 2004-2005 (document A/39/4).

OBJECTIVES: To assist the Director General in management responsibilities and in creating and refining the strategic planning and overall policy.

To ensure the coherence and integration of WIPO's programs.

Expected Result: *Increased coherence and integration of WIPO's programs.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Better coherence and integration of WIPO's programs.	<p><i>Number and nature of activities resulting from the policy planning and program coordination:</i></p> <ul style="list-style-type: none"> - Coordination and organization of the meetings of Assemblies of Member States; - Roundtable "Intellectual Property in the Global Agenda", held in conjunction with the WIPO Assemblies in September 2002; - Twelve SMT meetings; - Approximately 55 PRIMs; - Internal coordination for better security at WIPO; - External coordination with the Federal Audit Office of the Swiss Confederation for the evaluation of WIPO's new building project and for the preparation of a revised draft budget; - Consultations concerning the Program and Budget 2004-2005, held prior to the April and September 2003 sessions of the Program and Budget Committee; - A pilot project to reflect the concept of intellectual property asset management in the preparation of national IP strategies resulted in a prototype internal database of empirical data; - Research and preparation of documentation in connection with the public-private
Further refocusing and realignment of programs.	
Adjusted strategy for the 2004-2005 biennium and establishment of the strategy and policy directions for the period 2006-2009.	

partnering sub-program in the Program and Budget 2004-2005.

Sub-program 04.2 - Program Budget and Financial Control

103. Activities related to program budget and financial control focused on preparing various official documents, including program and budget proposals for WIPO and UPOV, and the budgetary documents on the new construction project. These took into consideration the recommendations made in the evaluation report prepared by the Federal Audit Office of the Swiss Confederation, and provided certain additional information on the new construction (documents A/37/2, A/37/9, and A/37/14). The Secretariat also supported the review of procurement contracts and the development and implementation of the AIMS project. Further activities included: preparation of allotment advice documents for Program Managers for 2002 and 2003, as well as further refinement of the allotment system; reviewing and monitoring of workplans for 2002 and 2003; and, certifying the commitments to incur financial obligations for WIPO, UPOV, Funds-in-Trust, and UNDP-funded projects.

OBJECTIVE: To facilitate deliberations by the Program and Budget Committee and the General Assembly on program budget and financial issues as well as ensure sound financial management of WIPO.

Expected Result: *Budgetary documents and financial reports of high quality and available at required dates.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Approval by Member States of the modified proposal on the new construction and revised Program and Budget documents.</p> <p>Approval by Member States of the Revised Proposal for the Program and Budget for 2004-2005.</p>	<p><i>Approval by Member States of high quality, result-based budgetary documents:</i></p> <p>Timely preparations of:</p> <ul style="list-style-type: none"> - A contribution to the preparation of the Financial Management Report 2000-2001, prepared by the Finance Department, which covered WIPO and UPOV, and for the first time included explanations on budget variations by program, following recommendations by Member States at the Program and Budget Committee meeting (April, 2001); - A modified proposal on the new construction project and a revised Program and Budget for 2002-2003; - A revised proposal for the Program and Budget 2004-2005 (WO/PBC/7/2) following the initial proposal (WO/PBC/6/2) and extensive consultations with Member States (WO/PBC/7/3); - For UPOV, a proposal for the Program and Budget for 2004-2005 (C/37/4) and a revised Program and Budget for 2002-2003.

Expected Result: *Monitoring reports and tools supporting decision-making on program implementation.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>The delivery rate for the biennium was 93 per cent of the revised budget, in line with the evolution of the implementation of the new construction project and cost containment measures due to anticipated income shortfall.</p> <p>Increased use by program managers of</p>	<p><i>Number of monitoring reports submitted to the Director General and program managers:</i></p> <p>Quarterly internal reports on Income and Expenditure were submitted to the Director General, containing specific management proposals.</p> <p><i>Increased use by program managers of monitoring tools:</i></p> <ul style="list-style-type: none"> - Provision of annual allotment advice and review of workplans in 2002 and 2003;

allotment advice and expenditure reports.	- Support to the development of an automated information management system (AIMS).
<u>Expected Result:</u> <i>Financial control exercised in compliance with Financial Rules and Regulations and other relevant policies and directives.</i>	
<u>Result(s) Achieved</u> 2000-2001 accounts fully in compliance with the Financial Rules and Regulations. Actual expenditures held within approved allotments.	<u>Performance Indicator(s)</u> <i>Report and opinion of the External Auditors on the financial statements of WIPO:</i> In 2002, the External Auditors gave a favorable opinion on the 2000-2001 accounts of the Organization. The report from the External Auditors for the 2002-2003 period was not yet available. Some 10,000 financial commitments were scrutinized and certified annually during the 2002-2003 period.
Total expenditure for Main Program 04 in the 2002-2003 biennium: Sfr7,418,000.-	

MAIN PROGRAM 05 - Development of Industrial Property Law

104. Major achievements in the biennium in the area of patent law included promotional activities on patent formalities related to the Patent Law Treaty (PLT), which contributed to the ratification or accession of six States (Estonia, Kyrgyzstan, Nigeria, Slovakia, Slovenia and Ukraine) to the PLT. Moreover, the Standing Committee on the Law of Patents (SCP) held three sessions in the biennium, which were devoted to the discussion of the draft Substantive Patent Law Treaty (SPLT).

105. In the area of trademark, industrial design and geographical indication law, important results were obtained within the Standing Committee on the Law of Trademarks, Industrial Designs and Geographical Indications (SCT), in particular an understanding to revise the Trademark Law Treaty (TLT) and the direction which such a revision should take. Membership in the TLT continued to increase with five new accessions during the biennium (Estonia, Kazakhstan, Kyrgyzstan, Republic of Korea and Slovenia). WIPO confirmed its leading role in the field of geographical indications with the organization, in cooperation with the Government of the United States of America, of a worldwide symposium on geographical indications in San Francisco, California, in July 2003.

Sub-program 05.1 - Law of Patents

106. The main objective of achieving a greater awareness of the importance and benefits of harmonizing certain concepts of patent law and practice, was achieved through the SCP, which at three sessions, pursued its examination of draft provisions for the harmonization of substantive patent law in the context of the draft Substantive Patent Law Treaty (SPLT). In particular, the SCP agreed, in principle, on a number of provisions contained in the draft SPLT and achieved useful progress and further mutual understanding of the commonalities and differences on many issues. In respect of some other issues (e.g. provisions on subject matter or on exceptions to be included in the Treaty), however, fundamental differences among Member States revealed the need for further discussion. Having decided to concentrate on further harmonization of patent law and practice, other projects, such as examining the desirability and feasibility of establishing a system for the central recording of

changes in patents and patent applications, were put aside by the SCP for later consideration. In this context, reference is made to discussions by the Working Group on Reform of the Patent Cooperation Treaty (PCT) on the possibility to set up such a system, in the context of the PCT, in respect of international applications which have entered the national phase. Further, first investigations were undertaken concerning the identification of issues relating to the need and feasibility to revise the Budapest Treaty. As regards the objective of providing information on current issues relating to the law of patents, WIPO addressed, in the biennium under consideration, issues relating to the international patent system, in respect of which a Conference on the International Patent System (IPS) was held in Geneva, in March 2002, and a discussion paper (document A/37/6) was prepared and submitted to the WIPO Assemblies in September 2002. Finally, the promotion of adherence to, and the implementation of, the WIPO-administered treaties in the field of patents resulted in a number of accessions to those treaties.

OBJECTIVE: To increase the awareness of Member States and other concerned parties of the importance and benefits of harmonizing patent law and to make progress towards the adoption of a legal instrument on further harmonization of patent law.

Expected Result: *Greater awareness of the importance and benefits of further harmonizing patent law and substantive progress towards the possible adoption of a legal instrument on further harmonization of patent law.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Agreement in principle among Member States on a number of provisions, although differences still exist on others. Enhanced understanding of existing commonalities and differences, and agreement to carry on discussions.	<i>Number of meetings of the Standing Committee on the Law of Patents (SCP), and progress towards the adoption of a legal instrument on the further harmonization of patent law:</i> Three meetings of the Standing Committee on the Law of Patents (SCP) were held during the biennium to discuss the draft Substantive Patent Law Treaty (SPLT), and draft Regulations as well as Practice Guidelines under the SPLT.

OBJECTIVES: To promote adherence to and appropriate implementation of WIPO-administered patent treaties, in particular, the Patent Law Treaty (PLT) and to provide information on current issues relating to the law of patents. To investigate the desirability and feasibility of establishing rules relating to the industrial property aspects of space law.

To investigate the desirability and feasibility of establishing rules relating to the impact on patentability of disclosures on the Internet and infringement of patents on the Internet

Expected Result: *Increased awareness of the benefits of adherence to the WIPO-administered patent treaties, and, in particular, of the adherence to the PLT.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Adherence of four States to the Paris Convention (Djibouti, Namibia, Saudi Arabia and Seychelles). One State, member of the Paris Union, became party to the Stockholm	<i>Number of missions, meetings and workshops to promote the treaties and feedback thereon:</i> In addition to the participation in many seminars and events in Geneva, 30 missions in 18 countries were undertaken and regular contacts with Member States were held. In respect of the Budapest Treaty, seminars in five different countries were organized and information documents were updated.

<p>Act of the Paris Convention (Syrian Arab Republic).</p> <p>Adherence of five States to the Budapest Treaty (Albania, Azerbaijan, the former Yugoslav Republic of Macedonia, Kazakhstan, and Kyrgyzstan).</p> <p>Adherence of six States to the PLT (Estonia, Kyrgyzstan, Nigeria, Slovakia, Slovenia and Ukraine).</p>	
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Expected Result: *Greater level of awareness and understanding of current issues in the law of patents.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Inclusion of general rules concerning the prior art effect of disclosures on the Internet in the Practice Guidelines under the draft SPLT.</p>	<p><i>Number and nature of studies and guides published on current issues in the law of patents:</i></p> <p>Following a questionnaire concerning the disclosure of information on the Internet and other issues relating to the Internet distributed to Member States in 2001, a discussion on that topic was held in the SCP. The Committee decided to revert, if needed, to the issue at a later stage, once the general principle on prior art was agreed.</p> <p>A discussion paper on the international patent system (A/37/6) was submitted to the WIPO Assemblies in September 2002, and four studies prepared by independent experts on the effect of the international patent system on developing countries, were submitted to the WIPO Assemblies in September 2003. The WIPO Assemblies noted and discussed the contents of document A/37/6 and of the four studies.</p> <p>A Conference on the International Patent System (IPS) was held in Geneva in March 2002. It was attended by a considerable number of delegates (nearly 400). Some 60 speakers shared their views from different perspectives covering a wide range of issues.</p>

OBJECTIVES: To investigate the desirability and feasibility of further developing the Budapest Treaty on the International Recognition of the Deposit of Microorganisms for the Purposes of Patent Procedure, including in particular consideration of a system for the deposit of DNA sequence listings referred to in patent applications.

To study the desirability and feasibility of establishing a system for the central recording of changes in patents and patent applications.

Expected Result: *Agreement of Member States on the form of further addressing the issues.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Identification of a number of possible issues relating to the revision of the Budapest Treaty.</p>	<p><i>Progress in the relevant discussions:</i></p> <p>In the biennium, first investigations were undertaken concerning the identification of issues relating to the need and feasibility to revise the Budapest Treaty. Possible issues identified would have to be submitted to Member States for discussion at a later stage.</p> <p>The establishment of a system for the central recording of changes in patents and patent applications has not been discussed by the SCP due to other priorities. However, reference is made to discussions by the Working Group on Reform of the Patent Cooperation Treaty (PCT) on the possibility to set up such a system, in the context of the</p>

PCT, in respect of international applications that have entered the national phase.

Sub-program 05.2 - Law of Trademarks, Industrial Designs and Geographical Indications

107. The Member States of WIPO agreed that work should continue, in the SCT, with a view to revising the Trademark Law Treaty (TLT). Such revision would primarily aim at introducing into the TLT provisions concerning electronic filing of trademark applications and other communications between applicants or holders and trademark offices, certain relief measures in case of failure to comply with time limits and the creation of a TLT Assembly. Furthermore, the SCT developed a questionnaire that is being used to assess the needs and prospects for future harmonization of national trademark laws and trademark office practices. As regards geographical indications, the SCT considered issues relating to definitions of geographical indications, protection in the country of origin, protection abroad, differences between existing systems for protection, generic terms, conflicts between trademarks and geographical indications, and conflicts between homonymous geographical indications. In addition to the work of the SCT, the highlight in 2003 was a worldwide symposium on geographical indications, organized by WIPO jointly with the Government of the United States of America. As regards activities related to the promotion of the awareness of the benefits of adherence to the WIPO-administered treaties or the application of joint recommendations in the area of trademark, industrial design and geographical indication law, legal advice was provided to a number of developing countries and countries in transition.

OBJECTIVES: To increase the awareness and build consensus among Member States and other concerned parties on the necessity for harmonizing certain principles and rules of the law of trademarks, industrial designs and geographical indications.

To revise and modernize the Trademark Law Treaty.

Expected Result: *Greater awareness of the necessity for the harmonization of certain principles and rules of the law of trademarks, industrial designs and geographical indications and consensus for action in this regard.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Agreement in the SCT to continue work with a view to revising the TLT and to assessing the prospects for further harmonization of trademark law.</p>	<p><i>Feedback from the SCT regarding the necessity for the harmonization of certain principles and rules of the law in these areas:</i></p> <p>The SCT continued work in four subsequent sessions on possible amendments to the TLT, including provisions concerning electronic filing of trademark applications and other communications between applicants or holders and trademark offices, as well as certain relief measures in case of failure to comply with time-limits.</p> <p>In view of possible additional cost savings and efficiency gains for trademark owners and industrial property offices alike, resulting from the harmonization of substantive trademark law and the convergence of trademark examination practices of IP offices, the SCT agreed to conduct a survey of existing trademark laws and office practices and prepared a questionnaire for this purpose.</p> <p>The four meetings of the SCT held during the biennium were each attended by delegates from over 75 Member States and some 20 observer organizations.</p>

OBJECTIVE: To provide information on current issues relating to the law of trademarks, industrial designs and geographical indications.

Expected Result: *Greater level of awareness of current issues in the law of trademarks, industrial designs and geographical indications.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Significant increase in the degree of awareness among Member States and observers of key issues relating to trademarks, industrial designs and geographical indications.</p>	<p><i>Number of studies and guides published on current issues in the law of trademarks, industrial designs and geographical indications:</i></p> <p>With respect to geographical indications, the SCT addressed questions relating to definitions, protection in the country of origin, protection abroad, practical differences between the existing systems, generic terms, conflicts between trademarks and geographical indications, and conflicts between homonymous geographical indications. In the area of industrial designs, a widely acknowledged document on industrial design protection and its relation with works of applied art and three-dimensional marks was issued.</p> <p>A workshop on geographical indications was organized for delegates from permanent missions in Geneva in 2002. In July 2003, a worldwide symposium on geographical indications was jointly organized with the Government of the United States of America, bringing together some 200 participants and some 25 speakers from around the world, representing Member States' administrations as well as geographical indications producers and interest groups.</p>

OBJECTIVE: To promote adherence to and implementation of the WIPO-administered treaties in the areas of the law of trademarks, industrial designs and geographical indications

Expected Result: *Increased awareness of the benefits of adherence to the WIPO-administered treaties or implementation of Joint Recommendations in the law of trademarks, industrial designs and geographical indications.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>A number of developing countries and countries in transition continued to incorporate in their national legislation the provisions of the Joint Recommendations.</p>	<p><i>Number of missions, meetings and workshops to promote the treaties and Joint Recommendations and feedback thereon:</i></p> <p>Two national seminars and two regional training courses organized by WIPO in cooperation with the National Industrial Property Offices of Algeria, the Republic of Moldova, Saint Lucia and the Government of Morocco.</p> <p>Participation in two seminars and training courses at the invitation of the National Industrial Property Office of Romania and of the Office for Harmonization in the Internal Market (OHIM), in Romania and Thailand.</p> <p>Participation in 18 seminars, conferences, symposia, workshops, or meetings at the invitation of organizations, whether governmental, intergovernmental or non-governmental.</p> <p>Training, at its headquarters, of staff of the National Industrial Property Office of Belize.</p> <p>Missions to China and Japan to meet with governmental officials.</p> <p>Participation in numerous seminars and workshops organized by the WIPO Worldwide Academy (WWA).</p>

Increase in the Membership of the TLT.	<p>Legal advice was provided upon request to various Member States regarding, in particular, implementation of the Joint Recommendations.</p> <p>Meetings were held with various governmental and non-governmental delegations visiting Geneva.</p> <p>Publication of the Joint Recommendation Concerning Provisions on the Protection of Marks, and Other Industrial Property Rights in Signs, on the Internet (No. 845).</p> <p>Five States joined the Trademark Law Treaty (Estonia, Kazakhstan, Kyrgyzstan, Republic of Korea and Slovenia).</p>
Effective administration of Article 6ter of the Paris Convention.	<p>24 Communications under Article 6ter(3) of the Paris Convention (five concerning countries and 19 concerning intergovernmental organizations). Production and distribution of the fourth edition of a fully searchable CD-ROM concerning Article 6ter notifications to all States party to the Paris Convention and to all Members of the World Trade Organization not bound by that convention. Preparations for the publication of a searchable online Article 6ter database (6ter Express).</p>
Total expenditure for Main Program 05 in the 2002-2003 biennium: Sfr7,447,000.-	

MAIN PROGRAM 06 - Patent Cooperation Treaty (PCT) System

108. PCT filings, with 110,065 applications received in 2003, exceeded the 100,000 mark for the third consecutive year. In the 2002-2003 biennium, PCT applications increased by 15 per cent compared with 2000-2001. The number of countries participating in the PCT system rose to 123, with the new memberships of Botswana, Egypt, Namibia, Nicaragua, Papua New Guinea, Saint Vincent and the Grenadines, the Seychelles and the Syrian Arab Republic.

109. During the biennium, the International Bureau took a number of significant steps to move from the almost exclusive paper-based environment for the filing and processing of PCT applications to a partially automated environment, paving the way towards an increasingly automated system in the course of the next biennium.

110. The reform of the PCT system took an important step forward when a number of measures designed to streamline and simplify the system were adopted by the PCT Assembly in October 2002 and in October 2003. The required implementation was carried out for entry into force of a few of those measures on January 1, 2003, and, for most of them, on January 1, 2004. Discussions on further measures designed to modernize the system, in particular, to improve the quality and usefulness of international search and international preliminary examination, continued in 2003.

Sub-program 06.1 – Operation of the PCT System

111. During the 2002-2003 biennium, the number of international applications received and processed increased by 15 per cent compared to 2000-2001, whereas the number of applications filed directly with the International Bureau acting as Receiving Office increased by 150 per cent compared to 2000-2001. However, the overall level of PCT filings during the biennium, in particular in 2003, was less than expected. This was mainly due to the fact

that the national patent filings in several major national and regional IP Offices—which constitute the potential from which PCT filings originate—started to decrease in 2001.

112. As a consequence, not only was the number of new international applications to be published lower than expected, but also the number of demands for international preliminary examination showed a greater decline, which was due to an additional factor, namely, the effect of a modification to the Treaty adopted by the PCT Assembly in the framework of PCT Reform, with effect from April 2002.

113. The decrease in the number of new international applications to be published allowed the International Bureau to cope with a significant and unexpected increase of 167 per cent (compared with the previous biennium) in the number of republications, that is, international applications having to be republished, most often due to the late receipt of certain documents by the International Bureau.

114. The new “Processing Team” structure, composed on the basis of combinations between receiving Offices and languages of filing and processing, and in which staff are expected to perform multifunctional tasks, was put in place during the biennium. By April 2003, as was originally planned, all international applications were being processed by Processing Teams. The delivery of extensive training programs designed to prepare staff to carry out such multifunctional tasks continued throughout the biennium.

115. Previous backlogs caused by the increases in PCT filings in 2001 and 2002, as well as by the late receipt by the International Bureau of international applications filed at certain receiving Offices in 2001 and 2002, were eliminated during 2002 and 2003, despite the necessary period of adaptation due to the introduction of the new Processing Team structure, and the non-delivery of certain IMPACT modules, expected to have been available by the end of 2002.

116. PCT Documents Scanning Systems, introduced during the third quarter of 2001, were improved in 2002, and constitute the only system based on the IMPACT project that was put into production in 2003. By the end of 2003, the manual and paper-based methods for handling certain PCT documents were largely replaced by an automated scanning and reproduction system. As a result, more types of PCT documents (in particular, standard documents such as pamphlets, priority documents, international preliminary examination reports and translations thereof) were scanned and communicated to national Offices in electronic form (CD and DVD). This meant a decrease in the volume of paper used and associated mailing costs, and a significant increase in the flexibility for the International Bureau in terms of the types of documents and communication it can now offer to national Offices. By the end of 2003, all standard documents that national Offices are entitled to request were scanned, and more than 76 per cent of these were communicated in electronic form.

OBJECTIVES: To provide in a swift, reliable, and cost-effective manner the services entrusted to the International Bureau under the PCT.

To improve the dissemination on paper or in electronic format of information on international applications and related information.

Expected Result: *Processing in a swift, reliable and cost-effective manner of up to 114,000 international applications in 2002 and 122,000¹ in 2003; up to 79,000 demands under Chapter II in 2002 and 84,000 in 2003; up to 2,500 international applications in the International Bureau acting as Receiving Office in 2002 and 2,900 in 2003; and publishing up to 106,000 pamphlets in 2002 and 113,000 in 2003.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>The number of international applications and demands received were lower than expected (by 4.2 and 10.6 per cent respectively) due respectively to the slowing down of the national patent filing activity worldwide and the entry into force in April 2002 of a modification of the Treaty, adopted by the PCT Assembly in October 2001.</p>	<p><i>Number of international applications and demands received and processed, and number of pamphlets published:</i></p> <p>International applications received and processed in 2002 and 2003 were 114,048 and 110,065 respectively, i.e., 224,113, representing a 15 per cent increase compared to 2000-2001 (194,895).</p> <p>Demands received and processed under Chapter II in 2002 and 2003, were 80,853 and 64,840 respectively, i.e., 145,693, or less than an increase of one per cent compared to 2000-2001 (144,773).</p>
<p>The IB, as Receiving Office, received and processed 129 per cent more international applications than expected.</p>	<p>As Receiving Office, the International Bureau received and processed 5,862 and 6,487 international applications in 2002 and 2003, respectively, i.e., 12,349, representing a 150 per cent increase compared to 2000-2001 (4,939).</p>
<p>Even though the IB published 3.2 per cent less standard pamphlets than expected, it had to cope with a significant and unexpected increase in the number of republications.</p>	<p>An overall total of 294,149 pamphlets were published in 2002-2003, comprising both "standard pamphlets" (containing international applications published for the first time) and "republications" (subsequent pamphlets containing either international applications republished for various reasons or international search reports established by certain International Searching Authorities with a significant delay), representing a 40 per cent increase compared to 2000-2001 (210,245). Standard pamphlets published in 2002 and 2003 were 104,173 and 107,732 respectively, i.e., 211,905, or an 18 per cent increase compared to 2000-2001 (179,464). Republications in 2002-2003 were 40,397 and 41,847 respectively, i.e., 82,244, or 167 per cent increase compared to 2000-2001 (30,781).</p>
<p>2003 was the first full year during which all standard documents, requested by national offices, were scanned in respect of international applications received and processed in 2003.</p>	<p>Standard documents (pamphlets, priority documents, international preliminary examination reports and English translations thereof) scanned in 2002 and 2003 were 210,210 (or 7,148,663 pages) and 414,115 (or 12,193,003 pages) respectively, i.e., 624,325 (or 19,341,666 pages).</p>

¹ 120,000 according to the revised Program and Budget, as adopted by the Program and Budget Committee in September/October 2003.

<p>More than 76 per cent of all documents requested by national offices were communicated in electronic form.</p>	<p>In the first year of availability of the new communication system to national offices, scanned versions of standard documents requested by national offices were communicated by the International Bureau in 2003 in electronic form (CD or DVD), and amounted to 6,207,684, or 76 per cent of all documents concerned, the remaining 24 per cent being communicated on paper.</p>
<p>Timely processing of all international applications and demands received.</p>	<p><i>Timeliness of processing (including publications and demands under Chapter II) of the international applications:</i></p> <p>All international applications received (including those filed directly with the IB as receiving office) were processed and published in a timely manner due to the lower than expected number of international applications.</p>
<p>All pamphlets were distributed to applicants, PCT Offices and Authorities in a timely manner.</p>	<p>The timely publication of all pamphlets (all categories combined) was due to the lower than expected number of standard pamphlets to be published.</p>
<p>All issues of the PCT Gazette were published in a timely manner.</p>	<p>52 weekly issues and three special issues of the PCT Gazette were published each year in 2002 and 2003, i.e., 110 issues, all in both paper and electronic forms.</p>

Expected Result: *Improved productivity in translation of abstracts and IPERs.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Improved quality and increased efficiency of translation activities through staff training, computer assisted translation tools and quality control mechanisms.</p>	<p><i>Number of translations in each category:</i></p> <p>The number of abstracts translated in 2002 and 2003 was 125,200 and 129,280 respectively, i.e., 254,480 or a 16 per cent increase compared to 2000-2001 (219,285).</p> <p>The number of IPERs translated in 2002 and 2003 was 19,941 and 15,106 respectively, i.e., 35,047, or a 35.4 per cent increase compared to 2000-2001.</p> <p>These numbers include for 2002, 13,941 IPERs and 6,000 rationalized IPERs, and for 2003, 11,436 IPERs and 3,670 rationalized IPERs.</p>

OBJECTIVE: To enhance the International Bureau's capacity to process the increasing number of international applications.

Expected Result: *Increase in the productivity of PCT operations in the International Bureau.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Productivity of PCT operations was maintained.</p>	<p><i>Ratio between the total number of PCT staff and the number of international applications:</i></p> <p>The average annual ratio between the total number of international applications and the total number of staff under sub-program 6.1 was 336:1.</p> <p><i>Comparison between the growth in the total PCT expenditures and the growth in the number of international applications:</i></p> <p>PCT expenditures increased by 1.5 per cent in 2002-2003 compared to 2000-2001, while the number of PCT applications increased by 15 per cent compared to the previous biennium.</p>

<p><u>Expected Result:</u></p>	<p><i>Increase in the percentage of international applications prepared using the PCT Electronic Application System (PCT-EASY) software.</i></p>
<p><u>Result(s) Achieved</u></p> <p>A further increase in the use of PCT-EASY software.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Number of international applications filed using the PCT-EASY software:</i></p> <p>The number of international applications using PCT-EASY software received in 2002 and 2003 was 45,300 and 49,054 respectively, i.e., 94,354 or a 53.8 per cent increase compared to 2000-2001 (61,359).</p>

Sub-program 06.2 – Legal Framework, Information and Training Activities; PCT Reform

117. The significant amendments to the PCT Regulations adopted by the PCT Assembly in 2002 and 2003, are expected to lead to a streamlining of the PCT system by making it more user-friendly, efficient and cost-effective. These improvements to the PCT legal framework will benefit applicants as they use the PCT system to obtain patent protection worldwide. The amendments, most of which have entered into force on January 1, 2004, have introduced an enhanced international search and preliminary examination system, overhauled the designation system, established a new schedule of fees and aligned certain PCT requirements with those of the PLT. The year 2003 saw extensive efforts on the part of the International Bureau for the timely implementation of the reform-related amendments to the PCT Regulations, noting that all the subsidiary legal texts (Administrative Instructions, various Guidelines, and Forms) had to be reviewed and, to a large extent, modified. Extensive consultation with all PCT Offices and Authorities, as well as main users of the system were undertaken by the International Bureau throughout 2003. All essential aspects of the required implementation were completed by January 1, 2004.

118. Discussions on further measures designed to modernize the system, in particular, to improve the quality and usefulness of international search and international preliminary examination, continued in 2003.

119. Increased awareness and enhanced knowledge of the operation and benefits of the PCT system among its users, industrial property agents, governments and intergovernmental organizations, was achieved through: the PCT seminar program; establishment of effective channels of communication with more counterparts in an increased number of IP Offices; increased use of the PCT web site (the most frequently visited portion of the WIPO web site) and associated tools to disseminate relevant PCT information; and, provision of customized legal advice on specific issues.

120. In order to cater for the international publication of more than 100,000 new international applications per year, the legal framework was adjusted, and the necessary technical implementation was put in place for the introduction of: a new six digit numbering system for published international publications with effect from July 1, 2002; a new six digit numbering system for all new international applications, as well as a four digit year format for all new and pending international applications with effect from January 1, 2004. In the field of biotechnology, the legal framework was expanded, and the technical implementation completed to allow for the filing and publication in electronic form of tables relating to nucleotide and amino acid sequence listings.

OBJECTIVE: To improve the PCT legal framework, and to simplify and render more economical obtaining patent protection worldwide by use of the PCT.

Expected Result: *Improved legal framework for obtaining protection for inventions under the PCT that, in particular, facilitates electronic filing of international applications.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p><u>PCT Reform:</u></p> <ul style="list-style-type: none">- Significant measures designed to further streamline and simplify the PCT system were adopted by the PCT Assembly in 2002;- Further measures were discussed with a view to continuing to modernize the PCT system and increase the quality and usefulness of the newly introduced combined international search and preliminary procedure;- Additional amendments to the PCT Regulations and the Schedule of Fees were adopted by the PCT Assembly in 2003. <p>Implementation of the new enhanced International Search and Preliminary Examination system was completed in time for entry into force of the system on January 1, 2004.</p> <p>The most relevant part of the implementation of the amendments to the PCT Regulations adopted by the PCT Assembly in 2002 and 2003 was completed in time.</p> <p>The implementation of the change to the time limit under PCT Article 22 and consequential amendment of PCT Rule 90<i>bis</i> was completed in time. All Contracting States</p>	<p><i>Adoption of the necessary amendments to the PCT Regulations and Administrative Instructions:</i></p> <p>Based on intensive preparatory work by both the Working Group and the Committee on Reform of the PCT, the PCT Assembly in 2002 adopted amendments to the PCT Regulations introducing an “enhanced international search and preliminary examination system”, an automatic overall designation system, a flat international filing fee, a system of “communication on request” of all documents relating to international applications designating a given designated Office, as well as further alignment of PCT requirements with those of the PLT.</p> <p>PCT Reform efforts continued in 2003, with two sessions of the Working Group on Reform of the PCT, discussing further simplification, streamlining and modernization of the procedure.</p> <p>The PCT Assembly in 2003 adopted amendments (completing those adopted in 2002) to the Schedule of Fees and certain minor amendments to the PCT Regulations.</p> <p>Draft revised PCT International Search and Preliminary Examination Guidelines were discussed and agreed upon, in particular by means of three sessions of the Meeting of International Authorities under the PCT, and the use of an electronic forum dedicated to that meeting.</p> <p>48 Sections and three Annexes of the Administrative Instructions and 71 PCT Forms were modified. The Receiving Office Guidelines were revised and promulgated. Internal procedures at the International Bureau (including in its capacity as receiving office) were reviewed and modified.</p> <p>Legal advice was provided on the effect of the change to the time limit under PCT Article 22, which entered into force on April 1, 2002, and on the possible need for Offices to file a notification of incompatibility.</p> <p>Additional advice was provided upon request to those States that prepared for withdrawal of the notification they had made.</p> <p>22 PCT Forms were modified as needed.</p>

<p>received legal advice on the effect of the change.</p> <p>The change to the numbering system for published PCT applications entered into force on July 4, 2002, and for all new and pending international applications the implementation of the change to the numbering system was completed in time for entry into force on January 1, 2004.</p> <p>The legal framework was extended with effect from September 6, 2002 and the necessary implementation was completed.</p> <p>The implementation of the amendments to the PCT Regulations relating to language issues and reinstatement of rights (adopted by the PCT Assembly in September 2002 which entered into force on January 1, 2003) was completed in time.</p> <p>The implementation of the amendments to the PCT Regulations relating to a fee reduction where the PCT application is filed in electronic form (adopted by the PCT Assembly in 2002 which entered into force on October 17, 2002) was completed in time.</p>	<p>Implementation of the change to the numbering system for published PCT applications was completed in time for entry into force on July 4, 2002 (first publication date concerned).</p> <p>Implementation of the change to the numbering system for new international applications as well as to a four digit year format for all dates for all new and pending international applications was completed in time for entry into force on January 1, 2004.</p> <p>Necessary changes to certain tasks of the PCT internal processes and IT systems were prepared and finalized.</p> <p>The existing legal framework was extended for the filing and publication, in electronic form, of nucleotide and/or amino acid sequence listings contained in PCT applications also to cover tables relating thereto.</p> <p>Modification of six Sections and one Annex of the Administrative Instructions.</p> <p>12 Sections of the Administrative Instructions and 12 PCT Forms were modified.</p> <p>Two Sections of the Administrative Instructions and two PCT Forms were modified.</p>
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OBJECTIVE: To increase awareness and knowledge of the operation and benefits of the PCT system among its users, potential users, industrial property agents, governments and IGOs.

Expected Result: *Increase in the knowledge of the PCT system.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Increased availability and use of information, including in electronic form, pertaining to the PCT to cater for various</p>	<p><i>Quality, quantity and accessibility of PCT information:</i></p> <p>PCT information in general:</p> <ul style="list-style-type: none"> - In 2002 and 2003, 44 and 36 PCT list-server e-mail notices were addressed to 3,250 and 5,277 subscribers respectively, for announcements of late-breaking news on the PCT; - The PCT Applicant's Guide was updated at least twice a month on the web site in

users' needs.	<p>2002-2003 whereas the paper edition was updated twice annually;</p> <ul style="list-style-type: none">- The PCT Newsletter was issued on a monthly basis;- Information was made available in various forms, such as cumulative tables, listings, FAQs and warnings, and regularly posted and updated on the PCT web site;- A new prototype of the PCT Gazette in electronic format was made available for testing by users with improvements, such as a simplified layout, "reactive" fields, searchable access to the full text of the description and claims of published applications, republication data and images;- All PCT forms were made available on the PCT web site in English and French, some of them in up to five languages. In addition, there was an increase in the number of editable PCT forms (52 forms in four languages) for online use by applicants and/or receiving offices. The PCT forms index page is one of the top ten documents on the WIPO web site with around 5,000 visitors per month;- The number of resources available in Arabic, Chinese, English, French and Russian was expanded and updated and a number of key resources, such as current texts of the Patent Cooperation Treaty and Regulations, were added to the Japanese and German PCT resources pages. The Spanish web site was considerably expanded to include the full collection of legal texts under the PCT system as well as PCT forms relating to international preliminary examination;- Increased amount of relevant and critical information for PCT users and IP Offices was made available in at least four languages (English, French, German, Spanish);- More than 38,000 queries were answered by the PCT Information Service.
Continuous customized legal advice provided on specific PCT cases and for the benefit of national and regional offices.	<p>Legal advice was provided in about 1,200 and 1,300, specific PCT cases in 2002 and 2003 respectively, and in response to more than 1,200 requests for consultations from national/regional offices.</p>
Continuous engagement in reaching out to a targeted audience of users and potential users of the PCT system.	<p>Nine national laws were analyzed for PCT compliance.</p> <p>PCT seminars and presentations: 67 and 78 (155 in total) seminars, training courses and presentations were given in seven languages, in 15 and 16 countries, during 2002 and 2003 respectively. This corresponds to a total of more than 12,674 users and potential users, including several in the framework of teaching programs specialized in industrial property in universities or law schools, for example, the Center for International Industrial Property Studies (CEIPI), Strasbourg.</p>
Increased knowledge of the PCT system among WIPO staff.	<p>18 and nine specialized training sessions and presentations, i.e., a total of 27, were given to 414 and 216 WIPO staff in 2002 and 2003, respectively.</p>
Increased knowledge of the PCT system among industry and private patent attorney groups visiting WIPO.	<p>Eight specialized presentations were given to 23 participants from industry and private patent attorney groups visiting WIPO.</p> <p>In 2003, seven interviews on the PCT were conducted with seven participants from private patent attorney groups visiting WIPO.</p> <p>Nine specialized presentations were given to 21 participants from new Contracting States.</p>

Sub-program 06.3 - International Patent Classification (IPC)

121. The development of IPC continued in 2002 and 2003, on the basis of the established IPC revision and IPC reform programs. IPC revision is a continuous process aimed at taking account of technical development. The main goal of IPC reform is to accommodate the Classification for use in the electronic environment and to accelerate its development. Both programs are supported by modern IT tools elaborated under the IPC Information System *ibis* (IBIS) and Classification Automated Information System (CLAIMS) projects.

122. The eighth edition of IPC, which will enter into force in 2005, will be more efficient for searching patent documentation and patent-associated literature. IPC revision, during this biennium, has already resulted in the creation of many new areas reflecting new products, apparatus and processes now used in technology, such as combinatorial chemistry. The next edition will also include an extended classification scheme for traditional medicine which will significantly improve access to traditional knowledge documentation. A comprehensive set of electronic data, including classification definitions, illustrating chemical formulae and other graphics, was also prepared for the next edition to support the electronic search and retrieval of patent information.

