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PROGRAM PERFORMANCE REPORT FOR 2002

Document prepared by the Secretariat

I. INTRODUCTION

1. This document (hereinafter the "Report"), represents the mid -biennium program performance report for WIPO covering the year 2002, prepared within WIPO's results -based programming and budgeting framework.
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 Member States at the WIPO Assemblies in September 2001, which establish the basis for the work of the Organization in the 2002-2003 biennium.
3. The Report presents the progress made by WIPO during the year 2002 towards the achievement of the biennial objectives and expected results. It is structured by reporting on each of the Main Programs 02 through 18 sequentially, with the 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*. Certain improvements in the overall presentation have been introduced to further facilitate Member States' reading of the Report, including in Part II which summarizes the progress made in 2002 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 2002 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 represent 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 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 toward 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 2002, mid-way into the biennium, are summarized below within each of the WIPO 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.

CREATION OF AN IP CULTURE

8. 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 in 2002.

9. 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.

10. For the second year, WIPO organized and promoted the World Intellectual Property Day on April 26. Some 67 countries and nine international and regional organizations informed WIPO of the activities planned to commemorate the event.

11. 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 wider 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.

12. 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.

13. In pursuing the demystification of intellectual property, efforts in 2002 focused on refining and expanding the reach of the WIPO web site. One of the most significant deliverables was the introduction of the Chinese-language version of the web site, making 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

14. 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.

15. In 2002, 54 instruments of accession to, or ratification of, treaties were deposited with the Director General of WIPO.

16. 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

17. 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.

18. The 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. Results of the IGC meeting in December 2002 included:

- Consideration of national experiences with the legal protection of expressions of folklore, and decision to revert back to the issues of legislative guidance in the form of model provisions and elements of a possible international *suigeneris* system for the protection of folklore at the next session of the IGC;
- Support for further work on an IP Management Toolkit for documentation of TK;
- Commissioning of a composite study incorporating approaches to definition of TK, national experiences in TK protection and analysis of elements of a *suigeneris* system for protection of TK for consideration at the next session of the IGC;
- Initiation of a technical study on patent disclosure requirements relating to genetic resources and associated TK;
- Progress towards a searchable electronic database on contractual practices concerning IP and access to genetic resources and benefit-sharing.

E-commerce

19. 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 provides a status report on the WIPO Digital Agenda.

Enforcement

20. Member States decided at the WIPO General Assemblies, September 2002, 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 will be technical assistance and coordination and should focus on broad-based cooperation with relevant organizations, as well as with the private sector. It will also undertake public education initiatives, as well as national and regional technical assistance programs.

Classification

21. In 2002, 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, bringing the total number of Contracting States to 69.

22. In 2002, Kazakhstan adhered to the Locarno Agreement Establishing an International Classification for Industrial Designs, bringing the total number of Contracting States to 41.

23. In 2002, the Democratic Peoples Republic of Korea, Kazakhstan, Slovenia and Uzbekistan adhered to the Strasbourg Agreement Concerning the International Patent Classification bringing the total number of Contracting States to 52.

(a) Global Protection Systems and Services

Patents

24. In 2002, Nicaragua, Saint Vincent and the Grenadines and the Seychelles adhered to the Patent Cooperation Treaty (PCT), bringing the total number of Contracting States to 118.

25. For the second consecutive year, the number of international applications received by WIPO under the PCT exceeded the 100,000 mark in a single year. About 114,000 applications were filed worldwide under the PCT in 2002, representing a 10 per cent increase compared to 2001. The number of applications received from developing countries increased by nearly 700 per cent from 1997 to 2002.

26. At its annual session, September 2002, the Assembly of the PCT Union adopted a number of measures designed to further streamline and simplify the filings 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.

Trademarks

27. In 2002, Belarus and the former Yugoslav Republic of Macedonia adhered to the Madrid Protocol, bringing the total number of Contracting Parties to 56, and the total membership of the Madrid System to 70.
28. In 2002, WIPO registered 22,236 trademarks under the Madrid System for the International Registration of Marks, a decrease of 7.2 per cent compared to 2001, attributable to the global economic slowdown.
29. 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.

Appellations of Origin

30. 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. One new appellation of origin was registered during the period under review, bringing the overall number of internationally registered appellations of origin to 844.

Industrial Designs

31. In 2002, Estonia, Slovenia, Switzerland and Ukraine adhered to the 1999 Geneva Act of the Hague Agreement Concerning the International Registration of Industrial Designs bringing the total number of Contracting Parties to seven. The Act will enter into force three months after six states have deposited their instruments of ratification or accession with the condition that three of those states fulfill at least one of the following conditions: (i) at least 3,000 applications for the protection of industrial designs have been filed in or for the state concerned, or (ii) at least 1,000 applications for the protection of industrial designs were filed in or for the state concerned by residents of states other than that state.
32. The number of industrial designs for which protection was sought under the Hague System for the International Deposit of Industrial Designs remained steady in 2002 with the registration of 20,705 designs. 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.

Domain Names

33. The WIPO Arbitration and Mediation Centers 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. In particular, an increasing number of large and established country code top -level domains (ccT LDs) retained the WIPO Arbitration and Mediation Center as dispute resolution provider.

34. 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.

(b) Development of International IPLaws

35. In 2002, Djibouti and Seychelles, adhered to the Paris Convention for the Protection of Industrial Property, bringing the total number of Contracting States to 164.

Patent Law

36. In 2002, Kyrgyzstan, Nigeria, Slovakia and Slovenia adhered to the Patent Law Treaty bringing the total number of Contracting States to five. 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.

37. At its eighth session, November 2002, the Standing Committee on the Law of Patents (SCP) considered revised provisions of the draft Substantive Patent Law Treaty (SPLT). The SCP made further progress towards a common understanding on several issues arising from differences that exist among patent systems. While agreement in principle was achieved on a number of draft provisions, the discussions on other provisions, such as those relating to the grace period and the scope of patentable subject matter, were postponed. It was also decided to include proposals relating to the protection of public health, genetic resources, traditional knowledge and a number of other policy issues, in the draft Treaty, on the understanding that substantive discussion of these provisions would be postponed.

38. 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. It was reiterated by the decision of the Assembly that the Secretariat prepare a comprehensive study on the impact of the international patent agenda on developing countries, which should be carried out “as a matter of urgency.” The Director General expressed his commitment to that study being undertaken. The WIPO General Assembly, the Paris Union Assembly and the PCT Union Assembly noted the contents of document A/37/6 and decided to keep the WIPO Patent Agenda issue on the Agenda for discussion at their next session in 2003.

39. In 2002, the former Yugoslav Republic of Macedonia and Kazakhstan adhered to the Budapest Treaty on the International Recognition of the Deposit of Microorganisms, bringing the total number of Contracting States to 55.

Trademark Law

40. In 2002, Kazakhstan, Kyrgyzstan and Slovenia adhered to the Trademark Law Treaty (TLT), bringing the total number of Contracting States to 29.

41. Member States attending the WIPO Standing Committee of the Law of Trademarks, Geographical Indications and Industrial Designs (SCT), May 2002, and November 2002, underlined the importance of a further simplification and streamlining of procedures concerning formal requirements for the registration of trademarks and other related procedures such as the provisions regarding the electronic filing of communications with intellectual property offices (IPOs), and made the revision of the TLT a priority. Member States agreed to survey existing national practices with a view to promoting the convergence of international trademark law practices and to fostering a common approach to the examination of trademark applications. In relation to geographical indications, the SCT requested the preparation by the WIPO Secretariat of a study to provide members with a general overview of issues being considered within different systems of protection. The study is designed to constitute a basis for discussion to promote better understanding of the definition in a more concrete way and to provide information, especially for those members in the process of establishing their own systems. The SCT also touched on the issue of industrial designs, including the interface between the protection of industrial designs and three-dimensional marks and agreed to carry discussion of this matter over to its next session in 2003.

Copyright

42. In 2002, Djibouti adhered to the Berne Convention for the Protection of Literary and Artistic Works, bringing the total number of Contracting States to 149.

43. In 2002, Kyrgyzstan adhered to the Geneva Convention for the Protection of Producers of Phonograms Against Unauthorized Duplication of Their Phonograms bringing the total number of Contracting States to 69.

44. In 2002, Israel, Portugal and Ukraine adhered to the Rome Convention for the Protection of Performers, Producers of Phonograms and Broadcasting Organizations, bringing the total number of Contracting States to 71.

45. In 2002, Guatemala, Guinea, Honduras, Jamaica, Mali, Mongolia, Nicaragua, the Philippines and Senegal adhered to the WIPO Copyright Treaty (WCT) bringing the total number of Contracting States to 39. The WCT entered into force on March 6, 2002.

46. In 2002, Guatemala, Guinea, Honduras, Jamaica, Japan, Kyrgyzstan, Mongolia, Nicaragua, Peru, Philippines and Senegal adhered to the WIPO Performances and Phonograms Treaty (WPPT) bringing the total number of Contracting States to 39. The WPPT entered into force on May 20, 2002.

47. The entering into force of the "Internet treaties", namely 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, opening new horizons for composers, artists, writers and others to use the Internet with confidence to create, distribute and control the use of their works within the digital environment.

48. Member States moved close to agreement on the nature of the rights to be granted to broadcasting organizations at the Standing Committee on Copyright and Related Rights (SCCR), November 2002. The Committee generally agreed on the need to fully clarify the scope of protection before granting specific rights to the various stakeholders as well as on the need to balance stakeholder interest with those of the general public. A working document "Terms and Concepts" associated with the question of protection of the rights of broadcasting organizations was presented to the Committee to explain and clarify the many associated technical and legal issues. The Committee also agreed to continue to examine the protection of non-original databases at its future sessions. The future program of the SCCR was significantly broadened after the Committee's first round of discussion took place in November on new issues of topical interests such as: the responsibility of Internet service providers, applicable law in respect of international infringements, voluntary copyright recordation systems, reseller rights, ownership and authorization to use multimedia products, technological measures of protection and limitations and exceptions, economies of copyright, collective management of copyright and related rights, and copyright protection of folklore.

Domain Names

49. 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).

(c) Cooperation for Development

50. In 2002, 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 2002, an increased number of developing countries began to introduce proactive IP policy and strategy formulation to stimulate local innovation, indigenous technology development and the creation and use of IP assets. Likewise, several activities undertaken in 2002 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.

51. The promotion of the PCT, Madrid and The Hague Systems in developing countries, resulted in 2002 in three developing countries adhering to the PCT, two countries in transition adhering to the Madrid Protocol, and three countries in transition adhering to the Geneva Act of the Hague Agreement.

52. 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 powerful tool for economic growth.

53. The development of human resources in developing countries, for the effective implementation and use of the intellectual property system continued through the WIPO Worldwide Academy. The number of participants in the on-line General Course on IP continued to expand with an increase of 40 per cent compared to the previous year. The Professional Training Program witnessed a slight increase in 2002 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.

54. Assisting least developed countries (LDCs), including under the Joint Initiative launched by the Directors General of WIPO and the World Trade Organization (WTO) in 2001, in particular with regard to the development of policies to effectively implement and use the intellectual property system to meet their development objectives, became increasingly urgent given the 2006 deadline for their general compliance with the TRIPS Agreement. In 2002, 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 (WIPO NET); 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.

55. 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

Human Resources

56. WIPO staff recruitment procedures continued to be streamlined in 2002. Various measures were taken to improve staff working conditions, including through the creation of a mediator function to provide the services of an ombudsman.

57. The gradual deployment of the PCT Processing Teams (PTs) continued, with more than half of the envisaged PTs in place at the end of 2002. 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

58. 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. Significant progress was made on the renovation and extension of the existing WIPO building.

Information Technology (IT)

59. The existing WIPO IT infrastructure was further enhanced and rationalized by the successful completion of the Fail-safe 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.

60. By the end of 2002, the WIPONET KIT had successfully been deployed to 52 IPOs with 520 registered users already using the expanded services offered on the network, including data transfer for the Intellectual Property Digital Library (IPDL) and PCT Secure Applications Filed Electronically (PCT -SAFE) activities.

61. With regard to WIPO's efforts to automate PCT processes, the IMPACT project successfully delivered, in 2002, its Systematic Communication Request (COR) services, the purpose of which is to enable IPOs to receive copies of pamphlets in electronic form. By the end of 2002, four IPOs had planned to receive their pamphlets on electronic media (DVD) and a further three IPOs where in a period of transition from paper to CD/DVD.

62. 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 pilot project, the PCT received its first electronic filed application later that month.

63. The Administration Integrated Management System (AIMS) project, designed to replace WIPO's aging finances system with an integrated budget and finance management system, made significant progress in 2002 and remained on track to start deployment towards the end of 2003.

Governance Structure

64. 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. These changes include the abolition of the WIPO Conference and the formal adoption of a Unitary Contribution System and Changes in Contribution Classes to reflect the current practice which more equitably takes into account the different economic circumstances of WIPO Member States. The relevant WIPO -administered treaties will also be amended to make provision for holding ordinary sessions of the Assemblies of the Union on an annual rather than a biennial basis.

III. MID-BIENNIUM PERFORMANCE REPORT, BY MAIN PROGRAM

MAIN PROGRAM 02 - Direction and Executive Management

65. Policy advice, administrative support and other specific services relating to the internal and external functioning of the Organization were provided to the Director General by his Senior Management Team (SMT) through the coordination of the Office of the Director General.

Sub-program 02.1 - Office of the Director General

OBJECTIVE: To provide administrative support to the Director General

66. The Office of the Director General provided the immediate front -office support required by the Director General on a day -to-day basis. Extensive coordination took place 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, and the Internal Audit and Oversight Division (IAOD). The Office of the Director General ensured that the Director General received timely and substantive assistance 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, as well as 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 Senior Management Team meetings and decisions.

67. In 2002, the Director General undertook 12 foreign missions and received 262 visits from representatives of Member States, including Heads of State or Government, Ministers, Ambassadors, and Heads of international and national organizations.

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.

68. In the course of 2002, WIPO's external relations with Member States and national and international organizations continued to grow in scope and intensity, through a range of activities which helped to establish new contacts and to enhance existing relationships. This assisted the Organization in the successful implementation of many of its policies and programs with due attention paid to the avoidance of duplication and overlap.

69. 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 in a substantial manner 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, to provide the services of an ombudsman.

70. The day-to-day administration of inter-agency affairs included the receipt of approximately 450 items of correspondence, and some 60 official documents and publications per week from international organizations, including the United Nations Departments and Specialized Agencies, ECOSOC, and the WTO which were analyzed, processed and redistributed, as appropriate, to relevant sectors within the Secretariat. About 80 corresponding replies were prepared, including contributions to reports and responses to queries and policy statements. Some 60 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.

71. WIPO attendance at the most significant high level international gatherings in 2002, such as the World Summit on Sustainable Development and the Monterrey International Conference on Financing for Development, enhanced the visibility of the Organization. WIPO successfully contributed to increased awareness of the intellectual property system among governments, organizations and professional bodies, and to facilitate enhanced system comprehension of intellectual property issues through the participation in meetings with, *inter alia*, ECOSOC, FAO, ILO, ITU, UNCTAD, UNDP, UNESCO, UNHCHR, UPOV, WHO, and WTO, sessions of the UNICTT Task Force 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 HLCM and HLCP.

72. Cooperation between WIPO and WTO continued on all levels of the two Secretariats. It was highlighted by the visit of the newly-appointed Director General of WTO to the Director General of WIPO, on which occasion the importance of the collaboration between the two Organizations was confirmed. As foreseen in the Joint Initiative launched by the Directors General of the two Organizations in 2001, two workshops were organized for LDCs on the implementation of the TRIPS Agreement and current issues concerning intellectual property. The first workshop was held in April in 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. In addition, a joint WIPO-WTO regional conference was held in Qatar for Arab States in April, particularly to discuss the intellectual property issues contained in the Doha Declaration. During 2002, WIPO followed closely the Doha Development Agenda negotiations, as well as the regular proceedings in various WTO bodies including the General Council, TRIPS Council, 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.

73. 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 was prepared, and circulated to the membership of the Commission. A representative of the Task Force delivered a report on the PAC to the WIPO Assemblies in September 2002.