123. IPC reform was carried out with success in 2002-2003 and most of the tasks on the reform program were completed. Basic documents needed for the application and further development of the reformed IPC, such as IPC Revision Policy and Procedure, Revision Cycles of the IPC, and Concept of Operations for the Reformed IPC, were also prepared and approved. The next edition will represent the reformed Classification and will contain such new features as a two-level structure and electronic data facilitating the use of IPC. Following its publication, the reform will be continued with respect to the full implementation of the reform results and the establishment of a global system of generating, processing and distributing classification information.

OBJECTIVES: To increase the efficiency and effectiveness of the IPC as a language-independent search tool for retrieval of patent information.

To promote worldwide use of the IPC for classifying and searching of patent documents and patent-related literature.

Expected Result: *Increase in the efficiency and use of the IPC for searching patent documentation and patent-associated literature, including further adaptation of the IPC for use in the electronic environment.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
The IPC revision program for preparation of the eighth edition of the IPC was almost completed.	<p><i>Number of new entries and other amendments prepared for introduction into the eighth edition of the IPC:</i></p> <p>The IPC Revision Working Group held two sessions each and considered 30 IPC revision projects, resulting in the preparation of nearly 800 new entries and more than 500 other amendments for the eighth edition of the IPC. The prepared amendments, relating to 54 subclasses, were approved by the IPC Committee of Experts. Several new areas reflecting emerging technologies, such as combinatorial chemistry, were created in the IPC as well as an extended classification scheme for traditional medicine.</p>
The revised Guide to the IPC was prepared.	<p><i>Preparation of the revised Guide to the IPC:</i></p> <p>The Task Force on the revision of the Guide to the IPC, having held one and two meetings respectively in 2002 and 2003, prepared the text of the new Guide. In October 2003, the Committee of Experts approved the contents of the English version of the revised Guide.</p>
IPC reform was successfully continued.	<p>The Committee of Experts met once in 2002 and twice in 2003, and considered the IPC reform program and the IPC Reform Implementation Plan. Out of 19 tasks on this program, 14 tasks were completed. In 2003, the Committee approved the documents which will provide a basis for the application and revision of the reformed IPC: IPC Revision Policy and Procedure, Revision Cycles of the IPC, and Guidelines for Determining the Subject Matter to be Classified.</p>
The content of the	<p>At the request of the Spanish Patent and Trademark Office, the Spanish Internet version of the IPC was prepared and published on the WIPO web site in 2002. Additional</p>

WIPO IPC web site was expanded.	information for users was published in the form of Frequently Asked Questions About the IPC.
OBJECTIVE: To ensure the efficient use of the IPC in an electronic environment by carrying out IPC reform and developing computer-based classification tools.	
<u>Expected Result:</u> <i>Elaboration of automated tools supporting maintenance and revision of the IPC and creation of classification databases.</i>	
<p><u>Result(s) Achieved</u></p> <p>IPC reform continued to adapt the IPC for use in the electronic environment.</p> <p>The development of the new IPC publication system was completed.</p> <p>Requirements for the worldwide Master Classification Database were elaborated.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Implementation of a new IPC management system elaborated under the IPC Information Systembis (IBIS) project:</i></p> <p>The IPC Revision Working Group continued implementation of IPC reform results and elaborated a set of electronic data which will facilitate the use of the IPC, including a collection of more than 3,000 illustrating chemical formulae, an electronic IPC version with the standardized order of main groups, classification definitions and other explanatory tools required by IPC reform.</p> <p>During the technical assessment of the new IPC electronic publication system IBIS in 2002, the performance of the system was improved and the system went into a production phase. Under the CLAIMS project, prototypes of automated classification tools, computer-assisted translation tools and Internet-based IPC tutorials were elaborated in 2003.</p> <p>The principles of the creation, maintenance and functioning of the worldwide Master Classification Database were elaborated and described in the form of the Concept of Operations for the Reformed IPC in 2002. The Concept of Operations was approved by the IPC Committee of Experts in 2003.</p>
<p>Total expenditure for Main Program 06 in the 2002-2003 biennium: Sfr127,943,000.-</p>	

MAIN PROGRAM 07 - Madrid, Hague and Lisbon Systems

124. During the biennium, seven States became bound by the Madrid Protocol and two States joined the Madrid Agreement, bringing the total number of States party to the Protocol to 61, the total membership of the Agreement to 54 and the total membership of the Madrid Union to 74. With a view to making the Madrid System more user-friendly and responsive to the needs of existing and potential Contracting Parties, the Common Regulations under the Madrid Agreement and Protocol were amended in order to include Spanish as an additional language of the Madrid System, and to facilitate, in the event of the possible accession of the European Community to the Madrid Protocol, the establishment of a link between the Madrid System and the Community Trade Mark system. The Assembly of the Madrid Union approved the said modifications in September 2003.

125. The 1999 Geneva Act of the Hague Agreement entered into force on December 23, 2003, in respect of 11 States, following the deposit of the instrument of accession by Spain. In addition, five States became bound by the 1960 Act, bringing the total membership of the Hague Agreement to 36. In order to make the Hague System more user-friendly and responsive to the needs of users and Offices of Contracting Parties, a Working Group was convened in 2003 with a view to discussing a proposal for Common Regulations under the 1999 Act, the 1960 Act and the 1934 Act of the Hague Agreement. Such Common Regulations were approved by the Assembly of the Hague Union at its 2003 session.

Sub-program 07.1 - Operation of the Madrid, Hague and Lisbon Systems

126. Compared to the previous biennium, the number of international trademark registrations under the Madrid System decreased by 6.5 per cent in 2002-2003, to reach a figure of 44,083, and the number of renewals decreased by 8.7 per cent to reach a figure of 12,660. Such decreases reflect the general trend which was observed internationally. On the other hand, the number of modifications (changes of ownership, etc.) increased by 17.4 per cent and the number of refusals, final decisions and invalidations increased by 15.1 per cent, to reach figures of 101,446 and 202,188 respectively.

127. Under the Hague Agreement, the number of international deposits of industrial designs decreased by 22 per cent compared to the previous biennium, to a figure of 6,651, mainly due to the entry into force of the Community Designs system on April 1, 2003. However, the number of renewals increased by 14.8 per cent, reaching a total of 6,764.

OBJECTIVE: To provide in a swift, reliable and cost-effective manner the services entrusted to the International Bureau under the Madrid Agreement and the Madrid Protocol, under the Hague Agreement, and under the Lisbon Agreement.

Expected Result: *Processing in a swift, reliable and cost-effective manner, without any fee increase, of the following numbers of transactions under the Madrid and Hague Systems:*

– under the Madrid System:

	<u>2002</u>	<u>2003</u>
International registrations	27,000	27,600
Renewals	6,500	6,900
Total: registrations and renewals	33,500	34,500
Subsequent designations	6,500	6,500
Changes	44,000	44,000
Refusals and related-Notification	85,000	85,000

– under the Hague System:

	<u>2002</u>	<u>2003</u>
International deposits	4,800	5,000
Renewals	3,100	3,200
Total: deposits and renewals	7,900	8,200
Total number of designs contained in the deposits	22,500	23,500
Changes	2,700	2,700

– under the Lisbon System: *No estimate can be made of the expected small number of requests for registrations of appellations of origin in 2002 and 2003.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
	<i>Number of international registrations, renewals and other entries in the International Registers of marks and industrial designs actually effected:</i>
Under the Madrid System, the number of international registrations and renewals decreased by some six per cent over the preceding biennium. Simultaneously, the number of changes increased by some 17 per cent and that of refusals by some 15 per cent.	Madrid System 2002-2003 statistics:
	International registrations: 44,083
	Renewals: 12,660
	Total (registrations and renewals): 56,743
	Subsequent designations: 14,833
Under the Hague System, the number of international deposits and renewals decreased	Changes (changes of ownership, etc.): 101,446
	Refusals, final decisions and invalidations: 202,188
	Hague System 2002-2003 statistics:
	International deposits: 6,651
	Renewals: 6,764
	Total (deposits and renewals): 13,415
	Total number of designs contained in the deposits: 33,857

<p>by 22 per cent and increased by 14.8 per cent respectively over the preceding biennium. The number of changes recorded increased by 36 per cent.</p>	<p>Changes: 7,140</p> <p>Lisbon System 2002-2003 statistics: International registrations: 6</p>
<p><i>Timeliness of international registrations and other recordings:</i></p> <p>The average time for the processing of international applications under the Madrid System in this biennium, after their receipt by the International Bureau and until their recording in the International Register, was 22 calendar days in respect of applications that did not contain irregularities (some 70 per cent), and 96 calendar days in respect of applications requiring correspondence with applicants regarding irregularities (some 30 per cent). Subsequent designations required, on average, a processing time of 28 calendar days in case they did not contain irregularities (some 80 per cent) and 95 calendar days if correspondence with holders was necessary regarding irregularities (some 20 per cent). The processing time of provisional refusals was, on average, 10 calendar days (without irregularities) and 35 calendar days (in case irregularities occurred).</p> <p>Under the Hague System, the processing time, from the receipt of applications by the International Bureau until their recording in the International Register, amounted, on average, to 14 calendar days in case the applications did not contain irregularities (some 25 per cent).</p> <p><i>Comparison between the growth of registration activity related expenditure and the growth of registration activity:</i></p> <p>Although the number of international registrations under the Madrid System decreased by some six per cent in 2002-2003, compared to 2000-2001, the activities related to these registrations increased sharply, in particular due to an increase in refusals and invalidations (15.1 per cent), changes in the Register (17.4 per cent) and statements of grant of protection (almost 81,000 during 2002-2003 as compared to some 16,000 in 2000-2001).</p> <p>Under the Hague System, while the number of international deposits decreased by 22 per cent, the number of renewals and changes recorded increased by 14.8 per cent and 36 per cent respectively.</p> <p>Between December 2001 and December 2003 the number of staff directly involved in registration activities increased by 2.5 persons (3.2 per cent).</p> <p>As regards non-staff expenditures, they increased by some 550,000 Swiss francs during the period under review (15.3 per cent). This increase is mainly due to a rise in postage costs related to the high number of communications with users and national offices in connection with the increased number of refusals, invalidations and modifications.</p>	

Sub-program 07.2 - Legal Framework, Information and Training Activities

128. The International Bureau continued to promote awareness of the Madrid and Hague Systems and their effective use, in particular by organizing training and information seminars on the Madrid System, at WIPO headquarters, for staff from National Industrial Property Offices, as well as for trademark agents and academics. Officials from the International Bureau also promoted the Madrid and Hague Systems through participation in national or regional seminars, training courses, workshops and meetings organized by WIPO in cooperation with National Industrial Property Offices or by various IGOs, NGOs or other organizations. Furthermore, information material on the Geneva Act (1999) of the Hague Agreement and on the Common Regulations under the 1999 Act, the 1960 Act and the 1934 Act was produced and published. A number of seminars and briefings were organized

both in Geneva and in interested countries to provide information on the functioning of the Hague System, as well as the innovations introduced by the Geneva Act of the Hague Agreement.

129. Both for the Madrid System and for the Hague System, a number of changes were introduced that further improved the legal framework for obtaining protection for trademarks and industrial designs internationally.

OBJECTIVE: To increase awareness and knowledge of the international registration systems, their operation and benefits among users, potential users, industrial property agents, governments and intergovernmental organizations.

Expected Result: *Increase awareness, knowledge and use of the Madrid and Hague Systems.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Expanded awareness and knowledge of the international registration systems.	<p><i>Number and nature of awareness-building activities:</i></p> <p>Organization of eight two-day seminars (six in English and two in French) on the procedures under the Madrid System at WIPO headquarters, each attended by some 50 participants.</p> <p>Training on procedures under the Madrid/Hague Systems, at their headquarters, of staff of the National Industrial Property Offices of Azerbaijan, China, Cuba, the Czech Republic, Denmark, Finland, France, Germany, Norway, Spain, Slovakia, Sweden, Switzerland, the United Kingdom, the United States of America and the OHIM.</p> <p>Organization of a Workshop on Practical Aspects of the Implementation and Administration of the Madrid System for Developing Countries and Countries in Transition, attended by delegations from 32 countries at WIPO headquarters and at the Swiss Federal Institute of Intellectual Property.</p> <p>Missions to Antigua and Barbuda, Brazil, Chile, Costa Rica, Italy, Nicaragua, Panama, San Salvador, Trinidad and Tobago and Tunisia to brief government officials on the Madrid/Hague Systems.</p> <p>Discussions/working meetings at the European Commission and at the OHIM.</p> <p>Organization of 12 study programs for officials of the National Industrial Property Offices of Australia, Belarus, Iran (Islamic Republic of), Israel, Jordan, Lithuania, Netherlands Antilles, Portugal, Republic of Korea, Serbia and Montenegro, Sudan, and Ukraine, at WIPO headquarters.</p> <p>Participation in: four national seminars organized by WIPO in cooperation with the respective National Industrial Property Offices, in Lebanon, the Republic of Korea, Saudi Arabia, Turkey; a Regional Coordination Meeting in Qatar organized by WIPO and the League of Arab States; a Regional Training Course on Trademarks organized by WIPO and the National Industrial Property Office of Jamaica; and, a Forum on Intellectual Property organized by WIPO and the Italian Ministry of Productive Activities and the Institute for Industrial Promotion.</p> <p>Participation in one Forum at the invitation of the OHIM and the National Industrial Property Office of the Czech Republic.</p> <p>Participation in seminars, fora, symposia, training courses, workshops or meetings, at the invitation of: the respective National Industrial Property Offices, in Albania, Cuba, the Czech Republic, Denmark, Finland, Nepal, Norway, Slovakia, Slovenia, Spain, South Africa, Sweden, Switzerland, Trinidad and Tobago; the African Intellectual Property Organization (OAPI), in Cameroon; and, the OHIM, in the Philippines.</p> <p>Participation in some 50 seminars, conferences, workshops, training courses or meetings at the invitation of other governmental, intergovernmental or</p>

<p>Decrease in the number of international registrations under the Madrid and Hague systems.</p>	<p>non-governmental organizations.</p> <p>Participation in various seminars and workshops organized by the WIPO Worldwide Academy and concerning, <i>inter alia</i>, the Madrid and Hague Systems.</p> <p><i>Rate of increase of the number of international applications:</i></p> <p>The Madrid System: decrease of 6.5 per cent as compared to 2000-2001. The Hague System: decrease of 22 per cent as compared to 2000-2001.</p>
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OBJECTIVES: To make the international registration systems better suited to the needs of their users by expanding their geographical coverage and improving their procedures.

Expected Result: *Increase in the number of Contracting Parties to the Madrid System and accession by a number of States to the Geneva Act of the Hague Agreement.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Increase in the number of Contracting Parties to the Madrid system and to the 1960 and 1999 Acts of the Hague Agreement.</p> <p>Entry into force of the Geneva Act.</p>	<p><i>Number of new Contracting Parties in the Madrid Union and number of States having acceded to the Geneva Act of the Hague Agreement:</i></p> <p>Seven States became bound by the Madrid Protocol, namely Albania, Belarus, Cyprus, the Islamic Republic of Iran, the Republic of Korea, the former Yugoslav Republic of Macedonia and the United States of America. Cyprus and the Islamic Republic of Iran also joined the Madrid Agreement. As a result, the total number of States party to the Protocol rose to 61, the total membership of the Agreement to 54 and the total membership of the Madrid Union to 74.</p> <p>Eight States deposited their instruments of ratification or accession to the 1999 Geneva Act. The accession of one of these States, Spain, made possible the entry into force of the 1999 Geneva Act on December 23, 2003, in respect of 11 States, namely Estonia, Georgia, Iceland, Kyrgyzstan, Liechtenstein, Republic of Moldova, Romania, Slovenia, Spain, Switzerland and Ukraine.</p> <p>Five States became bound by the 1960 Act of the Hague Agreement: Belize, Gabon, Georgia, Kyrgyzstan and Ukraine.</p> <p>The total membership of the Hague System rose to 36. A number of States showed interest and were briefed on the Geneva Act of the Hague Agreement.</p>

Expected Result: *Improved legal framework for obtaining protection for trademarks under the Madrid Agreement and Protocol and under the Hague Agreement.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Improvement of legal framework for obtaining protection for trademarks under the Madrid Agreement and Protocol.</p> <p>Improvement of legal framework for obtaining protection for industrial designs under the Hague Agreement.</p>	<p><i>New procedures prepared for the implementation of the Geneva Act of the Hague Agreement:</i></p> <p>A session of a Working Group was convened to consider a proposal for Common Regulations under the 1999 Act, the 1960 Act and the 1934 Act of the Hague Agreement. Such Common Regulations were approved at the Assembly of the Hague Union at its September 2003 Session.</p> <p>Amendments to include Spanish as an additional language of the Madrid System and to facilitate the establishment of a link between the Madrid System and the Community Trade Mark System were approved at the Assembly of the Madrid Union at its September 2003 Session.</p>

Sub-program 07.3 - International Classifications in the Fields of Trademarks and Industrial Designs

130. The new (eighth) edition of the Nice Classification, published in June 2001, entered into force on January 1, 2002. A new (fifth) edition of the Vienna Classification published in May 2002, in English and French, became applicable as from January 1, 2003. The new (eighth) edition of the Locarno Classification was published, in English and French, in September 2003. The Committee of Experts of the Nice Union held its nineteenth session in October 2003. The Committee of Experts of the Locarno Union held its eighth session in October 2002. The International Bureau promoted awareness of the classification systems and their effective use by organizing seminars targeting trademark practitioners, or aimed at providing classification advice to National Industrial Property Offices and training for their staff. A one-day seminar was organized at WIPO's headquarters on the main innovations that were brought to the Nice Classification and on issues in classifying goods and services relating to the Internet and retail store services, as well as a one-day seminar on the international classification of goods and services for the purposes of the registration of marks under the Nice Agreement and its use within the Madrid System.

OBJECTIVE: Providing industrial property offices and other users with effective tools for the classification of trademarks and industrial designs for the purposes of the administration and searching of trademark and industrial design rights.

Expected Result: *Improved and updated international classifications.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Publication of new editions of the Classifications.	<p><i>Number of new entries and other amendments introduced or prepared for introduction in the Nice, Vienna and Locarno classifications:</i></p> <p>The new (eighth) edition of the Nice Classification, published in June 2001, entered into force on January 1, 2002.</p> <p>A new (fifth) edition of the Vienna Classification was published on paper, in English and French, in May 2002, and on CD-ROM and the Internet. This new edition became applicable as from January 1, 2003.</p> <p>The new (eighth) edition of the Locarno Classification, that will be applicable as from January 1, 2004, was published, on paper, in September 2003, in English and French, and on CD-ROM and the Internet.</p>

Expected Result: *Elaboration of strategies for the future development of international classifications.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Revision of the Nice Classification and adoption of new entries and other amendments.	<p><i>Studies of ways and means to improve the efficiency and relevance of international classifications completed:</i></p> <p>The Preparatory Working Group of the Committee of Experts of the Nice Union held its twenty-second session from April 8 to 12, 2002, to continue the revision work of the eighth edition of the Nice Classification.</p> <p>The Committee of Experts of the Locarno Union held its eighth session from October 21 to 29, 2002. The Committee approved a certain number of amendments and additions that were introduced in the seventh edition of the Locarno Classification.</p> <p>The Preparatory Working Group of the Committee of Experts of the Nice Union held its twenty-third session from March 31 to April 4, 2003, to continue the revision work of the eighth edition of the Nice Classification.</p>

	<p>The Committee of Experts of the Nice Union held its nineteenth session from October 2 to 10, 2003. The Committee approved a certain number of amendments and additions to the eighth edition of the Nice Classification, and decided to extend the length of the current revision period for two years, at the end of which the new (ninth) edition of the Classification will be published.</p>
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OBJECTIVE: Promoting the wider acceptance and effective use of the Nice, Vienna and Locarno classifications.

Expected Result: *Wider acceptance and more effective use of the international classifications.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Expanded knowledge and use of the International Classifications.</p>	<p><i>Number of industrial property offices using the international classifications:</i></p> <p>On December 31, 2003:</p> <ul style="list-style-type: none"> - Approximately 140 Industrial Property Offices were using the Nice Agreement (of which 72 States are member of the Nice Agreement); - 19 Industrial Property Offices, all members of the Vienna Agreement, were using the Vienna Classification; - 43 Industrial Property Offices, all members of the Locarno Agreement, were using the Locarno Classification.
<p>Increase in the number of States party to the Nice Agreement, and the Locarno Agreement.</p>	<p>Six new States became party to the Nice Agreement (Albania, Azerbaijan, Georgia, Kazakhstan, Mozambique and Uzbekistan).</p> <p>Two new States became party to the Locarno Agreement (Azerbaijan and Kazakhstan).</p>
	<p><i>Number of classification advice published by the International Bureau:</i></p> <p>Some 230 classification advice were provided to Industrial Property Offices on request, and four recommendations made by the International Bureau were sent out to members of the Nice Union and observers in the Committee of Experts and Preparatory Working Group.</p>
	<p><i>Number of people trained in the use of the international classifications:</i></p> <p>Some 100 people participated in two seminars organized by WIPO, dedicated to the Nice Classification.</p> <p>Participation in three seminars organized, in Spain, on the Nice Classification, at the invitation of the OHIM.</p>
	<p>Participation in two meetings organized, in Paris, by the <i>Commission Nationale des Conseils en Propriété Industrielle</i> (CNCPI), the first one with representatives of the National Institute of Industrial Property (INPI) and the OHIM, the second with, in addition, the Industrial Property Offices of the Benelux (BBM), Monaco and Switzerland (IFPI).</p>
	<p>A training session was given in Geneva to staff members of the Industrial Property Offices of Botswana, Namibia and the United Republic of Tanzania (Zanzibar Office).</p>
	<p>Participation in the first and second Euroforum - Trade Marks organized, in Prague and Budapest, by OHIM, the European Commission (EC) and the Hungarian Patent Office.</p>
	<p>Ten missions providing expertise and training to staff officers of Industrial Property Offices were undertaken in Iran (Islamic Republic of), Israel, Jamaica (two missions), Malta, Malaysia, Mozambique, Trinidad and Tobago, Turkey and Zimbabwe.</p>

Total expenditure for Main Program 07 in the 2002-2003 biennium:

Sfr29,908,000.-

MAIN PROGRAM 08 - Development of Copyright and Related Rights

131. In the 2002-2003 biennium, activities focused on intensifying WIPO's international role in copyright-related issues through: facilitating discussions and consensus-building on possible international copyright norms; supporting the development of copyright-based business and culture; fostering dialogue concerning models and tools for management of copyright and related rights; and, promoting public awareness.

132. Assistance and advice was provided to Member States, clarifying current issues of preoccupation, intensifying efforts to achieve progress on issues of longstanding interest and exploring new directions for future activities. The Secretariat maintained close consultations with Member States, and had regular contact with over 20 intergovernmental organizations and some 80 international and national non-governmental organizations, representing right-holders, the business community and civil society. Furthermore, activities were carried out in close cooperation with other divisions within the Organization, and were facilitated by additional staff and expertise in the Copyright Sector, resulting in higher efficiency and better performance. In the course of 2003, following the transfer of parts of the E-Commerce Section to the Copyright and Related Rights Sector, Sector staff participated in the execution of training activities in the various regions. Sector staff also contributed the substantive work behind the Organization's participation at preparatory meetings to the December 2003 World Summit on the Information Society (WSIS), as well as the meeting itself.

133. A major result achieved was the entry into force of the WIPO Copyright Treaty (WCT) on March 6, 2002, and the WIPO Performances and Phonograms Treaty (WPPT) on May 20, 2002, following the attainment of the required number of thirty ratifications or accessions to each treaty. During the period under review, 13 countries became party to the WCT and 14 countries to the WPPT bringing the total number of contracting states to 42 and 42 countries, respectively. Conditions were created for extending the number of accessions to these treaties and making them universal in the coming years. The inaugural and first Ordinary Assemblies of the two Treaties were convened in Geneva, rendering the WCT and WPPT fully operational and paving the way for efficient copyright protection in the digital environment.

134. Efforts undertaken in the past for the promotion of the WIPO-administered treaties in the field of copyright and related rights resulted in three additional countries joining the Berne Convention, bringing the total of its members to 152 countries, and nine countries joining the Rome Convention for the Protection of Performers, Producers of Phonograms and Broadcasting Organizations, bringing its total membership to 76 countries. Legal advice and consultations continued to be an important element in the work with governments from developing countries and countries in transition.

135. The Standing Committee for Copyright and Related Rights (SCCR) remained the major forum for discussions among Member States and other interested groups. During the Committee's four sessions, substantial progress was made towards preparing the ground for a possible international instrument on the protection of broadcasting organizations. Discussions were facilitated by two background information documents prepared by the Secretariat. The review of the protection of non-original databases benefited from six studies on the impact of the protection of such databases as well as an overview of existing national and regional legislation in this field provided by the Secretariat. An innovative element, much appreciated by participants in the SCCR, was the organization of information meetings on issues pertinent

to its work. In addition to meetings dedicated to technical aspects of broadcasting and webcasting, the questions of digital technology and access to digital content by the visually impaired, and technical, economic and legal aspects of ensuring access by blind and partially-sighted persons to written works in the online environment were also examined. The future work program of the SCCR was significantly broadened as discussions took place on new issues of topical interest such as: the responsibility of Internet service providers, applicable law in respect of international infringements; voluntary copyright recordation systems; resale rights; ownership of and authorization to use multimedia products; technological measures of protection and limitations and exceptions; economics of copyright; collective management of copyright and related rights; and, copyright protection of folklore.

136. The Secretariat paid considerable attention to issues related to how copyright could promote business activities, underlining the importance of creative works and cultural assets to nations and companies. Considerable work was undertaken during the biennium to develop a number of practical tools aimed at enhancing the understanding of the importance of copyright and its role for the development of the cultural industries, as well as the management and international licensing of copyright and related rights.

137. Throughout the year, the Secretariat conducted intensive consultations with Member States and other stakeholders on the matter of protection of audiovisual performances. At the request of the General Assembly, the Secretariat held consultations that led to the convening of an *ad hoc* informal meeting on the audiovisual question in 2003. Professional performers and producers described their personal creative work experiences at an information session, which was part of the meeting. Furthermore, the Secretariat published three analytical studies that may be instrumental in filling existing information gaps about contractual and remuneration practices in audiovisual productions, protection under existing laws and applicable private international law principles.

138. Considerable attention was paid to raising public awareness on copyright and related rights taking into account some negative trends in the public perception of such rights. To this end, 135 missions were undertaken providing advice, participating in meetings, and developing efficient partnerships with governments, industries and creative communities, including in developing countries and countries in transition.

OBJECTIVES: To promote adherence to and appropriate implementation of the WCT and the WPPT.

To increase knowledge and awareness, among WIPO Member States and other interested groups, of the issues raised by digital technology, particularly as they relate to the Internet, as regards the protection, exercise and collective management of copyright and related rights.

Expected Result: *Improved guidance to Member States about the implications of the WCT and WPPT treaties*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Entry into force of the WCT and WPPT.	<i>Number and nature of publications and other information activities:</i> WCT entered into force on March 6, 2002, and WPPT on May 20, 2002. The inaugural Assemblies of the two treaties met in September 2002 and the second (1st Ordinary) sessions of the Assemblies of these treaties met in September 2003.
More accessions to WIPO administered treaties.	Thirteen countries adhered to the WCT and sixteen countries to the WPPT. Three countries adhered to the Berne Convention. Nine countries adhered to the Rome Convention.
The development of	Work completed in the course of the biennium included a survey on the

<p>practical tools for implementation of the WCT and WPPT continued.</p>	<p>implementation of the WCT and WPPT in member countries.</p> <p>The Guide to the Copyright and Related Rights Treaties Administered by WIPO and the Glossary of Copyright and Related Rights Terms were also finalized and will be published in early 2004.</p>
<p>Increased awareness on copyright issues.</p>	<p>The French version of the Records of the Diplomatic Conference on the adoption of WCT and WPPT was finalized.</p> <p>135 missions were undertaken to 23 developing countries, 19 countries in transition and 31 industrialized countries to discuss and advise on, <i>inter alia</i>, the two treaties.</p> <p>More than 23,000 people received information on copyright issues.</p> <p>Two audiovisual clips for the public on copyright issues were produced.</p> <p>The copyright homepage received over 300,000 hits since its inception in September 2002.</p>
<p>Better awareness on the conditions for copyright-based business in the digital environment.</p>	<p>Studies on the current state of digital rights management and on the limitations and exceptions in the digital environment were published in 2003.</p> <p>An information meeting took place in Geneva on the challenges and opportunities of digital technology for creators and their works; another focussed on access to digital content by the visually impaired in a legally-acceptable way, and considered technical, economic and legal aspects of ensuring access by blind and partially-sighted persons to written works in the one-line environment.</p> <p>A Handbook surveying the economic contribution of the copyright-based industries was published in 2003.</p> <p>The SCCR agreed to review at its future meetings new issues, including, <i>inter alia</i>, the economics of copyright, digital rights management, establishing ownership in multimedia works and resale rights.</p>

OBJECTIVES: To promote possible adoption of new treaties, including on the use of performances in audiovisual media, and on the protection of the rights of broadcasting organizations and of distributors of cable-originated programs.

To make progress towards a possible harmonization of the protection of databases.

Expected Result: *Adoption of treaties on audiovisual performances, broadcasters' rights and databases.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Renewed international discussions on the protection of audiovisual performances.</p>	<p><i>Progress towards adoption of each of the treaties and the number of signatories thereof:</i></p> <p>At the request of the WIPO General Assembly, the Secretariat held consultations that led to an <i>ad hoc</i> informal meeting which took place in the second half of 2003. Invited speakers talked about their personal creative experiences in performing in and producing audiovisual works at a related information session.</p> <p>A survey of national laws protecting audiovisual performances, studies on audiovisual performers' contractual and remuneration practices as well as on the rules on transfer of rights in audiovisual performances and related aspects of private international law were presented to the <i>ad hoc</i> informal meeting, as were two studies on audiovisual performers' contracts and remuneration practices and a study on the transfer of performers rights to producers of audiovisual fixations.</p>
<p>Substantial progress in consensus-building on the protection of broadcasting organizations.</p>	<p>Substantive discussions took place in the four sessions of the SCCR, where several new proposals in treaty language were presented by Member States. Progress was made in identifying beneficiaries and discussing the scope of rights to be granted to broadcasting organizations in the Committee's continuing work toward the adoption of a multilateral treaty updating international regulations in line with the realities of the information age.</p>

Discussions continued on the protection of non-original databases.	<p>The Secretariat organized an information meeting on broadcasting and prepared two information documents on broadcasters' rights that facilitated the discussions in the SCCR. An information meeting on webcasting contributed to a better understanding of the issues at stake in relation to this new and evolving commercial activity.</p> <p>Six studies on the implications of protection of non-original databases and an overview of existing national legislation concerning intellectual property in non-original databases were presented to the SCCR. Discussions will resume on this topic during the next session in the new biennium.</p>
OBJECTIVE: To provide and disseminate information about licensing of copyright and related rights.	
<p><u>Expected Result:</u> <i>Greater awareness and knowledge about the practical aspects of licensing of copyright and related rights.</i></p>	
<p><u>Result(s) Achieved</u></p> <p>Development of a practical tool on licensing of copyright and related rights was initiated.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Number and nature of studies, publications and other activities addressing the issue:</i></p> <p>Work began on a WIPO guide to licensing of copyright and related rights to be published in the first half of 2004.</p>
<p>Total expenditure for Main Program 08 in the 2002-2003 biennium: Sfr6,979,000.-</p>	

MAIN PROGRAM 09 - Global Communications

139. Throughout the 2002-2003 biennium, resources were concentrated on refining and strengthening WIPO's image as a forward-looking organization. To that end, new interactive audiovisual and printed information products were created to explain the nature and contribution of intellectual property to general and targeted audiences. In addition, the content and reach of the WIPO web site was expanded by making WIPO one of the few United Nations organizations to have web sites in all six official languages, and links with intergovernmental, governmental, business, industry and civil society circles were reinforced. In the outreach strategy, an essential component was the establishment of two coordinating offices, one in Washington D.C. and another in Brussels. Income from the sale of WIPO information products and from advertising contributed to the Organization's revenue.

140. Throughout the biennium, WIPO continued to actively organize and promote the World Intellectual Property Day on April 26, which was observed in over 70 countries and by international and regional organizations. A list of activities planned by Member States and international or regional organizations to commemorate the event were posted on a dedicated page on the WIPO web site.

Sub-program 09.1 - Corporate Image and Product Development

141. The corporate image of WIPO was further developed and applied to a wide range of information products generated both by the Office of the Global Communication and Public Diplomacy (OGCPD) and by other sectors within the Organization. The number and types of information products, specialized or of a more general nature, increased and were published in either three or seven languages, for worldwide distribution. The photo library was further developed, and to save money in the long term, new royalty-free CDs were purchased. The

photo library contained approximately 3,500 images at the end of 2003, all of which are essential for the creation and development of information products.

142. New efforts were undertaken to encourage the translation of WIPO outreach materials into more languages beyond the six official languages. In cooperation with the Asia Pacific Regional Bureau, the translation of several WIPO publications into various local languages was initiated. In addition, translations into Romanian and Serbian also began.

143. The sale of public information products generated some 7.35 million Swiss francs during the biennium. An increasing number of products were given away free or sold with major discounts, particularly for buyers from developing countries and countries in transition. The use of the electronic bookshop continued to grow, with a total e-bookshop income of over 410,000 Swiss francs. Marketing activities expanded, with the number of official sales agents for WIPO publications increasing to 14. The long-term goal is to have at least one sales agent in each WIPO Member State.

OBJECTIVE: To enhance and promote WIPO's corporate image and harmonize the design and presentation of all WIPO's general and specialized information products throughout the Organization.

Expected Result: *Attractive and user-friendly information products on a greater variety of subjects and formats.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>The need for new and revised public information was met with timely and quality products.</p>	<p><i>Number of new/revised/updated general information products:</i></p> <p>432 new and revised/updated public information products including two General Information Brochures, two Annual Reports, 16 editions of the WIPO Magazine, numerous leaflets explaining patents, trademarks, etc., summaries of WIPO-administered treaties, brochures, catalogues, folders, binders, banners and posters. The "Patent, Trademark and Copyright" comic books were translated into the six UN official languages. In an effort to streamline distribution and cut costs, the "What is" series of six brochures was updated, revised and combined into the publication "What is Intellectual Property?"</p> <p>In cooperation with the Regional Bureaus, projects were initiated for the translation of several WIPO publications into local languages. The Overview of the book "Intellectual Property: A Power Tool for Economic Growth," issued by WIPO in 2003, was published in Indonesian and Mongolian and was nearing completion in Laotian, Thai and Vietnamese. Some or all of the WIPO comics were translated into Dzongkhka (the language of Bhutan) and Mongolian, and were being translated into other Asian and European languages. The WIPO comics and various other WIPO leaflets, such as "What is Intellectual Property?" "At Home with Invention," and "Intellectual Property for SMEs," were also being translated into languages such as Romanian and Serbian.</p> <p><i>Number of new specialized products:</i></p> <p>360 new specialized products for various in-house sections, in a variety of formats included: conference programs; report covers and internal layout; banners and CD-ROM packaging; and, new publications produced for target audiences.</p> <p>In January 2003, the WIPO Magazine became a bimonthly publication with a broader variety of in-depth articles on key issues relating to intellectual property.</p>

<u>Expected Result:</u> <i>Enhancement of WIPO's image as a dynamic, innovative, open and modern organization through the implementation of a new logo.</i>	
<u>Result(s) Achieved</u> Possible design elements for a new logo were investigated, but the project was discontinued.	<u>Performance Indicator(s)</u> <i>Number and range of WIPO products bearing the new logo:</i> N/A
OBJECTIVE: To create a wide range of attractive information products which meet the needs of different target audiences and the general public.	
<u>Expected Result:</u> <i>Increase in the number of WIPO products distributed free of charge, and greater use of information technology as a means to achieve this.</i>	
<u>Result(s) Achieved</u> Further increase of WIPO products distributed free of charge. Greater percentage of sales via e-bookshop.	<u>Performance Indicator(s)</u> <i>Number of WIPO products distributed free of charge:</i> A total of 568,379 products were distributed free of charge; a 10 per cent increase was noted in 2003, compared to 2002. <i>E-bookshop sales as a percentage of total sales:</i> E-bookshop sales represented approximately six per cent of overall sales. The number of e-bookshop orders amounted to more than 2,500 during the biennium (1,477 in 2002).
OBJECTIVE: To enhance the efficiency of sales and distribution of WIPO's information products.	
<u>Expected Result:</u> <i>Increase in marketing activities for WIPO products.</i>	
<u>Result(s) Achieved</u> Marketing network was further strengthened for increased sales of WIPO publications. The number of official WIPO sales agents reached 14 during the biennium.	<u>Performance Indicator(s)</u> <i>Number of fairs attended:</i> WIPO's publications were displayed at seven different fairs in Frankfurt, Geneva (ITU Telecom), Kuala Lumpur, Lagos, Moscow, and Toronto. <i>Number and value of WIPO publications sold:</i> Some 60,000 publications sold for a combined value of 7.35 million Swiss francs during the biennium.

Sub-program 09.2 - Media and Public Affairs

144. Throughout the biennium, the goal of strengthening the profile of WIPO and IP issues in general in the national and international media, together with more accurate reporting on WIPO continued to be effectively pursued.

145. For the celebration of the World Intellectual Property Day on April 26, several successful activities were organized and promoted during the biennium. In 2002, these activities included an exhibition on "Comics, Cartoons, and Creativity" for schoolchildren, organized in the WIPO Information Center, explaining the concepts of creativity in relation to copyright and using comics and cartoons to show the importance of copyright in supporting

and encouraging creativity. In 2003, a local cinema in Geneva screened two classic films related to intellectual property and a WIPO film to a large local audience.

146. The objective of promoting a better understanding of WIPO and intellectual property issues continued to be actively pursued, including through the WIPO's New York Coordination Office, as well as the Washington Office, which officially opened in February 2002. The latter contributed to the strengthening of the profile of WIPO in the United States of America by extending contacts with the U.S. Government, as well as American industry groups, associations, and consumer groups with a strong interest in the future of global intellectual property policy. After completing its formal accreditation with the European Commission and the Belgian Government at the end of 2002, the Coordination Office in Brussels became fully operational in 2003.

OBJECTIVE: To increase the international and local media's interest in and knowledge of intellectual property issues in general and WIPO's role in particular, especially in Member States.

Expected Result: Higher media profile for WIPO and intellectual property issues in general.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Links with the international and Swiss-based press were further expanded and consolidated.	<p><i>Number of media interviews, press conferences and briefings given by WIPO officials:</i> Some 1,000 press interviews were arranged.</p> <p><i>Number of articles and broadcasts relating to WIPO appearing in the world media:</i> Some 7,500 articles relating to WIPO were tracked.</p> <p><i>Number of press releases/updates issued:</i> 140 communiqués were issued.</p>

OBJECTIVE: To strengthen WIPO's outreach to the general public, special interest groups, influential leaders, and the creative sector.

Expected Result: Great public visibility and increase in public understanding of intellectual property and WIPO.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
WIPO's outreach initiatives and activities, within the framework of the information strategy introduced in the last biennium, were increased and further enhanced.	<p><i>Number of people on the various mailing lists for WIPO information products:</i> The number of people listed to receive e-bookshop updates reached 8,243 in 2003, i.e., an increase of 45 per cent compared to 2002.</p> <p>By the end of 2003, the WIPO Magazine had 2,480 subscribers to the electronic version and 4,760 subscribers to the paper version.</p> <p>Some 4,950 persons were listed to receive news releases by e-mail, in addition to some 800 receiving paper copies of communiqués.</p> <p><i>Number of visitors to WIPO exhibitions and events sponsored by WIPO, including to the WIPO Information Center:</i> Two exhibitions were organized during 2002 in the WIPO Information Center, highlighting various aspects of IP and WIPO's work:</p> <ul style="list-style-type: none"> - on "Comics, Cartoons, and Creativity," attended by 2,074 visitors between April 26 and August 1, 2002, including some 100 students from five local schools during the week of World Intellectual Property Day who watched demonstrations of artists and sculptors creating cartoon figures; and, - on textiles from the Association of Southeast Asian Nations (ASEAN) countries, attended by 1,852 visitors between September 28 and December 24, 2002.

<p>The celebrations of the World Intellectual Property Day on April 26 were successfully implemented.</p>	<p>In 2003, WIPO hosted an exhibition of traditional costumes and music from south-eastern Europe featuring the countries: Albania, Bulgaria, Croatia, Greece, Hungary and Romania. The exhibition provided an insight into the rich culture and traditions of these six nations.</p> <p>The total number of visitors to exhibitions at the WIPO Information Center increased by 22 per cent in 2003 over the previous year.</p> <p>An estimated 17,000 persons visited the 34 WIPO-hosted art exhibitions.</p> <p>Some 1,000 notifications were sent both years to intellectual property offices around the world, missions accredited to the UN in Geneva, UN information centers, non-governmental organizations, and the media, informing them of preparations and events for World IP Day. These contacts received kits containing posters, a CD-ROM, comic books for young people on intellectual property, bookmarks, a list of suggested activities, and a message from the Director General. A 30-second video spot based on the theme "Encouraging Creativity" was aired on CNN in 2002. To mark World IP Day for 2003, WIPO and a local cinema in Geneva invited the general public to a special, free-of-charge, screening of two films that revolved around the subject of intellectual property.</p> <p><i>Number of briefings for special visitors:</i></p> <p>125 groups, or some 3,300 people, mostly students, were received and briefed on the structure, history and activities of the Organization.</p> <p><i>Number of general information requests processed:</i></p> <p>Some 10,000 general inquiries were received in 2002 and 2003.</p>
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OBJECTIVE: To promote both understanding of WIPO and intellectual property issues through the WIPO offices in New York, Washington D.C. and Brussels.

Expected Result: *Better understanding of WIPO and intellectual property issues promoted through the WIPO offices in New York, Washington D.C. and Brussels.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Greater recognition of the importance of the IP system, of WIPO and its activities, among all constituents.</p> <p>The Washington Coordination Office</p>	<p><i>Number of activities carried out:</i></p> <p>The New York Office carried out some 85 activities during the biennium including: numerous training programs for diplomats to the UN in New York, as well as UN staff members, such as workshops on IP jointly conducted by WIPO and UNITAR; regional briefings for diplomats from developing countries on WIPO activities; exhibition on creative photography on the occasion of World Intellectual Property Day 2003; lecture on IP and Development; lecture on IP and WIPO for international visitors; lectures on IP and Traditional Knowledge; workshop entitled "WIPONET: Practical steps to bridging the digital divide;" Participation in numerous UN bodies by WIPO in the UN General Assembly's Second, Third and Sixth Committees dealing with IP, science and technology, development, traditional knowledge and international trade law including electronic commerce. A total of twenty-four interns from various universities and nations participated in the internship program organized by that Office.</p> <p>Numerous presentations were made before professional bodies, including: briefing to the International Intellectual Property Society (IIPS) on WIPO's Domain Name Dispute Resolution Service; conference on Technology Transfer for SME's (held in Washington, D.C.); presentation to the North American Broadcasters' Association; discussion with the Motion Picture Association of America; address to main professional and industry groups using PCT. The WIPO University Lecture series was expanded to 21 universities and about 750 students.</p> <p>The Washington Office coordinated numerous meetings, visits and briefings for Congressional Members and staff, presented speeches to intellectual property associations</p>

<p>raised positive awareness of WIPO in the U.S. Congress, relevant Federal agencies, NGO's, and related industries in the U.S.A.</p>	<p>and interest groups, advised on legislation, teamed with the USPTO and other IP organizations on training projects and seminars, met on a continuing basis with government officials, IP associations, NGO's, industry press, industry associations, IP lawyers, judges, law students, business representatives, and other interested parties to discuss WIPO and IP-related concerns. It co-sponsored a Forum with the International Intellectual Property Institute (IIPI) on the international patent system. The Washington Office also monitored Congressional hearings, as well as other relevant Federal activities.</p>
<p>Strengthening and broadening of an effective WIPO network of European institutions, organizations and industry association representatives to promote understanding of IP issues.</p>	<p>The Office in Brussels formally started working on December 23, 2002, after accreditation with the European Commission and the Belgian Government at the end of 2002. The Office began its coordination work by focusing on building and strengthening links between WIPO and the European Commission across its full range of IP related activities. It provided WIPO with information and detailed analysis of IP developments within the EU, developed links with a number of non-governmental entities, industry associations and Member State Representation Offices based in Brussels, provided assistance to WIPO Headquarters in Geneva to participate in events in Brussels, such as WIPO's representation at a major conference to launch the EU's 6th Framework Program, and helped ensure that WIPO was represented at events in Brussels organized by other UN organizations. The Office's staff participated frequently in briefings, made presentations and organized meetings with relevant officials and representatives. It also participated in exhibitions and events of relevance to WIPO's objectives. It ensured almost daily reporting to colleagues in WIPO on IP developments in Europe. Other activities carried out included: initiation of, and contributions to, collaborative projects with a variety of European partners sharing similar objectives to WIPO; establishment of a homepage on the WIPO Intranet to keep WIPO staff informed of European developments and ensure a regular feedback to WIPO staff in Geneva of developments and opportunities in Europe and elsewhere, as in the case of the African, Caribbean and Pacific Countries (ACP) countries; publication of two editions of an in-house e-gazette reporting on European developments to WIPO staff; publication and regular up-dating of the European IP Calendar of Events for staff aimed at identifying opportunities for closer cooperation and collaboration with European organizations; and, contribution to the publication of an issue of the EU-ACP Courier with a dossier on intellectual property rights.</p>
<p>Greater understanding of the role of WIPO in promoting the IP system.</p>	<p><i>Number of communications reflecting a better understanding of WIPO and intellectual property issues:</i></p> <p>A total of 899 communications consisting of oral and written inquiries from North America and other regions. Numerous invitations were received to discuss WIPO and IP, including from: the U.S. Department of State's International Visitor Program for briefing of five visiting delegations of officials from several countries; New York City Bar Association; American Bar Association; the American Society of International Law; and, industry. Requests for WIPO to participate in programs of other international organizations and professional bodies, including: the World Bank; the UN Office for Project Services; the UN Office of Legal Affairs; the UN Institute for Training and Research; the International Intellectual Property Society; and, the International Intellectual Property Institute.</p>

Sub-program 09.3 - Multimedia Productions

147. WIPO's web sites continued to be enhanced with new features to make information more accessible. Almost 100 million page views were recorded by the end of 2003. Some 40,000 subscribers to 10 e-mail lists received timely information from WIPO via the Internet, with lists in Arabic, Chinese, and Russian added by the middle of 2003. More content was added to the Arabic and Russian language versions of the site, as well as the Chinese language version, introduced in September 2002. Efforts were made to explore further ways of improving the site and keeping it up to date with current Internet technology.

148. Production of television and multimedia materials significantly expanded throughout the biennium. The Organization's first public service announcement called "Encouraging Creativity" was placed on CNN for broadcast during most of 2002. The first four pilot films of the series "Creative Planet" were filmed and produced for distribution to international and national television networks. Several products were produced for the WIPO Summit on IP and the Knowledge Economy, as well as various CD-ROM products, including an interactive version of "Intellectual Property – A Power Tool for Economic Growth." In 2003, eleven interviews of celebrities were filmed for the WIPO Meeting on Performers and Copyright.

OBJECTIVE: To provide, through the WIPO web site, the most up-to-date, useful and comprehensive information to a worldwide audience in an attractive, varied and interesting way.

Expected Result: *Increase in the volume and range of information on the WIPO web site.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Additional features were added to the portal and the site throughout the biennium, highlighting new WIPO initiatives.</p> <p>The WIPO site was made available and continuously updated in the six official languages.</p>	<p><i>Number of documents available in each language version of the web site:</i></p> <p>The following material was added to the WIPO web site:</p> <ul style="list-style-type: none"> - New pages relating to the Patent Agenda and the China Summit on Intellectual Property and the Knowledge Economy; - WIPO Assemblies documents systematically posted in six languages on site, as well as documents for some 40 other WIPO meetings; - "The WIPO Tour of Intellectual Property" and "IP in Everyday Life;" - Women and IP; - Appellations of Origin; - Article 6ter of the Paris Convention; and, - Revised sections covering the Organization's various activities in patents and copyright. <p>The Chinese web site was launched in September 2002.</p> <p>Automatic e-mail updates highlighting news of interest were expanded.</p>

Expected Result: *Increase in the public reached by the web site and the subsidiary sites.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Continued increase in the scope of visitors to the WIPO web site as the WIPO site was made available and continually updated in the six official languages.</p>	<p><i>Number of hits:</i></p> <p>In 2002: 240 million hits. In 2003: This measurement was no longer considered an accurate representation of visits to the web site; please see page view indicator below.</p>

Expected Result: *Fast, reliable and cost-effective delivery of up-to-date information to Member States and interested groups as well as the public.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Continued growth in number of page views, representing more information being viewed.</p> <p>Eighty-nine e-mail update lists provided up to-date news and</p>	<p><i>Number of WIPO web site pages viewed:</i></p> <p>Nearly 100 million page views over the two years.</p> <p>Regular e-mail updates sent to almost 69,000 subscribers to 89 different mailing lists. The number of mailing lists decreased because some lists became obsolete and were deleted.</p>

<p>information on WIPO activities. There was an increase in the number of subscribers as two new mailing lists were created for PCT-Safe.</p>	
<p>OBJECTIVE: To increase understanding of intellectual property through television broadcasting and netcasting of films and other multimedia products.</p>	
<p><u>Expected Result:</u> <i>Dissemination of WIPO's messages through video clips and films.</i></p>	
<p><u>Result(s) Achieved</u></p> <p>Further increase in the production, distribution and broadcast of a variety of electronic multimedia products conveying WIPO's message to an increasingly broad audience.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Number of multimedia products created:</i></p> <p>Seven CD-ROMs produced on subjects such as: IP for SMEs; Conference on International Patent System; IP as a Power Tool for Economic Growth; and, the Conference on the Importance of Statistics on Patenting Trends, Analysis and Projections.</p> <p>Seven "Flash" Animations produced.</p> <p>Three web adaptations produced.</p> <p>Numerous video films produced: "Encouraging Creativity" created and broadcast on CNN and national TV networks, a seven-hour video Seminar on the PCT; four video portraits of creators for "Creative Planet" series, featuring creators in Nigeria, Peru, Switzerland, and Tunisia; TV spot introducing WIPO Conference in Beijing including a commercial spot on the summit and a multimedia production for Member States; six video interviews with lawyers/attorneys for the PCT; and 11 interviews of celebrities for the WIPO Meeting on Performers and Copyright.</p> <p>Three video news clips on WIPO and IP-related activities produced and disseminated via national and international television news services, including a news report on World Intellectual Property Day in 2002 for broadcast via the European Broadcasting Union.</p>

Sub-program 09.4 - Non-governmental Affairs

149. During the biennium, increased efforts were made to maintain, further develop and improve WIPO's contacts and relations with industry and Non-Governmental Organizations (NGOs) interested in intellectual property issues. Frequent meetings and visits were organized both in Geneva and elsewhere to provide information on the work carried out by WIPO, as well as to identify new fields of cooperation with these groups and organizations. These contacts helped shape WIPO's activities, particularly with regard to the patent system and the trademark registration system.

<p>OBJECTIVE: To enhance the relevance of WIPO and its work and of intellectual property to industry, professional bodies and civil society interest groups.</p>	
<p><u>Expected Result:</u> <i>Improved relations and closer cooperation between WIPO and NGOs.</i></p>	
<p><u>Result(s) Achieved</u></p> <p>Greater interaction between NGOs and WIPO in the field of intellectual property.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Number of contacts between WIPO and representatives of NGOs:</i></p> <p>Numerous contacts were made and meetings held with representatives of NGO's, such as the International Generic Pharmaceutical Association (IGPA), the International Chamber of Commerce (ICC), the Licensing International Society (LES), European Communities Trademark Association (ECTA), International Trademark Association (INTA),</p>

	<p>International Association for the Protection of Industrial Property (AIPPI), International Federation of Industrial Attorneys (FICPI), American Intellectual Property Law Association (AIPLA), <i>Gewerblicher Rechtsschutz and Urheberrecht</i> (GRUR) and Japan Intellectual Property Association (JIPA) in all fields of intellectual property.</p> <p><i>Volume of information provided to these organizations:</i></p> <p>On all the occasions mentioned above, NGO's were provided with information on WIPO's current activities and details in all respective fields of intellectual property.</p>
<p>OBJECTIVE: To improve channels of communication and cooperation between WIPO and NGOs.</p>	
<p><u>Expected Result:</u></p>	<p><i>Better understanding and increased interest of NGOs in intellectual property issues and the work carried out by WIPO.</i></p>
<p><u>Result(s) Achieved</u></p> <p>Improved relations between WIPO and NGO's resulting in a deeper understanding of the needs and priorities of the NGO's in the field of intellectual property.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Number of NGOs participating in WIPO meetings and activities:</i></p> <p>NGO's were invited, and have actively participated in, all conferences, working groups and committees organized by WIPO.</p>
<p>Total expenditure for Main Program 09 in the 2002-2003 biennium: Sfr17,588,000.-</p>	

MAIN PROGRAM 10 - Global Intellectual Property Issues

150. The exploration and promotion of new intellectual property concepts, strategies and issues cover four areas, namely Genetic Resources, Traditional Knowledge and Folklore, Small and Medium-sized Enterprises (SMEs) and Intellectual Property, Electronic Commerce and Intellectual Property, and Intellectual Property Enforcement Issues and Strategies.

151. The Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore (the IGC) concluded its initial mandate in 2003, and received a stronger, expanded mandate for the coming biennium by the WIPO General Assembly in September 2003. This marked the maturing of this body as a key international forum for policy debate, analysis of practical experience, and development of new approaches and legal mechanisms to address the intellectual property concerns and interests of the communities who hold and maintain traditional knowledge, traditional cultural expressions and genetic resources. The IGC made important strides towards a clearer and stronger international framework, and progressed a range of practical initiatives for capacity building, legal and policy guidance, and defensive protection against illegitimate patenting of traditional knowledge. But its work was also marked by greater cooperation with other international and regional organizations, and with national authorities and traditional communities. The voice of indigenous and local communities in this process became stronger and more central as practical initiatives to promote their crucial perspectives were undertaken. The Secretariat laid the groundwork for concrete outcomes at an international level as a key expectation of Member States, ensuring that the IGC would take up its fresh mandate in 2004 on the basis of distilled, focussed and accessible materials.

152. The sub-program addressing the intellectual property-related needs and concerns of SMEs worldwide, created in the biennium 2002-2003, focused efforts on the demystification of the basic concepts of the intellectual property system and making explicit the link between intellectual property assets and the business needs of SMEs. Important results were achieved in enhancing the level of awareness and use of the IP system by SMEs worldwide.

153. The work of the Secretariat on Electronic Commerce and Intellectual Property, carried out as of 2003 by the WIPO Arbitration and Mediation Center (domain name policy) and the Copyright and Related Rights Sector (non-domain name issues), led to a recommendation by WIPO Member States calling for the protection of the names and acronyms of intergovernmental organizations and country names in the domain name system. Furthermore, a number of concrete initiatives were taken to further the understanding of the relationship between intellectual property and the Internet.

154. With respect to the sub-program concerning intellectual property enforcement issues and strategies, the major accomplishments were: the agreement by the WIPO General Assembly on the continuation of the discussions on IP enforcement issues and strategies in an Advisory Committee on Enforcement (ACE) and on its mandate in 2002; the approval of the focused thematic approach suggested by the International Bureau in the first session of the ACE in June 2003; the broad support by Member States of the activities of the Enforcement and Special Projects Division in the session of the WIPO General Assembly in September 2003; and, the successful establishment of the Division as an important player in the field of IP enforcement.

Sub-program 10.1 - Genetic Resources, Traditional Knowledge and Folklore

155. The IGC completed its initial exploratory mandate. It confirmed its position as a key international forum for policy dialogue and pooling of practical experience in an area that is an important priority in international cooperation. At the same time, there was increased coordination with other international processes and agencies, based on mutual respect and support for complementary objectives and mandates. With the renewal of the IGC's mandate for 2004-2005, and a new emphasis on the delivery of concrete outcomes at the international level, the groundwork was laid to consolidate and distil the earlier pathfinding work of the IGC, and to move towards further tangible results. While continuing to advance policy and legal understanding, the IGC also sustained a practical focus on capacity-building initiatives for holders of traditional knowledge (TK) and traditional cultural expressions (TCEs), and custodians of genetic resources.

156. The work of the IGC was multifaceted, operating at several mutually supportive levels. It drew together in one forum empirical surveys, policy debate, reports on national experience, exchange of experience of local and indigenous communities, analysis of policy options and legal systems, the crafting of specific practical tools, and discussion and coordination of capacity-building needs and initiatives in relation to IP and genetic resources, TK and TCEs/folklore. This ensured that legal principles and policy objectives were distilled and practical materials were developed on a strong common basis. This basis comprised a more informed appreciation of the needs and expectations of holders and custodians of TK and TCE, a practical understanding of the operation of the IP system and its general principles, and the practical experience of a diverse range of countries. The voice of indigenous and local communities in this process became stronger as the number of NGOs

specially accredited to the IGC approached 100 (an increasing proportion represented these communities). A set of coordinated practical initiatives was undertaken to increase engagement with these communities and to ensure their perspectives and concerns remained at the center of the IGC's work.

157. The IGC process was supported and complemented by a series of national, regional and international forums that provided for intensive and exploratory policy debate and the strengthening of the understanding of policy options and practical possibilities for enhanced IP protection of TK and TCEs. WIPO also directly supported and contributed substantively to regional processes aimed at developing regional positions on issues concerning genetic resources, TK and TCEs/folklore, including regional legal and policy frameworks and regional input to the IGC. The work of the Secretariat under the aegis of the IGC helped bring about a significant increase in the understanding of a wide range of stakeholders concerning the practical and policy options currently available within the IP system to safeguard the interests of TK holders, as well as laying a sound conceptual framework for future policy discussions and development.

158. This sub-program also contributed to processes in other program areas with the effect of supporting the recognition of TK concerns, such as the revision of the International Patent Classification (IPC) and minimum documentation within the Patent Cooperation Treaty (PCT) system.

OBJECTIVES: To service discussions between Member States concerning intellectual property and genetic resources, traditional knowledge and folklore in the Intergovernmental Committee established for this purpose.

To provide technical assistance and information to Member States, custodians of genetic resources, holders of traditional knowledge and folklore, and other stakeholders, on intellectual property and genetic resources, traditional knowledge and folklore.

To enhance understanding of the role of intellectual property in the preservation, conservation and dissemination of biological diversity and in related questions concerning biotechnological inventions.

Expected Result: *Improved international understanding on the protection of traditional knowledge and folklore through intellectual property.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Improved understanding of policymakers and TK/TCE holders of the practical and policy options available for enhanced protection of TK/TCE interests.</p> <p>The extensive range of information materials prepared in the WIPO/GRTKF/IC/ documentation series were increasingly drawn on as practical guides</p>	<p><i>Number of sessions of the IGC and feedback thereon:</i></p> <p>IGC sessions were held in June and December 2002, and in July 2003. Concrete outcomes from the IGC process and related activities by the Secretariat during the biennium included:</p> <ul style="list-style-type: none"> - Conclusion of a series of studies and analysis of the core issues of positive protection of TK and TCEs/folklore, and defensive measures against illegitimate IP rights based on TK, TCEs or genetic resources, unique in their scope, comprehensiveness and reach of policy analysis (these were prepared by the Secretariat on the basis of learning from TK holders, extensive Member State commentary and experience, surveys of national experience with addressing a wide array of IP protection mechanisms, through both the conventional IP system and distinct, <i>sui generis</i> protection systems); - Structured, focussed analysis of the elements of <i>sui generis</i> protection systems on the basis of empirical studies of TK protection, as the basis of policy decisions, and a practical analysis of terminological and definitional issues concerning TK and TCEs; - Pilot versions of practical tools for the positive and defensive protection of TK

and as policymaking resources.

(including a draft toolkit to assist in safeguarding IP interests when TK is being documented, a portal of TK-related databases to support studies of enhanced patent searching of TK subject matter, and inventories of periodicals and databases to promote the search and examination process, so as to reduce the likelihood of invalid patent claims being allowed over TK-related subject matter); and

- Publication of practical case studies concerning protection of TCEs/folklore in the "Minding Culture" series and, in cooperation with UNEP, concerning access to genetic resources and associated benefit-sharing.
- Following renewal and extension of the IGC mandate by the WIPO General Assembly in September 2003, development of key substantive documents to lay the basis for its second phase of work, focussed on specific outcomes at the international level.

This work was supplemented by additional presentations, meetings and consultation forums, including specific outreach and briefing activities for NGO observers, and engagement with other international processes. IGC documents moved to a new level of focus and policy development, responding to increased expectations for concrete outcomes concentrating on the international dimension. This material drew on the practical experience of over 80 countries, and assisted the international policy debate to be guided by the lessons learned from fact-finding consultations with over 3,000 representatives of traditional communities in many countries.

Positive feedback on the documents was received from a wide range of stakeholders, including Member States, partner intergovernmental organizations and NGO observers. Stakeholders also welcomed support provided for enhanced and more diverse dialogue and input, cooperation with other international forums and processes, support for complementary regional initiatives, initiatives on outreach, and informal briefings.

Number of missions, meetings and workshops to promote understanding and use of intellectual property by holders of traditional knowledge and folklore and other stakeholders and feedback thereon:

Within available resources, and through careful coordination with other program areas and other fora and agencies, it proved possible to engage in a wide range of missions, meetings and workshops during the biennium to provide direct support for initiatives to enhance the protection of TK and TCEs (folklore), including:

- Major international and interregional meetings, including those conducted on: Intellectual Property and Traditional Knowledge: Our Identity, Our Future, Muscat; the Preservation, Promotion and Protection of Folklore and TK, São Luís de Maranhão; IP Protection in the 21st Century: Challenges and Opportunities for Developing Countries, Cairo (with the Egyptian Association for the Protection of Industrial Property (AEPPI)); IP and Genetic Resources, TK and Folklore, Moscow; IP and Genetic Resources, TK and Folklore, Isfahan (producing the Isfahan Declaration);
- Regional and sub-regional meetings, workshops and symposia, including those conducted on: IP and Genetic Resources, Traditional Knowledge and Folklore, Abidjan (with OAPI); IP and the Protection of Expressions of Folklore and TK for the English-speaking countries in Africa, Lusaka; IP and the Protection of Expressions of Folklore and TK, Addis Ababa; IP and Genetic Resources, TK and Folklore for Nordic Countries, Sigtuna; IPRs, Genetic Resources, TK and Folklore, Cochin (producing draft technical standards for TK documentation); TK, Dakar (with OAPI); the Protection of Traditional Cultural Expressions, Rabat; Access to Genetic Resources, TK and Folklore in Latin America, Lima; Folklore and TK for Countries of the Andean Community, Lima; IP and Genetic Resources, TK and Folklore, Ottawa; Policy and Legal Options for the Protection of Genetic Resources, TK and Expressions of Folklore, Kampala; IP and Genetic Resources, TK and Folklore, New Delhi (with South Asian Association for Regional Cooperation (SAARC)); and, Policy and Legal Options for the Protection of Genetic Resources, TK and Expressions of Folklore, Benin (with OAPI).
- National seminars, workshops or roundtables on: the Preservation, Promotion

	<p>and Protection of Folklore and TK, Florianópolis, Santa Catarina, Brazil; IP for Ministry of Foreign Affairs Officials of Ecuador, Quito and Guayaquil, Ecuador; IP for SMEs with Special Reference to the Craft Sector in Guatemala City and in Managua; Indigenous Rights and IP System, Buenos Aires; and, IP and Genetic Resources, TK and Folklore, Guatemala; and, the Protection of Traditional Chinese Medicine (TCM) and Medicinal Plants, Beijing.</p> <p>To ensure this sub-program was undertaken in a manner that respected and supported the goals and mandates of other international bodies, WIPO took part in various processes conducted by: the Convention on Biological Diversity (CBD), including the Conference of Parties, expert working groups and planning meetings; by UNESCO (including Sessions of the Intergovernmental Meeting of Experts on the Preliminary Draft Convention for the Safeguarding of Intangible Cultural Heritage and work on Bioethics); the UN Permanent Forum on Indigenous Issues (including participating in and hosting interagency support for the Forum); and, by the FAO. WIPO also took part in the Interagency Committee on Bioethics. WIPO made an important contribution on these issues at academic and NGO conferences in Albuquerque, North Carolina, Seattle and Singapore.</p> <p>Advisory and fact-finding missions were conducted in a range of countries including Brazil, China, and Indonesia. The Secretariat provided comments, information and policy materials as requested on the protection of expressions of folklore and TK to many countries and to several regional intergovernmental organizations.</p> <p>Contributions on TK and TCE protection were made at many training workshops, seminars or briefings organized by WIPO's Program of Cooperation for Development (including the WIPO Worldwide Academy), and in outreach programs dealing with industry and civil society, including: draft online Distance Learning course on IP and TK and its pilot testing, including coordinating the involvement of indigenous members of the Fellowship Program run by the Office for the High Commissioner of Human Rights (OHCHR) and the International Labour Organization (ILO).</p> <p>WIPO began extensive work on Practical Guides on Traditional Cultural Expressions (TCEs)/Folklore for selected LDC countries to promote national IP strategies for the legal protection of TCEs.</p> <p>Work proceeded in consultation with other IGOs and NGOs on the development of a draft toolkit for use by holders of traditional knowledge in identifying and protecting their interests in the context of proposals for the documentation of TK. A series of magazine articles was published as an accessible overview of key issues, and preparations were laid for a comprehensive set of background publications for a wider audience while also serving the needs of an increasingly specialist policy audience.</p>
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Expected Result: *Improved international understanding on the role of intellectual property in relation to biotechnology, biodiversity and genetic resources.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Extensive analysis and policy debate on biodiversity and genetic resource issues in the IGC.</p> <p>Technical study of patent disclosure requirements was welcomed as a valuable contribution to an active debate in several international fora.</p>	<p><i>Number of sessions of the IGC and feedback thereon:</i></p> <p>See above comments, covering the IGC in general. IGC sessions and ancillary activities and consultations dealt in detail with biodiversity and genetic resource issues.</p> <p>WIPO prepared a major technical study on patent disclosure requirements relevant to genetic resources and TK, responding to an invitation by the CBD.</p> <p><i>Number of missions, meetings and workshops to enhance understanding of the role of intellectual property in the preservation, conservation and dissemination of biological diversity and in related questions concerning biotechnological inventions, and feedback thereon:</i></p> <p>In view of the integration of biodiversity and genetic resources issues with work on TK and TCEs, the majority of the activities reported above also dealt with these issues. In addition, WIPO provided input to, and cooperated with, a series of international and</p>

	<p>regional processes dealing with overlapping genetic resource, biodiversity, biotechnology and bioethics issues, including within the framework of the CBD, FAO and UNESCO.</p> <p>In cooperation with UNEP, WIPO developed the final version of a suite of studies on IP aspects of access and benefit sharing relating to biodiversity.</p> <p>Further development of online database of IP-related contractual provisions concerning access and benefit sharing from genetic resources and associated TK.</p> <p>Publication of draft studies on IP aspects of access and benefit sharing relating to biodiversity.</p>
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OBJECTIVE: To promote the understanding of the intellectual property system in order to address questions concerning intellectual property and genetic resources, traditional knowledge and folklore.

Expected Result: *Better understanding of the practical relevance of intellectual property to issues such as economic, social and cultural rights and competition law and policy.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Substantial contributions to international debate and international and regional processes, and preparations for future substantive program activities.</p>	<p><i>Number of missions, meetings, and workshops:</i></p> <p>A number of the activities outlined above addressed a range of economic, social and cultural rights aspects of the protection of genetic resources, TK and TCEs. The IGC in particular placed such issues at the centre of intellectual property policy debate in this emerging area. WIPO also contributed substantively to international and regional processes relating to bioethics, biotechnology issues, questions relating to public health, and the protection of intangible cultural heritage. Resource constraints and the overall subprogram focus on the IGC and ancillary activities meant that no specific events were undertaken in this area. Preparations were laid to advance work in this area, through greater engagement with other international processes and with policy forums, as the basis for more extensive work in the future.</p> <p><i>Number of studies and papers published, and feedback thereon:</i></p> <p>WIPO contributed substantive papers, conference presentations and other input to international, regional and national forums dealing with biotechnology, bioethics and economic, social and cultural rights connected with traditional cultures, biodiversity, and intellectual property and international public goods.</p>

Sub-program 10.2 - Small and Medium-Sized Enterprises (SMEs) and Intellectual Property

159. During the period under review activities focused on the development of an extensive international network of partners to help deliver the message of the crucial role played by the intellectual property system in enhancing the competitiveness of SMEs in all sectors of the economy. This network included SME support and finance institutions worldwide, other UN agencies, national SME focal points, IP offices and copyright administrations in Member States.

160. Considerable efforts were devoted to enhancing awareness and building capacity for effectively managing intellectual property assets to bolster enterprise competitiveness in the market place, through presentations worldwide in various national, regional and international fora. In doing so, special emphasis was placed on bringing IP issues into business events, presenting case studies, IP-based success stories and practical IP tips for entrepreneurs.

161. Throughout the biennium, the user-friendly WIPO SMEs web site was regularly updated and enhanced increasing the number of monthly hits considerably, as well as the number of subscribers to the e-newsletter.

OBJECTIVE: To strengthen the capacity of governmental, private and civil society institutions worldwide to formulate and implement policies and strategies for meeting the intellectual property needs and concerns of SMEs.

Expected Result: Strengthened capacity of governments and SMEs support institutions to provide intellectual property-related services to SMEs.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Increased awareness among SMEs worldwide.</p>	<p><i>Level and nature of assistance provided in response to requests by governmental, private and civil society institutions worldwide:</i></p> <p>A significant number of requests were responded to by participating in events organized by national, regional, and international partner institutions, and by making contributions to publications and studies about SMEs, commissioned by partner institutions.</p>
<p>Increased and improved networking between the IP community and international, regional national and local SME support institutions.</p>	<p>More than 90 presentations were made in various fora worldwide, reaching out to over 3,000 participants in the year 2003 alone.</p> <p>Close working relationships were developed and strengthened with national IP Offices, SME support institutions, and a number of international organizations, such as the CEI, EC, EPO, ILO, ITC, OECD, UNCTAD, UNECA, UNECE, UNESCAP and UNIDO.</p> <p>At the request of the OECD, WIPO contributed to the OECD Ministerial Conference to be held in June 2004 in Istanbul, Turkey with a paper entitled "IP Rights and Innovations in Small and Medium-Sized Enterprises."</p>
	<p>Within the context of IP and SMEs the Secretariat organized the following events:</p> <ul style="list-style-type: none"> - WIPO Asian Regional Workshop on the use of Information Technology and Management of Industrial Property Rights by SMEs, Thailand (February 2002); - WIPO and International Trade Center (ITC) workshop at the Biennial de Dakar, Senegal (May 2002); - WIPO Interregional Forum for SMEs and IP, Russia (May 2002); - WIPO National Forum on Using the IP system for Business success of SMEs, Malta (May 2002); - WIPO Asian Regional Symposium on the Importance of the IP System for High Tech Industries, China (July 2002); - WIPO National Workshop on IP for SMEs with special reference to the craft sector, Guatemala and Nicaragua (February 2003); - WIPO Sub-regional Seminar on SMEs and IP, Estonia (April 2003); - WIPO Forum on Intellectual Property and SMEs for IP Offices of OECD Countries, Geneva (May 2003); - WIPO Sub-regional Workshop for SME support institutions in IP and the competitiveness of SMEs, Senegal (September 2003); - WIPO-Singapore Joint Training Course for Asia and the Pacific on doing Business with IP, Singapore (October 2003); - WIPO National Seminar in IP and SMEs, Mongolia (October 2003); - WIPO-ECLAC Regional Expert Meeting on National Systems of Innovation: IP Universities and Enterprises, Chile (October 2003); - WIPO National Seminar on Industrial Property for SMEs, Uruguay (October 2003); - WIPO-Ministry of Science and Technology of China Intermediate Training Course on Practical IP Issues in Business, Geneva (November 2003); - ITC/WIPO/ILO/FCBC Workshop on Cuban Plastic and Applied Arts, Cuba (December 2003); - WIPO-Italy Forum on IP and Competitiveness of SMEs in the textile and clothing Industries of Mediterranean Basin Countries, Italy (December 2003). <p>As part of a growing partnership with the non-governmental sector, namely SMEs</p>

<p>Increased demand for publications, newsletters and CD-ROMs on IP for SMEs.</p> <p>Improved access to more and better information on IP for SMEs</p>	<p>Associations, the Secretariat launched the first in a series of self-financed training courses for entrepreneurs, bankers, lawyers, accountants and SMEs support institutions in cooperation with the World Association of Small and Medium Enterprises (WASME) and the International Association of Science Parks (IASP). Cooperation with the International network for SMEs (INSME) is underway.</p> <p><i>Number and nature of publications, including teaching and training modules for distance learning, produced or contributed to:</i></p> <p>In the framework of an ILO project to promote employment in the cultural sector, WIPO provided inputs on IP rights in five ILO research studies into SME development and the creative industries in the South African Development Community (SADC) region in the following areas: Music Industry, Performing Arts including Dance, Film and TV, Ethno Tourism, and Visual Arts and Crafts.</p> <p>WIPO and ITC partnered in the production of joint publications namely: Marketing Crafts and Visual Arts: The Role of IP; Secrets of IP: A guide for SMEs Exporters; Negotiating Technology Licenses Agreements: A Basic Training Manual; and, the ITC Guide on Exporting Automotive Components.</p> <p>To analyze the level of awareness, access to, and use of, the IP system by SMEs, 14 national studies were launched in Africa, Asia, and Latin America in order to identify the practical challenges faced by SMEs and contribute to strategies aimed at encouraging the optimal use of the IP system by SMEs.</p> <p>The SMEs Division launched user-friendly guides entitled “IP for Business Series” for SMEs. The first two guides on trademarks “Making a Mark” and industrial designs “Looking Good” were released in 2003. More guides on Patents, Copyright, Trade secrets and IP Valuation are to follow. Cooperation with some 50 countries is underway to customize and translate into local languages the first two guides in the series in order to reflect local institutional IP context. In Romania, for example, 10,000 copies of “Making a Mark” have already been translated into Romanian and distributed locally.</p> <p>Some 38,000 copies of the CD-ROM containing a download of the SMEs Division web site content in six languages were distributed worldwide free-of-charge on the occasion of the various fora and in cooperation with a multitude of partner associations and institutions.</p> <p>The number of subscribers to the free monthly electronic newsletter on IP for SMEs reached 7,000 subscribers at the end of 2003, compared with only 800 in December 2001.</p> <p>The number of page views per month reached 51,000 in 2003, compared to 28,000 in 2002, as a result of regular updating and addition of customized content on IP for SMEs. The web site has become a popular “distance learning” forum for persons interested in learning about IP for business. Sections of the web site are being used by universities, institutions and support agencies in their formal teaching and training programs on IP for Business. In terms of outreach, the SMEs web site has become a key reference point for a varied audience as reflected through the very large number of links from all over the world, and the site’s very high positioning in the major internet search engines as Google and alltheweb.</p>
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Sub-program 10.3 - Electronic Commerce and Intellectual Property

162. At the end of 2002, it was decided to discontinue the Section on Electronic Commerce and Intellectual Property. The work carried out by the Section was transferred to the WIPO Arbitration and Mediation Center (with regards to domain name policy) and to the Copyright and Related Rights Sector (non-domain name issues).