Sub-program 02.3 - Internal Oversight

74. The Program Performance Report for the biennium 2000 - 2001 (document A/37/3) was approved by Member States at the WIPO Assemblies in September 2002. The report highlighted, in particular, some of the most important achievements within WIPO's key strategic directions.

75. Further endeavors were made to consolidate the use of evaluation concepts and tools within the Organization. The increased use by program managers of results frameworks in the planning phases showed their greater awareness of, and reliance on, the result-oriented approach. An independent internal evaluation of a major program was conducted for the executive management of WIPO.

76. A number of internal audits were performed in 2002, aimed at ensuring compliance with WIPO's regulations, rules and procedures, the adequacy of internal controls and the economy and efficiency of operations. A draft Internal Audit Charter was prepared, for internal review, on the basis of the revised Standards for the Professional Practice of Internal Auditing issued by the Institute of Internal Auditors, which were adopted by their internal audit representatives of UN system organizations in June 2002.

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

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

OBJECTIVES: ToreinforceprogramplanningandimplementationintheOrganization.

Toenhancethecoherence,relevanceandeffectivenessoftheOrganization's activitiesinrelationtotheirobjectives.

ExpectedResult : *Systematicmonitoringandevaluationofprogramperformance.*

<u>Result(s)Achieved</u>	<u>PerformanceIndicator(s)</u>
Enhancedmonitoringandevaluationof programs.	<p><i>Wideruseofthesysteminplacefortheregularandsystematicassessmentofresults</i> :</p> <p>Programmanagersincreasinglyusedmonitoringandevaluationtoolsand methodologies.</p> <p>AninternalindependentevaluationofamajorWIPOprogramwascarriedout.</p> <p>ExchangeofinformationandexperiencewithUNagenciesandotherinternational organizationsattheAnnualMeetingoftheUNInteragencyWorkingGroup on Evaluation(IAWG),inVienna(June),andtheConferenceoftheEuropeanEvaluation Society(EES),inSevilla(October).</p>

ExpectedResult : *Continueduseofperformanceindicatorstomeasureachievementsinrelationtoobjectives.*

<u>Result(s)Achieved</u>	<u>PerformanceIndicator(s)</u>
Increaseduseby programmanagersof resultsframeworksin theplanningand assessmentof performanceof activities.	<p><i>Periodicfeedbackfromprogrammanagersontheuseofperformancemeasurement asamanagementtoolandoncorrectiveactiontaken,asappropriate:</i></p> <p>SubmissionsbyProgramManagersofinputsforthe2000-2001ProgramPerformance Reportshowedanaccruedandmoresystematicapplicationofperformance measurementtools.</p>

OBJECTIVE: ToensureaccountabilityandefficientuseofresourcesintheOrganization'soperations,systems andprocedures,andtosafeguardassets.

ExpectedResult : *CompliancewithWIPO'sregulations,rulesandprocedures.*

<u>Result(s)Achieved</u>	<u>PerformanceIndicator(s)</u>
Administrativeand financialoperations continuedtobeexecuted incompliancewith WIPO'sregulations, rulesandprocedures.	<p><i>AdequateReportsandopinionbytheExternalAuditors:</i></p> <p>In2002,theExternalAuditorsgaveafavorableopiniononthe2000-2001accountsof theOrganization.</p>

ExpectedResult : *Improvementofadministrativeandmanagementprocedures.*

<u>Result(s)Achieved</u>	<u>PerformanceIndicator(s)</u>
Contributiontothe improvementof administrativeand managementprocedures, throughregular interactionwithother sectorswithin the Organization.	<p><i>Numberofofficeinstructionsaimedatimprovingprocedures:</i></p> <p>Over10officeinstructionsandothercommunicationsissuedbytheSecretariat dealingwiththeimprovementofprocedures.</p> <p>ExchangeofinformationandexperiencewithUNagenciesandotherinternational organizationsatthe3rdConferenceofInternationalInvestigators,inWashington (March),andthe33rdMeetingofRepresentativesofInternalAuditServices(RIAS), inNew York(June).</p>

TotalexpenditureforMainProgram02in2002:

Sfr5,915,000.-

MAINPROGRAM03 - LegalCounsel

79. Growing recognition of the importance of intellectual property rights was reflected in 2002 by a wave of 54 new adherences to WIPO administered treaties, of which 54 per cent came from developing countries, 42 per cent from countries in transition, and four per cent from developed countries.

80. Among the significant developments in 2002 were 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 the adoption by the WIPO Assemblies, in September 2002, of the three recommendations of the Working Group on Constitutional Reform, namely: the abolition of the WIPO Conference; in respect of the unitary contribution system and the changes in contribution classes, the formalization in the treaties of what was already in practice; and, a change in the periodicity of the ordinary sessions of the WIPO General Assembly and the Assemblies of the Unions, from once every two years to once every year. Another significant decision of the Assemblies, in September 2002, was the acceptance of the recommendation that the deliberations of the Assemblies of Member States should also be open to national, and not only international, non-governmental organizations, as observers.

81. The Office of Legal and Organization Affairs effectively managed with the increase in the number, and the variety of, the legal issues in the work of the Organization and ensured the efficient performance of the Organization's depositary functions, including internal legal review and advice with respect to a considerable number of contracts with external entities, valued at over 160 million Swiss francs, ensuring prudent use of resources with the appropriate legal protection of the Organization.

82. Particularly relevant in 2002 was the establishment of the Contract Review Committee, comprised of members of senior management, designed to oversee that proposed contracts were concluded in the best substantive interests of the Organization.

OBJECTIVE: 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 wider range of legal issues relating to the work of the Organization.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Services continued to be delivered promptly and efficiently, in spite of the net increase in the workload of the Office.	<p><i>Number and nature of requests received for advice and number and timeliness of responses prepared:</i></p> <p>Over 100 requests for authorization to reprint WIPO material were received, and legal advice was provided to staff members, Legal Counsel of the UN system and private and public entities on the use of the Organization's name, acronym and logo, and on the establishment of external hyperlinks to WIPO's web site.</p> <p>A formal legal opinion was delivered to representatives of the Member States pursuant to a decision of the General Assembly with respect to the legal status of the project for the new construction.</p> <p>Responded to over 200 requests for information on numerous issues such as the status</p>

	<p>of countries and territories, UN resolutions and the status of accessions and ratifications to the Treaties administered by WIPO.</p> <p><i>Number of notifications of adherence and other treaty actions handled:</i></p> <p>Received and processed 54 instruments of ratification and accession, issued 63 notifications of treaty actions (adherences, declarations, special territories), prepared 24 certified copies of treaties, and 10 model instruments of accession.</p>
<p><u>Expected Result :</u></p>	<p><i>Contracts entered into by the Organization are compliant with internal regulations and applicable law.</i></p>
<p><u>Result(s) Achieved</u></p> <p>Project contracts were successfully negotiated, allowing major initiatives to proceed consistently with principles of good governance, accountability and transparency.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Number and nature of legal problems concerning the interpretation and application of the contracts :</i></p> <p>Reviewed and provided advice on over 150 contracts valued in excess of 160 million Swiss francs with a view to ensuring contracts were in the best legal interests of the Organization and to minimizing the occurrence of legal claims. Work in the area of contract review included construction, information technology, commercial leases (Washington and Brussels offices), human resources related issues, banking and financial contracts, airlines.</p>
<p><u>Expected Result :</u></p>	<p><i>Adequate response to legal claims against and by the Organization.</i></p>
<p><u>Result(s) Achieved</u></p> <p>In spite of a number of significant construction and IT projects being undertaken, no major legal claim by external parties was made in 2002.</p> <p>Potential staff conflicts were resolved and prevented through negotiation and legal advice without resort to external appeal mechanisms.</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>Over 420 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, only two cases were brought before the WIPO Internal Appeal Board, and no new case was appealed to the ILO Administrative Tribunal.</p>
<p><u>Expected Result :</u></p>	<p><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 the WIPO web sites, notwithstanding the very extensive use of the WIPO 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>

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.

Expected Result: *Simpler and improved governance structure of the Organization.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>The Assemblies of Member States of WIPO adopted the three recommendations of the Working Group on Constitutional Reform as well as a number of other proposals relating to the meetings of WIPO's Assemblies, including principles applicable in extending invitation to national NGOs, as observers, to the meetings of the Assemblies.</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>Recommendations adopted:</p> <ul style="list-style-type: none"> - The abolition of the WIPO Conference; - In respect of the unitary contributions system and the changes in contribution classes, the formalization in the treaties of what was already in practice; - 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 every year.

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>Timely responses given to requests for information sent to treaties.mail@wipo.int.</p> <p>In respect of the treaty database, no progress was made due to an increased demand for other services in the Office of the Legal Counsel.</p>	<p><i>Number of consultations of the treaty database:</i></p> <p>At the end of 2002 there were over 3,000 subscribers to the treaties mailing list.</p>

TotalexpitureforMainProgram03in2002:

Sfr2,151,000.-

MAINPROGRAM04 - Planning, Budgeting and Control 1

83. The aim of this Main Program is to assist the Director General and program managers in enhancing internal coordination, readjustment and realignment of activities to the vision and strategy of WIPO, as well as to ensure the proper earmarking and control of financial resources. Due to recent significant changes in the way intellectual property is perceived, WIPO reviewed its policy on a number of emerging issues, in consultation with Member States and other relevant stakeholders. One of the recent challenges facing WIPO consisted of exploring various measures suited to different countries, particularly in the developing world, which could empower creators, entrepreneurs, inventors and other contributors to the knowledge economy to effectively use intellectual property systems.

84. In addition to controlling compliance with the existing Financial Rules and Regulations, additional emphasis was given to examine the relationship between a proposed activity and the approved Program and Budget. Financial control was also strengthened with the establishment of the WIPO Contract Review Committee. Furthermore, support was provided for the initiation of the AIMS project and Task Force.

Sub-Program 04.1 - Strategic Planning and Policy Development

85. The assistance and support provided to the Director General during the period under review consisted, *inter alia*, of servicing the Constituent Organs of the Member States, providing advice to the Office of the Director General ensuring coordination and effective implementation of program-related activities, as well as enhancing internal communication through weekly Professional Information Meetings (PRIMs). Other activities included the formulation of policies and preparation of strategic plans, facilitated through Senior Management Team (SMT) meetings, and enhancement of cross-sectoral cooperation in implementing certain complex activities. Special projects were also undertaken to study emerging issues, and analyze the feasibility and implications of possible new activities. For example, considerable preparatory work was undertaken to explore intellectual property asset management in relation to national intellectual property policies and strategies.

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. Solid basis prepared for further refocus and realignment of programs.	<p><i>Number and nature of activities resulting from the policy planning and program coordination:</i></p> <ul style="list-style-type: none"> - Seven SMT meetings; - Approximately 30 PRIMs; - 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; - 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; - A pilot project to reflect the concept of intellectual property assets management in the preparation of national IP strategies resulted in a prototype internal database of empirical data.

Sub-Program 04.2 - Program Budget and Financial Control

86. In 2002, activities related to program budget and financial control and focused on: financial control through the certification of commitments to incur obligations; establishment of the Contract Review Committee; refinement of the allotment system introduced in the 2000-2001 biennium, providing program managers with allotment advice; monitoring work plans system; preparation of a revised budget for the new construction; contribution to the preparation of the Financial Management Report 2000 -2001; continued support toward

the development of the AIMS; preparation of allotment advice for 2003; and, initial preparation of the draft Program and Budget 2004 -2005.

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>
Timely preparation of a budgetary document on then ew construction. Contribution to the Financial Management Report 2000 -2001 covering WIPO and UPOV.	<p><i>Approval by Member States of high quality, result -based budgetary document:</i></p> <p>Approval by Member States of the modified proposal on the new construction as refined through the implementation of the recommendations made in the external evaluation report by the Federal Audit Office of the Swiss Confederation.¹</p> <p>Preparation of contributions to the Financial Management Report 2000 -2001, prepared by the Finance Department. For the first time, the Report included an explanation on budget variations by program, following recommendations by Member States at the Program and Budget Committee meeting in April 2001.</p>

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

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
The delivery rate in 2002 was over 98 per cent of the allotment advice. Increased use by program managers of allotment advice and expenditure reports.	<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.</p> <p><i>Increased use by program managers of monitoring tools:</i></p> <p>The allotments system was further developed to provide advice and updated budget authority to program managers in a transparent manner. The fully implemented system complemented the work plan arrangement, which was implemented with the initiation, support and review of the work plan exercise for 2002, as well as with the start of the exercise for 2003.</p>

Expected Result: *Financial control exercised in compliance with Financial Rules and Regulations and other relevant policies and directives.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
2000-2001 accounts fully in compliance with the Financial Rules and Regulations. Actual annual expenditures for 2002 were held within approved allotments.	<p><i>Report and opinion of the External Auditor on the financial statements of WIPO:</i></p> <p>In 2002, the External Auditors gave a favorable opinion on the 2000 -2001 accounts of the Organization.</p> <p>Some 10,000 financial commitments were scrutinized and certified during 2002.</p>

Total expenditure for Main Program 04 in 2002:

Sfr 3,409,000.-

¹ A/37/2 "Revised Project Budget for the New Construction and Revised Program and Budget for 2002 -2003"; A/37/9 "Report of the Fifth Session of the Program and Budget Committee"; A/37/14 "General Report: adopted by the Assemblies".

MAINPROGRAM05 - DevelopmentofIndustrialPropertyLaw

87. Major achievements in 2002 in the area of patent law included the active promotion of the Patent Law Treaty (PLT) on patent formalities, which contributed to the ratification or accession of four States (Kyrgyzstan, Nigeria, Slovakia and Slovenia) to the PLT. Likewise, the promotion of awareness of the benefits of adherence to and effective implementation of WIPO-administered treaties or the Joint Recommendations in the area of the law of trademarks, industrial designs and geographical indications, resulted in an increase in the membership of the Paris Convention and the Trademark Law Treaty: two States joined the Paris Convention (Djibouti and Seychelles), one State, member of the Paris Union, became party to the Stockholm Act of the Paris Convention (Syrian Arab Republic) and three States joined the Trademark Law Treaty (Kazakhstan, Kyrgyzstan and Slovenia).

88. In addition, work progressed in the Standing Committee on the Law of Patents (SCP), and focused on the discussion of draft provisions on the harmonization of substantive patent law. Progress was also made in the work of the Standing Committee on the Law of Trademarks, Industrial Designs and Geographical Indications (SCT), where the aim is to achieve substantive harmonization of trademark law and a revision of the Trademark Law Treaty (TLT).

Sub-program05.1 -LawofPatents

89. Significant advance towards achieving greater awareness of the importance and benefits of harmonizing patent law was made in 2002. The SCP, which held two sessions in 2002, pursued its examination of draft provisions for the harmonization of substantive patent law in the context of the draft Substantive Patent Law Treaty (SPLT). The SCP agreed, in principle, on a number of provisions contained in the draft SPLT (e.g., scope of the SPLT, definition of prior art, novelty, inventive step/non-obviousness, sufficiency of disclosure), and achieved useful progress and further mutual understanding of the commonalities and differences on many issues. In respect of a few other issues (e.g., provisions on subject matter or on exception to be included in the Treaty), fundamental differences among Member States revealed the need for further elaboration and discussion. As the SCP decided to concentrate on further harmonization of patent laws and practices, other projects, such as examining the desirability and feasibility of establishing a system for the central recording of changes in patents and patent applications or as a system for the deposit of DNA sequence listings were put aside at this stage. However, the latter point is being examined in the framework of the PCT reform. As regards the provision of information on current issues relating to the law of patents, WIPO was particularly active in 2002 with regard to the WIPO Patent Agenda (WPA). In this regard, a web site was created, and a discussion paper was prepared (document A/37/6) and submitted to the WIPO Assemblies in September 2002. 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.

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 some others.	<p>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:</p> <p>Two meetings of the SCP were held in 2002 to discuss the SPLT, and draft Regulations as well as Practice Guidelines under the SPLT. There was an enhanced understanding of existing commonalities and differences and a general agreement to carry on discussions.</p>

OBJECTIVE: 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>
<p>Adherence of three States to the Paris Convention.</p> <p>Adherence of two States to the Budapest Treaty.</p> <p>Adherence of four States to the PLT.</p>	<p>Number of missions, meetings and workshops to promote the treaties and feedback thereon:</p> <p>In addition to the participation in many seminars and events held in Geneva, 16 missions in ten countries were undertaken and regular contacts with Member States were held. In respect of the Budapest Treaty, seminars in three different countries were held and information documents were updated.</p>

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>The WIPO Assemblies noted the contents of document A/37/6 and decided to keep the WPA on the Agenda for discussion at their next session in 2003.</p> <p>Inclusion of general rules concerning the prior art effect of disclosures on the Internet in the Practice</p>	<p>Number and nature of studies and guides published on current issues in the law of patents:</p> <p>A discussion paper on the WPA was prepared (document A/37/6) and was submitted to the WIPO Assemblies in September 2002.</p> <p>The WPA web site was created in order to provide information about this initiative and facilitate the submission of comments. 55 comments were received: 26 from Member States; three from intergovernmental organizations; 17 from non-governmental organizations and nine from individuals.</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). 60 speakers shared their views from different perspectives covering a wider range of issues.</p>

Guidelines under the SPLT.	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.
<p>OBJECTIVES: To study the desirability and feasibility of establishing a system for the central recording of changes in patents and patent applications.</p> <p>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.</p>	
<p><u>Expected Result:</u> Agreement of Member States on the form of further addressing the issue.</p>	
<p><u>Result(s) Achieved</u></p> <p>Identification of a number of possible issues relating to the revision of the Budapest Treaty.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Progress in the relevant discussions:</i></p> <p>In 2002, first contacts were made and investigations undertaken concerning the need and feasibility to revise the Budapest Treaty. Issues identified will 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 the work undertaken in the framework of the reform of the Patent Cooperation Treaty (PCT), where discussions have taken place on this topic.</p>

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

90. WIPO Member States agreed that work should move forward, in the SCT, with a view to achieving substantive harmonization of trademark law and a revision of the TLT. Apart from the introduction of provisions on electronic filing, the SCT also decided to address other formal requirements for the registration of marks and related procedures. As regards the protection of geographical indications, the work of the SCT in 2002 focused on the promotion of a better understanding of the issues involved and of the characteristics of the existing systems of protection. In this regard, the SCT addressed, in particular, 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 addition to the activities related to the promotion of the awareness of the benefits of adherence to the WIPO-administered treaties or the Joint Recommendations in the areas of the law of trademarks, industrial designs and geographical indications, the Secretariat provided legal advice upon request 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 design 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 among Member States to continue work in the SCT, with a view to achieving further harmonization of trademark law and a revision of the TLT.</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>Apart from the introduction of provisions on electronic filing, the SCT agreed to address other formal requirements for the registration of marks and related procedures.</p> <p>In view of possible additional costs 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 application examination practices of IP offices, Member States also agreed to embark upon a survey of existing practices, which might, eventually, be the basis for developing international model examination guidelines.</p> <p>Each of the two meetings of the SCT were 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>Increased awareness among Member States and observers of key issues relating to trademarks 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>Concerning geographical indications, the SCT addressed, in particular, 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.</p> <p>A workshop on geographical indications was organized for delegates from permanent missions in Geneva.</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 were</p>	<p><i>Number of missions, meetings and workshop to promote the treaties and Joint Recommendations and feedback thereon :</i></p> <p>Two national seminars and one regional training course organized by WIPO in cooperation with the National Industrial Property Offices of Algeria, the Republic of Moldova and Saint Lucia.</p>

<p>drafting laws incorporating the provisions of the Joint Recommendations.</p> <p>Increase in the Membership of the Paris Convention and the TLT.</p> <p>Effective administration of Article 6 <i>ter</i> of the Paris Convention.</p>	<p>Participation in two seminars or 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 10 seminars, conferences, symposia, 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>Mission 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> <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>Two States joined the Paris Convention (Djibouti and Seychelles).</p> <p>One State, member of the Paris Union, became party to the Stockholm Act of the Paris Convention (Syrian Arab Republic).</p> <p>Three States joined the Trademark Law Treaty (Kazakhstan, Kyrgyzstan and Slovenia).</p> <p>11 Communications under Article 6 <i>ter</i> (3) of the Paris Convention (two concerning countries and nine concerning intergovernmental organizations).</p> <p>28 requests for information from Member States or intergovernmental organizations were dealt with.</p>
<p>Total expenditure for Main Program 05 in 2002: Sfr 3,640,000.-</p>	

MAIN PROGRAM 06 - Patent Cooperation Treaty (PCT) System

91. With 114,048 applications received in 2002, the PCT exceeded the 100,000 mark for a second consecutive year, with PCT applications increasing by nearly 10 per cent compared with the previous year. The number of countries participating in the PCT system rose to 118, with the new memberships of Nicaragua, Saint Vincent and the Grenadines, and the Seychelles.

92. The reform of the PCT system moved an important step forward when a number of measures designed to further streamline and simplify the PCT system were adopted by the PCT Assembly in October 2002.

93. The implementation of a number of measures continued to aim at offering new options to applicants and at coping with the increasing number of applications filed under the PCT. Also, the amount of information made available to applicants increased.

Sub-program 06.1 - Operation of the PCT System

94. While the number of international applications received by the International Bureau increased by 9.7 per cent compared to 2001, the filing of international applications with the International Bureau acting as Receiving Office more than doubled, thus exceeding by far the expectations for the year 2002.

95. Moreover, in addition to an increase of 4.6 per cent in the number of published international applications compared to 2001, the International Bureau experienced a steep increase of 125.8 per cent in the number of publications of international applications necessitated largely by the late issuance of International Search Reports.

96. The gradual deployment of the Processing Teams (PTs) continued with the establishment of eight teams out of a total of 13, each consisting of some 20 staff members. An intensive training program was put in place to prepare staff for their new multifunctional tasks in the PTs. All PTs were expected to be in place by April 2003.

97. As a consequence of the restructuring of the Operations Division, some backlogs in the processing of international applications occurred. However, it is expected that the full deployment of all PTs and the IMPACT system, allowing the introduction of new, more efficient and cost-effective working methods, will result in an increase in productivity of the PCT operations.

98. While the scanning of priority documents and their dissemination on DVD for systematic communication to National/Regional Offices continued in 2002, a further improvement in the communication of PCT documents in electronic format was implemented. From October 2002, all PCT communicable documents (pamphlets, priority documents, International Preliminary Examination Reports (IPERs) and translations of IPERs) were scanned using IMPACT. The International Bureau is now in a position to disseminate these documents in either electronic or paper format according to the requests of National/Regional Offices for systematic communication under PCT Article 20 and Rule 87, as well as for specific communication.

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 122,000 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>
In nearly every aspect, the defined and budgeted goals for 2002 were met or exceeded.	<p><i>Number of international applications and demands received and processed, and number of pamphlets published:</i></p> <p>International applications received in 2002 were 114,048 or a 9.7 per cent increase compared to 2001.</p> <p>Demands received under Chapter II in 2002 were 80,853 compared to 80,530 in 2001.</p>

<p>PCT Publications were all produced in a timely manner.</p> <p>Some backlogs occurred in the processing of international applications.</p>	<p>As Receiving Office (RO), the International Bureau received and processed 5,862 international applications for the year 2002, a 103 per cent increase compared to 2001.</p> <p>Pamphlets published in 2002 were 104,173, or a 4.6 per cent increase compared to 2001. In addition, 40,397 republications were reproduced, or a 125.8 per cent increase compared to 2001.</p> <p><i>Timeliness of processing (including publications and demands under Chapter II) of the international applications:</i></p> <p>All publications were distributed in a timely manner. Some backlogs in the processing of international applications occurred, due to the restructuring of the Operations Division.</p> <p>52 issues of the PCT Gazette were republished in 2002, plus three special issues in paper and electronic form.</p>
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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 automation, IT systems and staff training.</p>	<p><i>Number of translations in each category:</i></p> <p>The number of abstracts translated in 2002 was 125,200 or a 7.5 per cent increase compared to 2001.</p> <p>The number of IPERs translated in 2002 was 13,941, or a two per cent decrease compared to 2001. Translations were also prepared for some 6,000 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 ratio between the total number of international applications and the total number of PCT staff under sub-program 6.1 was 353:1 in 2002.</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 decreased by 0.4 per cent in 2002 compared to 2001, while the number of PCT applications increased by 9.7 per cent compared to 2001.</p>

Expected Result : *Increase in the percentage of international applications prepared using the PCT Electronic Application System (PCT/EASY) Software.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>A further increase in the use of the PCT/EASY software.</p>	<p><i>Number of international applications filed using the PCT/EASY software:</i></p> <p>45,300 or 39.7 per cent of all international applications received in 2002 used PCT/EASY software compared with 36,428 or 35 per cent in 2001.</p>

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

99. The adoption by the PCT Assembly in 2002 of significant amendments to the PCT Regulations is 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 are due to enter into force on January 1, 2004, will introduce an enhanced international search and preliminary examinations system, overhaul the designation system and align certain PCT requirements with those of the PLT.

100. The growth in the number of international applications filed and the number of PCT applicants indicate an increased awareness and enhanced knowledge of the operation and benefits of the PCT system among its users, industrial property agents, governments and intergovernmental organizations. This was achieved through the PCT's seminar program, establishment of effective channels of communication with more counterparts in an increased number of IPO 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, as well as provision of customized legal advice on specific issues.

101. In addition to the implementation of PCT Reform related matters, various measures affecting applicants and their agents, IPO offices and the International Bureau's internal processing were put in place after extensive consultations with the parties concerned. Such measures included the introduction of a numbering system for international publications to facilitate the publication of more than 100,000 applications per year, and the introduction of an expanded legal framework 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 the obtaining of 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>PCT Reform: significant measures designed to further streamline and simplify the PCT system were adopted by the PCT Assembly at its 31st Session.</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 adopted the following amendments to the PCT Regulations:</p> <ul style="list-style-type: none"> - To introduce an "enhanced international search and preliminary examination system", aiming at further rationalizing the PCT international search and international preliminary examination procedures; - To streamline and rationalize the way in which applicants can "designate" the PCT Contracting States in which they wish the international application to have effect; - To introduce a flat international filing fee, replacing the current basic fee and the fee payable for every designation made; - To replace the present system of "systematic communication" to a designated Office of all documents relating to international applications designating that Office by a "communication on request" system; and - To further align PCT requirements with those of the PLT.

<p>The change to the time limit under PCT Article 22 entered into force on April 11, 2002.</p> <p>All Contracting States received legal advice on the effect of the change.</p> <p>The numbering system was changed as from July 4, 2002 (first publication date concerned).</p> <p>The legal framework was extended with effect from September 6, 2002.</p> <p>The amendments to the PCT Regulations relating to language issues and reinstatement of rights entered into force on January 1, 2003.</p> <p>The amendments of the PCT Regulations relating to a fee reduction where the PCT application is filed in electronic form entered into force on October 17, 2002.</p>	<p>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.</p> <p>Legal advice was provided on the effect of the change, and on the possible need for Offices to file a notification of incompatibility.</p> <p>Additional advice was provided upon request to those States which prepared for withdrawal of the notification they had made.</p> <p>22 PCT Forms were modified as needed.</p> <p>Implementation of the change to the numbering system for published PCT applications (to cater for more than 100,000 applications to be published per year) was completed in time for entry into force on July 1, 2002.</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, and the necessary implementation was completed.</p> <p>Modification of six Sections and one Annex of the Administrative Instructions.</p> <p>Implementation of the amendments to the PCT Regulations relating to language issues and reinstatement of rights (adopted by the PCT Assembly at its 31st session, September 2002) was completed in time.</p> <p>12 Sections of the Administrative Instructions Under the PCT were modified and 12 PCT Forms were revised.</p> <p>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 at its 31st session, September 2002) was completed in time.</p> <p>Two Sections of the Administrative Instructions Under the PCT were modified and two PCT Forms were revised.</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 of information pertaining to the PCT in at least four languages to cater for various users' needs, and increased use of such information.</p>	<p><i>Quality, quantity and accessibility of PCT information:</i></p> <p>PCT information in general:</p> <ul style="list-style-type: none"> - 44 PCT list-server e-mail notices addressed to 3,250 subscribers for announcements of late-breaking news on the PCT; - The paper edition of the PCT Applicant's Guide was updated twice in 2002 and the electronic version was updated at least twice every month on the web site; - The PCT Newsletter was issued on a monthly basis in 2002; - Information was made available in various forms, cumulative tables, listings, FAQs and warnings, and regularly posted and updated on the PCT web site; - Increased amount of most relevant and critical information for PCT users and IPO Offices was made available in at least four languages (English, French, German, Spanish); - More than 25,000 queries were answered by the PCT Information Service; - A new prototype of the PCT Gazette in electronic form, to improve the accessibility of the data contained in the electronic version of the PCT Gazette

<p>Continuous customized legal advice provided on specific PCT cases.</p> <p>Continuous engagement in reaching out to targeted audience of users and potential users of the PCT system.</p> <p>Increased knowledge of the PCT system among WIPO staff.</p> <p>Increased knowledge of the PCT system among industry and private patent attorney groups visiting WIPO.</p>	<p>on the PCT web site, 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;</p> <ul style="list-style-type: none"> - The electronic version of the PCT Gazette regularly received more than 25,000 visitors per month; - Increase in the number of PCT forms, to a total of seven forms in four languages, provided in editable form for online use by applicants. <p>Legal advice was provided in about 1,200 specific PCT cases.</p> <p>PCT seminars and presentations: 67 seminars, training courses and presentations were given in seven languages and 15 countries, to a total of more than 6,900 users and potential users, including several in the framework of teaching programs specialized in industrial property in universities or law schools, for example, the Centre for International Industrial Property Studies (CEIPI), Strasbourg.</p> <p>18 specialized training sessions and presentations were given to 414 WIPO staff.</p> <p>Five specialized presentations were given to 20 participants from industry groups and private patent attorney groups visiting WIPO.</p>
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Sub-program 06.3 - International Patent Classification (IPC)

102. The development of the IPC continued in 2002 on the basis of the established IPC revision and IPC reform programs. Revision of the IPC is needed for improving the system and taking technical developments into account. The main goal of the 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 IBIS project and will be completed with the publication of the next edition of the IPC in 2004.

103. The future edition of the IPC will be more efficient for searching patent documentation and patent-associated literature. The continuous revision of the IPC in 2002 resulted in the introduction of many new entries reflecting new processes, products and apparatus now used in technology. A comprehensive set of electronic data, including classification definitions, illustrating chemical formulae and other graphics, was prepared to support electronic search and retrieval of information. An important part of the revision program was the preparation of a proposal for the elaboration of a new IPC scheme for classifying traditional knowledge documentation, to be considered in 2003.

104. The IPC reform was successfully continued in 2002 and most of the tasks in the reform program were finalized. However, much still needs to be done to complete the basic period of the reform in 2004 and to ensure the timely publication of the reformed IPC as a new edition entering into force on January 1, 2005. The revision, maintenance and publication of the IPC, as well as the continuation of the reform, was supported by the new IPC management system IBIS which became operational in 2002. The next step will be the integration of the IBIS system with the worldwide Master Classification Database, the elaboration of which has started in collaboration with the EPO.

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

TopromoteworldwideuseoftheIPCforclassifyingandsearchingofpatentdocumentsand 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>
<p>IPC revision entered its final stage for preparation of the eighth edition of the IPC.</p> <p>The revision of the Guide started.</p> <p>A proposal was prepared for extension of IPC in the area of traditional knowledge.</p> <p>The content of the WIPO IPC web site was expanded.</p>	<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 and considered 26 IPC revision projects out of which 17 were completed in both English and French versions. These projects resulted in approval of nearly 400 new entries and more than 300 other amendments for the eighth edition of the IPC. The Working Group also elaborated a set of electronic data for the eighth edition.</p> <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, at its first session, approved eight out of 13 chapters of the new Guide.</p> <p>The Task Force on Classification of Traditional Knowledge prepared a proposal for revision of the IPC in the field of traditional medicine. The proposal replaces four existing groups by a new scheme with more than 200 groups. The proposal will be considered in 2003.</p> <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. Additional information for users was published in the form of Frequently Asked Questions About IPC.</p>

OBJECTIVE: To ensure the efficient use of the IPC in an electronic environment by carrying out IPC reform and developing computer-based classification tools.