163. With respect to the protection of intellectual property in the Domain Name System (DNS), important results were achieved in the form of the recommendation by WIPO

Member States in September 2002, that the names and acronyms of IGOs and country names should also be protected against abusive registration as domain names, based on the recommendations of the Special Sessions of the WIPO Standing Committee on the Law of Trademarks, Industrial Designs and Geographical Indications (SCT) on issues covered by the Report of the Second Internet Domain Name Process. At its meetings in May and November 2003, the SCT finalized its discussion on three outstanding issues in the area of the protection of country names: a) Whether protection should be extended to names by which countries are commonly known; b) Whether protection should be extended retroactively; and, c) Whether to establish an arbitral appeal mechanism. The SCT decided not to make any recommendation to ICANN on the above issues. In addition, an increasing number of large and established ccTLDs requested advice from WIPO and retained the WIPO Arbitration and Mediation Center as dispute resolution service provider.

164. Furthermore, the conditions were created for increased reliance by ICANN on WIPO advice and recommendations, through the incorporation of an explicit provision into the bylaws of ICANN envisaging the possibility of ICANN seeking “external expert advice” in matters outside its core competence. WIPO conveyed relevant recommendations to, and engaged in dialogue with, ICANN and its constituencies.

165. Three deliverables directly contributed to the increased understanding of the relationship between intellectual property and the Internet. Such deliverables included: the publication of a report entitled “Intellectual Property on the Internet, a Survey of Issues” that addressed the far-reaching impact that digital technologies, the Internet in particular, have had on intellectual property and the international intellectual property system; a publicly accessible ccTLD database on the WIPO web site containing links to the web sites of 243 ccTLDs allowing to determine the availability of a registration agreement, the existence of a “WHOIS” service and the adoption of alternative dispute resolution (ADR) procedures; and, a publicly accessible Trademark Database Portal facilitating online access to trademark databases of national and regional intellectual property offices.

OBJECTIVE: To define the emerging issues and relevant responses arising out of the impact of electronic commerce and the digital economy on intellectual property and to promote awareness of those issues and responses on the part of the Member States, industry, practitioners and the general public

Expected Result: *Increased understanding of the relevance and role of intellectual property in the global networked environment of electronic commerce.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Better understanding among public and private sector actors in developed and developing countries of latest intellectual property issues arising in electronic commerce.</p> <p>Broader awareness, also among a non-specialized audience, of the relevance of intellectual</p>	<p><i>Number of conferences, seminars and meetings, number of participants therein and related feedback:</i></p> <p>The following events were organized:</p> <ul style="list-style-type: none"> - WIPO Regional Meeting on Electronic Commerce and Intellectual Property for Caribbean Countries in cooperation with the Jamaican Intellectual Property Office and the Jamaican Ministry of Industry, Commerce and Technology, Kingston, Jamaica (April). Some 50 persons attended the meeting; - WIPO National Seminar on the Internet, Electronic Commerce and Intellectual Property in cooperation with the Sri Lanka National Intellectual Property Office and with the assistance of the Ceylon Chamber of Commerce, Colombo, Sri Lanka (April). Some 100 persons attended the meeting; - WIPO Regional Consultation on Electronic Commerce and Intellectual Property in cooperation with the National Center of Intellectual Property, Minsk, Belarus (July). Some 120 persons attended the meeting, including most administrators of ccTLDs in the region.

<p>property for electronic commerce.</p> <p>Easier access to intellectual property data.</p>	<p><i>Web site visits and downloading, or requests for paper versions, of published reports and papers:</i></p> <ul style="list-style-type: none"> - A major report entitled "Intellectual Property on the Internet, A Survey of Issues" was published in December 2002, addressing the far-reaching impact that digital technologies, the Internet in particular, have had on intellectual property and the international intellectual property system; - A ccTLD database containing links to the web sites of 243 ccTLDs was published on the Internet allowing to determine the availability of a registration agreement, the existence of a "WHOIS" service and the adoption of ADR procedures; - A Trademark Database Portal was made available, facilitating online access to trademark databases of national and regional intellectual property offices.
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OBJECTIVE: To enhance the effectiveness of protection of intellectual property on the Internet, in particular, in its role of promoting a stable and trusted environment for electronic commerce.

Expected Result: *Enhanced intellectual property protection in the generic top-level domains of the domain name system (DNS), including non-roman character domain names, through collaboration with the WIPO Arbitration and Mediation Center.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>UDRP was accepted as the principal standard for the protection of intellectual property in the Domain Name System.</p> <p>Support by Member States for the protection of the names and acronyms of intergovernmental organizations and the names of countries in the Domain Name System.</p> <p>Progress towards implementation of WIPO Member State recommendations resulting from Second WIPO Internet Domain Name Process.</p>	<p><i>Implementation by domain name registration authorities of the recommendations contained in the Report of the First WIPO Internet Domain Name Process, in relation to new generic top-level domains and non-roman character domain name systems:</i></p> <p>All generic top-level domains (gTLDs) have become subject to the UDRP and this Policy also applies to non-roman character domain names registered in the gTLDs concerned.</p> <p><i>Implementation by authorities of the recommendations contained in the Report of the Second Internet Domain Name Process in relation to generic top-level domains:</i></p> <p>A second Special Session of the SCT on the Report of the Second Internet Domain Name Process was held in May 2002.</p> <p>Decision by WIPO Member States on the recommendations of the Special Session of the SCT on the Report of the Second Internet Domain Name Process in September 2002. Through this decision, WIPO Member States recommended that the names and acronyms of IGOs and country names also should be protected against abusive registration as domain names.</p> <p>Finalization of discussion of outstanding issues by the SCT, at its meetings in May and November 2003, in particular in relation to the protection of country names and names and acronyms of intergovernmental organizations.</p> <p>Endorsement of WIPO Member States recommendations by ICANN Governmental Advisory Committee.</p> <p><i>Number and nature of contacts with domain name authorities seeking advice from WIPO:</i></p> <p>Continued Membership of the Government Advisory Committee of ICANN.</p> <p>Establishment of ICANN Working Group on implementation issues.</p> <p>A working relationship was established with the registry operators of all gTLDs.</p> <p>Participation in ICANN meetings.</p>

Expected Result: *Enhanced intellectual property protection in the country-code top-level domains of the DNS*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Increased adoption of UDRP-based policies by ccTLD registries.</p> <p>Improved intellectual property protection at the level of the ccTLDs.</p>	<p><i>Number and nature of contacts with country-code domain name authorities seeking advice from WIPO:</i></p> <p>An increasing number of large and established ccTLDs were seeking advice from WIPO.</p> <p><i>Retention by administrators of country-code top-level domains of the WIPO Arbitration and Mediation Center as dispute resolution service provider:</i></p> <p>The WIPO Arbitration and Mediation Center was retained as dispute resolution service provider by an increasing number of large and established ccTLDs, including: .AE (United Arab Emirates), .AU (Australia), .NL (Netherlands) and .PL (Poland).</p> <p>Fourteen national domain name registries designated the WIPO Arbitration and Mediation Center as dispute resolution provider, for a total of 36 such registries.</p>

OBJECTIVE: To develop and implement projects providing frameworks for the protection of intellectual property rights in the digital environment.

Expected Result: *Establishment of cooperation with relevant authorities and participation in projects for the development of rights management structures and systems for the online exploitation of cultural heritage materials within the intellectual property framework.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>WIPO's role in assisting its Member States in the online exploitation and management of their cultural heritage materials, focusing on related intellectual property issues, was being considered.</p>	<p><i>Number and nature of contacts with authorities and of contributions to projects developing such rights management systems:</i></p> <p style="text-align: center;">N/A</p>

OBJECTIVE: To coordinate WIPO's program of work in relation to electronic commerce issues, so that WIPO can continue to play a leading role in the review and modification of existing rules, and the establishment of new rules, governing the use of intellectual property in electronic commerce.

Expected Result: *WIPO leadership and coordination with other international and national governmental or non-governmental institutions concerning the protection of intellectual property rights in relation to electronic commerce.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Possibility for increased reliance by ICANN on WIPO advice and recommendations.</p>	<p><i>Reference to WIPO's work in the programs and reports of such institutions and adoption of any WIPO recommendations:</i></p> <p>Incorporation into the bylaws of ICANN of a provision envisaging the possibility of ICANN seeking "external expert advice" in matters outside its core competence. The principal external experts envisaged are the OECD, the ITU and WIPO.</p>

Sub-program 10.4 - Intellectual Property Enforcement Issues and Strategies

166. During the period under review, activities focused on the preparations for, and conducting of, the Consultation Meeting on Enforcement (CME), and on supporting the discussions in the WIPO General Assembly, both taking place in September 2002. Member States decided at the WIPO General Assemblies to consolidate the Organization's work on enforcement into the Advisory Committee on Enforcement, in charge of global enforcement issues, that will cover both industrial property and copyright and related rights. As a result of this process, the Advisory Committee on Enforcement was established, in charge of global enforcement issues. In October 2002, the Enforcement and Special Projects Division was established to serve as the focal point for enforcement activities within WIPO. The first session of the Advisory Committee on Enforcement (ACE) was held in June 2003, and reported to the WIPO General Assembly in September 2003.

167. The main objectives of this sub-program were to assist Member States in identifying needs and possible solutions concerning the enforcement of all intellectual property rights, and to contribute towards increased communication and networking between Member States, and between intellectual property agencies and enforcement agencies within Member States.

168. Furthermore, the Secretariat, *inter alia*, made arrangements for the development and launching of an Electronic Forum on IP Enforcement Issues and Strategies, cooperated with intellectual property and enforcement agencies in Member States, and established working relations with, and participated in the activities of, IGOs and NGOs.

OBJECTIVE: To assist Member States in identifying needs and possible solutions concerning the enforcement of all intellectual property rights.

Expected Result: *Greater recognition and awareness among Member States and other concerned parties of the importance of appropriate measures to protect and enforce intellectual property rights, and of identifying less burdensome, cost-effective procedures for enforcement.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Exchange of information on training needs and practices to overcome or minimize difficulties in the effective enforcement of intellectual property rights.</p> <p>An Advisory Committee on Enforcement (ACE), in charge of global enforcement issues, was established by the WIPO General Assembly.</p> <p>The First Session of the</p>	<p><i>Number and nature of studies and surveys prepared concerning the enforcement of intellectual property rights, and feedback thereon:</i></p> <p>The following documents were prepared:</p> <ul style="list-style-type: none"> - A document on the "Electronic Exchange of Information"; - Two detailed studies on "Existing Needs for Training and Development of Enforcement Strategies" and "Synthesis of Issues Concerning Difficulties and Practices in Field of Enforcement." The studies were based on information received from Member States, IGOs and NGOs following a Request for Information dated July 17, 2001, which was issued subsequent to a decision of the previous Advisory Committee on the Enforcement of Industrial Property Rights (ACE/IP). Since the CME concluded that the studies were not yet sufficiently representative of the existing experiences in Member States and of related IGOs and NGOs, another Request for Information was sent to all Member States and Observers on December 17, 2002; - Documents for the twenty-eighth WIPO General Assembly on "Matters Concerning the Status of the Advisory Committee on Enforcement" and "Information on the Consultation Meeting on Enforcement"; - Documents for the First Session of the Advisory Committee on Enforcement;

<p>ACE took place in June 2003.</p> <p>Contribution to documents on IPRs prepared in-house.</p>	<ul style="list-style-type: none"> - Document for the Thirtieth WIPO General Assembly on "Matters Concerning the Advisory Committee on Enforcement"; - Contribution to the preparation of the "WIPO Guide: Introduction to Trademark Law and Practice" prepared by the Trade Marks Law Division; - Contribution to the preparation of the "Intellectual Property for Business Series," No. 1 related to trademarks and No. 2 to industrial designs regarding the enforcement of IPRs, prepared by the SMEs Division; - Comments were prepared on enforcement provisions for several Member States; - Assisting Member States to elaborate their National Strategy; - Assisting the World Customs Organization (WCO) to set up its Model Provisions on Enforcement of IPRs.
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OBJECTIVE: To contribute toward increased communication and networking between Member States and between intellectual property agencies and enforcement agencies in each Member State

Expected Result: *Improved communication and cooperation among Member States, and among intellectual property and enforcement agencies within Member States.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Enhanced understanding of the international obligations and principles relating to the enforcement of IPRs and technical assistance to Member States in the area of enforcement.</p> <p>Improved communication and cooperation among Member States, and among intellectual property and enforcement agencies within Member States.</p> <p>The Electronic Forum is expected to further facilitate contact, exchange of information and cooperation including the establishment of a list of contact points dealing with enforcement matters.</p>	<p><i>Number of missions, meetings and workshops to promote the enforcement of intellectual property rights, and feedback thereon:</i></p> <ul style="list-style-type: none"> - Sixteen staff missions were undertaken to assist Member States on issues pertaining to the enforcement of IPRs, including the provision of legal advice on enforcement issues and strategies; - Participation in 15 meetings and workshops on enforcement issues organized by IGOs and NGOs such as United Nations Economic Commission for Europe (UNECE), International Criminal Police Organization (INTERPOL), World Customs Organization (WCO), European Commission, the Business Software Alliance (BSA), and the International Anti-Counterfeiting Coalition (IACC); - Participation in various meetings in Geneva with delegations of Member States and representatives of IGOs and NGOs, including the European Commission, the WCO, INTERPOL, and industry sectors including the music, software and film industries; - Participation in various training sessions organized by other Departments in WIPO for judges, SMEs, and representatives of IP offices; - Participation in a number of in-house meetings and briefings to coordinate assistance pertaining to enforcement in reply to requests by Member States; - Contribution to, and participation in, WIPO activities pertaining to the promotion of the protection of IPRs with delegations from mainly developing countries, countries in transition and least developed countries; - Preparation of a document on the "Exchange of Electronic Information" presented to the Advisory Committee on Enforcement; - Finalization of measures pertaining to the establishment and launching of the Electronic Forum on Intellectual Property Enforcement Issues and Strategies (IPEIS); - Finalization of measures for the establishment and launching of the web site of the Enforcement and Special Projects Division; - Publication of a monthly newsletter on enforcement.

Total expenditure for Main Program 10 in the 2002-2003 biennium: **Sfr10,108,000.-**

MAIN PROGRAM 11 - Arbitration and Mediation Center

169. In the biennium, the WIPO Arbitration and Mediation Center received 2,307 cases under the Uniform Domain Name Dispute Resolution Policy (UDRP), which took effect in December 1999. Highlights included the Center's receipt, in May 2003, of its 5,000th UDRP case and, by the end of the biennium, the milestone of 10,000 domain names covered by WIPO UDRP cases. The continued demand for this WIPO service was to a great extent due to the Center's user facilities, such as the online legal index to WIPO domain name panel decisions, which was introduced in 2002, and which since has become the second most visited WIPO web page. The Center also undertook the major task of processing 13,878 cases under special dispute resolution mechanisms for the introductory phase of a number of new domains. In addition to administering cases, the Center actively engaged in domain name policy issues, in particular in connection with the recommendations made by WIPO Member States in 2003 on issues covered by the Second WIPO Internet Domain Name Process (see sub-program 10.3 for more details).

170. The Center's administration of domain name cases not only provided an effective mechanism for the enforcement of trademark rights, but also enhanced the profile of the Center as a provider of arbitration and mediation services for all types of commercial disputes involving intellectual property. The Center registered a further increase in its arbitration and mediation caseload and was in demand generally as principal resource institution in the area of out-of-court settlement of intellectual property disputes, which is taking on added importance against the background of the increasingly international exploitation of intellectual property.

Sub-program 11.1 - Case Administration

171. The Center continued to expand its position as the leading provider of services for domain name and other intellectual property disputes, registering 2,307 UDRP-based domain name cases in the reporting period. The Center also handled disputes under introductory mechanisms for newly introduced domains, completing 285 cases under the .biz "STOP" Policy and 13,593 .info "Sunrise Challenges of Last Resort." Since December 1999, the Center has administered cases in 11 different languages involving parties from 118 countries. The UDRP dispute resolution mechanism principally applies to international domains such as .com, .net and .org, but the Center increasingly also provides services to country code top-level domain (ccTLD) registries. Fourteen more national domain name registries designated the Center as dispute resolution provider, raising the total of such registries to 36 as at December 2003. The Center's caseload included 81 cases relating to ccTLD names.

172. Because they require neutral and efficient dispute solutions, transactions such as cross-border licenses increasingly provide for the submission of disputes to mediation and arbitration under the WIPO Rules. In the biennium, the Center registered 18 mediation and arbitration cases, in addition to its UDRP-based caseload, bringing the total of such cases to 25. The subject matter of the arbitration and mediation cases administered by the Center has so far included: patent licenses and infringements; information technology transactions; copyright matters; trademark co-existence agreements; trademark issues in a domain name context; distribution agreements for pharmaceutical products; and, research and development agreements. The amounts in dispute varied between 20,000 Euros to several hundred million US dollars.

OBJECTIVE: To enhance the protection of intellectual property through the provision of quality services for the resolution of intellectual property disputes.

Expected Result: *Increased conventional WIPO arbitration and mediation caseload.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Increase in the WIPO arbitration and mediation caseload.	<p><i>Number of cases processed under WIPO Rules:</i></p> <p>The Center registered 18 arbitration and mediation cases.</p> <p><i>Number of requests for appointment of WIPO arbitrators and mediators:</i></p> <p>In addition to the above-mentioned WIPO cases, 16 requests for referrals of WIPO arbitrators and mediators in other cases were handled.</p>

Expected Result: *Expansion of dispute resolution activity in relation to Internet domain name disputes to 3,100 cases in 2002 and 3,600 cases in 2003.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Continuation of WIPO UDRP domain name case filing rate, and resolution of high number of disputes occurring in start-up phase of new domains.	<p><i>Number of cases processed in this area:</i></p> <p>The Center processed 2,307 domain name cases under UDRP-based policies, and another 13,878 cases under temporary, registry-specific policies additional to the UDRP.</p>

Sub-program 11.2 - Legal Framework, Information and Promotion Activities

173. Events organized in connection with WIPO dispute resolution included four workshops on WIPO mediation, two on WIPO arbitration, and two on WIPO domain name dispute resolution, as well as five WIPO domain name panelist meetings. The Center produced a range of new information materials, including a brochure describing the contribution which alternative dispute resolution can make to the enforcement of intellectual property rights, and the services offered by the Center in this regard. The Center also published a new edition, and further language versions, of the publication containing the WIPO Arbitration and Mediation Rules. Center staff also made numerous presentations about the available private options for the cost-effective resolution of intellectual property disputes. With new content and new language sections having been added, the Center's web site attracted a significant number of visits. In addition, some 6,000 information requests were received and handled, mostly through electronic means.

174. In the area of domain names, the Center issued a new guide to WIPO domain name dispute resolution, and two comprehensive reports evaluating the Center's case-processing experience under the .biz 'STOP' and .info 'Sunrise' start-up dispute mechanisms. Using its expertise in the design of tailor-made procedures, the Center assisted in the implementation of dispute policies for a number of national registries that called upon the Center for drafting advice, such as the .PL and .IE ccTLDs. On a policy level, the Center in 2003 represented WIPO in the Governmental Advisory Committee (GAC) of the Internet Corporation for Assigned Names and Numbers (ICANN) and in discussions with various ICANN

constituencies on intellectual property aspects of the domain name system (see sub-program 10.3 for more details).

OBJECTIVE: To achieve increased awareness and application of, and improve the legal framework for, alternative dispute resolution as an effective means resolving international intellectual property disputes.

Expected Result: *Strengthening the position of the Center as the leading resource center in the area of intellectual property disputes.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Increased awareness of WIPO's dispute resolution services.	<p><i>Number of requests for information and collaboration and of participants in WIPO events, including workshops and conferences:</i></p> <p>WIPO Mediation (four), Arbitration (two), and Domain Name Dispute Resolution (two) Workshops, as well as Meetings of WIPO Domain Name Panelists (five) were organized. Together, these events drew over 400 participants. In addition, approximately 6,000 requests for information and collaboration were handled.</p>

Expected Result: *Increased role as designer and provider of tailor-made dispute resolution services in an online environment.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Increased recognition of WIPO as a provider of state-of-the-art dispute resolution services.	<p><i>Number of dispute resolution mechanisms established through cooperation of WIPO:</i></p> <p>WIPO assisted in the implementation of online dispute resolution mechanisms for 14 country code top-level domains.</p>

Total expenditure for Main Program 11 in the 2002-2003 biennium:	Sfr7,155,000.-
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MAIN PROGRAM 12 - Cooperation with Developing Countries

175. During the biennium, WIPO's activities for developing countries focused on capacity building for greater access to, and use of, the intellectual property system for realizing its economic benefits. In underlining the central role of IP as an important tool for social development, economic growth and wealth creation, a major objective of WIPO was to bring IP closer to people through a more direct impact on their everyday life. WIPO's outreach was considerably expanded during the biennium with more than 34,000 representatives from developing countries participating in 435 meetings, seminars and sessions organized by the Secretariat. These activities addressed topical issues and covered such essential areas as intellectual property policy options, integrating IP in development policies, management of IP assets, training, legislative advice, computerization, administrative advice and public awareness promotion. Many of the activities under this Program were implemented in close cooperation with the WIPO Worldwide Academy and other WIPO sectors.

176. Strategies and policies in WIPO's cooperation with developing countries were discussed at the Forum on Strategic Issues for the Future, held in 2002, under the auspices of the Permanent Committee on Cooperation for Development, an important body for identification and revision of WIPO's work in developing countries. The three operational criteria, sustainability, specificity and cost-effectiveness, were integrated in subsequent

activities. Many of the activities were undertaken under Nationally and Regionally Focused Action Plans dealing with different priority areas.

177. Progress was achieved in creating better awareness in least developed countries (LDCs) of the advantages of the intellectual property system for their economic development, by meeting their needs of training and infrastructure development.

178. Considerable efforts were devoted to providing opportunities to developing countries for taking informed decisions on their position with regard to ongoing discussions in WIPO on various topics on the intellectual property agenda reviewed in WIPO's Standing Committees, the WIPO Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore, as well as bodies dealing with enforcement and many other topics.

179. During the period under review, in order to assess the concrete results of WIPO's activities with developing countries, a first internal evaluation was undertaken to assess the relevance and anticipated impact of a number of meetings organized by the Sector. The results of the evaluation were positive. Another external and program-wide evaluation was conducted by an independent expert and its conclusions indicated, *inter alia*, that: "the activities under this Program were designed and implemented in a constructive and appropriate way, both quantitatively and qualitatively, and had yielded considerable practical results. They had contributed considerably to the promotion and strengthening of the intellectual property system in developing countries, in conformity with the vision of using intellectual property for social, cultural and economic development and wealth creation." The findings of the evaluation were reported to the WIPO Member States in 2003.

Sub-program 12.1 - Effective Utilization of the Intellectual Property System for Economic, Social and Cultural Development.

180. Major efforts were devoted to capacity building in developing countries, which would enable a more efficient use of the IP system. WIPO continued to promote high-level dialogues among national leaders. In this connection, a number of ministerial meetings were organized with WIPO's assistance in 2002 and 2003. In addition, the annual meetings of the heads of the intellectual property offices of the African, Arab, Asian and Latin American countries were held regularly and remained a milestone where the general framework and priorities of WIPO's work in these countries were examined. Under this sub-program close to 14,000 representatives of developing countries participated in 54 regional meetings, 57 sub-regional events and 96 national seminars, workshops and other training activities. Some 62 study visits addressed topical issues on the intellectual property agenda, and 25 national studies, methodologies, customized promotion material, and manuals and teaching modules were prepared with WIPO's assistance.

OBJECTIVE: To strengthen the capacity of developing countries to fully utilize the intellectual property system for economic, social and cultural development, including by focussing on the interrelationship between intellectual property and competitiveness, technology, investment, and trade.

Expected Result: *Efficient utilization by developing countries users' communities of the benefits of the intellectual property system.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Improved understanding of the benefits that may be drawn from the efficient use of the intellectual property system and its potential contribution to the development of national and regional economic, social and cultural sectors.</p> <p>Enhanced national capacity to enable the full exploitation and best use of the IP system.</p> <p>Higher interest by governments to analyze IP-related needs of specific user groups such as SMEs, inventors associations, cultural and industry institutions.</p> <p>Increased request from user communities (R&D institutions and universities) for information, training and other technical assistance.</p> <p>Improved administrative mechanisms and policy instruments for more effective use of the IP system.</p> <p>Better understanding of the benefits of more efficient management of IP assets.</p>	<p><i>Number of meetings, expert missions and nature of information provided to users' communities to benefit from the intellectual property system and feedback thereon:</i></p> <p>13,984 participants benefited from the following events:</p> <ul style="list-style-type: none"> - <u>African countries:</u> two regional meetings, one workshop and one roundtable on innovation, valorization of research and transfer of technology; one national seminar on licensing and transfer of technology; four regional and five national seminars on copyright and collective management; one national seminar on protection of distinctive signs and their economic importance; one sub-regional workshop on a strategy for acquisition, effective management and dissemination of IP information; and, one regional workshop for IP agents and patent attorneys. - <u>Arab countries:</u> one international forum on TK and IP; one international symposium on IP protection; three regional conferences on IP and economic commerce, trademarks and geographical indications, and recent developments in the field of IP; one regional coordination meeting for heads of industrial property and copyright offices; two sub-regional seminars on the protection of traditional cultural expressions and on SMEs for the Gulf Cooperation Council (GCC) Countries; ten national seminars to promote the use of the IP system (patents, trademarks and geographical indications, copyright and related rights, pharmaceuticals protection, electronic commerce and IP and audiovisual and phonogram recordings); two national seminars on IPRs; three national seminars on PCT; three national seminars co-organized with the Arab Lawyers Union (ALU) for lawyers; and, four national seminars on IP for members of parliament, law students and customs officials. - <u>Asian and Pacific countries:</u> 34 regional/national meetings/training courses: nine on IP for enterprises including SMEs; three on IP for trainers and instructors; two on IP and e-commerce; four on collective management of copyright; four on copyright and related rights; two on the use of information technology and management of IPRs; one on the importance of the IP system for high-tech industries; three on IP and awareness building; one on Madrid and The Hague System; one on promotion of innovation; one on licensing; two on PCT. In addition, financial support was provided for the participation of 39 delegates and four WIPO staff and experts as speakers in eight international conferences and two national seminars: one on IP for journalists; three on creativity, innovation and commercialization; one on IP and SMEs; one on technical aspects of TK databases and registries; one on patenting biotechnology; one on promotion of innovation; and, two on patent information and PCT. - <u>Latin American and Caribbean countries:</u> Some 71 national, regional or sub-regional meetings: 18 on general concepts in the field of industrial property and/or copyright; eight on benefits for SMEs of using the IP system; 21 on industrial property information, technological information, innovation and commercialization of research results; seven on geographical indications; three on trademarks registration; one on patents in chemical and pharmaceutical fields; two on IP for journalists; five on collective management of copyright and related rights; three on copyright and the music industry; and, three on copyright and digital technology. <p>57 advisory missions were undertaken on the following issues:</p> <ul style="list-style-type: none"> - <u>African countries:</u> setting-up of collective management societies; the installation of AFRICOS software; IP in textile designs; geographical indications; copyright collective management; and, the use of IP by SMEs. Nature of information provided to user communities: theoretical and practical information in the fields of industrial property and copyright, covering legal, technical, administrative and

<p>Improved understanding of the emerging issues in IP protection.</p> <p>Availability of more target-oriented IP information and promotional materials.</p> <p>Improved interaction with local partners through the establishment of IP focal points in universities and research centers.</p>	<p>strategic aspects. The feedback on these missions was very positive and was reinforced by positive evaluation reports as well as requests for repeated activities.</p> <ul style="list-style-type: none">- <u>Asian and Pacific countries</u>: TK, folklore and genetic resources, TK documentation and protection; IP assessment; SMEs; collective management; and, IP teaching and IP book publication.- <u>Latin American and Caribbean countries</u>: patent information; the use of industrial property information; training on different aspects of IP (training of trainers); programming mission on specific activities to be implemented under the RFAP on collective management of copyright for Central American countries; joint cooperation activities for LAC countries with the Office of Harmonization of the Internal Market (OHIM); joint technical cooperation with a national federation of industries; evaluation of the current sub-regional situation in the Caribbean (particularly Organization of Eastern Caribbean States (OECS) countries) for the preparation of an outreach plan for the development of a common public awareness strategy on IP; evaluation of the situation of the existing collective management societies or their creation in the framework of the RFAP on collective management of copyright for Central American countries; collective management of copyright and collective rights; geographical indications and appellations of origin; and, WIPO's cooperation with the Caribbean Copyright Link (CCL). <p>71 study visits were organized covering different areas: copyright for 16 staff (African countries); IP administrations and on-the-job training (Arabcountries); IP and SMEs as well as collective management (Asian and Pacific countries).</p> <p>The following materials were made available to Member States:</p> <ul style="list-style-type: none">- Studies on the utilization of IP by SMEs in Bhutan, Mongolia, Nepal, Philippines and Sri Lanka;- A study on the economic contribution of copyright industries (Indonesia);- A study on Universities R&D (Philippines);- A study on innovation, the Philippines experience;- A study on the impact of the IPR system on high-tech industries in the Republic of Korea;- Customized IP promotional materials for SMEs (Mongolia NFAP);- A CD-ROM for the public (Singapore NFAP);- Materials in connection with the general IP awareness campaign (Cambodia NFAP);- Seven national studies on SMEs in Latin American countries;- Manual for SMEs on collective marks, certification marks and geographical indications;- Methodology guidelines for the preparation of studies on the economic relevance of copyright industries in Latin American countries;- Comparative study of tariff fixing methods for collective management societies;- Manual on administrative operations for collective management societies of Central America and the Dominican Republic (RFAP);- Perspective of the music industry in the Caribbean region;- A marketing and development plan for the Cuban music industry;- Teaching module on IP for universities of the Caribbean region;- Survey on teaching of copyright (Brazil). <p>In addition, a study on IP teaching in Latin American universities prepared in previous biennium was updated, IP educational/reference books for universities in Vietnam were translated, a CD-ROM of IP and SMEs for SARRC was customized, and a contribution was made to a brochure prepared by IP Australia on the South Pacific and Asian Countries (SOPAC).</p> <p><u>Other activities:</u></p> <ul style="list-style-type: none">- <u>African countries</u>: Seven training courses on collective management of copyright.- <u>Arab countries</u>: English courses were financed for government officials from Jordan, Oman and Yemen. Seven fellows were financed for a diploma program in IP law, and the faculty of law of eight national administrations were provided with equipment. Books were provided to universities administering IP programs.- <u>Latin American and Caribbean countries</u>: 24 WIPO staff participated as speakers in seminars on: patent information; technological information services; the use of
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	<p>electronic documents in the field of IP; collective management of copyright and related rights; general concepts of IP, culture and development; general concepts in the field of copyright; the use and benefits of IP as a tool for economic growth; technology transfer; innovation, competitiveness and sustainable economic development; and, at the Inter-American Association of Industrial Property (ASIPI) Congress. In addition, a regional focused action plan (RFAP) on collective management of copyright and related rights was implemented for Central American countries, which foresees the provision to the author's societies in Central American countries of the software "SGS" (<i>Sistema de Gestión de Sociedades</i>) developed by the <i>Sociedad General de Autores y Editores</i> (SGAE) for the management of their operations and which is regulated under a WIPO/SGAE Agreement. The RFAP includes, <i>inter alia</i>, the elaboration of an administrative manual, the organization of expert missions and seminars and provision of equipment to the collective management societies. Also, support was provided to the regional system of collective management of copyright and related rights of the Caribbean region, the Caribbean Copyright Link (CCL), by hiring an expert on collective management of copyright and related rights for the establishment of collective management societies in the Caribbean region. Contribution was also made to the activities of the CCL by providing financial support for the organization of its Board Meeting and, under a contract with SGAE, for hosting services and technical support for the implantation of the SGS according to the joint agreement signed in the previous biennium.</p>
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OBJECTIVE: To support the formulation of policies, by developing countries, on intellectual property issues of emerging concern.

Expected Result: *Developing countries' policy-makers are in a position to formulate informed and timely policies, particularly in response to emerging intellectual property issues.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Statements by policy-makers in specific meetings addressing various issues demonstrated their higher awareness of IP issues.</p> <p>Better understanding of IP issues at policy levels, in particular in relation to obligations deriving from international treaties and/or agreements addressing IP protection and registration mechanisms.</p> <p>More countries initiating the introduction of pro-active IP policy and strategy formulation to stimulate local innovation, indigenous technology development and the creation and use</p>	<p><i>Number of fora for policy-makers at the national, regional and international levels to exchange views and deliberate on policy issues:</i></p> <p>3,500 participants benefited from the following events:</p> <ul style="list-style-type: none"> - <u>African countries:</u> four regional meetings and one expert meeting on folklore, TK and genetic resources; two high-level meetings on a WIPO strategy for the adoption of NEPAD; two meetings of the International Confederation of Societies of Authors and Composers (CISAC) African Committee and joint information days on copyright; two sub-regional workshops on IP and electronic commerce and on IP as a factor of SME/SMI competitiveness. - <u>Arab countries:</u> one regional meeting on IP and the results of the Doha ministerial conference, in cooperation with WTO; one regional coordination meeting on IP for heads of industrial property and copyright offices; one inter-regional meeting on copyright and related rights; seven national seminars on trademarks, domain names, industrial designs and plant variety protection under the UPOV convention. - <u>Asian and Pacific countries:</u> 18 regional/sub-regional/national meetings of which: one Sino-African intellectual property forum; three on policy issues relating to IP and economic development; two meetings of heads of IP offices; one on TRIPS for LDCs; two on sub-regional cooperation in IP (SOPAC and SAARC); four on the WCT and WPPT; two on global issues (TK, geographical indications); one on WIPO internet treaties; two on sub-regional cooperation in IP (ASEAN and SAARC). Financial support for the participation of 30 representatives from ASPAC in four international conferences, three on IP and TK including domain names of the internet and one Inter-Regional Meeting on Copyright and Related Rights. - <u>Latin American and Caribbean countries:</u> 16 national/regional/sub-regional/international meetings, of which: one regional ministerial-level meeting for Caribbean Countries; one regional meeting of heads of IP Offices of the Caribbean; four regional coordination meetings on intellectual property IP policy; three national seminars for foreign affairs officials on general concepts in the field of intellectual property IP; six seminars on genetic resources and/or traditional knowledge TK and/or folklore (two national, three regional and one international); one regional

<p>of IP assets.</p> <p>Progress achieved in the modernization and reform of legislation in compliance with international treaty obligations.</p> <p>Studies prepared to examine the positive links between IP and innovation, technological development, trade and investment growth and economic development in general.</p> <p>Strengthened sub-regional cooperation programs within ASEAN, SAARC and SOPAC.</p> <p>Incorporation of IP policy issues in national development plans.</p>	<p>consultation on electronic commerce and intellectual property IP.</p> <p>17 study-visits on accession to WTO and implementation of the TRIPS Agreement (Arab countries); two official visits to WIPO Headquarters of high-level government officials from a Caribbean and a Latin American country respectively, to hold discussions on IP policies and issues.</p> <p>38 advisory missions were undertaken on the following issues: to provide legislative advice (Arab countries); high-level consultations on IP policy and cooperation; to discuss a study on a regional IP mechanism for Forum Island Countries (FICs); WIPO Treaties; WCT and WPPT; TK and domain names (Asian and Pacific countries); legislation matters (mainly accession to and interpretation/ implementation of WIPO-administered treaties, compatibility with national legislation, legislation in the field of TK); to participate in discussions with high-level authorities on IP policy issues, including development of national IP policies; to hold high level consultations on TK, access to genetic resources and folklore; preparation of the ministerial-level meeting on IP for Caribbean countries; IP and access to pharmaceutical products and on biological diversity (Latin American and Caribbean countries).</p> <p>In the Asia and the Pacific region, four studies were made available to Member-States: one on the possibility of an ASEAN collective management system; one on how IP can facilitate economic development in the ASEAN region; one on regional mechanism for IP management and examination for South Pacific Forum Island countries; and, one on the regional approach to collective management of copyright and related rights in Pacific Islands Forum countries.</p> <p><u>Other activities:</u> <u>African countries:</u></p> <ul style="list-style-type: none"> - 14 WIPO staff participated in political meetings related to the development of the region; WIPO assisted the participation of 26 high-level officials in various fora organized by WIPO; a data exchange system for collective management (ACCN) was established. <p><u>Asian and Pacific countries:</u></p> <ul style="list-style-type: none"> - One RFAP for the South Pacific Forum countries with the main objective of the creation of a sub-regional mechanism for cooperation in the industrial property and copyright fields in the South Pacific Region. Assistance in formulation of a regional position for discussions on TK, GR and folklore. <p><u>Latin American and Caribbean countries:</u></p> <ul style="list-style-type: none"> - Implementation and signing of a cooperation project on IP as a tool for development in Caribbean countries, aiming at creating conditions for the development, protection, ownership, management and use of IP assets in the region, fostering technological innovation and knowledge-based enterprises, and cultural industries; - Participation of WIPO staff in the following activities: three seminars on biodiversity and/or TK; the presentation of the First National Awards for Authors of Literary and Artistic Works; and, the Granting of Trophies to the Best National Innovative Enterprises organized by the Mexican Government; - 21 expert missions undertaken by international experts on the preparation of the 2003 WIPO Ministerial Level Meeting on Intellectual Property for Caribbean Countries: to participate in discussions with high-level authorities on IP policy issues, including development of national IP policies; to participate in consultation meetings on the implementation of electronic commerce guidelines for the Caribbean region; to participate as speakers in activities addressed to policy makers, organized by national governments or by other WIPO sectors, including topics as the role of the Government in the copyright system, genetic resources, TK and folklore, and development policies; - Two official visits to WIPO Headquarters of high-level government officials from a Caribbean country and a Latin American country respectively, to hold discussions on IP policies and issues.
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OBJECTIVE: To assist developing countries in the establishment and modernization of systems for the administration and enforcement of intellectual property rights, including through automation.