Expected Result: *Elaboration of automated tools supporting maintenance and revision of the IPC and creation of classification databases.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>IPC reform continued to adapt IPC for use in the electronic environment.</p> <p>The development of the new IPC management system was completed.</p> <p>Requirements for the worldwide Master Classification Database were elaborated.</p>	<p><i>Implementation of a new IPC management system elaborated under the IPC Information System bis (IBIS) project:</i></p> <p>The IPC Reform Working Group held two sessions and completed 11 out of its 19 tasks. The basic documents for the reformed IPC were elaborated: IPC Revision Policy and Procedure, Revision Cycles of IPC, and Guidelines on Classifying. The IPCC Committee of Experts approved the IPC Reform Implementation Plan.</p> <p>During the technical assessment of the new IPC electronic management system IBIS, the performance of the system was increased and the system went into a production phase. Under the Classification Automated Information System (CLAIMS) project, development of automated classification tools and computer-assisted translation tools started.</p> <p>In collaboration with the EPO, 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. The Concept of Operations was submitted for consideration by the IPCC Committee of Experts.</p>

TotalexpenditureforMainProgram06in2002:

Sfr62,082,000.-

MAINPROGRAM07 - Madrid,HagueandLisbonSystems

105. Overthecourseoftheyear,membershipoftheMadridProtocolroseto56,whilethat of theMadridAgreementremainedat52andthetotalmembershipoftheMadridUnionis70. Similarly,themembershipoftheHagueSystemrosebyonetoreachatotalof30,andfour newinstrumentsofratificationoraccessiontothe1999GenevaActoftheHagueAgreement weredepositedtotalingsevensuchinstrumentsdeposited.ThisnewActwillenterintoforce whenratifiedoraccededto bysixcountries,ofwhichatleastthreemusthaveacertainlevel ofactivityinthefieldofindustrialdesignprotection.InJanuary2002,anumberof amendmentstotheRegulationsundertheHagueAgreement,adoptedbytheHagueUnion Assembly,enteredintoforce.AnnumberofamendmentstotheCommonRegulationsunder theMadridAgreementandProtocol,adoptedbytheMadridUnionAssembly,were introducedinApril2002.NewRegulationsadoptedbytheLisbonUnionAssemblyforthe applicationoftheLisbonAgreementalsoenteredintoforceinApril2002.TheInternational BureaucontinuedtobeveryactiveinpromotingtheMadridandtheHagueSystemsby organizing,orparticipatinginasignificantnumberofawareness-buildingactivitiesand eventsbothatWIPOheadquartersandelsewhere.

Sub-program07.1 -OperationoftheMadrid,HagueandLisbonSystems

106. ThenumberofinternationaltrademarkregistrationsrecordedundertheMadridSystem in2002reached22,236.Thisrepresentsadecreaseof7.2percentoverthepreviousyear, whichcanbeascribedtotheglobaleconomicsslowdown.Sinceeachinternationalregistration undertheMadridSystemdesignatesonaverage12countriesinwhichtheregistrationhas effect,thetotalnumberofinternationaltrademarkregistrationsisequivalentto266,832 nationaltrademarkapplications.Thenumberofrenewalsof existinginternationaltrademark registrationsin2002amountedto6,023andremainedataboutthesamelevelasin2001.The totalnumberofinternationalregistrationsundertheMadridSysteminforceattheendofthe yearwas399,865.In2002,theInternationalBureaurecordedover50,000modifications, suchaschangesofownership,subsequentdesignations,etc.,inrespectofinternational registrationsintheInternationalRegister.

107. UndertheHagueSystem,thenumberofinternational depositsrecordedin2002 amountedto4,177andremainedstablecomparedtotheprecedingyear.Thenumberof renewalsincreasedby13 percentandthenumberofchangesinrespectofinternational depositsrecordedby37 percent.Thisrepresentedthe equivalentofabout46,000national filings,sinceaninternationaldepositundertheHagueSystemdesignatesonaverage 11 countriesinwhichthedeposithas effect.SinceJanuary 2002,usersbenefitfroma reductioninregistrationfeesresultingfroma simplifiedmethodforcalculatingthe publicationfeesandastreamliningoftherequirementsforthe presentationofreproductions, asagreedbytheHagueUnionAssembly.

108. FurtherprogresswasmadeinimprovingaccessbyOfficesofContractingPartiesand bythegeneralpublictothedatacontainedintheinternationalregistersofmarksandof industrialdesigns.Noteworthyin2002wastheincreaseintheuseofelectronicmeansforthe transmissionofcommunicationsundertheprocedures oftheMadridSystem.Thenumberof OfficesofContractingPartiestowhichtheInternationalBureau transmits electronic communicationsincreasedbyfive(theCzechRepublic,Greece,Hungary,the

Russian Federation and Slovenia) reaching a total of 23. From two of these Offices, the International Bureau also receives electronic communications, namely the Offices of Australia and Switzerland.

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>
<i>International applications</i>	27,000	27,600
<i>Renewals</i>	6,500	6,900
<i>Total: registrations and renewals</i>	33,500	34,500
<i>Subsequent designations</i>	6,500	6,500
<i>Other changes</i>	44,000	44,000
<i>Refusals and related -Notification</i>	85,000	85,000

–under the Hague System:

	<u>2002</u>	<u>2003</u>
<i>International deposits</i>	4,800	5,000
<i>Renewals</i>	3,100	3,200
<i>Total: deposits and renewals</i>	7,900	8,200
<i>Total number of designs contained in the deposits</i>	22,500	23,500
<i>Changes</i>	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, compared to 2001, the number of international applications received decreased by 4.3 per cent; the number of international registrations recorded decreased by 7.2 per cent; the number of renewals remained stable; and the number of changes recorded in the International Register increased by 9.8 per cent.	Madrid System 2002 statistics :
	International applications: 23,145
	International registrations: 22,236
	Renewals: 6,023
	Total (registrations and renewals): 28,262
	Subsequent designations: 6,090
	Other changes (changes of ownership, etc.): 46,722
	Refusals, final decisions and invalidations: 100,281
	Hague System 2002 statistics:
	International deposits: 4,177
Renewals: 3,302	
Total (deposits and renewals): 7,479	
Total number of designs contained in the deposits: 20,705	
Changes: 3,466	
Lisbon System 2002 statistics:	
International registrations: 1	
Under the Hague System, compared to 2001, the number of international deposits recorded in 2002 remained stable; the number of renewals increased by 13 per cent; and the number of changes recorded increased by 37 per cent.	<i>Timeliness of international registrations and other recordings :</i>
	Under the Madrid System, in spite of a longer average time required for the processing of each application for/refusal of/request for modification of an international registration, there was no significant backlog reported as regards the processing of applications and refusals. With regard to the processing of requests for modification, towards the end of the year, a slight backlog started to emerge, requiring reallocation of staff so as to normalize the situation.
	Under the Hague System, there was no significant backlog, beyond normal fluctuations due to the variable nature of applications submissions.

	<p><i>Comparison between the growth of registration activity related expenditure and the growth of registration activity :</i></p> <p>Under the Madrid System, the introduction in 2002 of changes in the Nice Classification and in the Common Regulations under the Madrid Agreement and Protocol resulted in a longer average time required for the processing of each application for/refusal of/request for modification of an international registration.</p>
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Sub-program 07.2 - Legal Framework, Information and Training Activities

109. The International Bureau continued to promote awareness of the Madrid System and its effective use, in particular by organizing seminars aimed at trademark practitioners, as well as at staff of Industrial Property Offices. Noteworthy was also the organization of a Workshop on Practical Aspects of the Implementation and Administration of the Madrid System for Developing Countries and Countries in Transition. The amendments to the Common Regulations adopted by the Madrid Union Assembly introduced in April 2002 make the Madrid System more user-friendly and responsive to the needs of users and administrations of Member States. However, they have also resulted in a longer average time required for the processing by the International Bureau of each application for/refusal of/request for modification of an international registration. The Madrid Union Assembly also discussed the possible inclusion of Spanish at its session in September 2002 and agreed that it would revert to the question of the inclusion of Spanish as an additional language of the Madrid System at its next session.

110. Thanks to the amendments to the Regulations under the Hague Agreement introduced in January 2002, users benefit from a reduction in registration fees resulting from a simplified method for calculating the fees and a streamlining of requirements for the presentation of reproductions. By the end of the year, seven States had ratified or acceded to the 1999 Geneva Act of the Hague Agreement, of which two meet the required threshold of design registration activity, and work therefore recommenced for the preparation of the implementation of the Act.

111. The new Regulations adopted by the Lisbon Union Assembly introduced two new working languages, i.e. English and Spanish, and specified with greater clarity the procedures relating to the international protection of appellations of origin.

OBJECTIVE: To increase awareness and knowledge of the international registrations 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, knowledge and use of the international registrations systems .	<p><i>Number and nature of awareness -building activities:</i></p> <p>Organization of four two -day seminars (three in English and one 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 China, Cuba, Denmark, Finland, France, Germany, Norway, Spain, Sweden, Switzerland, the United Kingdom 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>Mission to Chile to brief governmental officials on the Madrid Protocol.</p> <p>Discussions/working meetings at the European Commission and at the OHIM.</p> <p>Organization of nine study programs for officials of the National Industrial Property Offices of Australia, Belarus, Iran, Jordan, Lithuania, Portugal, Serbia and Montenegro, Sudan, and Ukraine at WIPO headquarters.</p> <p>Participation in two national seminars organized by WIPO in cooperation with the respective National Industrial Property Offices, in the Republic of Korea and Saudi Arabia, and in one Regional Coordination Meeting in Qatar organized by WIPO and the League of Arab States.</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 eight seminars, fora, symposia, training courses or meetings, at the invitation of the respective National Industrial Property Offices, in Cuba, the Czech Republic, Denmark, Nepal, Slovenia, South Africa and Sweden; at the invitation of the African Intellectual Property Organization (OAPI), in Cameroon; and, at the invitation of the OHIM, in the Philippines.</p> <p>Participation in 17 seminars, conferences, workshops, training courses or meetings at the invitation of governmental, intergovernmental or 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: while the number of international applications received decreased by 4.3 per cent as compared to 2001, there was a 9.8 per cent increase in the number of modifications (changes of ownership, etc.) requested in respect of international registrations.</p> <p>The Hague System: while the number of international deposits remained stable as compared to 2001, there was a 37 per cent increase in the number of modifications (changes of ownership, etc.) requested in respect of international registrations.</p>
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OBJECTIVES: To make the international registrations 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>
Increase in the number of Contracting Parties of the Madrid Protocol.	<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>
Increase in the number of Contracting Parties of the Hague Union.	<i>Two States became bound by the Madrid Protocol (Belarus and the former Yugoslav Republic of Macedonia).</i>
Substantial increase in the number of ratifications/accessions to the 1999 Geneva Act of the Hague Agreement.	<i>One State became bound by the 1960 Act of the Hague Agreement (Ukraine).</i> <i>Four States deposited their instrument so fratification or accession to the 1999 Geneva Act of the Hague Agreement (Estonia, Slovenia, Switzerland and Ukraine).</i>

<u>Expected Result</u> : <i>Improved legal framework for obtaining protection for trademarks under the Madrid Agreement and Protocol and under the Hague Agreement.</i>	
<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Introduction of revisions of the Regulations under the Madrid, Hague and Lisbon Systems.	<i>New procedures prepared for the implementation of the Geneva Act of the Hague Agreement:</i> In addition to the modifications to the Madrid, Hague and Lisbon Regulations, the International Bureau started the preparation of the implementation of the Geneva Act of the Hague Agreement, which will enter into force when ratified or acceded by six countries, of which at least three must have a certain level of activity in the field of industrial design protection. Seven States have ratified or acceded to the Geneva Act, of which two meet this required threshold of design registration activity. In view of the possible submission of an instrument of ratification or accession by a third State meeting the threshold, the International Bureau started the preparation of proposals for amending or complementing the Regulations adopted by the Diplomatic Conference in July 1999 and proposals for consequential amendments to the Regulations under the 1934 and 1960 Acts of the Hague Agreement.

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

112. 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 was published in English and French and was applicable as from January 1, 2003. The Committee of Experts of the Locarno Union held its eighth session in October 2002. The International Bureau continued to promote awareness of these classification systems and their effective use, in particular by organizing seminars targeting trademark practitioners, or aimed at providing classification advice to Industrial Property Offices and training for their staff. For instance, a one-day seminar, attended by some 55 participants, 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. Similarly, a one-day seminar took place on the international classification of goods and services for the purposes of their 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.

<u>Expected Result</u> : <i>Improved and updated international classifications.</i>	
<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
New entries and other amendments introduced or approved.	<i>Number of new entries and other amendments introduced or prepared for introduction in the Nice, Vienna and Locarno classifications:</i> 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 was published in May 2002, in English and French, on paper, and in November, on CD-ROM. This new edition was applicable from January 1, 2003. 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 addition that will be introduced in the current (seventh) edition of the Locarno Classification. As a result, the new (eighth) edition of the Locarno Classification that will enter into force on January 1, 2004, will be published, in English and French, in November 2003.
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Expected Result : *Elaboration of strategies for the future development of international classifications.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Preparatory work for new entries and other amendments in the Nice, Vienna and Locarno classifications.	<p><i>Studies of ways and means to improve the efficiency and relevance of international classifications completed:</i></p> <p>One-week session of the Preparatory Working Group of the Committee of Experts of the Nice Union took place in Geneva, from April 8 to 12, 2002, to continue the revision work of the eighth edition of the Classification.</p>

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>
Expanded awareness, knowledge and use of the international classifications systems.	<p><i>Number of industrial property offices using the international classifications:</i></p> <p>Three States became bound by the Nice Agreement (Kazakhstan, Mozambique and Uzbekistan).</p> <p>The Industrial Property Offices of 150 States and three organizations were using the Nice classification.</p> <p>The Industrial Property Offices of 49 States and two organizations were using the Vienna classification.</p> <p>One State became bound by the Locarno Agreement (Kazakhstan).</p> <p>The Industrial Property Offices of some 55 States and one organization were using the Locarno Classification.</p> <p><i>Number of classification advice published by the International Bureau:</i></p> <p>Biannual Recommendations on the classification of new goods and services were published by the International Bureau.</p> <p>Some 100 classification reports on indications of goods and services relating to the Nice classification were established following request emanating from Industrial Property Offices.</p> <p><i>Number of people trained in the use of the international classifications:</i></p> <p>Training on the international classifications of staff of the National Industrial Property Offices of Iran, Israel, Malaysia, Malta, Turkey and of the OHIM at their respective headquarters.</p> <p>Organization of one training program for officials of the National Industrial Property Offices of Botswana, Namibia and the United Republic of Tanzania (Office in Zanzibar) at WIPO headquarters.</p> <p>Other awareness -building activities included the participation in a Forum at the invitation of OHIM and the National Industrial Property Office of the Czech Republic and the participation in a meeting at the invitation of a non-governmental organization.</p>

TotalexpenditureforMainProgram07in2002:

Sfr14,504,000.-

MAINPROGRAM08 - Development of Copyright and Related Rights

113. In 2002, 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.

114. Assistance and advice was provided to Member States, clarifying current issues of preoccupation, intensifying efforts to achieve progress on issues of long standing interest and exploring new directions for future activities. The Secretariat maintained close consultations with Member States, and had regular contact with over fifteen intergovernmental organizations and some fifty international and national non-governmental organizations, representing right-holders, the business community and civil society. Furthermore, activities were performed 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.

115. 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 accession to each treaty. During the period under review, nine countries joined the WCT and eleven countries the WPPT bringing the total number of contracting states to thirty-eight and thirty-nine countries respectively. Conditions were created for enlarging the number of accession to these treaties and making them universal in the coming years. In September 2002 the inaugural 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.

116. Efforts undertaken in the past for the promotion of the WIPO-administered treaties in the field of copyright and related rights resulted in one additional country joining the Berne Convention, bringing the total of its members to 149 countries, and three countries joining the Rome Convention for the Protection of Performers, Producers of Phonograms and Broadcasting Organizations, bringing its total membership to 71 countries. Legal advice and consultations continued to be an important element in the work with governments from developing countries and countries in transition.