Expected Result: *Developing countries are equipped with modern structures for the administration and enforcement of intellectual property rights.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Successful implementation of an anti-piracy program in three countries</p> <p>Full automation of one IP office.</p> <p>Software programs installed in five countries.</p> <p>Strengthened national intellectual property structures with special attention to enforcement mechanisms.</p> <p>Increased use of information technology for the efficient management of IPRs.</p> <p>Improved assistance and services to the user community.</p> <p>Improved management practices and access to IP information by IPOs through various automation projects and WIPONET.</p> <p>Introduction of structured and systematic public outreach programs.</p> <p>Increased cooperation between IPOs, the judiciary, law enforcement agencies and rightholders associations in the enforcement of IPRs.</p> <p>Increased utilization of IT for enhancing IP</p>	<p>Number of projects undertaken by WIPO for modernization and automation of IPOs:</p> <p>Participants benefited from the following events:</p> <ul style="list-style-type: none"> - <u>African countries:</u> Seven national seminars on IP and three on enforcement; one regional seminar and one national seminar. - <u>Arab countries:</u> One Sub-regional symposium on copyright protection for members of the judiciary of the countries of the Gulf Cooperation Council (GCC); 14 national seminars on trademarks, invention, innovation and the enforcement of IPRs for the judiciary, IP and the protection of new varieties of plants (UPOV), copyright, related rights and collective management, and IP and the TRIPS Agreement for the pharmaceutical industry. - <u>Asian and Pacific countries:</u> 29 regional/sub-regional/national meetings/training courses of which 20 on IP administration, including on the Madrid system, nine on IP enforcement, including the orientation program for customs officials and judges. In addition, financial support for the participation of five WIPO staff and experts in national seminars dealing with various aspects of IP administration, including TRIPS related meetings and a regional training course on WIPONET. - <u>Latin American and Caribbean countries:</u> 19 national and regional seminars on enforcement of IPRs; one regional seminar on the exchange of patent information and the provision of the Electronic Publication Systems (LATIPAT Project) to patent offices; two sub-regional meetings of heads of patent offices and experts of Central America/Andean countries respectively; one sub-regional meeting for heads of distinctive signs offices of Andean countries; and, one sub-regional expert meeting on automation for Caribbean countries. <p>A total of 214 advisory/expert/programming missions on: an antipiracy device, needs assessment and advice on draft laws; automation and installation of a software (African countries); IP advise (Arab countries); various aspects of IP administration including drafting legislation, review of the patent system and automation carried out by 90 WIPO staff and experts (Asian and Pacific countries); coordinating and planning of cooperation activities with national IP offices; training in situ to IP officials; automation of IP Office administrations (including programming missions on the implementation of the LATIPAT Project and the WIPO/SGAE Agreement for the provision of the SGS software); automation of IP systems; administrative procedures (mainly patents and trademarks examination); enforcement of IPRs; and, training to officials of nationals industrial property and copyright offices (Latin American and Caribbean countries).</p> <p>73 study visits, including: for seven officials from industrial property and copyright offices from African countries; for officials from Arab countries; on various aspects of IP administration and enforcement, including on automation benefiting 86 delegates from Asian and Pacific countries; for IP officials from Latin American and Caribbean countries to other IP Offices in the region and in Europe; and, five long-term-fellowships for six months each in Japan (Asian and Pacific countries).</p> <p><u>Other activities:</u></p> <p><u>African countries:</u></p> <ul style="list-style-type: none"> - 32 NFAPs implemented, two software development projects undertaken, three anti-piracy projects implemented; - 44 institutions received computer and other communication equipment; - Two on-the-job training sessions on classification (78 staff were trained). <p><u>Arab countries:</u></p> <ul style="list-style-type: none"> - Completion of the installation of the software for the management of automated

<p>administration and services.</p>	<p>systems for 15 Arab Countries (Algeria, Bahrain, Djibouti, Egypt, Jordan, Lebanon, Libyan Arab Jamahiriya, Mauritania, Oman, Qatar, Saudi Arabia, Sudan, Syrian Arab Republic, Tunisia and Yemen);</p>
<p>New value-added patent and trademark information services.</p>	<ul style="list-style-type: none"> - Assistance to Arab universities in the teaching of IP and establishment of master degree programs; - Establishment of a web site for the League of Arab States by a local expert; - Study on the development of a strategy for the promotion of IP training in the diplomatic and judicial institutes in Arab countries.
<p>New links for the establishment of enforcement mechanisms between IP offices and customs institutions.</p>	<ul style="list-style-type: none"> - <u>Asia and Pacific countries:</u> - Manual on Trademark Practice (Cambodia NFAP, and Pakistan); - Manual on Patent Law and Practice (India); - Procurement of computer hardware and software for 10 countries, (Bangladesh, Cambodia, Democratic People's Republic of Korea, Fiji, Indonesia, Iran (Islamic Republic of), Mongolia, Nepal, Sri Lanka and Viet Nam); - 25 subcontracts for various activities meant to improve IP administration, including translation of WIPO treaties and publications (Cambodia, Indonesia, Lao People's Democratic Republic, Mongolia, Thailand and Viet Nam);
<p>Customs institutions able to accede to IP information contained in IPO databases.</p>	<ul style="list-style-type: none"> - Provision of training, information and promotion materials to three IP offices; - 14 NFAPs and one RFAP were under implementation during the period of which nine were completed and two new were opened; - Three NFAPs were focused on introducing automation to three IP offices. - <u>Latin American and Caribbean countries:</u> - Development of an automated patent system and internet-access modules for IP offices in Caribbean countries; - Development of the trademark automated system for IP offices in Caribbean countries; - Development of a module for the phonetic SEARCH of marks for Latin American countries; - WIPO/EPO/OEPM Agreement on a project to promote the exchange of patent information and to provide Latin American industrial property offices with electronic publication systems (LATIPAT project); - Update, customization and maintenance of the marks and patents information system developed by WIPO, according to the needs of Latin American countries still using this system; - System for the administration of information of databases on jurisprudence for Latin American countries; - Development of the IP web pages for the MERCOSUR countries; - Development and installation of a new automated system for the administration of marks in the National Institute of Industrial Property (INPI), Argentina; - Development of a database for the compilation, classification and digitalization of trademarks at the Intellectual Property Office, Bolivia (SENAPI); - Technical assistance to a project aimed at improving and managing electronic operations on patents and trademarks in the IP offices. Currently being implemented in IP offices of Chile and Peru; - Development of software for the copyright office in Colombia; - New automated system for patents and trademarks administration in the Cuban Office of Industrial Property (OCPI); - Production of CD-ROMS containing marks information for IP offices in Cuba and Costa Rica; - Coordination of the development of a new patent system for the IP Office in the Dominican Republic, implemented through horizontal cooperation provided by El Salvador; - Automation process of the Guatemalan Industrial Property Office; - Development of a module for the search of the figurative elements of marks for the IP Office of Mexico; - Digitalization of marks and patent collections at the National Directorate of Industrial Property of Uruguay (DNPI); - Elaboration of a patent examination manual for Andean countries; - Elaboration of a questionnaire on patent information collections, databases and national products on patent information for IP offices in Latin American countries; - General legal guidelines on border measures for Andean Countries;

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| <ul style="list-style-type: none">- Further implementation of technical cooperation activities aimed at the modernization and automation of IPOs in the context of five nationally-focused action plans (NFAPs) in Mexico (IP and CR), Panama, Paraguay and Uruguay;- Purchase of equipment for 14 countries and distribution of the CD-ROM Espace World 2001-2003 to 16 countries of the Latin American and Caribbean region. |
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Sub-program 12.2 - Special Focus Areas

181. During the biennium, the cooperation with LDCs focused on the implementation of WIPO deliverables including human resources development, the installation of WIPONET, the establishment of collective management societies, the provision of information for SMEs and activities in the area of traditional knowledge, genetic resources and folklore. Assistance was provided to LDCs, both members and non-members of WIPO. Regional meetings and national roundtables during the biennium contributed to the articulation of policy issues and the implementation of the TRIPS Agreement. More than 600 participants received information, or were trained in this area. The participants in WIPO activities at the regional level ranged from policy makers to representatives from universities, the private sector, NGOs, civil society as well as those involved in the administration and implementation of intellectual property policies in the LDCs.

182. Extended legislative assistance continued to be provided, including primarily the elaboration of draft laws and comments on draft or enacted laws prepared for developing countries, in numerous cases followed by advisory consultations with government officials. The demand increased significantly in the second half of the biennium, including on specific features of IP legislation, such as traditional knowledge and access to medicine. Over 100 countries benefited from legal advice offered by WIPO. The Collection of Laws for Electronic Access (CLEA), the electronic database of IP legislation, registered some 8.5 million hits over the biennium, representing a 35 per cent increase, as compared to the previous biennium, indicating its continuous success with the user community.

183. The major achievements in the field of collective management were the reinforcement of collective management infrastructures in a large number of developing countries, at the national and regional level, as well as strengthened cooperation with non-governmental organizations in this field. Some 42 collective management societies were set up or assisted by WIPO. The regional and national activities targeted policy and practical issues of collective management, the strategic value of copyright, the rights of visual creators and collective management, the rights of performers and other topics. Over 1,500 policy-makers and experts participated in 18 international, regional and national conferences, workshops and training sessions on these issues. Cooperation agreements in the field of collective management were signed with organizations such as CISAC (October 2002) and International Federation of Reproduction Rights Organisations (IFRRO) (October 2003). With the support of WIPO, a cooperation agreement was signed among the copyright offices and collective management societies of 11 West African countries in December 2003. WIPO assisted in the establishment of data exchange systems for collective management organizations in Africa, the regional system Caribbean Copyright Link, and continued to implement a pilot project for visual creators in Latin America.

OBJECTIVE: To assist LDCs in elaborating policies, for effectively utilizing intellectual property for meeting their developmental needs.

Expected Result: *Enhanced awareness of LDCs policy-makers and users' groups of importance of intellectual property issues and strengthened capacity of LDCs to benefit from the intellectual property system.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Further progress towards national capacity building, including institution building in LDCs.</p>	<p><i>Number of guidelines, policy papers, country profiles and other reference material issued on intellectual property issues and LDCs:</i></p> <ul style="list-style-type: none"> - Twenty specific reports were prepared upon request from LDCs; - "Intellectual Property Profile of Least Developed Countries" was published in English and French; - The compendium on the final papers of the "Lisbon High-Level Interregional Roundtable on Knowledge Society, Intellectual Property and the LDCs" was finalized for publication; - The guide on Technology Licensing was completed for publication. <p><i>Inclusion of intellectual property considerations in programs of relevant regional and international organizations:</i></p>
<p>Considerable progress was achieved in the implementation of the WIPO Deliverables for LDCs thus strengthening the capacity of LDCs to benefit from the IP system.</p>	<p>Progress was made in the implementation of the WIPO Deliverables for LDCs:</p> <ul style="list-style-type: none"> - The WIPONET KIT was installed in 44 IPOs in 32 LDCs; - 104 professionals participated in the professional training program of the WIPO Worldwide Academy (WWA) and 189 experts from 30 LDCs participated and completed the WWA distance learning course; - Seven officials from LDCs took Master level degree in IP; - A special WIPO Academy session was organized for LDCs Ambassadors in Geneva (attended by 18 ambassadors); - Six students participated in a two-year IP law program; - Copyright collective management societies were established in four LDCs, i.e., Chad, Guinea-Bissau, Mozambique and the United Republic of Tanzania. Work started on the establishment of regional collective management societies in the Pacific Island LDCs; - Seven LDCs in West Africa signed an agreement on networking and antipiracy; - The area of TK, folklore and genetic resources was explored in many national, regional, and interregional meetings. LDCs in the Pacific Island region established a regional model <i>sui generis</i> law on the protection of traditional cultural expressions; - LDCs participated in national, regional and sub-regional training and information was made available to assist SMEs in LDCs in inventive and innovative activities. National studies were commissioned for SMEs in LDCs.
<p>Higher awareness among senior LDC officials on the salient features of the TRIPS Agreement.</p>	<p>Two joint WIPO-WTO Regional Workshops for LDCs on the Implementation of the TRIPS Agreement were held in Dar-Es-Salaam, the United Republic of Tanzania, Dhaka, Bangladesh, attended by 230 participants representing Ministries of Trade, Industry and Justice. The positive evaluation by participants in this initiative was welcomed by the WTO TRIPS Council.</p> <p>National Seminars on the implementation of the TRIPS Agreement were organized for Benin, Djibouti and Mali. Around 100 participants were present at the meetings of each of the countries. A Forum on Intellectual Property as a Tool for Economic Growth and Development was organized in Khartoum, attended by 70 officials.</p> <p>WIPO participated in: the Twelfth Ministerial Meeting of the LDCs, Cotonou, Benin; the World Summit on Sustainable Development, Johannesburg, South Africa; the World Bank/IMF International Conference on National Poverty Reduction Strategies, Washington, D.C.; and, in the second Meeting of Least Developed Countries Trade Ministers, Dhaka.</p>

OBJECTIVE: To assist developing countries to strengthen their intellectual property legislative framework.

Expected Result: *Developing countries legislation is in consonance with international standards.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Further increase in the number of developing countries whose legislation is in compliance with international treaty obligations.	<p><i>Number of drafts laws and regulations, comments, advice on compatibility and other ad hoc legal advice provided by WIPO to requesting developing countries:</i></p> <p>41 draft laws provided to 25 countries, and 76 comments provided on draft or enacted laws received from 44 countries. Other legislative advice was provided in 36 cases to 31 countries and 22 advisory consultations were held with officials from 15 countries.</p> <p><i>Rate of utilization of WIPO-serviced collections of intellectual property law:</i></p> <p>35 per cent increase in the utilization of CLEA and 32 per cent increase in legislative text documents available in CLEA compared to the previous biennium.</p>

OBJECTIVE: Analyze emerging trends, and identify possible programs and policy responses in the areas of innovation and collective management of copyright and related rights.

Expected Result: *Sustainable structures and programs in an increasing number of developing countries for promoting innovation and creativity through intellectual property.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>WIPO activities on innovation related subjects continued to play a significant role in knowledge and experience transfer.</p> <p>Continuous use of WIPO Awards as a tool to promote recognition for inventive and creative activity.</p>	<p><i>Number and nature of projects, guidelines, services, reference and nature of information material developed by WIPO to promote the development of innovative and creative capacity in developing countries, and feedback thereon:</i></p> <ul style="list-style-type: none"> - Six guidelines and reference materials published, and a special project "WIPO University Initiative" launched, aimed at encouraging the establishment of IP coordinators in universities in developing countries and countries in transition; - 141 WIPO Awards for Outstanding Inventors offered to inventors and innovators from 40 countries of which 22 were developing countries; - 14 WIPO Trophies for Innovative Enterprises from eight countries of which four were developing countries; - 16 WIPO Creativity Awards offered to authors and creators from eight countries of which six were developing countries; - Continuous updating of the WIPO Directory of Associations of Inventors; - Eight seminars and workshops were held at national, regional and interregional levels on IP, promotion of innovation and creativity and technology management, which benefited 90 countries and three regional organizations; - Three long-term training programs on innovation promotion and technology management (in Germany); - Three expert missions to analyze existing innovation support services, to advise on their development and upgrading, and 29 missions to provide expert assistance on innovation promotion, innovation support services and technology management; <p>Four consultancies undertaken to: create an Internet-based electronic International Directory of Innovation Centers, now including over 100 entries; prepare the Manual for the WIPO University Initiative; and to, create the Operational Guidelines for Innovation Centers, Technology Managers, and Innovation Support Services.</p>

Expected Result: *Industrial property information is accessible and effectively utilized.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Effective utilization of	<p><i>Number of new services for accessing technological information contained in patents and other intellectual property information, relevant to business enterprises and R&D institutions:</i></p> <ul style="list-style-type: none"> - 2,559 search requests, including search and examination reports of applications for

industrial property information services.	<p>patents under the ICSEI Program, were received from 35 developing countries;</p> <ul style="list-style-type: none"> - 1,245 requests for online searches made by WIPO were received from 26 developing countries; - 140 requests from 20 developing countries for a total of 3,335 copies of patent documents made by WIPO; - Three special projects carried out with respect to industrial property information (GLOBALPAT, JOPAL (online publication) and WIPO Industrial Property Statistics (online and CD-ROM publication); - 38 expert missions on industrial property information services.
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Expected Result: *Collective management of copyright and related rights in developing countries is strengthened and makes a fuller contribution to the social, economic and cultural developments of these countries.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Strengthened collective management of copyright and related rights through a dynamic program of awareness raising and training activities.</p> <p>Increase in the amount of money collected by the existing collective management societies and the money distributed to their members for the exploitation of their musical works in Caribbean countries.</p>	<p><i>Number of programs developed for facilitating compatibility of rights management systems with international technical standards, databases and data distribution networks:</i></p> <ul style="list-style-type: none"> - 42 collective management societies received assistance or were created with WIPO's assistance (including in Antigua and Barbuda, Ecuador and Vietnam); - A meeting organized jointly with the Government of Mali, the Ministry of Foreign Affairs of France and the <i>Agence intergouvernementale de la francophonie</i> (AIF) to develop a strategic approach in collective management, the fight against piracy and for promoting growth in the cultural industries; - Two intensive 10-day training programs for managers and heads of sections of collective management societies from 11 English-speaking African countries covering all aspects of collective management; - An Inter-Regional Meeting on Copyright and Related Rights held in Manama, Bahrain, to provide a forum for an inter-regional exchange of experiences on standards of protection in the field of copyright and related rights; - National and regional seminars held in Bhutan, Fiji, Indonesia, the Republic of Korea and Viet Nam; advisory missions to Bhutan, Fiji, Iran (Islamic Republic of), and Nepal; and, study visits by officials from China and Fiji; - A Regional Workshop on Cooperation in Collective Management of Copyright and Related Rights for the ASEAN countries, in the Philippines; - Regional workshops on collective management of copyright were held in Costa Rica and Chile; - The First Ibero-American training course on performers' IPRs was held in Uruguay; other meetings at national and regional levels on performers' rights and for visual creators took place in Brazil, Cuba and Ecuador. - The IV Iberoamerican Congress of Copyright and Related Rights, attended by over 400 participants and 46 experts, representing governments, universities, the judiciary, lawyers, collective management societies, enforcement agencies, and non-governmental organizations (NGOs) from Latin American countries, Portugal and Spain. <p>Follow-up of the Caribbean Copyright Link (CCL) operations to facilitate and ensure sustainability of the regional system, as well as follow-up of the pilot project for visual creators in Latin America with the organization of the first regional meeting thereon.</p> <p>WIPO assisted in establishing a data exchange system for collective management organizations called "Africa Copyright Common Networking (ACCN)." With WIPO's support, a cooperation agreement was signed among the copyright offices and collective management societies of 11 West African countries in December 2003.</p> <p>Cooperation with relevant NGOs resulted, <i>inter alia</i>, in the signature of two Cooperation Agreements with CISAC in October 2002 and with IFRRO in October 2003 respectively. Two joint working committees have been established and met twice to discuss and program joint activities. WIPO staff participated in several meetings, General Assemblies and Committees organized by NGOs.</p>

Number and impact of analysis and policy papers on emerging issues in the area of collective management of copyright and related rights, and feedback thereon:

Publication of a book on collective management of copyright and related rights.

Preparation and follow up of the study for an ASEAN regional copyright collective management system.

Sub-program 12.3 - PCT, Madrid and The Hague Systems Cooperation

184. Greater awareness and better use of the PCT, Madrid and Hague Systems was a specific outcome of WIPO's activities under this sub-program. Three developing countries joined the PCT, bringing to 69 (out of 123) the number of developing country Contracting Parties. The PCT Contracting Parties that are developing countries received real benefits from their PCT membership and relied on the PCT to a great extent in their national patent systems. More than 8,000 people from 89 developing countries received training on PCT issues. In the biennium, there was an increase of 32.56 per cent in the filing of PCT applications from 32 developing countries that are Contracting States, filing 11,309 applications.

185. Seven developing countries and countries in transition deposited instruments of accession to the Madrid Protocol, bringing the total number of those countries party to the Madrid system to 50 (out of 74). Five developing countries and countries in transition joined the 1960 Act of The Hague Agreement and five ratified the Geneva Act of 1999, bringing the total number of those countries party to The Hague System to 23 (out of 36). In 2002-2003, designation fees distributed to developing countries and countries in transition under the Madrid System amounted to almost 42 million Swiss francs; designation fees distributed to developing countries and countries in transition under The Hague System constituted about 1,650,000 Swiss francs.

OBJECTIVE: To increase the number of developing countries and countries in economic transition that become Contracting Parties to the PCT, Madrid and Hague, and to enlarge their participation in these systems.

Expected Result: Increase in the number of developing countries and countries in transition that become Contracting Parties of PCT, Madrid and Hague systems.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>As of December 2003, PCT Contracting States amounted to 123, showing an increase of eight for the biennium 2002-2003. Among the 123 PCT Contracting States, 69 are developing countries.</p> <p>As of December 2003, the Madrid System Contracting Parties numbered 74, among which 50 are developing countries and countries</p>	<p><i>Number of new Contracting States among developing countries and countries in transition:</i></p> <ul style="list-style-type: none"> - Eight additional countries deposited instruments of accession to the PCT in 2002 and 2003: Botswana, Egypt, Namibia, Nicaragua, Papua New Guinea, Saint Vincent and the Grenadines, Seychelles, and the Syrian Arab Republic. - Seven countries deposited instruments of accession to the Madrid Protocol in 2002 and 2003: Albania, Belarus, Croatia, Cyprus, Iran (Islamic Republic of), Republic of Korea and the former Republic of Macedonia; - Five countries, Belize, Gabon, Georgia, Kyrgyzstan and Ukraine, joined the 1960 Act of The Hague Agreement. - Eight countries ratified the 1999 Act of the Hague Agreement, five of them representing countries in transition (Estonia, Georgia, Kyrgyzstan, Slovenia and Ukraine). <p>In order to promote PCT adherence, activities undertaken included a continued and active seminar program, in cooperation with national and regional Offices, professional</p>

<p>in transition.</p> <p>As of December 2003, The Hague System Contracting Parties numbered 36, among which 23 are developing countries and countries in transition.</p> <p>As of December 2003, the 1999 Act of The Hague Agreement entered into force for 11 contracting parties, among which seven are developing countries and countries in transition.</p>	<p>associations, research centers, universities and industries. The amount of PCT information available on WIPO's Internet site was substantially increased.</p> <p>With respect to the Madrid and The Hague Systems, 32 missions were conducted to promote their use, and numerous briefing sessions were undertaken with representatives from developing countries and countries in transition during visits to WIPO headquarters, including a two-day workshop organized in Geneva, immediately after the Assemblies in 2002, for developing countries and countries in transition party to the Madrid system.</p>
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OBJECTIVE: To enhance cooperation with developing countries and countries in economic transition on PCT, Madrid and Hague matters, with a view to increasing the efficiency of their systems.

Expected Result: *Greater reliance among developing countries and countries in economic transition on the PCT, Madrid and Hague, for their legal framework and in the processing of respective applications.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>The PCT Contracting States that are developing countries appear to be receiving real benefits from their PCT membership and are relying on the PCT to a great extent in their national patent systems.</p> <p>Advice on these issues was provided to a number of governments of developing countries, of CIS countries and to a regional organization (OAPI).</p>	<p><i>Number of staff trained in Offices of developing countries and countries in transition:</i></p> <p>In the biennium 2002-2003, a total of 876 IPO staff members from 25 developing countries received PCT training. A total of 7,232 participants also attended 56 national and nine regional seminars and other significant events (roundtables and industrial visits) from 89 countries (65 from developing countries, 16 Member States of the regional organization (OAPI), and six from countries in economic transition plus Malta and Turkey). The governments of the said developing countries and countries in transition were provided with advice and assistance concerning the PCT.</p> <p><i>Extent of integration of these systems into national and regional systems in developing countries and countries in transition:</i></p> <p>Draft PCT provisions and/or legal advice for implementing the PCT were provided to a number of developing countries, countries in economic transition and a regional organization (OAPI) in the biennium 2002-2003.</p> <p><i>Number of international applications originating in developing countries and countries in transition:</i></p> <ul style="list-style-type: none"> - In comparison with the biennium 2000-2001, there was an increase of 32.56 per cent in 2002-2003 in the filing of PCT applications from 32 developing country Contracting States, filing a total of 11,309 applications. - In the biennium 2002-2003, a total of 2,772 PCT applications were filed by 23 countries in transition. <p>With respect to the Madrid System, applications and registrations from developing countries and countries in transition decreased slightly in 2001, compared to 2002, to 3,980. In 2003, the number of these applications and registrations increased by 18 per cent in comparison with 2002.</p> <p>During the biennium, the number of industrial design deposits remained constant.</p>

Sub-program 12.4 - Intellectual Property Office Automation

186. The biennium, and 2003 in particular, saw a marked increase in the demand for automation assistance from Member States as IPOs recognized the importance that automation plays in the modernization of the intellectual property systems in their countries. In response to this increasing demand, WIPO gave a new focus to the automation assistance that it provides to developing countries, LDCs and countries in transition, in the framework of WIPO's cooperation for development policies. This new strategic approach takes into account the opportunities and challenges faced in deploying automation assistance solutions in countries with emphasis on leveraging WIPO's collective knowledge and experience in this area, re-use of tested solutions across regions, sustainable support structure and knowledge transfer.

187. The automation assistance focused on institution building and strengthening the administrative capacities of national offices, which resulted in comprehensive automation solutions, reduced deployment time and cost, increased number of projects and a better quality of service to users.

188. During the biennium, 72 Member States benefited from WIPO's assistance in the form of technical advice, on-site assessments, analysis of IPO's automation requirements, deployment of automation systems, training, knowledge transfer and technical support. The main users of the automation services continued to be industrial property offices and collective management societies. Some 24 projects on the automation of industrial property and collective management organizations were successfully completed in developing countries.

189. IP automation software continued to be installed throughout all regions and considerable efforts were applied to leverage the benefits of WIPONET for IPOs in terms of training, assistance in application, post-deployment follow-up, integration of WIPONET in IPO's internal automation, interfacing and evaluation of requirements for potential new services for WIPONET.

OBJECTIVE: To advise on and provide technical support to the information technology related projects in developing countries, Least Developing Countries (LDCs) and countries in economic transition in the framework of the cooperation for development policies of WIPO.

Expected Result: *Demonstrable holistic approach taken in providing technical advice and expertise for the enhancement of automation systems in the relevant sectors of Member States.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>WIPO's collective experience was leveraged to facilitate the adapting and re-using of tried and tested automation solutions to minimize deployment cost and time.</p>	<p><i>Feedback on user satisfaction with the advice provided and approaches taken:</i></p> <p>The feedback from Member States has been positive on the new global strategic approach being taken in carrying out automation assistance activities. This is reflected in the growing number of requests from the Member States as automation is considered a high priority.</p> <p>Positive feedback from users at the first Regional Technical Workshop for Arab States on the specific issue of IP office automation, in Cairo, June 2003, attended by 14 countries from the region, during which participants reviewed common experiences, problems and requirements and defined value-added services for the Arab Industrial Property Management System (AIPMS) system and discussed how an IPO's automation system can benefit from the WIPONET Services.</p>

<p>Definition of more comprehensive automation solutions that include capacity building.</p> <p>Sharing of best practices and experiences across all regions.</p> <p>Alignment with WIPO's Standards and IT Projects.</p> <p>Post-deployment evaluations to assess the impact of automation assistance to Member States.</p>	<p><i>Number of recommendations provided and implemented in the automation strategies of IPOs:</i></p> <p>Some 155 automation assistance activities were carried out in 72 Member States across all regions. These activities included technical advice and guidance, on-site assessments, analysis of IP Offices' automation requirements, deployment of automation systems, training, knowledge transfer and technical support.</p> <p><i>Number of automation solutions exchanged:</i></p> <p>24 projects were successfully completed in 19 IP Offices across all regions and five Collective Management Organizations in the African region by providing comprehensive automation solutions which included IT infrastructure, IP business and administrative software, establishment of IP databases and capacity building.</p> <p>In the Arab region, the regional software, known as AIPMS, was installed in nine offices (Algeria, Bahrain, Egypt, Jordan, Libyan Arab Jamahiriya, Oman, Syrian Arab Republic, Tunisia and Yemen). The WIPO IP Automation Software (IPAS), covering trademarks, patents and industrial designs, was customized and installed in seven countries (Barbados, Belize, Kenya, Lesotho, Namibia, Nepal, Saint Lucia and the former Yugoslav Republic of Macedonia). In the Asia and Pacific region, automation projects were completed in Bangladesh, Iran (Islamic Republic of), and Sri Lanka). Five collective management societies (in Burkina Faso, Malawi, Mozambique, Zambia and Zimbabwe) were successfully automated with AFRICOS, a software for distribution of royalties to rights owners of musical works.</p>
<p><u>Expected Result:</u></p>	<p><i>Establishment of a database and a web site to serve as a knowledge repository for IPO automation related activities.</i></p>
<p><u>Result(s) Achieved</u></p> <p>An online service on the WIPO web site, was being used by Member States for submission of their Annual Technical Reports (ATRs) to WIPO.</p> <p>The development of the database and the web site made further progress.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Number of hardware, software and applications inventoried and included in the database:</i></p> <p>Online services were developed for use by Member States for submission of their Annual Technical Reports (ATRs) and for use by the Regional Automation Consultants for software and documentation upload and distribution.</p> <p>Some IP office information was captured in the database. The database development for the complete inventory of an IP Office, or a collective management organization, in terms of their IT infrastructure and IP applications software was still in progress.</p> <p><i>Level of accuracy and reliability of data:</i></p> <p>As a rule, all data entered in the database was verified and validated.</p>
<p><u>Expected Result:</u></p>	<p><i>Production of a policy paper on WIPO's objectives regarding IPO automation.</i></p>
<p><u>Result(s) Achieved</u></p> <p>A policy framework for IP Office Automation was developed to take into account the opportunities and challenges in providing sustainable automation solutions.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Approval of the policy by the WIPO Member States:</i></p> <p>The policy framework was actively used in carrying out automation assistance activities.</p>
<p>Total expenditure for Main Program 12 in the 2002-2003 biennium: Sfr57,523,000.-</p>	

MAIN PROGRAM 13 - Cooperation with Certain Countries in Europe and Asia

190. A significant contribution was made towards the strengthening and effective use of the intellectual property systems in these countries. Activities focused, in particular, on the provision of legislative advice, human resource development, organization of awareness building events, and the modernization and creation of lasting intellectual property administrations, aimed at bringing long-term benefits to the economies of the relevant countries. Regional and international cooperation was further enhanced. As a new initiative, WIPO started cooperating with the Technical Assistance Information Exchange Office (TAIEX), Enlargement Directorate-General, of the Commission of the European Union (EU) in organizing seminars on topical IP issues in the countries from the region acceding to the EU. This cooperation will further strengthen the impact of WIPO's program in the countries concerned.

191. WIPO participated in the drafting of the intellectual property part of the Model Civil Code for CIS countries and provided written comments on draft IP laws of several countries in the region. In addition, extensive consultations were held with a number of governments on general IP issues, the modernization of national IP legislation and the ratification of, or accession to, WIPO-administered treaties and the TRIPS Agreement. For the first time, two countries received comments and suggestions from WIPO on their draft national strategy of integration of IP into economic policy.

192. WIPO also actively cooperated with 12 governments in the development and implementation of NFAPs, bilateral cooperation programs, memoranda of understanding and country projects, aimed at assisting the national authorities in obtaining more efficient management and use of the intellectual property systems. In addition, four countries received advice on the computerization of their operations and 16 countries were provided with computer and other equipment, as well as a stock of books for their IP libraries. Furthermore, capacity building projects in five countries were implemented in the area of collective management of copyright and related rights.

193. Considerable attention was devoted to increasing awareness among governmental officials, managers of SMEs and representatives of SME support organizations, as well as industrial property attorneys of the central role of intellectual property assets in creating and sustaining business success in domestic and international markets for all types of SMEs. Two interregional fora and seven meetings, attended by some 1,000 participants, were successfully organized in this respect.

194. More than 30 other awareness raising events organized by WIPO, and attended by some 2,500 participants, took place in the cooperating countries during the biennium, dealing with a wide range of topical IP issues.

195. As in previous years, the Secretariat also focused on the issue of enforcement of intellectual property rights, and some 550 officials were trained in this respect.

OBJECTIVE: To strengthen national intellectual property laws taking into account relevant international standards.

Expected Result: *Conformity of national laws of the countries concerned with relevant international standards and trends.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Greater conformity of national legislation of the countries concerned with WIPO-administered treaties and the TRIPS Agreement.	<p><i>Number of comments provided and consultations held with the respective governments:</i></p> <p>Comments on draft IP legislation provided to 13 countries.</p> <p>Consultations on IP legislation held with nine governments.</p> <p>Assistance provided in the drafting of the Intellectual Property Part of the Model Civil Code for CIS countries.</p> <p>Two countries received comments and suggestions on their draft national strategy of integration of IP into economic policy.</p>

OBJECTIVE: To promote the accession to various treaties administered by WIPO.

Expected Result: *Greater adherence to WIPO-administered treaties.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Increased adherence to WIPO-administered treaties in the countries concerned.	<p><i>Number of instruments or ratification to treaties:</i></p> <p>Advice concerning the ratification of, or accession to, WIPO-administered treaties provided to officials from 15 countries through missions or visits to WIPO.</p> <p>55 instruments of accession to, or ratification of, WIPO-administered treaties were deposited, including the TLT (four), the PLT (five), the Madrid Protocol (five), the WCT (four) and the WPPT (three).</p>

OBJECTIVE: To strengthen intellectual property administrations, including the framework for collective management of copyright and related rights, enforcement and promotion of creativity and innovation development.