117. The Standing Committee for Copyright and Related Rights (SCCR) remained the major forum for discussions among Member States and other interested groups. During its two sessions in May and November, substantial progress was made towards preparing the ground for a possible international instrument on the protection of broadcasting organizations. Discussions were facilitated by the 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 seminars on issues pertinent to its work. The future program of work of the SCCR was significantly broadened after the Committee's first round of discussions took place in November 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 and authorization to use multimedia products, technological measures of protection and limitations and exceptions, economic of copyright, collective management of copyright and related rights and copyright protection of folklore.

118. 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 year 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.

119. Throughout the year, the Secretariat conducted intensive consultations with Member States and other stakeholders on the matter of protection of audiovisual performances. In September, the General Assembly decided that the Secretariat would hold consultations on the possible convening of an *ad hoc* informal meeting on the audiovisual question in the first half of 2003. Furthermore, the Secretariat began work on 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.

120. 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, 84 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.
More accession to WIPO administered treaties.	Nine countries adhered to the WCT and eleven countries to the WPPT. One country adhered to the Berne Convention. Three countries adhered to the Rome Convention.
The development of practical tools for implementation of the WCT and WPPT continued.	An information meeting took place in Geneva on the challenges and opportunities of digital technology for creators and their works. Work initiated in 2002, to be completed in the first half of 2003, included: - A survey on the implementation of the WCT and WPPT in member countries; - A guide to WIPO international copyright and related rights treaties; - A WIPO glossary on the terms relevant to copyright and related rights.
Increased awareness on copyright issues.	The French version of the Records of the Diplomatic Conference on the adoption of WCT and WPPT was finalized. 84 missions were undertaken to 17 developing countries, eight countries in transition and eight industrialized countries to discuss and advise on, <i>inter alia</i> , the two treaties.

<p>Better awareness on the conditions for copyright-based business in the digital environment.</p>	<p>More than 8,300 people received information on copyright issues.</p> <p>Two audiovisual clips for the public on copyright issues were produced.</p> <p>The copyright homepage was created on the WIPO website. From September through the end of the year, it received 38,000 hits.</p> <p>Studies on the current state of digital rights management and on limitations and exceptions in the digital environment were commissioned and were expected to be finalized in the first half of 2003.</p> <p>A working group of experts was convened in July to launch the preparation of a Handbook on surveying the economic contribution of the copyright-based industries.</p> <p>The SCCR agreed to review at its future meetings new issues, including, <i>inter alia</i>, the economic aspects of copyright, digital rights management, establishing ownership in multimedia works and resale rights.</p>
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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>Substantial progress in consensus-building on the protection of broadcasting organizations.</p> <p>Discussions continued on the protection of non-original databases.</p>	<p><i>Progress towards adoption of each of the treaties and the number of signatories thereof:</i></p> <p>The WIPO General Assembly requested the Secretariat to hold consultations on a possible <i>ad hoc</i> informal meeting foreseen in the first half of 2003.</p> <p>Work began on 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. The three studies were scheduled for completion during the first half of 2003.</p> <p>Substantive discussions took place in the two sessions of the SCCR, where several new proposals in treaty language were presented by Member States.</p> <p>The Secretariat organized an information meeting on broadcasting and prepared two information documents on broadcasters' rights which facilitated the discussions in the SCCR.</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.</p>

OBJECTIVE: To provide and disseminate information about licensing of copyright and related rights .

Expected Result : *Greater awareness and knowledge about the practical aspects of licensing of copyright and related rights .*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Development of a practical tool on licensing of copyright and related rights was initiated.</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 finalized in 2003.</p>

TotalexpendedforMainProgram08in2002:

Sfr3,232,000.-

MAINPROGRAM09 - GlobalCommunications

121. In pursuing the overarching goal of demystifying intellectual property, efforts in 2002 were concentrated on refining and expanding the reach of the WIPO web site. One of the most significant achievements was the introduction, at the end of September, of the Chinese-language version of the web site, making WIPO one of the few United Nations organizations to have web sites in all six official languages of the UN. Furthermore, new interactive audiovisual as well as printed information products were created with a view to explaining the nature and contribution of intellectual property to general and targeted audiences, and to refining and strengthening WIPO's image as a forward-looking organization. Income from the sale of WIPO information products and advertising contributed to the Organization's revenue.

122. Throughout the year, activities continued to pursue the aim of strengthening and expanding WIPO's links in general with governments of Member States, the IP community, industry, professional bodies, NGOs, academic institutions, the UN and the diplomatic community, as well as civil society. A further step in the outreach strategy of WIPO was made through the establishment of two new coordination offices, one in Washington D.C. and the other in Brussels, in order to expand and reinforce WIPO's links with intergovernmental, governmental, business and civil society circles.

123. For the second year, WIPO actively and successfully organized and promoted the World Intellectual Property Day on April 26. Some 67 countries and nine international and regional organizations informed WIPO of the activities planned to commemorate the event. Finally, substantial efforts were devoted in the final quarter of the year toward the planning, organization, and creation of materials for the WIPO Summit on Intellectual Property and the Knowledge Economy and the Industry and Private Sector Forum on Intellectual Property and the Knowledge Economy. Those events were to take place in Beijing in April, 2003.

Sub-program09.1 - CorporateImageandProductDevelopment

124. The corporate image of WIPO was further developed, refined, and applied to a wide range of information products generated by various sectors within the Organization. The number and types of information products created – both of a specialized and more general nature – continued to increase. The WIPO Magazine was expanded to include more in-depth and analytical articles on intellectual property. The 2001 Annual Report was prepared in six languages, and updated versions of the “WIPO Guide to Intellectual Property Worldwide” and the WIPO General Information Brochure were republished. A WIPO publication *Intellectual Property: A Power Tool for Economic Growth* was published in book form as well as a 36 page Overview. Some 181 specialized products were reproduced for various sections of the Organization.

125. The sale of public information products generated some 3.78 million Swiss francs during the year. Increasingly, products are 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. Texts/layouts of WIPO publications were made available to national IP offices for translation and local printing. Concerning marketing activities, the number of official sales agents for WIPO publications doubled to ten, covering various countries in North America, Europe and Asia. Endeavors are continuing in order 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 great variety of subjects and formats.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
A 46 per cent increase in the number of new and revised/updated information products over the previous year.	<p><i>Number of new/revised/updated general information products:</i></p> <p>255 new and revised/updated public information products included: the Second Domain Name Report, two comic books on copyright and patents, a brochure clarifying issues relating to the patents system and access to healthcare, leaflets, brochures, catalogues, folders, binders, the Annual Report 2001 published in six languages, the WIPO Guide to Intellectual Property Worldwide, the General Information Brochure revised and updated in six languages, and the latest edition of the "WIPO Intellectual Property Handbook" updated and reprinted in 2002, of which nearly 500 hard copies were distributed, with 127,000 hit to the electronic version on the Internet; a 41 per cent increase over the previous year.</p> <p>A new advertising section was created for the WIPO Magazine, as was a new illustrated, bilingual Catalogue of Products, thereby reducing the costs of publishing two different catalogues in French and English. The catalogue was mailed to some 8,000 clients, including subscribers to the WIPO Magazine.</p>
Expanded production of products for various WIPO divisions and activities	<p><i>Number of new specialized products :</i></p> <p>181 new specialized products, including: conference programs; report covers and layout; banners and CD-ROM packaging; new publications produced for target audiences e.g., comic book explaining copyright and patents to young audiences in cooperation with the intellectual property office of a Member State; as well as publicity materials for the Muscat Ministerial Conference and the WIPO Conference on the International Patent System.</p>
Subscription to the WIPO Magazine increased 15 per cent.	<p>Nine editions of WIPO Magazine published in three languages. The WIPO Magazine introduced more in -depth analytical articles as well as articles offering practical information on IP for specific audiences, such as entrepreneurs.</p>

Expected Result: *Enhancement of WIPO's image as a dynamic, innovative, open and modern organization through the implementation of a new logo.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Work was carried out on possible design elements for a new logo. Further work was deferred to 2003.	<p><i>Number and range of WIPO products bearing the new logo:</i></p> <p>N/A</p>

OBJECTIVE: To create a wider range of attractive information products which meet the needs of different target audiences and the general public.

Expected Result: *Increase in the number of WIPO products distributed free of charge, and greater use of information technology as a means to achieve this.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
More WIPO products distributed free of charge	<p><i>Number of WIPO products distributed free of charge:</i></p> <p>A total of 302,104 products were distributed free of charge, a 20 per cent increase over 2001.</p>
More sales via	<p><i>E-bookshop sales as a percentage of total sales :</i></p> <p>E-bookshop sales represented seven per cent of overall sales, compared to</p>

e-bookshop.	five per cent in 2001. The number of e-bookshop orders increased 20 per cent, i.e. to 1,477.
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OBJECTIVE: To enhance the efficiency of sales and distribution of WIPO's information products.

Expected Result: *Increase in marketing activities for WIPO products.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Strengthened marketing network for increased sales of WIPO publications.	<i>Number of fairs attended</i> : WIPO had a stand at the Frankfurt International Book Fair.
The number of official WIPO sale agents doubled to 10 during the year.	<i>Number and value of WIPO publications sold</i> : 40,360 publications sold for 3,784,000 Swiss francs.

Sub-program 09.2 - Media and Public Affairs

126. The profile of WIPO and IP issues in general was strengthened in the national and international media, together with more accurate reporting on WIPO.

127. Several successful activities were organized and promoted for the celebration of the World Intellectual Property Day on April 26, 2002. These included an exhibition on "Comics, Cartoons, and Creativity", organized in the WIPO Information Center for school children 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. The exhibition was particularly appreciated as shown by the high number of visitors.

128. 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 stake in the future of global intellectual property policy. As set out in the Program and Budget 2002 -2003, a Coordination Office was established in Brussels with its formal accreditation with the European Commission and the Belgian Government achieved by the end of 2002.

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>
WIPO links with the international and Swiss-based press were further expanded and consolidated.	<i>Number of media interviews, press conferences and briefings given by WIPO officials:</i> Some 500 press interviews were arranged. <i>Number of articles and broadcasts relating to WIPO appearing in the world media:</i> Some 3,500 articles relating to WIPO were tracked.

	<p><i>Number of press releases/updates issued :</i> 63 communiqués were issued.</p>
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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>
<p>WIPO's outreach initiatives and activities, within the framework of the information strategy introduced in the last biennium, were increased and further enhanced.</p>	<p><i>Number of people on the various mailing lists for WIPO information products:</i> Some 3,300 people were listed to receive news releases by e-mail, in addition to some 700 receiving paper copies of communiqués. E-bookshop e-mail update lists (English/French/Spanish): 5,697; WIPO Magazine: 3,935</p> <p><i>Number of visitors to WIPO exhibitions and events sponsored by WIPO, including to the WIPO Information Center:</i> An estimated 8,000 visitors came to see the 16 WIPO e-hosted art exhibitions. Two exhibitions were organized in the WIPO Information Center, one on "Comics, Cartoons, and Creativity," these second on textiles from the Association of Southeast Asian Nations (ASEAN) countries, highlighting various aspects of IP and WIPO's work. 2,074 visitors attended the Comicsexhibition between April 26 and August 1. 1,852 visitors attended the ASEAN exhibition between September 28 and December 24. The total number of visitors to exhibitions at the WIPO Information Center increased 22 per cent over the previous year.</p> <p><i>Number of briefings for special visitors:</i> 70 groups or some 1,800 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> Some 5,800 general inquiries were received in 2002.</p>
<p>Continued and successful implementation in 2002 of the initiatives related to the celebration of the World Intellectual Property Day on April 26.</p>	<p>Some 1,000 notifications were sent 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 new CD-ROM, two new comic books for young people on intellectual property, book marks, 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 throughout the month and was made available for broadcast to WIPO Member States. The exhibition on "Comics, Cartoons, and Creativity" was visited by some 100 students from five local schools during the week of Intellectual Property Day who watched demonstrations of artists and sculptors creating cartoon figures.</p>

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, and of WIPO and its activities, among</p>	<p><i>Number of activities carried out:</i> Some 35 activities were carried out, including numerous training programs for diplomats to the UN in New York, as well as UN staff members, such as: workshop on IP jointly conducted by WIPO and UNITAR; regional briefing for diplomats from developing countries on WIPO activities; lecture on "IP and Public Health" for UN</p>

<p>all constituents.</p> <p>The profile of WIPO was raised in governmental, diplomatic and NGO communities in Washington.</p> <p>Establishment of WIPO's Coordination Office in Brussels.</p> <p>Greater understanding of the role of WIPO in promoting the IP system.</p>	<p>diplomats on the occasion of the World Intellectual Property Day; lecture on IP and Development; lecture on IP and Traditional Knowledge; workshop entitled "WIPO NET: Practical steps to bridging the digital divide;" participation in numerous UN bodies by WIPO in the UN General Assembly's Second and Third Committees on IP and development, and Traditional Knowledge; and, a total of twelve interns from various universities and nations participated in an internship program.</p> <p>Numerous statements were made before professional bodies, including: presentation 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.); and, expanded WIPO University Lectures series, with lectures at nine universities to approximately 350 students.</p> <p>The Washington Office monitored relevant U.S. Congressional hearings, accompanied WIPO officials from Geneva on Washington visits, and made numerous presentations to visiting groups interested in WIPO. Its staff met regularly with members of U.S. Congress, Washington-based NGOs and embassies. It also participated in annual meetings of key IP NGOs, such as the International Trademark Association (INTA) and AIPLA. It co-sponsored a Forum with International Intellectual Property Institute (IPI) on the international patents system.</p> <p>In its initial phase, the Brussels Office concentrated on ensuring that logistical and protocol requirements were met. Formal accreditation with the European Commission and the Belgian Government was achieved by the end of 2002 and the Office, which is co-located with other UN organizations in the 'UN House', formally opened for business on December 23, 2002. The Office began its coordination work 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. It also developed links with a number of non-governmental entities, industry associations and Member State Representation Offices based in Brussels. It 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 is represented at events in Brussels organized by other UN organizations.</p> <p><i>Number of communications reflecting a better understanding of WIPO and intellectual property issues :</i></p> <p>A total of 380 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>
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Sub-program 09.3 - Multimedia Productions

129. A Chinese -language version of the web site was introduced at the end of September, drawing more than 500,000 hits through the end of the year. Content was added throughout the year to the Arabic and Russian language versions of the WIPO site. Visits to WIPO's web sites continued to increase very significantly.

130. Production of television and multimedia materials significantly expanded during the year. The Organization's first public service announcement, a 30-second spot called "Encouraging Creativity" was produced and successfully placed on CNN for frequent

worldwide broadcasts from April to December 2002. The spot was also made available to Member States for broadcast on local television stations.

131. Multimedia productions included CD-ROMs produced on subjects such as IP for SMEs, the Conference on the International Patent System, and on IP as a tool for economic development. Work began on a film series on creativity and creators with an initial pilot production.

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>New features and pages were added to the portal and the site throughout the year, highlighting new WIPO initiatives.</p> <p>New interactive materials were added to the web site.</p> <p>Chinese web site launched in September, bringing number of languages available on WIPO site to six.</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." <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 growth in number of visitors to the WIPO web site.</p>	<p><i>Number of hits:</i></p> <p>240 million hits in 2002, compared with 175 million in 2001.</p> <p>More than 500,000 hits to the WIPO Chinese language site were registered in the first three months of operation.</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>Automatic e-mail update list expanded to include 11 groups, providing up-to-date news and information on WIPO activities.</p>	<p><i>Number of WIPO web site page views:</i></p> <p>48.5 million page views in 2002, compared with 33 million in 2001.</p> <p>Regular e-mail updates sent to nearly 50,000 subscribers to 125 different mailing lists.</p>

OBJECTIVE: To increase understanding of intellectual property through television broadcasting and netcasting of films and other multimedia products.