Expected Result: *More efficient intellectual property administrations.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
National IP administrations were enabled to strengthen their infrastructures and increase efficiency.	<p><i>Number of institutional development projects implemented.</i></p> <p>Three NFAPs, one country project, seven bilateral cooperation programs and one memorandum of understanding were initiated and/or implemented.</p> <p><i>Number of officials trained and feedback:</i></p> <p>23 officials from nine countries participated in study visits, and 20 advisory missions were undertaken on the modernization of IP infrastructure. Positive feedback was received from numerous officials with regard to the high quality of the training received.</p> <p>In addition, four IP offices received advice on the computerization of their operations, and 16 countries were provided with computer and other equipment, as well as a stock of books for IP libraries.</p>

<u>Expected Result:</u> <i>Establishment of, and legal or technical support to, societies for collective management of copyright and related rights.</i>	
<u>Result(s) Achieved</u> A significant contribution was made to the establishing or strengthening of 14 organizations for collective management of copyright and related rights.	<u>Performance Indicator(s)</u> <i>Number of collective management organizations assisted:</i> Five country projects were implemented, one country project was initiated. <i>Number of officials advised and trained and feedback:</i> Study visits were organized for ten officials from four countries. Expert missions were undertaken to eight countries. The feedback received was positive. Negotiations were conducted for the translation into Russian of a software for the copyright and related rights collective management systems of CIS countries.
<u>Expected Result:</u> <i>Strengthening of administrative and judicial mechanisms for the enforcement of intellectual property rights.</i>	
<u>Result(s) Achieved</u> Improved knowledge of national officials and strengthened administrative mechanisms for the enforcement of IPRs.	<u>Performance Indicator(s)</u> <i>Number of officials advised and trained and feedback:</i> 550 officials from industrial property and copyright administrations, the judiciary, the legal profession, police, customs and other law enforcement agencies of three countries received training in one sub-regional and three national seminars and two workshops, to effectively deal with piracy and counterfeiting of IP assets. Overall satisfaction was expressed by participants, particularly with regard to knowledge gained.
<u>Expected Result:</u> <i>Enhanced regional cooperation.</i>	
<u>Result(s) Achieved</u> Extensive regional cooperation among the countries in the region.	<u>Performance Indicator(s)</u> <i>Number of cooperation activities:</i> WIPO officials participated in meetings of the Interstate Council for the Protection of Industrial Property (ICPIP), the Interparliamentary Assembly of CIS Member States (IPA), the Eurasian Patent Organization (EAPO), the UNECE Advisory Group on the Protection and Implementation of Intellectual Property Rights for Investment in Countries in Transition, as well as the Central European Initiative, the International Association of Academies of Sciences (IAAS) of CIS countries and the representatives of the private sector. Furthermore, WIPO started cooperating with the Technical Assistance Information Exchange Office (TAIEX), Enlargement Directorate-General Commission, of the European Union (EU) regarding the countries from the region acceding to the EU. A regional seminar on IP for young professionals was organized by WIPO in cooperation with EAPO.
<u>Expected Result:</u> <i>Increased awareness and improved knowledge and skills in the use of the intellectual property system for market competitiveness, economic and social development.</i>	
<u>Result(s) Achieved</u> Increased awareness of the value of IPRs and the recognition of their importance in key areas	<u>Performance Indicator(s)</u> <i>Number of persons in government and market sectors informed and trained and feedback:</i> Some 2,500 participants from government and private sector were trained in 30 awareness raising events (one interregional, seven regional, six sub-regional and 14 national) on various subjects including teaching of IP; IP issues for CIS parliamentarians; intellectual property as a power tool for economic growth; the role

<p>of economic activity in the respective countries.</p> <p>Improved knowledge and skills in the use of the IP system for economic, technological and social development, as well as for enhancing competitiveness.</p>	<p>of IP in the global economy; commercialization, valuation and management of intellectual property assets; licensing of intellectual property rights; IP implications of information technology; the Internet and intellectual property; digital copyright, the domain name system and the uniform domain name dispute resolution policy; collective management of copyright and related rights as a part of the national and cultural infrastructure; the protection of genetic resources, traditional knowledge and folklore; geographical indications; present and future challenges of the patent system, substantive patent law harmonization and PCT reform; and, new developments in the protection of biotechnological inventions and plant varieties.</p> <p>WIPO officials participated and made presentations at more than 20 awareness raising events held by other organizations in the cooperating countries.</p> <p>A number of governments and numerous participants expressed their high satisfaction with the meetings. Particularly mentioned were the relevance of the subject matters to their professional activities, as well as the usefulness of the contacts in future networking.</p> <p><i>Number of public information material prepared:</i></p> <p>Assistance was provided for the translation of various WIPO publications, WIPO-administered treaties and legislative texts into Armenian and Russian.</p> <p>A Russian version of the WIPO web site was established.</p> <p>An article on the ten years of progress in IP in the countries in transition was issued.</p>
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OBJECTIVE: To assist SMEs in using the intellectual property system

Expected Result: *Greater efficiency of the information and innovation infrastructure and services and in assisting SMEs.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Increased awareness of the central role of intellectual property assets in creating and sustaining business success in domestic and international markets for all types of SMEs and the need of property management of IP assets.</p> <p>Increased capacity for commercialization of IPRs.</p>	<p><i>Increase in the number of IPOs participating in events relating to the development of innovation infrastructure and assistance to SMEs:</i></p> <p>Some 1,000 participants attended two interregional for a, one regional, two sub-regional and four national seminars organized for government officials, managers of SMEs, representatives of SME support organizations and industrial property attorneys.</p> <p>Two booklets on IP and SMEs was translated and adapted to the local conditions in five countries.</p> <p>Three national seminars on commercialization, valuation and management of IP assets and promotion of innovative activities were organized.</p> <p>WIPO officials also lectured at a number of seminars organized by other organizations/institutions.</p> <p><i>Number of advisory missions:</i></p> <p>Advisory missions were undertaken to three countries.</p>

Total expenditure for Main Program 13 in the 2002-2003 biennium:

Sfr5,354,000.-

MAIN PROGRAM 14 - The WIPO Worldwide Academy (WWA)

196. The development of human resources is a crucial strategic component in efforts to modernize and utilize effectively the intellectual property system for economic, social and cultural development. The WIPO Worldwide Academy contributed to this goal through its three main programs: Distance Learning and Outreach, Professional Training and Policy Development.

197. During 2002 and 2003, additional Framework Agreements of Cooperation with universities and research institutions in Member States were concluded, advanced Distance Learning courses were added to the curriculum, and constant efforts were made to upgrade the level of training of IP Professionals from Member States.

198. In September 2002, the Library was transformed into the WIPO Knowledge Management Center and e-Library, with the aim of providing the Secretariat with enhanced information and electronic reference services, and acting as a catalyst for the Organization's knowledge management activities. New initiatives included: the development of the Center's Intranet site and the development of a hyperbolic viewer (or intelligent sitemap) for that site; the publication of an electronic newsletter; and, the development of thematic knowledge bases consisting of tailored web-sites on particular topics such as e-books as well as a bibliographic database on electronic journals available in the e-Library with a search mechanism for selecting e-journals on specific subjects. To provide specific information requested by WIPO staff, a major initiative was undertaken involving the development of individualized "virtual desks," using collaborative web editing systems. These "virtual desks" provide information targeted to the specific needs of the staff concerned, instantly collecting the most up-to-date information from newspapers, journals, research papers and other Internet-based information services, using various pre-directed search engines. The Center also made a significant contribution to the development of the inter-agency Memorandum of Agreement for the "United Nations System Electronic Information Acquisition Consortium," ensuring, in particular, that intellectual property concerns are fully reflected therein. Furthermore, the Center continued to offer library services, including the circulation of 320 periodicals within the Secretariat, and the provision of reference services both within the Secretariat and to external users.

Sub-program 14.1 - Distance Learning and Outreach

199. The Distance Learning Program continued to expand its worldwide scope and impact. With 8,338 participants in 2003 (an increase of over 60 per cent compared to 4,698 in 2002), in over 170 countries, the WIPO Worldwide Academy continued to expand its reach through online delivery of the "General Course on Intellectual Property (DL-101)," in English, Chinese, French, and Spanish. As of 2003, the Arabic, Portuguese and Russian versions of the course were developed and launched. The Learning Management System, introduced in 2003, facilitated online management and delivery of the growing distance learning curricula.

200. The "General Course on Intellectual Property" was successfully integrated in the academic programs of other institutions, in particular, the Intellectual Property Specialization Course jointly offered by WIPO and the University of Turin.

201. The Joint WIPO-UNISA Intellectual Property Specialization Program continued, with some 35 students benefiting from WIPO Scholarships. The last three substantive modules of the Program, which comprise a total of nine modules, were completed in 2002.

202. The pedagogic review was completed for four specialized courses: "Copyright and Related Rights," "Electronic Commerce," "Traditional Knowledge" and "Biotechnology." These courses will become part of the Academy's regular online course selection. The following three were pilot-tested in 2003: "Copyright," "Traditional Knowledge" and "Biotechnology."

OBJECTIVE: To increase the educational opportunities in the field of intellectual property for a broad spectrum of target groups, through the use of information-supported learning tools.

Expected Result: Availability of an officially recognized distance learning curriculum of intellectual property studies, leading to academic qualification.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Development of distance learning curricula on intellectual property studies initiated.</p> <p>A number of cooperation agreements were concluded involving distance learning teaching.</p>	<p><i>Number and nature of special agreements concluded with select institutions:</i></p> <p>Cooperation Agreements were concluded with the following institutions in 2002-2003:</p> <ul style="list-style-type: none"> - Ministry of Education and Research of Romania (MER), Bucharest, Romania; - Ministry of Human Resource Development, Government of India (MHRD), New Delhi, India; - Ministry of Education and Science of Ukraine (MESU), Kyiv, Ukraine; - National Technical University of Ukraine "Kyiv Polytechnic Institute"(NTUUKPI), Kyiv, Ukraine; - Academy of Scientific Research and Technology (ASRT), Cairo, Egypt; - Federal University of Rio Grande do Sul (UFRGS), Porto Alegre, Brazil.

Expected Result: Adaptability of course fees to well defined criteria.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Consultations were undertaken to consider this issue.</p>	<p><i>Number of registered participants for each category of fees applied:</i></p> <p>N/A</p> <p><i>Amount of money raised from the application of the agreed fee structure:</i></p> <p>N/A</p>

Expected Result: Online/residential teaching and tutorial services by a core faculty of renowned academics.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Core distance learning faculty increased by 91 per cent, compared to 2000-2001.</p>	<p><i>Number of faculty members:</i></p> <p>170 distance learning tutors were engaged in 2002-2003 (69 in 2002, 101 in 2003), in Arabic, Chinese, English, French, Portuguese, Russian and Spanish.</p> <p>Substantive and pedagogical feedback was received by tutors participating in the first Training and Design Workshop for Distance Learning Tutors.</p>

<u>Expected Result:</u> <i>Availability of course content in diversified formats and delivered through appropriate technical solutions.</i>	
<u>Result(s) Achieved</u> Participation in DL-101 "General Course in Intellectual Property" increased by 130 per cent compared to 2000-2001	<u>Performance Indicator(s)</u> <i>Number of courses and number of formats and languages in which they are offered:</i> A total of 33 sessions of DL-101 were offered in 2002-2003: - 14 sessions in 2002 (total 4,968 participants); - 19 sessions in 2003 (total 8,338 participants); Language breakdown was as follows: six sessions each in English, French, Spanish, and Chinese, four sessions each in Russian and Portuguese; and, one session in Arabic. <i>Number of participants completing each course offered and feedback:</i> 2,194 evaluation questionnaires were received, with 98 per cent of participants indicating satisfaction with the course. The interactivity between tutors and students, as well as among students themselves increased notably, as explained by both tutors and students in their respective evaluation reports.
<u>Expected Result:</u> <i>Facilitated access and support services to distance learning students, through improved online management and delivery systems.</i>	
<u>Result(s) Achieved</u> Deployment of Learning Management System in 2002 strengthened services rendered to students.	<u>Performance Indicator(s)</u> <i>Increase in the ability of the system database to track progress of distance learning participants, from registration through graduation:</i> Students were further enabled to monitor better their own learning process.
<u>Expected Result:</u> <i>Creation of new course content based on actual demand.</i>	
<u>Result(s) Achieved</u> Three specialized DL courses were launched on a pilot basis and a pedagogical evaluation was conducted prior to official launch.	<u>Performance Indicator(s)</u> <i>Number and nature of new distance learning courses developed:</i> - Three specialized distance learning courses were pilot-tested in 2003: "Copyright," "Traditional Knowledge" and "Biotechnology." These received satisfactory evaluations on course structure and content by 99 per cent of pilot-testing participants. A need for minor content updates was identified, prior to the official launch of courses in 2004. - An Electronic Commerce course underwent pedagogic review.
OBJECTIVE: To promote the role of the WIPO Worldwide Academy and its programs through information and outreach activities.	
<u>Expected Result:</u> <i>Expanded visibility and outreach of the WWA programs and activities.</i>	
<u>Result(s) Achieved</u> Periodic publication of promotional materials on the Academy's activities.	<u>Performance Indicator(s)</u> <i>Number and nature of publications and promotional materials produced:</i> - 4,000 copies of Academy Review printed (English, French and Spanish); - 3,500 copies of updated Academy Information brochure printed (English, French and Spanish); - 3,500 copies of updated Catalogue of Courses printed (English, French and Spanish); - 3,500 copies of updated DL-101 leaflet printed (English, French and Spanish).

Sub-program 14.2 - Professional Training

203. The Professional Training Program provides training to technical staff of IP offices from developing countries and countries in transition. Its aim is to assist Member States to develop their human resources and to improve their IP systems. The completion by participants of the DL-101 course continued to be a prerequisite for participation in two key Professional Training Programs, the Interregional Intermediate Seminars on Industrial Property, and Copyright and Related Rights, thereby creating stronger synergies between these two Academy sub-programs. This linkage led to a noticeable improvement in the participants' ability to benefit fully from the training provided. Some 500 intellectual property officials were trained during 2002 and 2003.

204. Young professionals and senior university students (24 in total) participated in the Summer School program in 2002, organized by the Academy. In 2003, this program was not offered due to budgetary constraints.

205. An important aspect of the work of the Professional Training Program was its cooperation with partner institutions. In 2002, consultations were held with 25 national and regional intellectual property offices, to seek ways of harmonizing the joint training programs carried out with these institutions.

OBJECTIVES: To enhance professional and practical training at the intermediate and advanced levels and to strengthen links with the distance learning program.

To develop specialized skills of professionals through cooperation with national and regional industrial property and copyright offices, government agencies and other sectors.

Expected Result: *Upgrade and enhance skills of nationals from developing countries and certain countries in Europe and Asia trained by WIPO in intermediate, advanced and specialized aspects of intellectual property.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
2003 saw a decrease in the number of participants from developing countries and countries in transition compared to 2002.	<p><i>Number of trained nationals from developing countries and certain countries in Europe and Asia and feedback:</i></p> <p>In 2003, some 232 participants from 112 countries and two organizations were sponsored and trained, compared to 268 from 109 countries, one territory, and two organizations in 2002.</p> <p>In terms of gender distribution, in 2003, a total of 142 men and 90 women were trained, compared to 150 and 118, respectively, in 2002.</p> <p>Participants were satisfied with the organization of the training courses and the substantive components of both the theoretical and practical training.</p>

Expected Result: *Strengthen linkages with distance learning programs.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
The upgrading of the two Interregional Intermediate Seminars enabled greater focus on substantive issues and raised the level of discussions.	<p><i>Number of courses in which linkage is established:</i></p> <p>DL-101 continued to be a prerequisite for participation in the two Interregional Intermediate Seminars on Industrial Property and Copyright and Related Rights.</p>

OBJECTIVE: To organize the Summer School program on intellectual property.

Expected Result: *Increased opportunities for participation in the Summer School.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
An intensive summer school program took place in 2002, but was cancelled in 2003.	<i>Number of students admitted to the Summer School:</i> 24 fellows were trained in the Summer School in 2002. The Summer School was cancelled in 2003 due to budgetary constraints.

Sub-program 14.3 - Policy Development

206. Seventeen Academy sessions and symposia were organized in 2002-2003, involving participants from developing countries, countries in transition, and intergovernmental organizations.

207. With regard to Special Academy sessions on topical issues, emphasis was placed on the training of persons engaged in the teaching of intellectual property law in universities or other educational institutions. In this connection, a session on Intellectual Property Education and Training was organized jointly with the Russian Agency for Patents and Trademarks (ROSPATENT) in Moscow. Three national seminars on the teaching of intellectual property were conducted in Kenya, Ukraine and Georgia.

208. An International Symposium on the Effects of Technology on Copyright and Related Rights was organized in cooperation with the United States Copyright Office. It provided senior government officials with updated information on the effects of new technologies on the creation, dissemination, exploitation and administration of literary, musical, artistic and audiovisual works.

209. Sessions on the "Enforcement of Intellectual Property Rights" were jointly organized with the United States Patent and Trademark Office (USPTO) in Arlington, Virginia, and the Ministry of Commerce and Industry, Government of India, in New Delhi. Participants at these sessions included enforcement officials, especially judges, prosecutors, police officers and customs officers. A judicial colloquium of the same nature was also organized in Mutare, Zimbabwe.

210. New Policy Development initiatives in the biennium included seminars on intellectual property for participants attending the WTO Trade Policy Courses in Geneva, as well as for diplomats participating in a multilateral diplomacy training course, organized by the Graduate Institute of International Studies in Geneva. A seminar was organized for law students participating in the Master of Intellectual Property Program at the University of Alicante, Spain, and for universities at the national level as requested by Member States. An Intensive Seminar on Intellectual Property was organized for the first time for law students from the Palestinian National Authority and Israel.

211. The Academy continued supporting activities of the International Association for the Advancement of Teaching and Research in Intellectual Property (ATRIP), by providing necessary financial assistance to enable members and professors from developing countries and countries in transition to participate at its annual Congress.

212. Assistance was also provided to universities and other training institutions in their efforts to launch or improve the teaching of intellectual property by providing WIPO publications and treaties in the field of IP.

OBJECTIVE: To focus on intellectual property information-sharing, orientation and training for decision-makers, policy-advisers and other senior officials involved in the protection, administration and enforcement of intellectual property rights.

Expected Result: *Broader understanding of the importance of intellectual property and its role in social, economic, cultural and technological development.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Enhanced capacity to analyze and implement new IP policy directions and maximize its role in development.</p>	<p><i>Increase in the number of decision-makers and policy advisers attending Academy sessions:</i></p> <p>General and Special Academy sessions were organized in Geneva for:</p> <ul style="list-style-type: none"> - 13 Ambassadors from 13 countries in 2002 (English); - 21 participants from 21 countries in 2002 (English); - 22 Diplomats from 18 countries in 2003 (English and Spanish); - 17 Participants from 17 Latin American and Caribbean countries in 2003 (Spanish); - 13 Parliamentarians from eight countries and the IPA Council in 2003 (English and Russian); - 23 Diplomats from 21 countries in 2003 (English and French); - Eight Judges from one country in 2003 (English and Arabic); and, - 12 Ambassadors from 11 countries in 2003 (English). <p>Additional General and Special Academy sessions were organized in 2002 in:</p> <ul style="list-style-type: none"> - Khartoum (Arabic and English), with 19 participants from 16 countries, the League of Arab States as well as the Palestinian National Authority, and 200 local participants; - Singapore (English): 19 participants from 19 countries and 25 local participants. <p>The total number of participants in these Policy Development sessions, who were financed by WIPO, amounted to 344 from 118 developing countries, countries in transition, intergovernmental organizations, and one regional intergovernmental organization. An additional 255 local participants attended the sessions organized in Khartoum and Singapore.</p>

Expected Result: *Strengthened capacity of decision-makers and policy advisers to make and implement new policies regarding intellectual property.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Improved knowledge and skills in the administration, implementation and enforcement of intellectual property rights.</p>	<p><i>Feedback from participants:</i></p> <p>Three Academy sessions on enforcement of intellectual property rights were organized in:</p> <ul style="list-style-type: none"> - Arlington, USA, in 2002, for 14 participants from 14 countries (English); - New Delhi, in 2002, for 15 participants from 15 countries and 200 local participants (English); and, - Arlington, USA, in 2003, for 15 participants from 11 countries (English). <p>A training course on the administration of patents was organized in Oslo in 2002 (English) with 20 participants from 20 countries, and was followed up in 2003 with a second session on the administration of trademarks, with 14 participants from nine countries.</p> <p>An international symposium on the effects of technology on copyright and related rights was organized in Washington, D.C., with 18 participants from 18 countries.</p> <p>A national seminar on intellectual property, in Bucharest, was attended by 180 participants.</p>

	<p>A judicial colloquium on intellectual property in Mutare, Zimbabwe, was attended by 35 participants.</p> <p>Six seminars were organized on intellectual property for a total of 166 participants attending the World Trade Organization (WTO) Trade Policy Course in Geneva, two of which were in English, one in French and one in Spanish. Two similar seminars were organized for a total of 41 diplomats attending a multilateral diplomacy-training course organized by the Graduate Institute of International Studies in Geneva.</p>
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OBJECTIVE: To build scholarships and research in the field of intellectual property.

Expected Result: *Extension of cooperation arrangements with high-standard educational institutions in the field of intellectual property.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Extended scope of beneficiaries of the Academy's programs.</p> <p>A stronger capacity to teach and research in intellectual property in developing countries and countries in transition.</p>	<p><i>Number of cooperation arrangements concluded and number of fellowships granted:</i></p> <p>An intensive post-graduate course on industrial property was organized for government officials and professors at the University of Buenos Aires, in Spanish, with nine participants from nine countries.</p> <p>An Academy session on education and training in intellectual property was organized in Moscow, with 22 participants from 11 CIS countries and 40 local participants.</p> <p>Sponsorship of 27 professors from developing countries and countries in transition, to attend the two ATRIP Annual Congresses in 2002 and 2003.</p> <p>Three national seminars, with participation of 490 university lecturers, professors and researchers, on the following topics:</p> <ul style="list-style-type: none"> - Intellectual property for universities, in Kenya; - Education and training in intellectual property, in Ukraine; and - Intellectual property teaching, in Tbilisi, Georgia. <p>The Master of Laws in Intellectual Property Program, organized jointly by WIPO and the University of Turin, Italy, with 16 participants, was offered for the first time.</p> <p>An Intensive Seminar on Intellectual Property (Geneva) for seven law students from the Palestinian National Authority and Israel was organized for the first time.</p> <p>Two seminars were offered to a total of 77 law students from the University of Alicante, Spain, through their Master of Intellectual Property Law Program, and a seminar was given on intellectual property, for law students from the United States of America, in Geneva, with 50 participants.</p> <p>14 long-term fellowships were granted for studies leading to Master-level degrees or diplomas in intellectual property in 2002 and 2003.</p>

OBJECTIVE: To develop educational materials and curricula for the teaching of intellectual property.

Expected Result: *Development of educational materials and curricula for the teaching of intellectual property.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Increased number of institutions teaching intellectual property.</p>	<p><i>Number of educational materials and curricula made available:</i></p> <ul style="list-style-type: none"> - One Collection of Research Papers on IP published. - One Collection of Documents on IP published. - Seven curricula on IP teaching developed. - WIPO treaties and publications in the field of IP were provided to 21 universities and higher learning institutions in 17 countries in 2002 and 2003: University of Buenos Aires (UBA), Argentina; <i>Centre d'Etudes et de Recherche en Droit International et Communautaire</i> (CEDIC), Cameroon; Peking University, China;

	University of Asmara, Eritrea; Kwame Nkrumah University of Science and Technology, Ghana; Indian Institute of Technology, India; National Institute of Small Industry Extension Training, India; The WB National University of Juridical Sciences, India; Shahid Beheshti University, Iran (Islamic Republic of); Tehran University, Iran (Islamic Republic of); University of Tarbyat Modaress, Iran (Islamic Republic of); University of Turin, Italy; Moi University, Kenya; International Islamic University, Pakistan; Bucharest University, Romania; University of Khartoum, Sudan; Raoul Wallenberg Institute, University of Lund, Sweden; National Center for Patents and Information (NCPI), Tajikistan; University of Dar Es Salaam, United Republic of Tanzania; National Technical University of Ukraine, Ukraine; and Chief Justice's Chambers, Zimbabwe.
Total expenditure for Main Program 14 in the 2002-2003 biennium 002:	
	Sfr14,219,000.-

MAIN PROGRAM 15 - Information Technology

213. The project life-cycle methodology policy continued to be followed and implemented in the delivery of IT project initiatives (IMPACT, WIPONET, etc.). Emphasis was placed on the long-term sustainability of the delivered IT systems and the reduction of their operating costs in line with the revised budget. Member States received regular project status reports via the Standing Committee on Information Technologies (SCIT) reporting mechanisms. In preparation for the completion of the development phases of all projects, with the exception of AIMS, a Commissioning Group was established in the biennium 2002-2003 to manage the hand-over of the completed systems into a production (IT Services) environment. By the end of 2003, IMPACT had delivered a number of functions and WIPONET had completed the commissioning process. Throughout the biennium WIPO successfully met the increasing challenge posed by security threats from viruses and attempted intrusions into its IT systems by the early adoption and implementation of security policies.

Sub-program 15.1 - Information Technology Support

214. An overview of WIPO's information and communication technology strategic planning process, which would provide the basis for developing an Information and Communication Technology (ICT) strategic plan for WIPO, was presented in June 2002, at the seventh plenary session of the Standing Committee on Information Technologies (SCIT). The members of the Committee noted the document with the acknowledgement that it represented a cohesive and long-term vision and mandate for IT deployment and optimization within the Organization.

OBJECTIVE: To successfully develop and deploy IT activities that meet their stated objectives within the allocated budgets and time scales.

Expected Result: *IT activities delivered within agreed budget and time scale.*

<u>Results Achieved</u>	<u>Performance Indicator(s)</u>
Project expenditures did not exceed the revised budget. However, some delays were encountered in the	<i>Actual expenditure compared to budget and timeliness in the delivery of activities:</i> Actual expenditures were within the revised budget as indicated in the regular project status reports, which were circulated to Member States via scit.mail and published on the Internet. Member States were notified of any delays encountered in the major projects and actions were initiated to mitigate risks.

<p>implementation of projects against projected milestones.</p>	
<p>OBJECTIVE: To ensure that all IT activities are integrated into WIPO business processes</p>	
<p><u>Expected Result:</u> <i>Optimization of resources within area of IT.</i></p>	
<p><u>Results Achieved</u></p> <p>The highest levels of standardization and coordination across all IT systems was ensured through careful planning.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Quantifiable cost benefits derived from the coordination of equipment purchase or resource sharing:</i></p> <p>Cost benefits were derived from standardizing on specific hardware and software suppliers and then leveraging existing contracts to complete necessary purchases. Leasing of equipment also proved cost effective. Standardization also enabled consolidation of skill sets within the IT Program.</p> <p><i>Increase in the number of IT staff able to work on different IT systems:</i></p> <p>System consolidation in order to enable cost reductions became a priority area within IT.</p>
<p><u>Expected Result:</u> <i>Documented analysis of all WIPO business areas with relation to current levels of automation and future requirements, resulting in improved business processes.</i></p>	
<p><u>Results Achieved</u></p> <p>All new IT requirements were thoroughly evaluated and documented.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Number of draft plans issued to address system development and/or replacement requirements based on business needs:</i></p> <p>Work began late in 2002 to identify new business IT requirements for inclusion in the draft Program and Budget for 2004-2005. Based on requests, business justifications were drafted and, where possible, new requirements were consolidated, yielding seven distinct IT investment activities for evaluation and priority-setting. Consideration of extending the existing technologies was seen as a first step in determining whether any new investment was required. These systems will be developed on a prioritized basis over the coming biennia in line with the availability of sufficient resources for their development and operation.</p>
<p>OBJECTIVE: To support WIPO's IT activities in terms of relevance to the Organization's vision, alignment with the business needs of other Programs and coordination with Member States.</p>	
<p><u>Expected Result:</u> <i>IT activities meet their stated objectives and support the overall vision of WIPO and its Member States.</i></p>	
<p><u>Results Achieved</u></p> <p>The SCIT noted the overview of WIPO's information and communication technology (ICT) strategic planning process which would provide the basis for the WIPO ITC Strategic Plan.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Feedback from users and Member States via written surveys:</i></p> <p>Positive feedback from Member States received at SCIT meetings and during IT missions.</p> <p>Successful sign-off and acceptance of systems by the respective user areas.</p>

OBJECTIVE: To provide Secretariat support to the Standing Committee on Information Technologies (SCIT).

Expected Result: *Efficient support to Member State organs dealing with IT matters.*

<u>Results Achieved</u>	<u>Performance Indicator(s)</u>
Efficient support was provided to the SCIT.	<p><i>Feedback from delegates:</i></p> <p>Delegates expressed satisfaction with the organization and substance of the four SCIT meetings: the Seventh SCIT Plenary session, one session of the SCIT Information Technology Projects Working Group and two sessions of the SCIT Standards and Documentation Working Group. Several Member States undertook the role of SCIT task force leader in support of new IT-related initiatives in line with the new working methods of the SCIT.</p>

Sub-program 15.2 - Information Technology Services

215. The WIPO IT infrastructure was enhanced and rationalized with the successful completion of the project known as FOCUS, which implemented a technical architecture capable not only of supporting current systems, but also the new requirements of systems such as IMPACT and AIMS. In 2003, an additional Computer Room was built in the ex-WMO Building to house the PCT International Bureau System securely and potentially provide for Disaster Recovery of the PCT systems. Also completed was a project to automate the internal IT Helpdesk with the introduction of a new dedicated ticketing system; necessary to enable the Helpdesk to accommodate the 30,681 calls received in the biennium from users of WIPO's 1,850 PCs. Substantial progress was also achieved in the area of Information Security with the promulgation of new security and password policies and shared volume space restrictions. New services introduced in 2003 included the filtering of massive amounts of unsolicited e-mail (generally referred to as SPAM) exceeding 50 per cent of the total mail received, as well as web filtering (currently deployed for the PCT only) to preempt security threats from potentially dangerous web sites. The public WIPO web site underwent a technical re-design in order to improve usability and to facilitate site maintenance tasks. Several new web based services were launched to enrich the content provided via the internal and public web sites.

OBJECTIVE: To support WIPO's growing use of IT.

Expected Result: *Modern IT infrastructure and improved user support to increase staff productivity.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
The functionality and performance of the WIPO IT infrastructure was extended and improved.	<p><i>Number of network, hardware and software components upgraded to industry standards:</i></p> <p>FOCUS Project:</p> <ul style="list-style-type: none"> - The migration and consolidation of the WIPO internal network was completed, with the old network architecture and all legacy equipment removed; - The consolidation of servers was initiated (recovering of nine servers from remote sites, no new servers implemented in the two new buildings); - New 80 m² Computer Room built in ex-WMO building. <p>High Speed data communications links were established to two new WIPO sites (<i>Casai</i> and <i>G. Motta</i> buildings) for a total of 150 staff.</p> <p>The Magic Helpdesk Management System went into production, and assignments and tasks were reorganized accordingly.</p>

<p>Production of new in-house training material.</p>	<p>The IT Inventory Management System was integrated with the WIPO global Inventory Management System.</p> <p>Assistance provided with the implementation of new security policies, password policies, and shared volume space restrictions.</p> <p>Implementation of security related services in the form of web filtering and e-mail filtering for unsolicited (SPAM) e-mails.</p> <p><i>Usage statistics for network services:</i></p> <p>Through WIPO's e-mail system, in 2002, an average of 6,330 messages were processed per day (both sent and received), corresponding to a daily volume of 512 Mbytes. By the end of 2002 the total size of the mailboxes exceeded 200 Gbytes.</p> <p>Following the introduction of new policies and corresponding technical measures in 2003, the rapid growth trend of mailboxes was reversed and total mailbox sizes reduced to 176 Gbyte by the end of 2003. The number of e-mail messages increased to around 30'000 per day, partly due to the significant growth in unsolicited (SPAM) mail. Mail volumes in 2003 increased to around 1.5 Gbytes per day.</p> <p><i>Number of staff trained on standard and advanced applications:</i></p> <p>In-house IT Training in 2002 and 2003 consisted of 14/40 in-house training sessions with a total of 127/259 training days for 80/165 WIPO Staff respectively delivered by a new in-house full time and dedicated trainer. New in-house training topics included: Internet Explorer; FrontPage 2000; and, MS Access Advanced.</p>
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OBJECTIVE: To ensure an efficient, stable and secure IT environment for WIPO.

Expected Result: *Reliable and stable operation of WIPO's IT systems and services.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>																		
<p>The high availability of WIPO IT systems was maintained and even improved.</p>	<p><i>Establishment of service level agreements with user areas:</i></p> <p>Four new Policy Documents have been developed covering the deployment, usage and replacement of Servers, PCs, Printers and the e-mail system.</p> <p><i>Percentage of up-time for systems:</i></p> <p>Over 60 Internal Servers supported with 99.7 per cent availability in 2002 and 99.8 per cent in 2003;</p> <p>E-mail system, consisting of 11 servers and gateways, was available at an average of 99.8 per cent throughout the biennium;</p> <p>In 2002, the WIPO business systems running on the United Nations International Computing Center (ICC) Mainframe were available at an average 99.91 of per cent during working hours and 99.70 per cent during extended working hours (7 a.m. - 8 p.m.). The corresponding statistics for 2003 were 99.97 and 99.89 per cent respectively.</p> <p>Redundancy for all critical internal and external data networks was implemented, both in terms of data connections and active network equipment, leading to near 100 per cent availability.</p> <p><i>Timeliness in the resolution of user support calls:</i></p> <table data-bbox="531 1845 1257 2024"> <thead> <tr> <th>Helpdesk – Number of:</th> <th><i>In 2002</i></th> <th><i>In 2003</i></th> </tr> </thead> <tbody> <tr> <td>Calls and Help requests received:</td> <td>16,500</td> <td>14,181</td> </tr> <tr> <td>Tickets processed by Helpdesk:</td> <td>11,700</td> <td>13,517</td> </tr> <tr> <td>Tickets escalated to the 2nd Level:</td> <td>4,800</td> <td>664</td> </tr> <tr> <td>Templates set up for meetings:</td> <td>400</td> <td>382</td> </tr> <tr> <td>IT Inventory update actions:</td> <td>2,700</td> <td>2,200</td> </tr> </tbody> </table>	Helpdesk – Number of:	<i>In 2002</i>	<i>In 2003</i>	Calls and Help requests received:	16,500	14,181	Tickets processed by Helpdesk:	11,700	13,517	Tickets escalated to the 2 nd Level:	4,800	664	Templates set up for meetings:	400	382	IT Inventory update actions:	2,700	2,200
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In addition to the listed Helpdesk calls, the following number of interventions were carried out in 2002 and 2003 respectively: 4,295/4,562 interventions on-site, including: over 1,200/660 office PC moves (and coordination with movers); 901/1,398 PC installations or replacements; over 1,600/1,516 interventions for PC hardware and software repairs; and, 653/1,017 printer repairs. Also, interventions were undertaken for 446/467 maintenance/repairs of the 198 portable PCs used within the Organization.

Availability of system and user documentation:

The Helpdesk regularly published new information and tips on the use of the different IT services on the WIPO Intranet in the form of Frequently Asked Questions (FAQs) and other user documentation.

The following IT security policies were developed, approved and implemented in the area of information technology: Information Security Acceptable Use Policy, Acceptable Use Policy for External Users, Laptop Policy, and Password Policy.

The following security related work was also undertaken during the reporting period:

- Secure client architecture was defined and delivered to the Office of the PCT;
- An anti-spam detection system was put in place;
- Reviews and security assessments were carried out for all major IT projects and the WIPO IT Infrastructure;
- Automatic vulnerability detection system was implemented for WIPO's Internet facing systems;
- Assistance was provided to technical staff for dealing with security issues.

Web related usage statistics:

- Total number of page requests for public sites in the biennium: 98 million;
- Total number of email list subscribers at the end of 2003: 68,948;
- Over 30 servers were supported to provide Internet based services with close to 100 per cent availability;
- The firewall protection was further enhanced to disallow incoming connections from external networks.

OBJECTIVE: To ensure that systems and services stay updated and relevant to the Organization's needs.

Expected Result: Existing systems stay updated and relevant to the Organization's changing requirements.

Result(s) Achieved

The IT Infrastructure was modified in accordance with changing business requirements. The growth rate of the Organization was absorbed by the Operations area with zero staff growth.

Performance Indicator(s)

Number of established work plans and change control procedures for system modifications:

Formal work plans and change procedures have been put in place in each Section.

Number of new user requirements implemented:

- Deployment of 450 new PCs for the IMPACT project in 2002, with creation of specific software environment;
- Development and successful deployment of a new secure PC workstation client for 450 PCT workstations in 2003. Consolidation of the *Système de Publication Informatisée pour Demandes Internationales* (SPIDI) System used for Publication in the PCT Sector, resulting in the dismantling of a redundant data network with around 60 redundant PC workstations;
- Successful implementation of an electronic forms processing system, aimed at streamlining administrative workflows (e.g. equipment orders, leave requests, etc.);
- Maintenance and development of the Internet Café environment and deployment of customized PCs for the different Conferences and other events;
- Implementation of character recognition solutions for Arabic and Chinese;
- Implementation of procedures for the delivery (by various vendors), acceptance and inventory controls of new IT equipment including servers, PCs, portable PCs, printers, etc;

	<ul style="list-style-type: none"> - Putting in place site maintenance contracts with different vendors for streamlining contract management. <p>The Intellectual Property Digital Library PCT full text database was put into production in order to provide better search and retrieval features and enriched content to its users.</p> <p>The Office Instructions and Information Circulars database was launched to enable a paperless information dissemination via the Intranet, therefore reducing cost in the paper based distribution.</p> <p>Several new web sites were launched comprising the patents, copyright and the Article 6ter sites.</p>
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Sub-program 15.3 - WIPONET

216. By the end of the 2002-2003 biennium, the WIPONET Kit had successfully been deployed to 98 intellectual property offices (IPOs). There were a total of 950 WIPONET Registered Users, mostly IPO staff, of which 245 were representing Focal Points and Alternate Focal Points from 222 IPOs in 157 Member States, who received WIPONET training in the 22 regional workshops that were organized and delivered by WIPO.

OBJECTIVE: To provide the necessary network infrastructure and services for improved information exchange among the global intellectual property community.