Expected Result: *Dissemination of WIPO's message through video clips and films.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Significant production, distribution and broadcast of a variety of electronic multimedia products conveying WIPO's message to an increasingly broad audience.	<p><i>Number of multimedia products created:</i></p> <p>Four CD-ROMs produced on subjects such as IP for SMEs, the Conference on International Patent System and IP as a Tool for Economic Development.</p> <p>Three "Flash" Animations produced.</p> <p>Three web adaptations produced.</p> <p>Four video films produced; a 30-second TV spot "Encouraging Creativity" created and broadcast on CNN and national TV networks, as well as films on various IP-related subjects: on the WIPO Internet Treaties; on well-known cartoon artists; and, a seven-hour video Seminar on the PCT.</p> <p>Three video newsclips on WIPO and IP-related activities produced and disseminated via national and international television news services, including a six-minute news report on the World Intellectual Property Day for broadcast via the European Broadcasting Union.</p> <p>One pilot film for film series on creativity produced.</p>

Sub-program 09.4 - Non-governmental Affairs

132. WIPO's contacts with non-governmental organizations and industry groups continued to expand during the biennium, improving the Organization's lines of communication with representatives of industry and the market sector. These contacts helped shape WIPO's activities in areas of interest to industry, particularly in regard to the patents system and the international trademark registrations system.

OBJECTIVE: To enhance the relevance of WIPO and its work and of intellectual property to industry, professional bodies and civil society interest groups.

Expected Result: *Improved relations and closer cooperation between WIPO and NGOs.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Greater interaction between WIPO and NGO's on a variety of intellectual property issues.	<p><i>Number of contacts between WIPO and representatives of NGOs:</i></p> <p>Numerous contacts were made between WIPO and representatives of NGO's, such as the Licensing International Society (LES), European Communities Trade Mark Association (ECTA), International Trademark Association (INTA), International Association for the Protection of Industrial Property (AIPPI), International Federation of Industrial Attorneys (FICPI), American Intellectual Property Law Association (AIPLA), <i>Gewerblicher Rechtsschutz und Urheberrecht</i> (GRUR) and Japan Intellectual Property Association (JIPA) in all fields of intellectual property. Contacts included missions of WIPO representatives to conferences, seminars and meetings organized by NGO's worldwide, as well as reciprocal visits and participation in meetings of representatives of NGO's at WIPO.</p> <p><i>Volume of information provided to these organizations:</i></p> <p>NGOs were provided with information on all current activities of WIPO and details in all respective fields of intellectual property.</p>

OBJECTIVE: To improve channels of communication and cooperation between WIPO and NGOs.

Expected Result: *Better understanding and increased interest of NGOs in intellectual property issues and the work carried out by WIPO.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>		
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.	<i>Number of NGOs participating in WIPO meetings and activities: NGO's were regularly invited and actively participated in conferences, working groups and committees organized by WIPO in 2002.</i>		
<table border="0" style="width: 100%;"> <tr> <td style="width: 70%;">TotalexpitureforMainProgram09in2002:</td> <td style="text-align: right;">Sfr7,684,000.-</td> </tr> </table>		TotalexpitureforMainProgram09in2002:	Sfr7,684,000.-
TotalexpitureforMainProgram09in2002:	Sfr7,684,000.-		

MAINPROGRAM10 - Global Intellectual Property Issues

133. 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.

134. 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 wider 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.

135. 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.

136. The work of the Secretariat on Electronic Commerce and Intellectual Property 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.

137. Regarding enforcement issues, significant efforts were made to assist Member States in identifying needs and possible solutions concerning the enforcement of intellectual property rights and to contribute towards increased communication and networking among the Member States themselves and between intellectual property and enforcement agencies at the national level.

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

138. The Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore (the IGC) developed its mandate further as a key international forum for policy dialogue and pooling of practical experience in an area of intellectual property that is an important priority in international cooperation. The work of the IGC was multifaceted, drawing together in one forum empirical surveys, policy debate, reports on national experience, exchange of experiences 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, traditional knowledge (TK) and traditional cultural expressions (TCEs)/folklore. This helped ensure that policy debate and the development of new approaches were firmly based on a more informed appreciation of the needs and expectations of TK holders and custodians of traditional cultures, on a practical understanding of the operation of the IP system and its general principles, and on the practical experience of a diverse range of countries.

139. The IGC process was supported and complemented by a series of national, regional and international forums that provided for intensive and exploratory policy debate, as well as strengthening of the understanding of policy options and practical possibilities for enhanced IP protection of TK and TCEs. WIPO directly supported and contributed substantively to regional processes aimed at developing regional positions on issues concerning genetic resources, traditional knowledge and folklore and in two cases this led directly to substantive regional policy positions submitted to the IGC. A major input was also provided to the development of a regional model for protection of TK and TCEs for Pacific Island Countries. Strong cooperation with other elements of the United Nations system continued, with WIPO supporting various processes undertaken by the Convention on Biological Diversity (CBD), the Food and Agriculture Organization (FAO), the Permanent Forum on Indigenous Issues, and UNESCO.

140. This sub-program also contributed to processes in other program areas 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.

141. Resource constraints and the increased focus on the work of the IGC meant that less emphasis was placed in 2002 on the other activities approved for this sub-program, notably biotechnology inventions, and IP aspects of economic, social and cultural rights, as well as competition law and policy. Preparations were laid to advance work in these areas, in the light of the increasing interaction between each of the issues covered by the sub-program, through greater engagement with other international processes and policy forums. This should provide the basis for more extensive work in the future without reducing the focus on IGC-related issues.

OBJECTIVES: To servicediscussionsbetween Member Statesconcerningintellectualpropertyandgenetic resources,traditionalknowledgeandfolklore intheIntergovernmentalCommittee establishedforthispurpose.

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>IGC has become a key forum for integrated policy development and practical capacity-building.</p> <p>Active cooperation within the United Nations system.</p>	<p><i>Number of sessions of the IGC and feedback thereon:</i></p> <p>IGC sessions were held in June and December 2002, the duration of each session being extended to seven working days. These extensions allowed additional presentations and forums, including specific outreach and briefing activities for NGO observers. Over forty substantive and information documents were prepared for the two sessions in 2002, and four questionnaires circulated to promote widespread input.</p> <p>Concrete outcomes from the IGC process and related activities by the Secretariat included:</p> <ul style="list-style-type: none"> - Preparation of comprehensive surveys and studies on the intellectual property protection of TK and TCEs, on the basis of national experiences, addressing a wide array of IP protection mechanisms, through both the conventional IP system and distinct, <i>sui generis</i> protection systems; - Analysis of the elements of <i>sui generis</i> protection systems on the basis of empirical studies of TK protection, presentations and analysis on the <i>sui generis</i> protection of TCEs, and an analysis of terminological and definitional issues concerning TK and TCEs; - Pilot versions of practical tools for the positive and defensive protection of TK were developed, 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; - Publication of practical case studies concerning protection of TCEs/folklore in the <i>Minding Culture</i> series, and other studies on TCE protection. <p>Feedback was received from a wider range of stakeholders, including Member States, partner intergovernmental organizations and NGO observers, concerning the high quality and comprehensiveness of documents, the support provided for enhanced and more diverse dialogue and input, cooperation with other international fora and processes, support for complementary regional initiatives, and initiatives on outreach and informal briefings.</p> <p><i>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 :</i></p> <p>Initiatives to enhance the protection of traditional knowledge and traditional cultural expressions (folklore), through missions, meetings and workshops, included:</p> <ul style="list-style-type: none"> - WIPO International Forum on "Intellectual Property and Traditional Knowledge: Our Identity, Our Future," Muscat, Oman, (January); - WIPO International Seminar on the Preservation, Promotion and Protection of Folklore and Traditional Knowledge, São Luís de Maranhão, Brazil, (March); - WIPO-OAPI Regional Symposium on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore, Abidjan, Cote d'Ivoire, (April);

	<ul style="list-style-type: none"> - Regional Meeting on Intellectual Property and the Protection of Expressions of Folklore and Traditional Knowledge for the English-speaking countries in Africa, Lusaka, Zambia, (May); - WIPO Expert Group Meeting on Intellectual Property and the Protection of Expressions of Folklore and Traditional Knowledge, Addis Ababa, Ethiopia, (May); - WIPO National Seminar on the Preservation, Promotion and Protection of Folklore and Traditional Knowledge, Florianópolis, Santa Catarina, Brazil, (August); - WIPO National Seminar on Intellectual Property for Ministry of Foreign Affairs Officials of Ecuador, Quito and Guayaquil, Ecuador, (October); - WIPO Workshop on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore for Nordic Countries, Sigtuna, Sweden, (November); - WIPO Asia-Pacific Regional Seminar on Intellectual Property Rights, Genetic Resources, Traditional Knowledge and Folklore, Cochin, India, (November). <p>Apart from the extensive range of information materials prepared in the WIPO/GRTKF/IC/documentation series, which provided a comprehensive and valued body of practical and policy information relating to TK and TCE protection, a series of detailed studies on the IP protection of TCEs was published.</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><i>Number of sessions of the IGC and feedback thereon:</i></p> <p>IGC sessions and ancillary activities and consultations dealt in detail with biodiversity and genetic resource issues (see above).</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 regional processes dealing with overlapping genetic resource, biodiversity and biotechnology issues, including within the framework of the CBD, the FAO and UNESCO.</p> <p>In cooperation with UNEP, WIPO published a suite of studies on IP aspects of access and benefit sharing relating to biodiversity.</p> <p>A preliminary study on patent disclosure requirements relating to genetic resources was undertaken.</p> <p>Creation of an online database of IP-related contractual provisions concerning access and benefit sharing from genetic resources and associated TK.</p>

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</p>	<p><i>Number of missions, meetings, and workshops:</i></p> <p>Resource constraints and the program focus on the IGC meant that no specific events were undertaken in this area. However, a number of the activities outlined above</p>

<p>and international and regional processes, and preparations laid for future substantive program activities.</p>	<p>addressed a range of economic, social and cultural rights aspects of the protection of genetic resources, TK and TCEs. 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.</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 and biodiversity.</p>
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Sub-program 10.2 - Small and Medium - Sized Enterprises (SMEs) and Intellectual Property

142. 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.

143. Considerable efforts were devoted to enhancing awareness and building capacity for effectively managing intellectual property assets to bolster enterprise competitiveness in the marketplace, 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 of SMEs and practical IP tips for entrepreneurs.

144. Throughout the year, the user-friendly and interactive content of the WIPO SMEs web site was regularly enhanced and the monthly average number of hits increased considerably as did the subscribers to the monthly free e-newsletter. General inquiries by e-mail relating to IP for SMEs continued to be answered on a daily basis.

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 SME support institutions to provide intellectual property-related services to SMEs.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Increased IP awareness among SMEs worldwide.</p>	<p><i>Level and nature of assistance 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>As a contribution to the Fifth Summit Economic Forum (SEF), of the Central European Initiative (CEI), Skopje, the former Yugoslav Republic of Macedonia, November 13-15, 2002, a handbook for investors, "Investiguide 2002-2003" was prepared by UNECE, to which WIPO provided a chapter entitled "IP for Business Success of SMEs in the CEI Region".</p> <p>Within the context of IP and SME's the Secretariat organized the following events:</p> <ul style="list-style-type: none"> - The WIPO Asian Regional Workshop on the Use of Information Technology and

	<p>Management of Industrial Property Rights by SMEs, Bangkok (February);</p> <ul style="list-style-type: none"> - WIPO Workshop on Small and Medium -sized Enterprises and Industrial Property, Rio de Janeiro, Brazil (April); - WIPO Seminar on Small and Medium -sized Enterprises and Intellectual Property, Braşov Romania (May); - WIPO and International Trade Center (ITC) workshop at the Biennale de Dakar on "Contemporary African Art and the International Markets", Dakar, Senegal (May); - WIPO Interregional Forum on Small and Medium -sized Enterprises (SMEs) and Intellectual Property, Moscow (May); - WIPO National Forum on Using the Intellectual Property System for Business Success of Small and Medium -sized Enterprises, Valletta, Malta (May); - WIPO Asian Regional Symposium on the Importance of the Intellectual Property System for High -Tech Industries, Guangzhou, China (July); - WIPO Asian Regional Symposium on an Intellectual Property Strategy for Small and Medium -sized Enterprises (SMEs), Daeduk, Daejeon, Republic of Korea, (November); - Sub-regional Seminar on Small and Medium -Sized Enterprises and Intellectual Property, Tallinn, Estonia (April). <p>Some 60 presentations were made in various forums worldwide.</p> <p>Close working relationships were developed or strengthened with national IPO Offices, SME support institutions and a number of international institutions such as the CEI, EC, EPO, ILO, ITC, OECD, UNCTAD, UNECA, UNECE, UNESCAP, and UNIDO.</p> <p>In the private sector, the partnership with the World Association for Small and Medium Enterprises (WASME) and the International Network of SMEs (INSME) was strengthened.</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 ILO's project to promote employment in the cultural sector, WIPO provided comments/inputs on intellectual property rights (IPRs) in five ILO research studies into SME development and the creative industries in the South African Development Community (SADC) region in Africa within the following areas: the Music Industry; Performing Arts including Dance; Film and TV; Ethno -Tourism; and Visual Art and Craft Industries.</p> <p>WIPO contributed a chapter on "SMEs and Intellectual Property" and included various inputs concerning general issues related to the relevance of intellectual property for businesses in the automotive components sector to the ITC handbook entitled "Exporting Automotive Components: An answer book for small and medium -sized enterprises".</p> <p>Two new editions of the CD -ROM entitled "Intellectual Property for Small and Medium-sized Enterprises" were developed to meet the needs of SMEs, which do not have easy access to the Internet, and 12,000 copies were distributed worldwide. The CD -ROM contains the entire content (in English, French and Spanish) of the WIPO SME web site (some 300 pages), along with relevant information about international filing/registration systems of WIPO (about 3,000 pages).</p> <p>The number of subscribers to the free monthly e -newsletter on IP for SMEs (in English, French and Spanish) increased to 2,800 compared to 800 in 2001. The e -newsletter contains useful information and news on IP and SMEs, best practices, IP tools, links, etc.</p> <p>A number of requests were received for reprinting and republication of the nine original articles contributed by the SMEs Division to the WIPO Magazine in 2002, under the theme "IP and Business".</p> <p>The number of hits to the WIPO SME web site increased from 10,000 to 50,000 per month, as a result of regular updating and addition of customized content on IP for SMEs.</p>
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Increased demand for the CD -ROM on IP for SMEs.

Improved access to more and better information on IP for SMEs.

Sub-program 10.3 - Electronic Commerce and Intellectual Property

145. With respect to the protection of intellectual property in the Domain Name System (DNS), important results were achieved in the form of the decision by WIPO Member States on the recommendations of the Special Sessions of the SCT regarding the Report of the Second Internet Domain Name Process (September - October, 2002). Through this decision, WIPO Member States recommended that the names and acronyms of IGOs and country names should also be protected against abusive registration as domain names. 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.

146. 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 website containing links to the websites 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.

147. 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.

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>
Better understanding among public and private sector actors in developed and developing countries of latest intellectual property issues arising in electronic commerce.	<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.
Broader awareness, also among a non-specialized audience, of the relevance of intellectual property for electronic commerce.	<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
Easier access to intellectual property data.	

	<p>that digital technologies, the Internet in particular, have had on intellectual property and the international intellectual property system. While web site statistics for that report were not available in 2002, there were several indications of a significant demand for the document among a wide variety of persons and institutions.</p> <ul style="list-style-type: none"> - AccTLD 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><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 now adopted the UDRP and this Policy also applied 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.</p> <p>Decision by WIPO Member States on the recommendations of the Special Sessions of the SCT on the Report of the Second Internet Domain Name Process (September -October). Through this decision, WIPO Member States recommended that the names and acronyms of IGOs and country names also should be protected against abusive registrations as domain names.</p> <p>Further consideration of certain remaining issues from the Second Internet Domain Name Process by the regular session of the SCT (November).</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>A working relationship was established with the registry operators of all gTLDs.</p>

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

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Increased adoption of the UDRP (or a similar procedure) at the level of the ccTLDs.</p> <p>Improved intellectual property protection at the level of the ccTLDs.</p>	<p><i>Number and nature of contacts with country -coded 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 -coded top -level domains of the WIPO Mediation and Arbitration Center as a dispute resolution service provider:</i></p> <p>The WIPO Mediation and Arbitration Center was retained as a 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>

	A total of 30 ccTLDs retained the Center as a dispute resolution service provider.
OBJECTIVE: To develop and implement projects providing frameworks for the protection of intellectual property rights in the digital environment .	
<u>Expected Result :</u>	<i>Establishment of cooperation with relevant authorities and participation in projects for the development of rights management structures and systems for the on-line exploitation of cultural heritage materials within the intellectual property framework.</i>
<u>Result(s) Achieved</u> 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.	<u>Performance Indicator(s)</u> <i>Number and nature of contacts with authorities and of contribution to projects developing such rights management systems :</i> N/A
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.	
<u>Expected Result :</u>	<i>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.</i>
<u>Result(s) Achieved</u> Possibility for increased reliance by ICANN on WIPO advice and recommendations.	<u>Performance Indicator(s)</u> <i>Reference to WIPO's work in the programs and reports of such institutions and adoption of any WIPO recommendations:</i> 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.

Sub-program 10.4 - Intellectual Property Enforcement Issues and Strategies

148. 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. As a result of this process a single Advisory Committee on Enforcement was established, in charge of global enforcement issues, with the emphasis on coordination with certain organizations and the private sector to combat counterfeiting and piracy, public education, technical assistance, coordination of national and regional training, and the exchange of information. In October 2002, the Enforcement and Special Projects Division was established to serve as the focal point for enforcement activities within WIPO.

149. Furthermore, the Secretariat, *inter alia*: made arrangements for the development and launching of an Electronic Forum on IP Enforcement Issues and Strategies; had cooperation with intellectual property and enforcement agencies in Member States; 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>A single Advisory Committee on Enforcement in charge of global enforcement issues was established by the WIPO General Assembly.</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 24 Member States, two IGOs and 11 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 WIPO General Assembly on "Matters Concerning the Status of the Advisory Committee(s) on Enforcement" and "Information on the Consultation Meeting on Enforcement."

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 intellectual property rights and technical assistance to Member States in the area of enforcement.</p> <p>The Electronic Forum is expected to further facilitate contact, exchange of information and cooperation including the establishment of list of contact points dealing with enforcement matters.</p>	<p><i>Number of missions, meetings and workshop to promote the enforcement of the intellectual property rights, and feedback thereon:</i></p> <ul style="list-style-type: none"> - Eight staff missions were undertaken to assist Member States on issues pertaining to the enforcement of intellectual property rights, including the provision of legal advice on enforcement issues and strategies; - Participation in meetings on enforcement issues organized by IGOs and NGOs such as International Criminal Police Organization (INTERPOL), 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 World Customs Organization and industry sectors including the music, software and film industries; - 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 intellectual property rights 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 Consultation Meeting on Enforcement; - Finalized preparatory measures pertaining to the establishment and launching of the Electronic Forum on Intellectual Property Enforcement Issues and Strategies (IPIES).

Total expenditure for Main Program 10 in 2002:

Sfr 5,209,000.-

MAINPROGRAM11 - ArbitrationandMediationCenter

150. From the commencement of WIPO's domain name dispute resolution activities in December 1999 through December 2002, the Center received 20,133 domain name cases, 15,086 (74.9 per cent) of which were filed in 2002. The exceptionally high number of cases filed in 2002 was due in large part to the introduction of a number of new top level domains (TLDs), such as .info and .biz. Another highlight of 2002 was the Center's creation of an online legal index to WIPO domain name panel decisions. The Center's administration of domain name cases not only contributed to 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 conventional caseload and undertook a series of activities to increase its capacity as a resource institution in the area of out-of-court settlement of intellectual property disputes.

Sub-Program 11.1 - Case Administration

151. The Center expanded its position as the foremost provider of services for domain name and other intellectual property disputes. It received 15,086 domain name cases in the reporting period. The Center's cases received since December 1999 were administered in ten different languages, involved parties from 116 countries, and covered 23,493 separated domain names. In addition to receiving another 1,180 cases under the Uniform Domain Name Dispute Resolution Policy ("UDRP"), the Center handled disputes under introductory mechanisms for newly introduced domains, completing 285 cases under the .biz "STOP" Policy and 13,593 under the .info "Sunrise Challenges of Last Resort." Seven additional country code top-level domain (ccTLD) registries adopted the UDRP or version thereof and designated the Center as dispute provider, bringing the total of such registries to 29. The Center received 27 ccTLD cases in 2002.

152. 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 addition to its domain name caseload, the Center in 2002 registered nine mediation and arbitration cases in relation to a variety of intellectual property contracts. In 13 further instances, the Center assisted parties in appointing neutrals from the Center's database of intellectual property specialists.

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 arbitration and mediation caseload.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
The conventional arbitration and mediation caseload showed an increase from the previous year.	<p><i>Number of cases processed under WIPO rules</i> : Nine WIPO arbitration and mediation cases were registered.</p> <p><i>Number of requests for appointment of WIPO arbitrators and mediators</i> : In addition to appointments made in the above-mentioned WIPO cases, 13 requests for referrals of WIPO arbitrators and mediators in other cases were handled.</p>

<u>ExpectedResult</u> : <i>ExpansionofdisputeresolutionactivityinrelationtoInternetdomainnamedisputesto3,100casesin2002and3,600casesin2003.</i>	
<u>Result(s)Achieved</u> Considerableincreasein domainnamecases attributabletothe introductionofthe.info and.bizdomains.	<u>PerformanceIndicator(s)</u> <i>Numberofcasesprocessedinthisarea:</i> TheCenterprocessed15,086domainnamecases.Ofthese,1,207werebasedonthe UniformDomainNameDisputeResolutionPolicy,while13,879relatedtostart-up mechanismsforthefew.infoand.bizand.namedomains.

Sub-Program11.2 - LegalFramework,InformationandPromotion Activities

153. EventsorganizedinconnectionwithWIPOdisputeresolutionincludedfourWIPO DomainNamePanelistmeetings,aswellasthreeworkshopsonWIPOmediation,arbitration, anddomainnamedisputeresolution.PublicationsissuedbytheCenterin2002includedaneweditionofthebrochurecontainingtheWIPOMediationandArbitrationRules,anupdate ontheCenter'sdomainnamedisputeresolutionservices,andarecordoftheCenter's case-processingexperienceunderthe.infoSunrisedisputemechanism.In additiontomaking availablesuchfacilitiesas modelcomplaintsandonlinecasecommunication,anonlinelegal indextoWIPOdomainnamepaneldecisionswascreated.Thanksinparttothishighly popular tool,theCenter'sweb siteloggedoveronemillionhitspermonth.The approximately3,000informationrequestshandledin2002alsocontributedtoincreased awarenessofWIPOdispute proceduresasanadditionaloptionforintellectualproperty ownersandusers.Usingitsexpertiseinthedesignoftailor-made procedures,theCenter contributedtotheimplementationofavarietyofdisputepoliciesintheareaofdomainnames.

OBJECTIVE: Toachieveincreasedawarenessandapplicationof,andimprovethel legalframeworkfor, alternativedisputeresolutionasan effective meansof resolvinginternational intellectual property disputes.

<u>ExpectedResult</u> : <i>StrengtheningthepositionoftheCenterastheleadingresourcecenterintheareaof intellectualpropertydisputes.</i>	
<u>Result(s)Achieved</u> Increasedawarenessof WIPO'sdispute resolutionservices.	<u>PerformanceIndicator(s)</u> <i>NumberofrequestsforinformationandcollaborationandofparticipantsinWIPO events,includingworkshopsandconferences :</i> ThreeWIPOMediation,Arbitration,andDomainNameDisputeResolution Workshops,aswellasfourmeetingsofWIPODomainName Panelistswere organized.Together,theseeventsdrew229participants.Inaddition,some3,000 requestsforinformationandcollaborationwerehandled.
<u>ExpectedResult</u> : <i>Increasedroleasdesignerandprovideroftailor-made disputeresolutionservices inanonlineenvironment.</i>	
<u>Result(s)Achieved</u> Increasedprominenceof WIPOasaproviderof state-of-the-artdispute resolutionservices.	<u>PerformanceIndicator(s)</u> <i>NumberofdisputeresolutionmechanismsestablishedthroughcooperationofWIPO:</i> WIPOassistedintheimplementationofonlinedisputeresolutionmechanismsforseven country-codeddomainsandfournewgeneric top-leveldomains.
Total expenditure for Main Program 11 in 2002: Sfr3,981,000.-	

MAINPROGRAM12 - CooperationwithDeveloping Countries

154. In 2002, WIPO's Cooperation for Development activities continued supporting developing countries in optimizing their intellectual property systems for economic, social and cultural benefit. Nearly 17,000 men and women from developing countries benefited from over 207 courses, seminars and other meetings. This breadth of outreach was complemented by the great variety of participants from different sectors, which included policy-makers at the highest level, innovators, artists and creators, judges, customs officials, representatives of SMEs, research and development (R&D) institutions and science and technology institutes, as well as intellectual property professionals and government officials. Towards the end of 2002, the first-ever program-wide evaluation survey was undertaken to assess the relevance and anticipated impact of a number of meetings organized by the Sector through the distribution of evaluation questionnaires to participants. The results of this pilot evaluation project were very encouraging: 78 per cent of participants were "totally" or "highly" satisfied with the meeting that they attended; 76 per cent found the subjects dealt with in the meeting "totally" or "very" relevant to their professional/business responsibilities; and 67 per cent stated that they would use what they had learned in future professional/business responsibilities.

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

155. A full panoply of activities were undertaken for the strengthening of the capacity of developing countries to fully utilize the intellectual property system for economic, social and cultural development. Moreover, the groundwork for future activities was laid through a number of strategic initiatives. The Forum on Strategic Issues for the Future, held under the auspices of the Permanent Committee on Cooperation for Development, stimulated debate among Member States on a number of issues to help shape the direction of Cooperation for Development activities in the next biennium.

156. Highlights of activities involving senior decision-makers from many governments were: 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. The annual meetings of the heads of IPOs organized in each region (Africa, Asia and the Pacific, the Arab States, Latin America and the Caribbean) continued to be instrumental in shaping the overall framework within which intellectual property objectives would be pursued at the regional and national levels.

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>
Increasing in part and efforts by governments of developing countries to	<p>Number of meetings, expert missions and nature of information provided to users' communities to benefit from intellectual property system and feedback thereon:</p> <p>5,585 participants benefited from the following events:</p> <ul style="list-style-type: none"> - Africa: a sub-regional roundtable on strategies for using the intellectual property system for the protection of invention and transfer of technologies in

<p>analyze IP-related needs of specific user groups such as inventors, universities, SMEs, cultural and industry sectors and to use specific IP information and promotional materials.</p> <p>Positive action to improve effective utilization of IP through the introduction of policy instruments and administrative mechanisms.</p> <p>Greater understanding by industry and SMEs, and universities/R&D of the need to manage IP assets.</p> <p>Increased understanding of the IP aspect of emerging issues such as TK and related issues, increasing interest in exploring ways of protecting and preserving such knowledge, e.g., through TK databases and documentation.</p> <p>Establishment in various universities and research centers of focal points with staff trained in IP matters to act as links between those institutions and industry (particularly SMEs).</p> <p>Increased requests from user communities such as R&D institutions and universities for patent information, training and equipment.</p>	<p>the agriculture and agro-food industries in West Africa; an expert meeting in Addis Ababa, Ethiopia, to assist participants in developing a common position on intellectual property, genetic and biological resources, traditional knowledge and folklore; two regional meetings on innovation, valorization of research and transfer of technology; a national seminar on licensing and transfer of technology; and, three regional seminars, one national seminar and four training courses on copyright and collective management.</p> <ul style="list-style-type: none"> - <u>Arab States</u>: six national seminars on promoting the use of IP system; three national seminars on the PCT; two national seminars for lawyers coordinated with the Arab Lawyers Union (ALU); and, one national seminar on IP for law students. - <u>Asia and the Pacific</u>: several sub-regional cooperation programs with ASEAN, South Asian Association for Regional Cooperation (SAARC), and the South Pacific countries; 13 regional/national meetings/training courses: four on IP for enterprises including SMEs; two on IP for trainers and instructors; two on IP and E-commerce; one on collective management of copyright; one on copyright and related rights; two on the use of information technology and management of IPRs; and, one on the importance of IP system for high-tech industries. - <u>Latin America and the Caribbean</u>: 25 national and regional or sub-regional meetings: four on general concepts in the field of industrial property and/or copyright; five on benefits for SMEs of using the IP system; five on industrial property information and innovation; one on innovation and commercialization of research results; two on collective management of copyright and related rights; two on copyright and the music industry; two on copyright and digital technology; three on trademarks registration; and, one on IP for journalists. In addition, national seminars and missions aimed at fostering creativity, innovation and the effective use of patent information were sponsored in six countries. <p>45 advisory missions were undertaken, including on the following topics:</p> <ul style="list-style-type: none"> - <u>Africa</u>: setting up of collective management societies; installation of AfriCos; textile designs; copyright collective management and R&D. - <u>Asia and the Pacific</u>: TK, folklore and genetic resources, including TK documentation and protection; IP teaching; IP book publication. - <u>Latin America and the Caribbean</u>: patent information and training. <p>27 study visits were organized covering different areas: copyright (Africa); IP administration (Arab States); TK, folklore and genetic resources; IP teaching; and, IP book publication (Asia and the Pacific).</p> <p>The following materials were initiated and/or completed:</p> <ul style="list-style-type: none"> - Studies on utilization of IP by SMEs (Mongolia); - The economic impact of copyright industries (Indonesia); - Customized IP promotional materials for SMEs (Mongolia Nationally-focused Action Plan (NFAP)) and a CD-ROM for the public (Singapore NFAP); - Technical specifications for TK registries and libraries (Asia and the Pacific); - Five studies or guidelines in the field of copyright and related rights (Latin America and the Caribbean); - Methodology Guidelines for the Preparation of Studies on the Economic Relevance of Copyright Industries in Latin America; - Comparative Study of Tariff Fixing Methods for Collective Management Societies in Latin America; - Perspective of the Music Industry in the Caribbean Region; - The Marketing and Development Plan for the Cuban Music Industry. <p>Other activities:</p> <ul style="list-style-type: none"> - <u>Africa</u>: beginning of a special project on the development of a system for the promotion and protection of geographical indications in four West African countries, in cooperation with specialized institutions in France and OAPI. - <u>Arab States</u>: continued cooperation with academic institutions in the region to promote the teaching of intellectual property law, in particular with the Sagesse
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<p>Positive feedback from different segments of beneficiaries of WIPO's cooperation for development programs.</p>	<p>University (Lebanon), the Faculties of Law of Cairo University (Egypt) and the University of Jordan, the Lebanese University (Lebanon), Khartoum University (Sudan) and the Ajman University (United Arab Emirates); assistance to Arab States to fully comply with the obligations deriving from the Agreement on Trade-Related Aspects of Intellectual Property Rights (TRIPS Agreement), paying particular attention to the area of enforcement.</p> <ul style="list-style-type: none"> - <u>Asia and the Pacific</u>: support for the creation, management and commercialization of IP assets by enterprises, particularly SMEs, through activities such as the WIPO -Singapore Joint Training Program on the use of the Intellectual Property System for Enterprise Competitiveness and Growth, held in Singapore, and the WIPO Regional Seminar on Intellectual Property Strategy for SMEs held in Daegu, Republic of Korea; support for the effective protection and enforcement of IP laws through, <i>inter alia</i>, the WIPO Asia Pacific Regional Colloquium for the Judiciary in Intellectual Property held in New Delhi, India, and the WIPO Asia Pacific Orientation and Study Program for Senior Customs and Intellectual Property Enforcement Officials held in Geneva, The Hague and Washington D.C. - <u>Latin America and the Caribbean</u>: promotion of innovation and the commercialization of IP assets particularly through the International Workshop on Administration and Commercialization of Inventions and Technology in Monterrey, Mexico; initiation, in four Caribbean countries, of the use of the Trademark Module, a software program designed to automate the trademark registration process. <p>Feedback: The results of a Participants' Evaluation Survey, conducted at 23 WIPO meetings from September to December 2002, were as follows: 28 per cent of participants were totally satisfied, 50 per cent highly satisfied, 21 per cent satisfied, and one per cent partially satisfied with the meeting that they attended; 36 per cent of participants found the subjects covered in the meeting totally relevant, 40 per cent very relevant, 22 per cent relevant, and two per cent not very relevant to their professional/business responsibilities; 38 per cent of participants indicated that they would use what they learned in the meeting all of the time, 30 per cent most of the time, 24 per cent often, and eight per cent not very often in their future professional/business responsibilities. Similar responses were obtained on the questions relating to future use of contacts made in networking, quality of speakers, quality of documentation and quality of administrative arrangements.</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>More countries were initiating the introduction of pro-active IP policy and strategy formulation to stimulate local innovation, indigenous technology development and the creation and use of IP assets.</p>	<p><i>Number of fora for policy-makers at the national, regional and international level to exchange views and deliberate on policy issues:</i></p> <p>Three Ministerial Level meetings were held: the WIPO Sino-African Intellectual Property Forum, Beijing, China, brought together ministers, vice-ministers, and senior officials from 15 African countries with their counterparts from the host country, China, to review IP policy issues facing developing countries in Africa and China; the WIPO International Ministerial Forum "Intellectual Property and Traditional Knowledge: Our Identity, Our Future", Muscat, Oman, provided ministers and senior government officials with the opportunity to exchange views and share experiences on the social, cultural and economic dimensions of the protection of traditional knowledge; and, the WIPO Ministerial Level Meeting on Intellectual Property for Caribbean Countries, Paramaribo, Suriname, brought together ministers and senior officials from 13 Caribbean countries to discuss the need to create a positive IP environment in the region.</p>
<p>Articulation of regional positions which</p>	<p>2,398 participants benefited from the following events:</p> <ul style="list-style-type: none"> - <u>Africa</u>: two regional meetings and an expert meeting on folklore, traditional