Expected Result: *The provision of a full set of WIPONET CENTRAL SERVICES to all Member State IPOs that are connected to the Internet.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>WIPONET Central Services were provided to all Member States during 2002 and fully completed in 2003.</p>	<p><i>Number of IPOs that are accessing WIPONET CENTRAL SERVICES, and feedback on the relevance of the services to their business requirements:</i></p> <p>A total number of 222 IPOs were provided with the necessary means and training to access the WIPONET Central Service. Based upon the feedback received from IPOs, services such as e-mail and web hosting were identified as relevant to their needs.</p> <p><i>Number of registered WIPONET users using the services:</i></p> <p>By the end of 2003, the number of WIPONET registered users was 950, of which 245 corresponded to Focal Points and Alternate Focal Points at IPOs who were trained during the reporting period.</p>

Expected Result: *Completion of Phase II deployment at approximately 98 IPOs, including training, and increased use of Internet by IPOs.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>The deployment of Phase II WIPONET Kits was on schedule. This resulted in increased use of Internet by connected IPOs.</p>	<p><i>Number of IPOs that have received the WIPONET KIT:</i></p> <p>98 IPOs received the WIPONET Kit during the reporting period.</p> <p><i>Number of IPO staff trained:</i></p> <p>245 IPO staff from 222 IPOs in 157 Member States received WIPONET training (22 regional workshops were organized):</p> <ul style="list-style-type: none"> - Five courses were held in French (four in Yaounde and one in Casablanca); - Three courses were held in Spanish (in Lima, Panama and Santiago); - 14 courses were held in English (four in Geneva, three in Harare, and one each in Baku, Cairo, Castries, Kuala Lumpur, Manila, Moscow and Singapore).

	<p><i>Number of hours of Internet connectivity provided to IPOs:</i></p> <p>13,460 hours of WIPO provided Internet connectivity was utilized by IPOs. This figure does not include significant connectivity time used by IPOs for accessing the WIPONET Center only.</p>
<p><u>Expected Result:</u></p>	<p><i>Enabling enhanced dissemination of intellectual property information, through increased access to Distance Learning programs, thereby improving collaboration within the intellectual property community.</i></p>
<p><u>Result(s) Achieved</u></p> <p>Collaboration amongst IPOs improved with the use of WIPONET. All connected IPOs were able to access information on WIPO's web servers and the Internet. Some IPOs were able to use their WIPONET provided connectivity to access WIPO's Distance Learning Programs.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Number of hits on WIPONET-hosted Web sites:</i></p> <p>3,400 (estimated at 850 per quarter).</p> <p><i>Number of pages of information posted on the WIPONET Web servers:</i></p> <p>483 (this was the total of web pages in the three languages).</p> <p><i>Number of WIPONET-based audio/video conferences:</i></p> <p>Four audio/video conferences were held using WIPONET. This number is low due to the unavailability of high bandwidth required for audio/video conferencing at most IPOs.</p> <p><i>Number of online courses accessed through Internet connections provided by WIPONET and number of participants thereof:</i></p> <p>WIPONET equipment and Internet connectivity was used by many IPOs, in particular, in Africa, to undertake the online WIPO Worldwide Academy training.</p>
<p><u>Expected Result:</u></p>	<p><i>Integration of WIPONET services with Core IT, eliminating redundancy, improving efficiency, and enhancing the effective use of financial resources.</i></p>
<p><u>Result(s) Achieved</u></p> <p>Some WIPONET Services were used for the Organization's internal business. Preparations were made to operate WIPONET through its integration into the internal IT infrastructure.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Number of IB staff and systems using WIPONET services:</i></p> <p>Groups of users within the various business areas of WIPO used the WIPONET Services, in particular, to undertake secure data transfer needs.</p> <p><i>Number of integrated WIPONET and Core IT services:</i></p> <p>WIPONET Central Services such as Secure FTP and VPN which do not exist within the internal IT infrastructure were used by WIPO staff as integrated services. A telecommunication link with TriNet was also integrated into the internal infrastructure to provide access to the relevant business areas.</p>
<p><u>Expected Result:</u></p>	<p><i>Effective system and end-user support, including establishment of the WIPONET disaster recovery site.</i></p>
<p><u>Result(s) Achieved</u></p> <p>Effective system and end-user support procedures were implemented during the biennium with the use of two major subcontractors and a dedicated WIPONET</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Statistics on helpdesk calls and timeliness of response:</i></p> <p>Since the Helpdesk facility was made available, 123 different IPOs contacted the Helpdesk. Of these, 12 IPOs generated between eight to 20 tickets, 18 IPOs generated between three to seven tickets and 93 IPOs generated between one to two tickets. Response time varied from a few hours to several months (hardware shipping and replacement, for example), depending on the nature of the problem.</p> <p>Usage statistics include approximately 1,000 e-mail messages per month, 235 FTP accounts (traffic negligible), 34 web sites created (10 in use/developed), as well as a</p>

support team.	<p>number of discussion groups and mail distribution lists for which it is not possible to assess the actual usage.</p> <p><i>Operations of the WIPONET disaster recovery site started within the expected deadlines:</i></p> <p>Until now, there has been no requirement to use the disaster recovery site which was fully operational since the establishment of the WIPONET Center.</p>
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Sub-program 15.4 - IMPACT

217. In 2003, the IB's manual and paper-based methods for communicating documents to offices were replaced by an automated system of document scanning and reproduction called the Communication On Request (COR) System. As a result, the IB is now able to communicate documents to offices not only on paper, but also on CD and DVD.

218. COR also includes a functionality allowing offices to order the documents they wish to receive online through an Internet web-based interface. This functionality has started on a test basis with a number of offices in 2003 (Australia, Canada, Hungary and Israel). The IB intends to make this functionality available to the remainder of interested offices in 2004.

219. With regard to the remaining modules of the IMPACT Project, the approach to the automation of PCT processes was modified (see document PCT/A/32/3) in July 2003.

OBJECTIVE: To meet the business requirements of the Office of the PCT in the processing of PCT applications, whether in paper or electronic format.

Expected Result: *Increase in the use of Communication On request (COR) (phase 1) services.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>			
	<i>Number of PCT pamphlets and other PCT-related documents transmitted via this service:</i>			
COR has lead to an increase in the usage of CD and DVD, as a means of communicating documents, with a corresponding decrease in the usage of paper.	SPECIFIC COR:	Pamphlets	Other PCT documents	
	In 2002	4,550	9,234	
	In 2003	170,173	222,763	
	SYSTEMATIC COR:	Pamphlets	Other PCT documents	
	In 2002	779,765	943,376	
	In 2003	4,453,139	2,275,300	
	<i>Percentage of PCT pamphlets issued on paper:</i>			
		2002	2003	
	SPECIFIC COR:	95 per cent	47 per cent	
	SYSTEMATIC COR	89 per cent	20 per cent	
	<i>Number of Offices no longer receiving the paper copies of pamphlets, and automated documents:</i>			
	SPECIFIC COR:			
	At the end of 2003, 39 Offices no longer received paper copies of pamphlets and automated documents and only received documents upon request. A small part of these Offices request documents online using the online COR web server.			
	SYSTEMATIC COR:			
	At the end of 2003 only one country (Russia) received documents in paper form. All third party subscribers switched, with immediate effect, from paper documents to DVD communication.			

	Nine per cent of Offices receive all PCT documents systematically, 18 per cent receive PCT documents only on request, and 30 per cent receive some documents systematically and some others on request only.
<u>Expected Result:</u> <i>International Bureau System (phase 2) operational.</i>	
<u>Result(s) Achieved</u> A process of developing and validating a new approach for the completion of the IMPACT IB component has commenced.	<u>Performance Indicator(s)</u> <i>Reduction in the amount of paper moving within the Office of the PCT: Reduction in the amount of International Computing Center (ICC) usage:</i> N/A
<u>Expected Result:</u> <i>RO/IB System (phase 3) operational.</i>	
<u>Result(s) Achieved</u> In line with the need to develop a new approach to the IMPACT IB component, the RO/IB component is also being revised.	<u>Performance Indicator(s)</u> <i>Number of international applications transacted through IMPACT RO/IB system in electronic form:</i> N/A

Sub-program 15.5 - PCT Electronic-filing

220. The PCT-SAFE Project delivered a pilot system for PCT electronic filing to forty selected users for testing in November 2002. As part of the extended pilot, the PCT received its first fully electronic character encoded PCT filing on August 25, 2003.

221. New versions or update patches of the PCT-EASY software were made available to PCT in 2002 and 2003. During 2003, two receiving Offices notified the IB that they were prepared to accept the filing of international applications containing requests prepared using PCT-EASY together with PCT EASY diskettes, bringing the number of receiving Offices which have made such notifications to 70 (out of the 101 PCT receiving Offices), and about 2,000 new PCT EASY users registrations were registered in 2003.

222. The distribution of PCT-EASY as a separate software product was discontinued at the end of 2003 and was replaced by the PCT-SAFE software on January 1, 2004, which incorporates full PCT-EASY functionality, and allows for the creation and printing of the validated PCT-EASY Request Form and the PCT-EASY diskette.

OBJECTIVE: To adopt a standard for the electronic-filing and processing of international applications.

<u>Expected Result:</u> <i>Documents and data available in an agreed format for exchange with other offices.</i>	
<u>Result(s) Achieved</u> The electronic filing legal framework and the technical standard have defined the agreed	<u>Performance Indicator(s)</u> <i>Level of activity in the area of data exchange between Offices:</i> The PCT-SAFE pilot system to receive electronically filed patents, operated from November 2002 through the end of 2003.

format for exchange of international application data with other offices.	Three PCT receiving Offices started receiving PCT applications electronically (European Patent Office, France, and the International Bureau (under an extension of the PCT-SAFE pilot)).
OBJECTIVE: To develop a system for the electronic-filing of international applications based on the present software PCT-EASY (Electronic Application System).	
<u>Expected Result:</u> <i>International applications filed with minimal formal defects, having been prepared by officially designed software.</i>	
<u>Result(s) Achieved</u> PCT-SAFE system on schedule for deployment in early 2004.	<u>Performance Indicator(s)</u> <i>Number of international applications filed electronically:</i> A Pilot system was deployed to 40 users in November 2002. First fully electronic PCT application (accompanied by a parallel paper filing) was received under the PCT-SAFE pilot, on November 27, 2002. A total of 55 filings were received under the Pilot phase. The first fully electronic character encoded PCT filing was received, under the extended PCT-SAFE Pilot, on August 25, 2003. A total of 17 filings were received under the extended Pilot phase. <i>Number of defects per international application:</i> N/A
<u>Expected Result:</u> <i>Avoidance of the manual process of entering data (typing or scanning) into computer systems.</i>	
<u>Result(s) Achieved</u> N/A	<u>Performance Indicator(s)</u> <i>Reduction in the number of staff used for data entry:</i> N/A
<u>Expected Result:</u> <i>Applications processed faster and at less cost.</i>	
<u>Result(s) Achieved</u> N/A	<u>Performance Indicator(s)</u> <i>Number of international applications processed per examiner:</i> N/A

Sub-program 15.6 - CLAIMS

223. The CLAIMS Project relates closely to the progress of the International Patent Classification (IPC) reform, the main goal of which is to enhance the searchability of patent information through the use of the reformed IPC and its two levels of classification (Core and Advanced). The four tracks of CLAIMS are Categorization assistance in the IPC (IPCCAT), IT support to IPC reform and revision (RIPCIS and IBIS), IPC Tutorials and, Linguistic support comprising Natural Language search in the IPC (TACSY) and Translation assistance tools.

224. At the end of 2003, CLAIMS project status was as follows: categorization track completion expected for April 2004; RIPCIS implementation completion expected for the

first half of 2004; IBIS and EPOQUE sub-systems completed; and, IPC tutorial and linguistic support tracks were nearly completed.

OBJECTIVE: To support the IPOs of the Member States in the re-classification of their patent collections.

Expected Result: *Decrease in the workload related to the classification of patent documents.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Supporting IT system was on schedule for deployment in 2003.	<p><i>Number of documents classified using the advanced level symbols allotted by the big offices:</i></p> <p>The advanced level of IPC had not yet been approved, due to a decision to postpone the publication date of the Reformed IPC from 2003 to 2006. There was therefore no classification of documents using the advanced level symbols allotted by the big offices. However, the most recent distribution between Core and Advanced levels of the reformed IPC was published in the IBIS system.</p>

OBJECTIVE: To provide tools for sharing the results of classification done by the trilateral and big offices using the advanced layer of the reformed international patent classification (IPC) with the small and medium-sized patent offices and with the offices of the developing countries using a Master Classification Database containing the classification (and application/publication/priority number) data of all the patent documents published anywhere in the world.

Expected Result: *Improved access to the patent documentation of the small/medium-sized and developing countries.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
The Master Classification Database is being developed by the Trilateral Offices, and is expected to become operational by the second half of 2005.	<p><i>Level of usage of the Master Classification Database:</i></p> <p>N/A</p>

Expected Result: *The making available of the IPC in other languages of the Strasbourg Union.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Two new language versions of IPC available.	<p><i>Number of language versions created using computer aided translation:</i></p> <p>The Croatian and the Persian (abridged) language versions became available.</p>

Expected Result: *Improved access to the patent collections of the small/medium-sized and developing country patent offices not publishing their documents in English.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Links provided through IBIS to those patent related databases that can be linked through open URL to the IPC.	<p><i>Number of databases connected to special language versions of IPC:</i></p> <p>11 national versions of the IPC are linked to IBIS. Moreover, the OEPM (Spanish national database) is linked through open URL to the IPC via IBIS. Other linked databases include Espacenet (EPO), the USPTO's database, PCT and the Journal of Patent Associated Literature (JOPAL).</p>

Sub-program 15.7 - AIMS

225. In the biennium, significant progress was achieved on the AIMS Project, designed to replace WIPO's aging finance system with an integrated budget and finance management system. Initial training of key users and project team members was completed on the selected software. Following a tender process, an implementation partner was selected to assist WIPO in the design and implementation. The recruitment of internal resources was completed on time for the expenditure and budget control components. The Project remained on-track and the Expenditure and Budget Control components were deployed in December 2003 for live operations starting January 2004.

OBJECTIVE: To replace the 16 year-old financial system (FINAUT) and the BETS reporting system with a modern integrated financial accounting and budgetary control system which will be able to support the way the Organization manages and presents its financial information.

Expected Result: *Phasing out of the legacy FINAUT system within the next 2-3 years.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
AIMS remained on schedule and deployment started in 2003 with the implementation of the expenditure and budget control components.	<p><i>Number of areas within finance and budget dependent on the legacy system by the end of 2003:</i></p> <p>The Closed Pension Fund was the first part of the new system to go live and be independent of the legacy system before the end of 2003.</p> <p>The deployment of the expenditure and budget control components was accomplished in December 2003 to be ready for live operations in the new biennium on January 5, 2004. Thus the legacy FINAUT (expenditure) and BETS will not be in use in the new biennium.</p> <p><i>Reduction in the amount of International Computing Center (ICC) usage:</i></p> <p>N/A</p>

Expected Result: *Implementation of a financial system with the desired controls to satisfy internal and external audit requirements thereby minimizing financial risks.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
The External Auditor's requirements in terms of chart of accounts and reporting were identified and defined.	<p><i>Feedback from internal auditors:</i></p> <p>WIPO's internal auditor was involved in the process to ensure that reporting requirements would comply with the WIPO Financial Rules and Regulations. The Internal Auditor's continued involvement will be sought for various future stages of the project.</p> <p><i>Feedback from external auditors:</i></p> <p>External auditors were involved in meetings related to the design of chart of accounts. The AIMS project plans to continue their involvement in key tasks and meetings to ensure that their requirements are met.</p>

Expected Result: *Provision of a stable core financial and budgetary control system, enabling integration of future operational systems.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Expenditure interfaces developed and deployed.	<p><i>Number of automated interfaces working with systems outside finance and budget:</i></p> <p>Nine automated interfaces working with systems outside finance and budget have been identified: payroll; the Arbitration and Mediation Center; publications;</p>

<p>Planning continued for the remaining interfaces to be implemented under AIMS.</p>	<p>contributions; PCT (CASPIA, CASPRO, IMPACT as appropriate); MAPS; and, DMAPS.</p> <p>With the deployment of the Expenditure and Budget Control components of AIMS in December 2003, the new automated payroll-AIMS interface was successfully put into operation.</p>
<p><u>Expected Result:</u> <i>Provision of appropriate financial management information to service management.</i></p>	
<p><u>Result(s) Achieved</u></p> <p>N/A</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Feedback from users:</i></p> <p>Users, at all levels, were interviewed extensively to capture their requirements and issues related to financial reporting. These requirements were developed further within the design phase of the project. Additionally, a focus group representing program managers from across the organization was formed to define, agree and prioritize the program management reports.</p> <p>Several reports have been delivered for program managers, the Office of the Controller and Finance. Users' feedback is being collected and analyzed, to assess the level of effectiveness in meeting their requirements and to plan and deploy potential enhancements.</p>

Sub-Program 15.8 - PCT Optical Character Recognition (OCR)

226. The description of this sub-program, including the objectives, expected results and performance indicators, is included in the WIPO Program and Budget 2002-2003 (WO/PBC/4/2), Add.1, ANNEX I, approved by Member States at the WIPO Assemblies, September 2001.

227. The capturing of the full-text of PCT applications using OCR remained an on-going activity for the IT Program in 2002-2003, in cooperation with the PCT. Significant achievements included the delivery of the completed PCTI2C DVD collection for the period 1998-2003 and an OCR quality averaging 99.7 per cent.

OBJECTIVE: To capture the full-text of PCT applications using Optical Character Recognition (OCR) techniques and to make that data available to Member State Offices and the WIPO Intellectual Property Digital Libraries in electronic form.

Expected Result: *Availability of the full-text of PCT applications in a timely manner.*

<p><u>Result(s) Achieved</u></p> <p>PCTI2C DVD collection 1998-2003 completed and delivered to WIPO.</p> <p>Weekly delivery of data to EPO meets their satisfaction.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>The electronic data should be delivered and uploaded according to schedule:</i></p> <p>After the backlog from 1998-2001 was completed in early 2002, the weekly production of PCTI2C electronic product to WIPO and ST.35 to EPO was delivered in a timely manner.</p>
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Expected Result: *The electronic data will be of a sufficiently high quality for use by Patent Offices for search and examination.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Accuracy of OCR data was substantially above the target of 98 per cent.</p>	<p><i>The quality of the electronic data should meet WIPO's specifications:</i></p> <p>Quality control on PCTI2C data structure was performed until the end of September 2002. EPO's initial indication that the PCT-OCR transformation was as good as possible, given the quality of the input used was confirmed (until March 2003) by OCR quality reports averaging 99.7 per cent accuracy (i.e. above the level of 98 per cent accuracy as contractually obligated).</p> <p>All data published weekly by the PCT was presented in PCTI2C DVDs.</p>

Expected Result: *The IPDL system will continue to be heavily used.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>IPDL system generated a strong number of page requests.</p> <p>Production of PCT Full text data collection successfully launched.</p> <p>Use of WIPONET for the delivery of PCT Full text data to the IPDL in place since November 2002 and Full text data available for WIPONET transfer one week after Publication date.</p>	<p><i>Number of inquiries made on the IPDL web site:</i></p> <p>A total of 17,761,259 pages were requested from the IPDL web site during the reporting period.</p> <p>Weekly publication of Full text Description and Claims parts of PCT Pamphlets published in the IPDL in Latin languages as soon as possible after Publication dates.</p>

Total expenditure for Main Program 15 in the 2002-2003 biennium

Sfr121,286,000.-

MAIN PROGRAM 16 - Human Resources Management

228. The Human Resources Management Department (HRMD) continued to focus on the strategic vision of WIPO, ensuring that the personnel needs of the Organization were served in the most timely and efficient manner. The priority of HRMD continued to be the welfare of the staff of the Organization, including the good administration of their benefits and entitlements.

229. The commitment of HRMD to the fair and equitable treatment of all staff was enhanced in 2003 with the addition of legal resources dedicated to the work of the Department. The aim is to provide legal advice and recommend solutions for complex personnel issues and policies, based on applicable regulations and rules, guidelines and general legal principles, taking duly into account the interest of the Administration and the staff. Such legal resources assist the Administration in the handling of grievances or appeals prior to, and within the framework of, the Joint Advisory Committee and the WIPO Appeal Board. HRMD also

provided support and coordination for the establishment of the services of a Mediator, and the elaboration of the relevant Terms of Reference.

230. HRMD progressed further with the implementation of computerized administrative systems, and several paper-based processes were abolished and replaced electronically.

231. The Department concentrated on maximizing and developing the skills of the existing personnel through redeployment and specialized training.

232. In accordance with UN system developments, the necessary arrangements were undertaken for the development of the requisite human resources skills for the introduction of the New Master Standard for the classification of posts at the Professional level, to be implemented in January 2004.

Sub-program 16.1 - Engagements

233. During the period under review, there was a decline in the level of recruitment in general as the Organization resorted more to internal staff redeployment to meet demand in several functional units. A total of 118 competitions were announced and 152 new staff were appointed (87 at Professional and 65 at General Service level), either by competition or under the direct recruitment scheme, in accordance with Staff Regulations. Three Junior Professional Officers were appointed and 27 interns participated in the WIPO internships program.

234. The contracts of short-term employees were amended to 11³/₄ months, and leave for maternity purposes was introduced for consultants, Special Labor Contract holders and Translators.

OBJECTIVES: To recruit staff of the highest level of competence, efficiency and integrity.
To further promote gender equitable recruitment.
To enhance the geographical distribution of staff and employees within the Organization.

Expected Result: *Timely and efficient recruitment of high-caliber staff, reflecting gender equity and geographical distribution, through the use of the Personnel Management Information System.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>The number of staff recruited met the needs of the Organization within established time frames.</p> <p>The recruitment was in compliance with United Nations system-wide targets and policy goals on gender equality.</p> <p>Geographical distribution improved.</p>	<p><i>Number of staff recruited to meet the needs of the Organization within established time frames:</i></p> <p>152 new staff were appointed (87 Professionals and 65 General Service staff).</p> <p>Staffing needs of the Organization were also met with the recruitment of 55 consultants, 13 Special Labor Contract holders, 25 Special Service Agreements, 134 short-term employees, and 27 interns.</p> <p><i>Compliance with United Nations system-wide targets and policy goals of gender equality:</i></p> <p>Almost 50 per cent of all new appointments were women.</p> <p><i>Level of improvement in geographical distribution of staff:</i></p> <p>At the end of December 2003, there were 94 different nationalities represented by staff members, compared to 86 at the end of 2001.</p>

OBJECTIVE: To strengthen recruitment and personnel administration of employees in order to support program activities.

Expected Result: Streamlined policies and procedures for the recruitment and administration of short-term personnel.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Extended continuity of employment, extension of eligibility to maternity leave, and simpler administration.	<p><i>Number of policies and procedures developed and implemented:</i></p> <p>The length of contracts of short-term employees was amended to 11³/₄ months.</p> <p>Maternity leave for consultants, Special Labor Contract holders and Translators was introduced.</p>

Sub-program 16.2 - Staff Benefits and Welfare

235. The increasing number of staff impacted the levels of activity in the Entitlements and Classification Section, and the number of insured persons in the various insurance schemes. Priorities during the biennium included the reinforcement of cost containment of medical expenses per staff member, which have continued to grow.

236. The Staff Welfare Unit continued to assist staff with an increasingly large range of administrative problems and provided counselling and support in difficult personal situations.

OBJECTIVES: To administer the benefits and entitlements of the various categories of staff in accordance with WIPO Regulations and Staff Rules.

To develop new, and enhance existing, computer-based tools to improve the administration of benefits and entitlements.

Expected Result: Timely and efficient administration of the benefits and entitlements of all staff through the use of the Personnel Management Information System.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Staff members received their entitlements in a timely manner.</p> <p>The efficiency in handling claims has increased.</p>	<p><i>Number and nature of benefits and entitlements administered, and feedback from staff:</i></p> <p>The day-to-day administration of an average of 940 staff members, as well as consultants, short-term employees and holders of Special Service Agreements and Special Labor Contracts included:</p> <ul style="list-style-type: none"> - Processing of some 1,500 contract related reports; - Calculation and implementation of 310 promotions; - Studying of 99 requests for the granting of language allowances on the basis of the relevant job description requirements; - Calculation and processing of some 567 dependency declarations; - Payment of 702 advances and indemnities related to education grants; - Calculation and verification of 875 rental subsidies; - Administration of 322 cases of home leave, maternity leave and special leave, as well as education grants travels, separations and transfers. - 1,392 attestations, 254 United Nations "laissez-passer" and 1,033 new requests and renewals for Swiss identity cards were made; - Recording of 13,354 requests for annual, credit and compensatory leave, as well as of approximately 21,350 attestations for sick leave for all categories of staff and employees; - Arrangement for the payment of approx. 38,500 hours of overtime. <p>Efficiency gains were made in the handling of overtime through the introduction of a</p>

	<p>more streamlined approach to overtime work.</p> <p>Feedback from Program Managers and staff has been positive. Program Managers were especially pleased by the introduction of online access to certain information on their staff (absence, grading, period of service, etc.).</p>
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Expected Result: *Introduction of a new clocking device using Ethernet Technology, resulting in a more efficient flexitime System.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>The updated version of the computerized flexible working time system, using Ethernet technology, became operational in March 2002 in “new” office buildings, and offers supervisors and all categories of employees a higher degree of flexibility in the daily and long-term workload planning.</p>	<p><i>Feedback from staff on the use of flexitime:</i></p> <p>The flexible working time system, which underwent a significant updating of processes in 2002, was highly appreciated by staff members and supervisors/Program Managers.</p> <p>Some technical constraints were encountered in 2002 with the Ethernet technology, which led to certain delays in the processing of data relevant to leave and working hours. Such technical problems were resolved during the last part of the biennium.</p>

OBJECTIVE: **To inform and advise staff members of their rights and obligations vis-à-vis the Organization and the authorities of the host country.**

Expected Result: *Timely and accurate information and advice to staff members on their rights and obligations vis-à-vis the Organization and the authorities of the host country.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Newly appointed and existing staff were provided with accurate information on their rights and obligations.</p>	<p><i>Number of information circulars published:</i></p> <p>149 briefings were carried out for newly appointed regular staff on their rights and obligations vis-à-vis the Organization and the authorities of the host country.</p> <p>79 Office Instructions and Information Circulars on staff matters were issued, the majority in electronic format only, thereby increasing the cost-efficiency of such operations.</p>

OBJECTIVES: **To improve conditions of service for staff and to administer, improve and render more cost-effective social security coverage and social services for staff and their families.**

To provide appropriate social welfare services for staff (including retirees) and their families to help resolve both work-related and family problems.

Expected Result: *New insurance schemes and improvements in the existing schemes.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Cost containment of medical insurance and increased staff awareness of insurance expenditures. Expected</p>	<p><i>Number and quality of new insurance schemes and number of existing schemes improved:</i></p> <p>Development of competitive prices with more healthcare providers and implementation of new insurance measures.</p> <p>Some 495 WIPO staff and their families joined the group medical insurance scheme, bringing the total number of persons insured to 3,091 as of December 2003.</p>

<p>targets, however, were not met and new measures are currently being studied to try to contain medical expenses.</p>	<p>Accident insurance: The Social Security Section dealt with the calculation of premiums, claims as well as 210 accident declarations. At the end of 2003, the non-work related accident insurance covered 1,074 WIPO staff, retirees and families.</p> <p>Medical and loss-of-earnings insurance for short-term staff: Following a call for tenders, Van Breda was selected in May 2003 to replace Willis, which has led to a considerable improvement in the management of this insurance. During the biennium, some 417 reimbursement claims were processed.</p> <p>At the end of 2003 the life insurance scheme had 183 members.</p> <p>Calculation of premiums for approximately 370 fellows and trainees were issued during the biennium.</p> <p>The Social Security Section also managed the administration of 1,312 files of members of the United Nations Joint Staff Pension Fund.</p> <p>Activities in connection with the WIPO (closed) Pension Fund, such as the accounts, the management of the Fund's real estate, as well as the calculation of pension supplements to 65 retired staff members, were dealt with by the Section. The chalet Erika property of the WIPO (closed) Pension Fund was sold in May 2002.</p> <p>Approximately 1990 pension and insurance certificates, pension estimates, letters and memos were processed during 2002-2003.</p> <p>Staff Welfare received some 5,000 requests from staff members and their families with respect to housing, schooling, domestic employees and various forms of other counseling. The unit continued its participation in the children's club and the summer camps. A meeting for teenagers and spouses of staff as well as pre-retirement seminars were organized in conjunction with local and UN organizations. Requests to continue and further develop such activities were received. Feedback from staff was positive.</p> <p><i>Feedback from staff:</i></p> <p>Positive feedback was received from staff/employees.</p>
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Sub-program 16.3 - Staff Management Policy and Development

237. The Organization participated actively in the reform program for the pay and benefits undertaken within the common system of the United Nations and also in the following-up of this program.

238. In addition to organizing training events for the development of the Organization's language, IT, and management capacity, an induction training program was tailor-made for newly appointed staff. When possible, awareness-building modules on information technology security were included in the various training programs. Language courses became an important training activity with approximately 1,754 participants throughout the biennium. A major achievement in this regard included the smooth transition to a new language center and the continued efforts to reinforce the dissemination of information. The major training activities, however, were those accompanying the changes in the PCT, including team-building workshops and *ad hoc* courses according to demand. In addition, in connection with organizational changes in the Sector of Trademarks, Industrial Designs and Geographical Indications, an analysis of the work-flow processes was conducted. The main objective was the optimization of the organizational performance based on the alignment of the needs and expectations of the individual, the team and the Organization as a whole.

OBJECTIVES: To increase the compatibility of the WIPO Staff Regulations and Rules with the United Nations Common System taking into account organizational changes in WIPO.
To improve standards of service (recruitment, placement and career) of staff and temporary employees.

Expected Result: *Improved compatibility of the WIPO Staff Regulations and Rules with the United Nations Common System.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
WIPO Staff Regulations and Staff Rules were continuously updated.	<p><i>Number of amendments made to the WIPO Staff Regulations and Rules:</i></p> <p>Activities continued in relation to the formulation of general human resources management policies in keeping with trends and developments within the common system of the United Nations, and the WIPO Staff Regulations and Staff Rules were amended on eight occasions during the biennium.</p>

Expected Result: *Posts classified in accordance with the standards used within the United Nations Common System.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Posts classified in accordance with the Master Standard and Local Standards.	<p><i>Number of posts classified:</i></p> <p>364 job descriptions were prepared and finalized following classification exercises. No appeals were registered following the classification process. There were no sessions of the Classification Committee in the biennium. The Promotion Advisory Board met once in 2003.</p>

OBJECTIVE: To introduce an improved Organization-wide Performance Management System.

Expected Result: *Improved Performance Management System.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Discussions concerning a revised Performance Appraisal System are ongoing.	<p><i>Feedback from program managers and other staff:</i></p> <p>N/A</p>

OBJECTIVE: To strengthen the competency and efficiency of WIPO staff in management techniques, information technologies and languages, in line with the objectives of the Organization.

Expected Result: *Enhanced staff performance and communication skills through training in information technologies, working languages recognized by WIPO and other specific training.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Higher motivation and improved performance amongst staff (based on feedback from supervisors and the staff themselves).	<p><i>Number of staff trained and feedback:</i></p> <p>2,752 participants followed one or more of the following types of courses proposed, representing approximately 56 per cent of all staff members:</p> <ul style="list-style-type: none"> - Management courses: 290 participants; - Information technology courses: 233 participants; - Language courses: 1,754 participants; - Communication (including Induction program): 222 participants; - Other technical courses (<i>ad hoc</i>): 253 participants. <p>An analysis of the work-flow processes in the Sector of Trademarks, Industrial Designs and Geographical Indications was conducted in 2003 to enhance performance.</p>

<p>The number of staff mastering two or more WIPO-recognized languages increased.</p>	<p>Overall assessments of training courses showed a high rate of satisfaction.</p>
<p>Recognition of WIPO as a UNESCO test center within the UN Common System and direct control over language courses.</p>	<p><i>Number of staff mastering two or more working languages recognized by WIPO:</i></p>
<p>A further streamlining of processes within the HRMD was successfully implemented.</p>	<p>A total of 153 staff members successfully passed a proficiency exam during the biennium: 74 in English, 43 in French, 24 in Spanish, eight in German, two in Chinese, one in Arabic and one in Russian.</p>
	<p>Six staff members attended an intensive language course abroad and 13 staff members benefited from private language courses tailor-made to specific professional needs.</p>
	<p>The transition to a new language scheme set up in 2001 went smoothly and WIPO welcomed the participation of ITU in this new language program. Together with ITU, WIPO became a UNESCO test center for proficiency exams in English, French and Spanish. The exams are organized jointly with ITU once a year.</p>
	<p>Some 105 recruitment test sessions for short-term employees took place. The use of tests was extended to existing staff to assess competencies and thus target training areas.</p>

OBJECTIVE: To enhance communication and dissemination of information among staff members

Expected Result: *Training activities and dissemination of information on the objectives and activities of the Organization.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>The initial adaptation period for new staff was minimized making them sooner fully operational.</p>	<p><i>Number of events organized, such as induction programs, lunchtime learning presentations, etc., and feedback from staff:</i></p>
<p>Empowering of staff members with information accessible directly from the Intranet.</p>	<p>Number of events organized included:</p> <ul style="list-style-type: none"> - 18 Induction Program sessions, in which 206 staff members participated; - Four training sessions for newly appointed secretaries; - Four lunchtime learning sessions with an average attendance of 150 staff members; - Three sessions of Intellectual Property online training in English and French; attended by a total of 112 staff members. <p>Feedback received was positive.</p> <p>The Intranet site was redesigned to enhance accessibility of information.</p> <p>A welcome brochure was designed and elaborated in 2002 in cooperation with the Staff Welfare Section. It was made available in 2003.</p>

Sub-program 16.4 - Healthcare Services

239. The Medical Service organized a number of conferences and programs on a variety of health-related topics such as disease prevention, stress, food and nutrition, to ensure that staff members were adequately informed about matters concerning their health and working conditions. The Medical Service, furthermore, provided advice on a variety of health-related topics, such as SARS, and smoking.

OBJECTIVE: To provide healthcare services to WIPO staff, retirees and foreign delegates

Expected Result: *Prompt and adequate healthcare for staff, retirees and delegates.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>All healthcare requests by staff, retirees and foreign delegates, including requests for pre-travel briefings and post-travel debriefings, were satisfactorily met.</p>	<p><i>Number of staff, retirees and delegates making use of the WIPO Medical Unit:</i></p> <p>Some 11,417 consultations and interventions were carried out for staff members and short term employees, retirees, delegates, and official guests of WIPO.</p> <p>91 emergency cases were addressed, 722 vaccinations administered, and 151 medical clearances delivered to short-term staff and other employees.</p> <p>188 pre-mission briefings/delivery of traveller's kits took place.</p>

OBJECTIVE: To improve the health-related aspects of the physical working conditions of staff

Expected Result: *Increase access to and awareness of the benefits of health management techniques and a healthy working environment.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Significant improvement of the well-being of staff, working conditions and environment.</p>	<p><i>Decline in complaints regarding illness related to the working environment:</i></p> <p>Several public health promotion programs were launched focusing, in particular, on disease prevention. One lunchtime conference, addressing food safety and nutrition, was conducted in October 2002. Another conference was organized in February 2003, which dealt with ergonomics at the workplace.</p> <p>In collaboration with the Staff Development Section, nine stress management seminars were offered in which 80 staff members participated.</p> <p>87 staff members participated in a seminar on "First Aid Care".</p> <p>Nine food hygiene inspection tests were executed in the various WIPO cafeteria kitchens.</p> <p>Activities initiated in 2001, aimed at improving the health and well-being of staff were continued during the biennium, including ergonomics in the workplace, a smoking cessation campaign, inspections of working milieus, and anti-SARS measures in 2003.</p>

OBJECTIVE: To contain the costs of medical care incurred by WIPO and its staff

Expected Result: *Savings for the Organization and its staff by containing the costs of medical care.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Staff and their family members were able to enjoy a broader access to healthcare at competitive rates.</p> <p>Competitive rates contributed to the Organization's cost containment policy.</p>	<p><i>Reduction of medical care costs to the Organization and staff:</i></p> <p>The increase of the health insurance premium during the biennium was contained to about 10 per cent.</p> <p>Additional healthcare providers included: two x-Rays centers, one laboratory for blood tests, one big pharmacy network, one physical therapist, and one clinic.</p>

Total expenditure for Main Program 16 in the 2002-2003 biennium

Sfr15,792,000.-

MAIN PROGRAM 17 - Administrative Services

240. Administrative support services were provided to Member States, other private and public users, and the Secretariat, throughout the 2002-2003 biennium.

Sub-program 17.1 - Financial Operations

241. Sound financial management continued, with accurate records kept of all income and expenditures, and monthly and annual accounts maintained in accordance with the Financial Rules and Regulations of the Organization. The accounts for the 2000-2001 biennium were properly closed (for WIPO, UPOV, UNDP projects, Funds-in-Trust, and the WIPO (Closed) Pension Fund) and received a satisfactory audit report from the External Auditors. The Financial Management Report for the 2000-2001 biennium was produced and sent to the Member States. The distribution of the Madrid Union supplementary and complementary fees, and Hague Union State fees for 2001 and 2002 were processed on time, as were the monthly distribution of the individual fees related to the Madrid Protocol.

242. The main phases of the AIMS project were successfully completed on time. After defining the requirements of the concerned Divisions, the purchased software system was temporarily installed as a parallel system. A team of consultants was recruited in order to facilitate the users' migration to the new system, which, as to the production of the expenditure modules, was achieved on time and was ready to go live on January 1, 2004. The income modules were expected to be finalized in 2004.

243. The Investment Advisory Committee met on a regular basis and agreed that, with capital safeguarded, there was no better alternative than the placement of investment funds with the Swiss Central Bank, which yielded an average of 3.344 per cent in 2002 and 2.594 per cent in 2003. Investment return was 13.1 million Swiss francs, which was below the expected figure due to the fall of interest rates during the biennium.

OBJECTIVE: To develop a new integrated Finance and Budget Information System and, pending its development, to undertake necessary upgrades of the current financial information system

Expected Result: *Redesign of current business processes and implementation of new finance modules during 2002-2003 leading to greater efficiency, productivity and flexibility in 2004-2005.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Schedule respected and timely implementation of the software ready to go live as of January 1, 2004, as far as Expenditure is concerned.	<i>Number and nature of modules developed and implemented for the new Finance and Budget Information System:</i> <ul style="list-style-type: none">- Definition of the requirements of the financial services;- Selection and purchase of the software;- Recruitment of a team of consultants;- Completion of the "Expenditure" and "Income" modules requirements design;- Training of users of the "Expenditure" modules;- Migration to production of the expenditure modules.

OBJECTIVES: To ensure that all income due to WIPO is properly received and all expenditures are paid in a correct and timely manner.

To ensure that the accounting conforms with applicable regulations, rules and standards, and that the accounts are correctly maintained.

Expected Result: All financial operations will continue to be executed with accuracy, integrity and probity.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Financial operations continued to maintain the highest standards.	<p><i>Report and opinion by the External Auditors:</i></p> <p>Accurate undertaking of all financial operations, satisfactory audit opinion and report by the External Auditors.</p>

OBJECTIVE: To ensure that the Secretariat has the appropriate capability for the investment of its funds and to obtain the maximum return consistent with the need to safeguard WIPO's financial resources.

Expected Result: Funds available for investment will be safeguarded and maximum return will be achieved, based on expert investment advice.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
The return on investments was slightly below expectation due to lower interest rates in 2002 and 2003.	<p><i>Return obtained on invested funds (recognizing that this depends largely on the situation of the market):</i></p> <p>Return on investments for the 2002-2003 period amounted to 13.1 million Swiss francs, against a revised budgeted amount of 14 million Swiss francs.</p>

OBJECTIVE: To provide clear and relevant financial information to Member States and to Program Managers in the Secretariat.

Expected Result: Satisfactory and timely financial reporting will be provided to Member States and to Program Managers within the Secretariat, thereby promoting transparency, accountability and effective use of resources.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Timely and satisfactory production of financial reports and other financial information.	<p><i>Production of financial reports and delivery of financial information to internal and external users within the expected deadlines:</i></p> <p>Timely provision of financial information to internal and external users, including on fees collected under the Madrid and Hague systems.</p> <p>The Financial Management Report 2000-2001 and the Audit Report from the Swiss Federal Audit Office were sent out to Member States in July 2002.</p> <p><i>Distribution to Member States of fees collected under the Madrid and Hague Systems within the expected deadlines):</i></p> <p>Timely distribution to Member States of fees collected under the Madrid and Hague systems.</p>

Sub-program 17.2 - Language Service

244. Translation services were provided in all six official UN languages, with the goal of providing maximum quality and ensuring the briefest turnaround time, so as to maintain quality standards and to allow timeliness in the dissemination of documents. This was accomplished by using, whenever possible, several new IT tools, including terminology databases, which allowed the Language Service to maintain a high productivity rate.

OBJECTIVES: To facilitate understanding among Member States and with the Secretariat, and to make information widely available, by translating publications, documents and other material into as many languages as possible, with high quality standards in the translation process, aiming for a goal of zero defects.

To establish linguistic policy and terminology.

To increase the use of information technology, including more comprehensive terminology databases and the possible use of computer-assisted translation and voice recognition systems.

Expected Result: *High quality translations of documents in more working languages will make meetings and discussions more effective as documents and other material will be made available in more languages.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>The high quality of translations, editing and revision of documents was maintained.</p> <p>Demand for translations was globally higher, resulting in a seven per cent higher total output compared with the preceding biennium.</p>	<p><i>Feedback from delegates on the quality and timeliness of translations:</i></p> <p>Delegates were generally satisfied with the quality of translations.</p> <p>Increased efforts were undertaken to ensure that the vast majority of documents were submitted according to Secretariat standards.</p> <p><i>Volume of translations produced consistent with productivity norms:</i></p> <ul style="list-style-type: none"> - 75 translations were delivered of laws, regulations, model or draft laws received from, or prepared for, 34 countries or groups of countries. Documents for 101 meetings, as well as lectures for seminars or training courses organized by the Secretariat, were translated, revised or edited; - The volume of translation, editing and publishing by the language services maintained a global productivity level of 94 per cent of the total working time throughout the biennium, with only 6 per cent devoted to administrative tasks. <p>The language services benefited from the utilization of several IT tools, including various terminological databases that were accessible by each translator, as well as tools and resources available on the Internet. Evaluation of various translation software tools culminated in the selection of a modern research document tool that was acquired and implemented during the second half of 2002 in order to make reference searching more rapid, complete and reliable. Several thousand files have since been archived in the database managed by this software, and are used constantly by translators in their daily work.</p>

Sub-program 17.3 - Conference, Communications, Records and Publications Production Services

245. Logistical and servicing arrangements were undertaken for conferences and meetings in Geneva and elsewhere, including the provision of documents and interpretation. Many of the documents were also published on the WIPO Internet site, facilitating quick access by delegates and participants.

246. The high volume of mail sent out by the Organization enabled very competitive prices to be obtained from service providers, resulting in overall mailing costs considerably lower than the rates available to the general public. Lower long-distance telephone rates were negotiated, with reduced total telecommunications usage charges for calls through the switchboard, despite greater overall usage due to the increased number of staff at WIPO.

247. Proposals for a pilot Electronic Document Management System (EDMS) were finalized. Designed to replace the present archaic registration system, it would provide a fully electronic environment for the registration and processing of correspondence. It would also facilitate tracking of the various stages of document preparation and clearance, translation, printing, distribution and archiving, with added benefits such as improved information search tools and improved preservation of records generally. Due to budgetary limitations, however, implementation of the project was deferred. Meanwhile, a comprehensive reorganization of the archival holdings was carried out. Pending introduction of an electronic based system, an improved document tracking system was introduced.

OBJECTIVE: To provide delegates and the Secretariat with efficient services for the smooth functioning of conferences and other meetings.

Expected Result: *Provision of efficient conference and other meetings services to delegates and the Secretariat.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>																					
Conference support services, including interpretation, were provided very efficiently.	<p><i>Feedback from delegates on the conference services provided:</i></p> <p>Very positive feedback was received from delegates and Secretariat staff. Conference support services were provided for:</p> <table border="1"> <thead> <tr> <th></th> <th><u>2002</u></th> <th><u>2003</u></th> </tr> </thead> <tbody> <tr> <td>- Meetings in Geneva</td> <td>62</td> <td>52</td> </tr> <tr> <td>- Meetings elsewhere (for which documents were provided)</td> <td>178</td> <td>164</td> </tr> <tr> <td>- Free-lance interpreter contracts issued</td> <td>567</td> <td>467</td> </tr> <tr> <td>- Free-lance interpreter workdays</td> <td>2,335</td> <td>1,920</td> </tr> <tr> <td>- Participants at meetings in Geneva</td> <td>6,000</td> <td>5,100</td> </tr> <tr> <td>- Internal meetings</td> <td>1,135</td> <td>1,322</td> </tr> </tbody> </table> <p>The new sound system that was installed in the conference rooms functioned well. An electronic notice board system was installed for the meeting rooms, enabling rapid updating of meeting schedules and clearer visibility of the information. An Intranet-based conference room booking system was designed and implemented for use by the Secretariat.</p>		<u>2002</u>	<u>2003</u>	- Meetings in Geneva	62	52	- Meetings elsewhere (for which documents were provided)	178	164	- Free-lance interpreter contracts issued	567	467	- Free-lance interpreter workdays	2,335	1,920	- Participants at meetings in Geneva	6,000	5,100	- Internal meetings	1,135	1,322
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Expected Result: *Efficient and timely distribution of meeting documents and availability thereof on the WIPO web site. Use of print-on-demand and electronic digital archiving systems for documents, and using Intranet for in-house material will result in faster access, printing of less documents, less storage of documents, and savings of postage.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>												
Meetings documents and official circulars were generally distributed in a timely manner. Documents were made available to delegates and to the public on the WIPO Internet site, as	<p><i>Feedback from users on the timeliness and accuracy for the distribution of, and access to, documents:</i></p> <table border="1"> <thead> <tr> <th></th> <th><u>2002</u></th> <th><u>2003</u></th> </tr> </thead> <tbody> <tr> <td>- Documents distributed (all languages)</td> <td>6,477</td> <td>5,593</td> </tr> <tr> <td>- Official circulars and other notifications</td> <td>745</td> <td>780</td> </tr> <tr> <td>- Packages of documents prepared for mailing</td> <td>200,000</td> <td>210,000</td> </tr> </tbody> </table> <p>Publication of meeting dates and documents on the WIPO Internet site greatly facilitated quick access to information. Documents for SCIT meetings and several PCT meetings</p>		<u>2002</u>	<u>2003</u>	- Documents distributed (all languages)	6,477	5,593	- Official circulars and other notifications	745	780	- Packages of documents prepared for mailing	200,000	210,000
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<p>well as to staff on WIPO's Intranet site, facilitating quick access to information on meetings.</p>	<p>were only sent electronically, resulting in quick access and savings of printing and mailing costs. The goal is to send more and more documents by electronic means.</p> <p>An improved tracking system was initiated with the aim of assisting in the timely production of documents, in all appropriate languages.</p>
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OBJECTIVES: To provide reliable and cost-effective telecommunications, mail, and messenger-driver services.
To provide effective central records management for official correspondence in paper and electronic formats and an integrated archives service.

Expected Result: *Cost-effective and improved telecommunication services.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Operating and infrastructure costs (for equipment, maintenance and leasing of lines) were lower than budgeted, despite overall greater usage.</p>	<p><i>Modern telecommunications links between all buildings occupied by WIPO:</i></p> <p>Telecommunication links were established in 2002 for two newly rented office-building locations and in 2003 for the ex-WMO building. A comprehensive review was undertaken of all infrastructure connections and equipment needs, enabling a number of existing leased lines and maintenance contracts to be cancelled.</p> <p><i>No growth in telecommunication charges compared to the 2000-2001 biennium, despite greater usage:</i></p> <p>Further reductions in communications charges were negotiated. Despite overall greater telephone usage, due to the increased number of staff at WIPO, communication costs for calls through the WIPO switchboard declined from 586,000 Swiss francs in 2001, to 581,000 Swiss francs in 2002, and to 458,000 Swiss francs in 2003.</p> <p><i>Wider use of portable phones:</i></p> <p>To improve communications, greater use was made of portable phones. The operational costs amounted to 406,000 Swiss francs in 2002 (for 190 phones) and 413,000 Swiss francs in 2003 (for 213 phones), compared to 343,000 Swiss francs in 2001 (for 166 phones).</p>

Expected Result: *Effective and efficient records management, archives, mail and messenger-driver services.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Services were provided in a timely and efficient manner.</p>	<p><i>Timeliness and responsiveness in the operation of records management and archives systems, allied with timeliness in the distribution of mail and internal correspondence:</i></p> <ul style="list-style-type: none"> - Virtually all mail (in paper and electronic forms) was registered within one day of receipt despite enhanced mail security checks; - Proposals for a pilot Electronic Document Management System (EDMS) were finalized but, due to budgetary limitations, implementation was deferred; - In connection with the EDMS project, proposals were initiated for scanning of the more important historical documents, including from the 19th Century, to provide for improved archiving, preservation and searchability of records; - A comprehensive reorganization was undertaken of the physical archives, retention periods introduced and a searchable, albeit basic, archives inventory developed; - A pilot facsimile server project was initiated to improve the distribution of facsimile transmitted correspondence; - A network file repository structure was designed and successfully implemented for the AIMS project documentation needs, including for online filing, fast retrieval, referencing and electronic filing; - The new office locations occupied in 2002 necessitated expanded messenger-driver links.

<p>Low mailing rates for international mail were negotiated for 2003, despite increasing costs due partly to additional security precautions.</p>	<p><i>Reduction of costs relating to the use of mail and other delivery services:</i></p> <p>The large volume of outgoing mail enabled very competitive mailing rates to be obtained. A significant reduction in the costs (including paper) of sending PCT documents was achieved by sending them in electronic format (DVD, CD-ROM, magnetic tapes). About 50 per cent of the items mailed were for the PCT and 25 per cent for the Madrid and Hague systems. Some mailing statistics:</p> <table border="1" data-bbox="529 416 1353 568"> <thead> <tr> <th><u>Outgoing mail</u></th> <th><u>2002</u></th> <th><u>2003</u></th> </tr> </thead> <tbody> <tr> <td>No. of items</td> <td>1,008,936</td> <td>1,118,188</td> </tr> <tr> <td>Overall weight (tons)</td> <td>411</td> <td>312</td> </tr> <tr> <td>Average weight per item</td> <td>407g</td> <td>279g</td> </tr> <tr> <td>Cost (in Swiss francs)</td> <td>4,344,409</td> <td>3,861,410</td> </tr> </tbody> </table> <p>Following competitive bidding, new mail delivery suppliers were contracted for delivery of the main international mail and registered letters in 2003.</p>	<u>Outgoing mail</u>	<u>2002</u>	<u>2003</u>	No. of items	1,008,936	1,118,188	Overall weight (tons)	411	312	Average weight per item	407g	279g	Cost (in Swiss francs)	4,344,409	3,861,410
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OBJECTIVES: To provide the Organization with all its printing and publishing requirements in paper and electronic form.

To improve and make more cost-effective the printing services, through the introduction of new technologies.

Expected Result: *Production of increased volume of printed matter in-house including PCT pamphlets, publications and documents, with printing by destination of printed matter.*

<p><u>Result(s) Achieved</u></p>	<p><u>Performance Indicator(s)</u></p>
<p>Increased use of color printing reduced costs with outside suppliers.</p>	<p><i>Increased output of the internal printing plant, including color printing, and including production of material for dispatch by destination:</i></p> <p>The production of material printed in-house decreased by 24 per cent in 2003 to 93,829,854 copies, compared to 119,565,483 copies in 2002, due to an increase in PCT CDs and DVDs replacing paper editions.</p> <p>Color printing facilities were used to produce 2,142,830 pages in 2003 (1,964,541 pages in 2002).</p>

Expected Result: *Cost-effective production of high quality publications in paper and electronic form.*

<p><u>Result(s) Achieved</u></p>	<p><u>Performance Indicator(s)</u></p>
<p>The production of DVDs/CDs increased, resulting in a reduction in paper printing, in particular for PCT pamphlets.</p>	<p><i>Number of publications, documents and other material (whether in paper or electronic form) delivered within the expected deadlines:</i></p> <p>All documents and publications were produced on time. No complaints were received from users.</p> <p><i>Increased amount of publications produced in various electronic forms:</i></p> <p>Some 6,006 DVDs and CDs were produced and dispatched on time.</p> <p><i>Reduction of costs through outsourcing (and insourcing as appropriate) of published material:</i></p> <p>Some 466 purchase orders were raised for outside suppliers.</p>

Sub-program 17.4 - Procurement, Contracts and Travel Services

248. Activities relating to the two building contracts during 2002-2003 included: the call for several competitive tenders for specialized engineering and architecture consultants or companies; the selection of a General Contractor for the new building; and, ensuing contractual negotiations.

249. Involvement with the large IT projects continued, such as WIPONET, IMPACT and AIMS, including the renegotiation of several of the contracts, and the modification, or downscaling, of the scope of work of others. Other large RFPs included the renewal of security services, various insurance policies, general supplies, furniture and paper. The Procurement and Contract Services also participated in the Contract Review Committee meetings presenting some 92 cases.

250. With regards to asset management, by the end of 2003, some 42,600 items had been bar-coded and included in the inventory, representing a total value of about 50,660,000 Swiss francs. Of the total items, 10,200 were added during 2002-2003, and some 2,100 items were withdrawn from the inventory through normal wear and tear, donations and recycling.

OBJECTIVE: To ensure effective and transparent procurement and contracts of goods and services.

Expected Result: *Delivery of the highest possible quality material, equipment and services at the lowest possible cost in a timely manner.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Increased efficiency and flexibility of the procurement process.	<p><i>Number, quality and timeliness of procurements:</i></p> <ul style="list-style-type: none"> - 144 RFPs were established; - 1,006 suppliers were invited to bid; - 3,774 Purchase Orders were established. <p>To enhance the efficiency of the procurement process, specifications were standardized, daily requirements were consolidated and the number of "volume" or "blanket" purchase orders was increased.</p>

Expected Result: *The best prices and conditions from the maximum possible number of foreign suppliers through international procurement with a diversified source of suppliers to ensure the widest competition.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Better prices and contractual conditions, as well as greater geographical distribution and diversification of suppliers.	<p><i>Level of prices and conditions obtained:</i></p> <ul style="list-style-type: none"> - WIPO participation, use and promotion of the United Nations Common Supply Database (UNCSD), Inter-Agency Procurement Working Group (IAPWG), and United Nations Joint Purchase Service; - Some 805 new companies were registered in the database of potential suppliers; - Purchases were made from 77 countries (eight more than in the 2000-2001 biennium); - With regard to Cooperation for Development, 77 per cent of purchases were made locally representing an increase of 20.3 per cent compared to the 2000-2001 biennium.

OBJECTIVES: To ensure that the travel policies of the Organization are applied in an efficient, consistent, and cost-effective manner and that travel services provided by external contractors are in conformity with the rules and regulations of the Organization.

To ensure that the travel activities of the Organization are carried out in accordance with accepted standards of security.

Expected Result: *Timely processing of all travel orders, and simplification of procedures for faster processing of travel authorizations.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Timely processing of travel authorizations and visa requests.	<i>Number of travel authorizations processed:</i> 4,797 travel authorizations were processed and checked during the 2002-2003 biennium (2,076 in 2003). Some 2,608 visas linked to travel authorizations were obtained for the 2002-2003 biennium (1,377 in 2002 and 1,231 in 2003).
The introduction of an electronic travel authorization system continued to be evaluated during 2002-2003, including in terms of cost effectiveness.	<i>Implementation of the electronic travel authorization system:</i> N/A

Expected Result: *Lower travel costs.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Considerable savings in travel costs were achieved in the biennium.	<i>Amount of savings resulting from special fares and airline agreements:</i> Savings achieved through monitoring of air tickets for travel on mission amounted to 4,412,000 Swiss francs in the biennium. <i>Number of airline return incentives received:</i> No incentives were received. Direct agreements with airlines resulted in air fare reductions of between 15 and 25 per cent, compared to between three and five per cent potential reductions from incentives.

Total expenditure for Main Program 17 in the 2002-2003 biennium:	Sfr66,159,000.-
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MAIN PROGRAM 18 – Premises

251. Two main priorities marked this Main Program during the biennium 2002-2003: First, the management of WIPO premises, including workspaces, storage depots and parking places, maintenance and modernization of installations, and overseeing security functions; and, second, the management of the two construction projects.

252. The renovation and extension of the ex-WMO building was completed in November 2003, after which the process to relocate the PCT Division began. For the new building project, engineering studies were carried out and project specifications were finalized. Based on the evaluation by the External Auditors and their recommendations, the Member States approved the revised project and budget in September 2002. The international Request for Proposals resulted in the award of a General Contractor agreement to a building consortium, and work began in November 2003.

Sub-program 18.1 – Premises Management

253. The premises plan covering the period 2000 to 2009, which was approved by the Member States in September 2002, was put into action. Leased premises were adapted to meet present and future needs of the Organization and leases were either acquired or terminated in conjunction with the opening of the ex-WMO building at the end of 2003.

OBJECTIVE : To provide overall management of WIPO premises and oversee the formulation and implementation of the premises plan.

Expected Result: *Effective management of premises.*

<u>Result(s) Achieved</u>	<u>Performance indicator</u>
Rigorous management of premises.	<p><i>Progress in the implementation of the building projects:</i></p> <ul style="list-style-type: none"> - The renovation and extension of the ex-WMO building was completed. The PCT started occupying the premises in November 2003; - The new construction project progressed. The contract for a general contractor was awarded, and on-site demolition and clearing work began.

Sub-program 18.2 – Office Space, Maintenance and Security

254. In 2002, additional offices and parking places in the *Casai* and *Giuseppe-Motta* buildings were leased, to respond to the growing needs of the Organization. As such, the ensemble of WIPO locations, owned or leased, offered some 1,560 working places. The growing need for archive space was met in 2002 and 2003, by leasing the storage depots *Sablères I* and *II* for PCT files, and at *Giuseppe-Motta* for the Finance Division. The spaces leased at *Casai* and *Giuseppe-Motta* were adapted to conform with WIPO's workplace and security standards, and the technical equipment at the *Sablères I et II* depots received upgrades.

255. The addition of the ex-WMO building offered some 450 supplementary working places, allowing for termination of contracts for the rental of office space in the *Sogival*, *IBM*, *Budé* buildings, and part of the UC building, including their depots and parking places. Most of these premises were scheduled to be vacated during the first half of 2004, apart from the UC building, which is expected to be totally vacated during the first trimester of 2005.

256. Several maintenance activities were pursued for existing premises, notably in refurbishing or replacing outdated systems or equipment, including: air conditioning for conference Rooms A and B; electrical boards in the AB building; and, the telephone system, including optimizing the number of antennas used to increase the penetration of mobile communications systems.

257. At the P&G building, various office transformations were undertaken, including the dismantling of the PCT '*compactus*' file storage units, due to internal restructuring and realignments for the PCT Processing Teams, and the creation of working spaces for the sorting of incoming mail, messages and official communications.

258. New contracts were signed at the beginning of 2002 for the cleaning of all WIPO buildings, as well as new insurance policies covering the buildings and their contents, following Requests for Proposals launched after revisions of the scope of the contractors'

responsibilities. At the beginning of 2003, a new contract for the maintenance of WIPO's exterior grounds was awarded, also following a revision of the terms of reference and a Request for Proposals.

259. The relocation of personnel into the newly leased premises of *Casai* and *Giuseppe-Motta* was completed on schedule. The PCT Processing Teams, created during the biennium and located in the P&G building, required a great number of office moves. Moving PCT personnel into the ex-WMO building began in November 2003, and was scheduled to be completed in February 2004.

260. At the *Chambésy* and *Sogival* premises, the fire detection and prevention systems were brought into compliance with existing norms. The emergency exits in GB I were made secure, and a security door was installed in the *Casai* building.

261. To reinforce the security and safety of WIPO personnel and properties, new strict security measures were put in place, including the establishment of an isolated zone for the scanning, opening and sorting of incoming mail, messages and official communications. Updated security standards for the guard service company entered into force with the signing of the new contract at the beginning of 2003. Security was reinforced for larger events, such as the WIPO Assemblies of Member States. In March 2003, the automated access management system, recently connected directly to the HRMD database, was put into service.

262. Staff courses regarding workplace safety continued with a series of First Aid courses, and other sessions on the proper use of fire extinguishers, along with evacuation exercises that were undertaken twice a year for each building.

OBJECTIVE: To provide office space, parking places and storage at the most reasonable cost, taking into account the actual growth of the Organization and the necessary flexibility.

Expected Results: *Timely and cost-effective provision of office space, parking, storage and meeting rooms.*

<u>Result(s) Achieved</u>	<u>Performance Indicators</u>
<p>Effective planning and management of WIPO buildings and leased properties.</p>	<p><i>Occupancy rate and number of reserve, frequency of relocation of the staff, number and proximity of rented premises, cost of renting space:</i></p> <ul style="list-style-type: none"> - Leases begun: <i>Casai</i> (65 working places and parking), <i>Giuseppe-Motta</i> (70 working places, 42 parking spaces, 163 m² of storage), 20 supplementary parking spaces at <i>Nations</i>, rental of the two <i>Sablères</i> depots (506 and 750 m²), and the <i>Colombettes</i> depot (80 m²); - Leases terminated: Notifications were sent in 2003, for termination of leases in 2004 at <i>Sogival</i>, IBM, UC (partially vacated) and <i>Budé</i>, as well as for the rest of UC in 2005; - Occupancy of premises: Approximately 95 per cent. The reserve remained at about 80 places out of some 1,560; - Office moves: Some 1,931 internal moves took place due to the regrouping of services following WIPO's continued expansion, principally in the buildings <i>Casai</i>, <i>Giuseppe-Motta</i>, <i>Budé</i>, P&G and CAM; - Ex-WMO building: About 120 PCT staff were relocated before the end of 2003, and relocations were expected to continue until the end of February 2004. <p>The leased premises comprised 10 different sites. The majority were situated around the WIPO Headquarters building, while several others were at a greater distance, such as the CAM building, <i>Chambésy</i> and <i>Casai</i>.</p> <p>Property leases and associated charges for the biennium 2002-2003 attained the amount of 33,805,200 Swiss francs.</p>

OBJECTIVE: To maintain and modernize the existing premises, facilities and equipment.

Expected Results: *Further improvement of the existing premises, facilities and equipment.*

<u>Result(s) Achieved</u>	<u>Performance Indicators</u>
<p>Adapting and equipping leased premises at <i>Casai, G.-Motta</i> and <i>Sablières</i>. Equipping of a conference room at <i>Casai</i>.</p> <p>Modernization and replacement of existing obsolete installations.</p> <p>New contractual terms of reference for the groundskeeping, office cleaning services, and insurance of WIPO properties and their contents.</p>	<p><i>Feedback from staff, participants in WIPO meetings and other users of the premises:</i></p> <p>Staff and delegates were generally satisfied with the proper functioning and comfort of work and meeting facilities.</p> <p><i>Operational cost of premises, facilities and equipment:</i></p> <p>In 2002 and 2003, the operating costs for premises, facilities and equipment amounted to 11,121,590 Swiss francs.</p>

OBJECTIVE: To enhance security at the existing premises.

Expected Results: *Enhanced security at premises owned or rented by WIPO.*

<u>Result(s) Achieved</u>	<u>Performance Indicators</u>
<p>Increased security at WIPO premises.</p> <p>Security installations were made compliant with applicable norms.</p> <p>New surveillance systems achieved at competitive price.</p>	<p><i>Number of incidents and cost for security measures:</i></p> <p>No major incidents were registered in 2002 and 2003.</p> <p>The cost of undertaken security measures and surveillance in 2002-2003 amounted to 5,299,500 Swiss francs.</p>

Sub-program 18.3 – Ex-WMO Building

263. The renovation, transformation and extension of the ex-WMO building, including its connection with the existing WIPO building GB I, was completed in November 2003. Associated work was undertaken, including: moving of the print shop from the P&G building; installation of the PCT-IMPACT information technology center; partitioning of offices walls to accommodate the needs of the PCT; and, relocating the cafeteria. Occupation by the PCT began in November 2003, in accordance with the expected timeline.

264. A controlled access system was installed to assure confidentiality of PCT data and the security of PCT personnel working in the ex-WMO building, and on certain floors in GB I and GB II. This system started to function concurrently with the office moves.

265. The general contractor's remaining work was accomplished in 2003. Finishing the medium-tension electrical supply assured sufficient electricity for the WIPO buildings. Other

work included bringing the GB I and GB II buildings into compliance with existing norms, and cleaning their rainwater evacuation systems.

OBJECTIVE: To provide additional WIPO-owned office and parking spaces by 2004 as integral part of the WIPO premises plan.

Expected Results: *Timely completion of renovation, extension and modernization work of the ex-WMO building.*

<u>Result(s) Achieved</u>	<u>Performance Indicators</u>
The renovated building was occupied, beginning in November 2003.	<p><i>Meeting established timelines and moving of staff in the renovated building in accordance with approved schedules:</i></p> <ul style="list-style-type: none"> - Renovation, transformation and extension accomplished in mid-2003; - The print shop was moved, the PCT-IMPACT center was installed and the partitioning of bureaus was finalized by November 2003; - Moving and furnishing of the new restaurant completed in December 2003.

Expected Results: *Cost-effective completion of work.*

<u>Result(s) Achieved</u>	<u>Performance Indicators</u>
Efficient cost management.	<p><i>Final cost for the renovation work compared with budgeted costs:</i></p> <ul style="list-style-type: none"> - The final cost for work on the ex-WMO project amounted to 59,095,000 Swiss francs in comparison with the approved budget of 59,000,000 Swiss francs (Special Reserve Fund). - The cost of modifications during the construction period and the supplementary fees amounted to 10,540,000 Swiss francs (Regular Budget).

Sub-program 18.4 – New Construction

266. The development of specifications for the new building was continued in 2002. In June 2002, the External Auditor submitted an evaluation report as requested by the Member States in 2001. The report confirmed the validity of cost projections for the construction, as calculated by the mandatory technical estimates at the time of the general estimate in March 2002, and made several recommendations. Based on these, the new construction project and its revised budget were approved by the Member States in September 2002. In that same month, the Cantonal authorities delivered the construction permit. Subsequently, the preparatory construction phase could begin. Upon completion of the international Request for Proposals, a consortium of general contractors was awarded the construction contract. Site work began in November 2003 with the clearing of land and demolition of the existing villas.

OBJECTIVE: To enable the provision of additional WIPO-owned office space, conference facilities and parking spaces by 2005 as integral part of the WIPO premises plan.

Expected Results: *Timely implementation of new construction project.*

<u>Result(s) Achieved</u>	<u>Performance Indicators</u>
Several modifications of the project in its initial phase have delayed occupancy of the new building until 2007.	<p><i>Meeting established timelines:</i></p> <ul style="list-style-type: none"> - General estimate by the engineering consultants established in March 2002; - Evaluation report and recommendations received from the External Auditor the in June 2002; - Approval of the budget of 190.5 million Swiss francs for the construction of the administrative building and the Conference room by the Member States in

<p>Activities began according to the revised project approved by Member States in September 2003 (document WO/PBC/7/2).</p>	<p>September 2002;</p> <ul style="list-style-type: none"> - Construction permit delivered by the Authorities in September 2002, followed by the authorization in 2003 for the transformation of space originally designated for supplementary storage into occasional parking for delegates; - Mailing of the international Request for Proposals to the general contractors shortlisted for the construction project, in February 2003; - The external project management contract was awarded to the selected company in May 2003; - The return of bids from the general contractor firms for the construction project were received in June 2003; - The analysis of general contractor bids by the selected project management company was undertaken in June and July 2003; - Selection of the general contractor for the construction based on technical and financial analysis reports, by a Jury composed of Member States in August 2003; - The approval of the implementation of the project and the transformation of storage space into supplementary parking, as established in the budget approved in 2002, was approved by the Member States in September 2003; - Following negotiations, a building consortium was awarded the contract, which was signed on October 27, 2003; - Work began on the site on November 2003.
<p><u>Expected Results:</u> <i>Cost-effective implementation of work.</i></p>	
<p><u>Result(s) Achieved</u></p> <p>Management and control of costs as per the budget approved by the Member States.</p>	<p><u>Performance Indicators</u></p> <p><i>Cost for new construction compared with budgeted costs:</i></p> <p>The offers allowed the award of the general contractor's contract at a price sufficiently below the established budget costs. As a result of this, the realization of the storage/supplemental parking was included in the overall budget as approved by the Member States.</p> <p>Payments effected during the biennium 2002-2003 reached 11,424,000 Swiss francs, against the budgeted expenditures of 52,338,000 Swiss francs.</p>
<p>Total expenditure for Main Program 18 in the 2002-2003 biennium: Sfr102,818,000.-</p>	

IV. CONCLUSION

267. The information contained in this Report demonstrates, in a transparent and objective manner, the efforts undertaken by the Secretariat to achieve the objectives and expected results foreseen in the Program and Budget for the 2002-2003 biennium, in spite of the budgetary and financial constraints experienced during that biennium.

268. *The Assemblies of the Member States of WIPO are invited to review and approve the contents of this document.*

[Annexes follow]

ANNEX I

ACRONYMS USED IN THE PRESENT DOCUMENT

ACE	Advisory Committee on Enforcement
ADR	Alternative dispute resolution
AIMS	Administration Integrated Management System
ASEAN	Association of Southeast Asian Nations
ATRIP	International Association for the Advancement of Teaching and Research in Intellectual Property
BETS	Budget Expenditure Tracking System
CASPIA	Computer Assisted System for the Processing of International Applications
CASPRO	Computer-Assisted System for the Processing of International Applications as Receiving Office
CBD	Convention on Biological Diversity
CCL	Caribbean Copyright Link
ccTLD	Country code top-level domains
CEI	Central European Initiative
CIS	Commonwealth of Independent States
CISAC	International Confederation of Societies of Authors and Composers
CLAIMS	Classification Automated Information System
CLEA	Collection of Laws for Electronic Access
CME	Consultation Meeting on Enforcement
COR	Communication on Request
DAC	Development Assistance Committee
DMAPS	Design Madrid Agreement and Protocol System
DNA	Deoxyribonucleic Acid

DNS	Domain Name System
DVD	Digital Versatile Disc
EAPO	Eurasian Patent Organization
EC	European Commission
ECLAC	Economic Commission for Latin America and the Caribbean
ECOSOC	Economic and Social Council of the United Nations
EDMS	Electronic Document Management System
EPO	European Patent Office
EU	European Union
FAO	Food and Agriculture Organization
FAQs	Frequently Asked Questions
FCBC	<i>Fondo Cubano de Bienes Culturales</i>
FINAUT	Financial Operations System
FOCUS	Failsafe Organization-wide Customer-oriented Upgradeable IT system
FTP	File Transfer Protocol
gTLD	Generic top-level domains
IAC	Industry Advisory Commission
IB	International Bureau
IBIS	IPC Information System <i>bis</i>
ICANN	Internet Corporation for Assigned Names and Numbers
ICC	International Computing Centre of the United Nations system
IFRRO	International Federation of Reproduction Rights Organisations
IGC	Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore

IGO	Intergovernmental Organization
ILO	International Labor Organization
IMPACT	Information Management for the Patent Cooperation Treaty
INTERPOL	International Criminal Police Organization
IP	Intellectual Property
IPA	Interparliamentary Assembly of CIS Member States
IPC	International Patent Classification
IPDL	Intellectual Property Digital Library
IPER	International Preliminary Examination Report
IPO	Intellectual Property Office (variant: Industrial Property Office)
IPRs	Intellectual Property Rights
IPS	International Patent System
IT	Information Technology
ITC	International Trade Center
ITU	International Telecommunications Union
LDCs	Least Developed Countries
MAPS	Madrid Agreement and Protocol System
MERCOSUR	Mercado Común del Sur
NFAP	Nationally-Focused Action Plan
NGO	Non-Governmental Organization
OAPI	African Intellectual Property Organization
OECD	Organization for Economic Development and Cooperation
OEPM	Spanish Patent and Trademark Office
OHIM	Office for Harmonization in the Internal Market

PAC	Policy Advisory Commission
PCT	Patent Cooperation Treaty
PCT-EASY	PCT Electronic Application System
PCT-SAFE	PCT Secure Applications Filed Electronically
PLT	Patent Law Treaty
PRIM	Professional Information Meeting
PT	Processing Team
R&D	Research & Design
RFAP	Regionally-Focused Action Plan
RO	Receiving Office
SAARC	South Asian Association for Regional Cooperation
SCCR	Standing Committee on Copyright and Related Rights
SCIT	Standing Committee on Information Technologies
SCP	Standing Committee on the Law of Patents
SCT	Standing Committee on the Law of Trademarks, Industrial Designs and Geographical Indications
SGAE	<i>Sociedad General de Autores y Editores</i>
SGS	<i>Sistema de Gestión de Sociedades</i>
SME	Small and medium-sized enterprise
SMI	Small and medium-sized industry
SMT	Senior Management Team
SOPAC	South Pacific and Asian Countries
SPLT	draft Substantive Patent Law Treaty
TCE	Traditional Cultural Expressions

TK	Traditional Knowledge
TLT	Trademark Law Treaty
TRIPS Agreement	Agreement on Trade-Related Aspects of Intellectual Property Rights
UDRP	Uniform Domain Name Dispute Resolution Policy
UNCTAD	United Nations Conference on Trade and Development
UNDP	United Nations Development Programme
UNECA	United Nations Economic Commission of Africa
UNECE	United Nations Economic Commission for Europe
UNEP	United Nations Environment Programme
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNHCHR	United Nations High Commission for Human Rights
UN ICT	United Nations Information, Communication Technologies
UNIDO	United Nations Industrial Development Organization
UNISA	University of South Africa
UNITAR	United Nations Institute for Training and Research
UPOV	Union for the Protection of the New Varieties of Plants
URL	Uniform Resource Locator
USPTO	United States Patent and Trademark Office
VPN	Virtual Private Network
WCO	World Customs Organization
WCT	WIPO Copyright Treaty

WHO	World Health Organization
WIPONET	WIPO Global Information Network
WMO	World Meteorological Organization
WPPT	WIPO Performances and Phonograms Treaty
WTO	World Trade Organization
WWA	WIPO Worldwide Academy

[Annex II follows]

ANNEX II

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