<p>provided important input to international debate on IP issues such as on TK, GR and Folklore and e-commerce.</p> <p>Increasing reorientation in the role and responsibilities of IPOs from registration granting agencies to agencies that promote the use of IP for development.</p>	<p>knowledge and genetic resources; two high-level meetings on a WIPO strategy for the adoption of NEPAD; a meeting of the CISAC African Committee; and, joint information days on copyright.</p> <ul style="list-style-type: none"> - <u>Arab States</u>: a regional meeting on IP and the results of the Doha Ministerial Conference, in cooperation with WTO; a regional coordination meeting on IP for Heads of Industrial Property and Copyright Offices; an 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>Asia and the Pacific</u>: nine regional/sub-regional meetings: three on policy issues relating to IP and economic development; one on TK and folklore, one meeting of Heads of Intellectual Property Offices; one on TRIPS for LDCs; two on sub-regional cooperation in IP (SOPAC and SAARC); and, one on the WCT and WPPT. - <u>Latin America and the Caribbean</u>: four regional coordination/programming meetings on IP policy; two national seminars for foreign affairs officials on general concepts in the field of IP; three seminars on TK and folklore (one national, one regional and one international); and, regional consultation on electronic commerce and IP. <p>16 study-visits about accession to WTO and implementation of the TRIPS Agreement (Arab States).</p> <p>20 advisory missions were undertaken including: three high-level consultations on IP policy and cooperation (Asia and the Pacific); discussion of a study on a regional IP mechanism for Forum Island Countries (FICs) (Asia and the Pacific); nine related to legislation matters (mainly accession to and interpretation/implementation of WIPO-administered treaties, compatibility with national legislation, legislation in the field of traditional knowledge); and seven to participate in discussions with high-level authorities on IP policy issues (Latin America and the Caribbean).</p> <p>Five studies were recommenced in Asia and the Pacific on the following issues: the impact of the industrial property rights system on technological innovation (Republic of Korea); the possibility of an ASEAN collective management system; the use of IP as a tool for economic growth in the ASEAN region; regional mechanism for IP management and examination for Forum Island Countries; and, regional approach to collective management of copyright and related rights in Forum Islands Countries.</p> <p>One Regionally Focused Action Plan (RFAP) for the Forum Island 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.</p>
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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>Generally improved management practices and access to IP information through various automation projects and WIPO NET.</p> <p>Successful implementation of an</p>	<p><i>Number of projects undertaken by WIPO for modernization and automation of IPOs:</i></p> <ul style="list-style-type: none"> - <u>Africa</u>: 27 NFAPs, two software development and three anti-piracy projects were implemented; 21 institutions received computers and other communication equipment. - <u>Arab States</u>: completion of the installation of the "Software for the management of Automated Systems in 11 countries; equipment provided to five countries; continuing automation of industrial property offices with the installation in eleven offices of WIPO-commissioned software, designed to improve the operational efficiency of the offices. - <u>Asia and the Pacific</u>: 14 NFAPs and one RFAP were under implementation (three were completed, two were renewed, and 10 (incl. RFAP) were ongoing) of which three

<p>anti-piracy program in three African countries.</p> <p>Increased utilization of IT for enhancing IP administration and services.</p> <p>Increased cooperation between IPOs, judiciary, law enforcement agencies and right-holders associations in the enforcement of IPRs, through inter-agency cooperation.</p>	<p>NFAPs focused on introducing automation to three IPO offices; procurement of computer hardware and software to establish or modernize industrial property/copyright automation systems to: the Trademark Registry and Patent Office (Bangladesh), the Intellectual Property Division (Cambodia), the National Intellectual Property Office (Mongolia) and the Mongolian Collecting Society, the National Intellectual Property Office (Sri Lanka), and, IP support and Internet access to Viet Nam. In addition, manualson various areas of IP administration were provided to the IPO offices of Cambodia, India and Pakistan.</p> <ul style="list-style-type: none"> - <u>Latin America and the Caribbean region</u>: four automation projects were undertaken including a new automated system for patents and trademarks administration in OCPI (Oficina Cubana de la Propiedad Industrial), development of software for the Copyright Office in Colombia, development of the Caribbean patents system and Internet-access modules, and, development of the Caribbean trademark modules; development of the IP web pages for the Mercado Común del Sur (MERCOSUR) countries; further implementation of activities aimed at the modernization and automation of IPOs in the context of five NFAPs in Mexico (industrial property and copyright), Panama, Paraguay and Uruguay; purchase of equipment for 10 countries and distribution of the CD-ROM Space World 2001 to 16 countries in Latin America and the Caribbean. <p>75 advisory missions were undertaken regarding automation and installation of software on: an anti-piracy device, patent law, copyright issues, industrial designs administration, promotion of innovation, administrative procedures (mainly patents and trademarks examination), organization of intellectual property offices, and enforcement of intellectual property rights.</p> <p>36 study visits were organized on industrial property and copyright (Africa), and on various aspects of IP administration and enforcement, including on automation (Asia and the Pacific, Latin America and the Caribbean).</p> <p>4,717 participants benefited from the following events:</p> <ul style="list-style-type: none"> - <u>Africa</u>: six national seminars on IP; one on enforcement; and one regional seminar on the TRIPS Agreement. - <u>Arab States</u>: five national seminars on invention, innovation and the enforcement of IPRs for the Judiciary; WIPO National Specialized Symposium on the Enforcement of Intellectual Property Rights for the judiciary, police, customs officials and public prosecutors, Amman, Jordan; WIPO Sub-Regional Symposium on Copyright Protection for Members of the Judiciary for Countries of the Gulf Cooperation Council (GCC) Dubai, United Arab Emirates. - <u>Asia and the Pacific</u>: 18 regional/national meetings/training courses on modernization of industrial property administration, IP enforcement (including the orientation-cum-study program for customs officials), the Madrid System, the use of IT in IP administration, protection of copyright (including in the digital era), and collective management. - <u>Latin America and Caribbean</u>: nine national and regional seminars on enforcement of IPRs.
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Sub-Program 12.2 - Special Focus Areas

157. Responding to the special needs of LDCs, particularly in assisting them in developing policies to effectively implement and use their intellectual property systems to meet their development objectives, became an increasingly pressing task given the 2006 deadline for their general compliance with the TRIPS Agreement. In cooperation with the World Trade Organization (WTO), two regional workshops, in Dar-es-Salaam, Tanzania, for Haiti and African LDCs, and in Dhaka, Bangladesh, for LDCs in Yemen and the Asia and the Pacific region, provided clarification of their obligations and commitments under the TRIPS Agreement and the Doha Declaration. Furthermore, in 2002, considerable progress was achieved in the implementation of WIPO deliverables for LDCs.

158. As the richness of the culture and heritage of many developing countries and LDCs originates with their creators and owners of copyright and related rights, WIPO's assistance to national copyright administrations and collective management organizations continued to be critical. Highlights of this assistance included a meeting organized jointly with the Government of Mali, the Ministry of Foreign Affairs of France and the *Agence intergouvernementale de la francophonie* (AIF), and an Inter-Regional Meeting on Copyright and Related Rights held in Manama, Bahrain, as well as the IV Iberoamerican Congress of Copyright and Related Rights.

159. Extended legislative assistance was provided consisting of comments on draft or enacted laws and other legislative advice to developing countries. In addition, advisory consultations were held with government officials from these countries.

160. The Collection of Laws for Electronic Access (CLEA), an electronic database of intellectual property legislation, continued to be a very popular web site, with hits increasing by almost 20 percent over the previous year to some 4.8 million, a clear indicator of CLEA's success in disseminating intellectual property legislation.

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>
Further progress towards national capacity building, including institution building in LDCs.	<p><i>Number of guidelines, policy papers, country profiles and other reference material issued on intellectual property issues in LDCs:</i></p> <ul style="list-style-type: none"> - Eight specific issues notes were prepared upon request from LDCs; - The French language version of the "Intellectual Property Profile of Least Developed Countries" was completed; - Considerable progress was made in finalizing the "Manual on Negotiating Technology Licenses" and the "Proceedings of the Lisbon High-Level Roundtable".
Considerable progress was achieved in the implementation of the "Deliverables for LDCs," thus strengthening the capacity of LDCs to benefit from the IP system.	<p><i>Inclusion of intellectual property considerations in programs of relevant regional and international organizations:</i></p> <p>Progress was made towards the implementation of the WIPO Deliverables for LDCs:</p> <ul style="list-style-type: none"> - The WIPO NETKIT was installed in 21 IPOs in 19 LDCs to reach a total of 28 offices in 23 LDCs with WIPO NET facilities; - The WWA trained 85 professionals from 17 LDCs on industrial property, copyright and related rights. - Copyright collective management societies were established in four LDCs, i.e. Chad, Guinea-Bissau, Mozambique and Tanzania. - The area of traditional knowledge, folklore and genetic resources, of particular interest to the LDCs, was explored in many national, regional, and interregional meetings, including the IGC.LDCs in the Pacific Island region established a regional model <i>suigeneris</i> law on the protection of traditional cultural expressions. - Relevant information was made available to assist SMEs in LDCs in innovative and innovative activities.
The Joint WIPO/WTO Workshops on the TRIPS Agreement enhanced awareness	Two joint WIPO-WTO Regional Workshops for LDCs on the Implementation of the TRIPS Agreement were held in Dar-es-Salaam, Tanzania and Dhaka, Bangladesh and attended by 230 participants representing Ministries of Trade, Industry and Justice. The

<p>among senior LDC officials of the salient features of the TRIPS Agreement.</p>	<p>positive evaluation given by the participants to this initiative was welcomed and appreciated by the WTO TRIPS Council.</p> <p>WIPO participated in the Twelfth Ministerial Meeting of the Least Developed Countries, 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.</p>
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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>
<p>Increase in the number of developing countries whose legislation is in compliance with international treaty obligations.</p>	<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>21 draft laws provided to 12 countries and 24 comments provided on drafts or enacted laws received from 17 countries. In addition, other legislative advice was provided in 13 cases to 11 countries and 25 advisory consultations were held with officials from 13 countries.</p> <p><i>Rate of utilization of WIPO - serviced collections of intellectual property law:</i></p> <p>20 per cent increase in utilization of the CLEA; 15 per cent increase in text documents available in CLEA.</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 workshops and seminar on innovation related subjects continued to play a key role in knowledge and experience transfer.</p> <p>Increased attractiveness of WIPO Awards as a tool to promote recognition for inventive 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"> - Four guidelines and reference material and one special project launched by WIPO aimed at encouraging universities in developing countries and countries in transition to establish IP coordinators; - 66 WIPO Awards for Outstanding Inventors offered to inventors and innovators from 34 countries of which 20 were developing countries; - Five WIPO Trophy for Innovative Enterprises; - Six WIPO Creativity Awards offered to authors and creators from four developing countries; - Six seminars and workshops at national, regional and interregional level on IP, promotion of innovation and creativity which benefited 62 countries and three regional organizations; - Two study visits for innovations support services; - Two expert missions to assist in establishing innovations support services; - Three consultations for the creation of an Internet-based International Directory of Innovation Centers/Services, the WIPO University Project and WIPO IP Statistics.

<u>Expected Result</u> : <i>Industrial property information is accessible and effectively utilized</i>	
<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u> <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> <ul style="list-style-type: none"> - 1,347 search requests, including search and examination reports of applications for patents under the ICSEI Program, were received from 35 developing countries; - 612 requests for on-line searches made by WIPO were received from 26 developing countries; - 83 requests from 20 developing countries for a total of 1,309 copies of patent documents made by WIPO; - Three special projects carried out by WIPO with respect to industrial property information (GLOBALPAT, JOPAL (on-line publication) and WIPO Industrial Property Statistics (online and CD-ROM publication)); - 20 expert missions on industrial property information services.
<u>Expected Result</u> : <i>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</i>	
<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u> <i>Number of programs developed for facilitating compatibility of rights management systems with international technical standards, databases and data distribution networks:</i> <ul style="list-style-type: none"> - A meeting organized jointly with the Government of Mali, the Ministry of Foreign Affairs of France and the Agence intergouvernementale de la francophonie (AIF) to develop a strategic approach in collective management, the fight against piracy and in promoting growth in the cultural industries in Africa; - 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; - Several national and regional seminars held in Bhutan, Fiji, Indonesia, the Republic of Korea and Viet Nam; several advisory missions to Bhutan, Fiji, Iran, and Nepal; study visits by officials from China and Fiji; and, a regional seminar for performers' societies in Latin America. - 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>Establishment of a new collective management organization in Viet Nam.</p> <p>Follow up of the Caribbean Copyright Link (CCL) operation 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>Cooperation with relevant NGOs resulting, <i>inter alia</i>, in the signature of a Cooperation Agreement with CISAC.</p> <p><i>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:</i></p> <p>Publication of a book on collective management of copyright and related rights.</p> <p>Preparation and follow up of the study for an ASEAN regional copyright collective management system.</p>
The collective management of copyright and related rights continued to be strengthened including through a dynamic program of awareness raising and training activities.	
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	

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

161. Three additional developing countries joined the PCT, bringing to 64 (out of 118) the number of developing country Contracting States. Two countries in transition deposited instruments of accession to the Madrid Protocol. The PCT Contracting States that are developing countries appeared to be receiving great benefits from their PCT membership and to be relying on the PCT to a great extent in their national patents systems. Accordingly, in 2002, fees under the Madrid System distributed to the above countries amounted to 13.7 million Swiss francs and fees under the Hague System distributed in respect of the same countries in 2002 constituted 825,000 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 2002, PCT Contracting States numbered 118, showing an increase of 3 for the year 2002. Among the 118 PCT Contracting States, 64 are developing countries and 27 are countries in transition.</p> <p>As of December 2002, the Madrid System Contracting Parties numbered 70, among which 48 are developing countries and countries in transition.</p> <p>As of December 2002, the Hague System Contracting Parties numbered 30, among which 19 are developing countries and countries in transition.</p>	<p><i>Number of new Contracting Parties among developing countries and countries in transition:</i></p> <ul style="list-style-type: none"> - Three countries deposited instruments of accession to the PCT in 2002: Nicaragua, Saint Vincent and the Grenadines, and the Seychelles. - Two countries deposited instruments of accession to the Madrid Protocol: Belarus and the former Yugoslav Republic of Macedonia. - One country, Ukraine, joined the 1960 Act of The Hague Agreement. - Four countries ratified the 1999 Act of the Hague Agreement, three of them representing countries in transition (Estonia, Slovenia and Ukraine). <p>With respect to the PCT, an active seminar program was pursued, in cooperation with national and regional Offices, professional associations, research centers, universities and industries, and substantially increased the amount of PCT information available on WIPO's Internet site.</p> <p>With respect to the Madrid and the Hague Systems, 13 missions were conducted to promote the use of these systems, 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, for developing countries and countries in transition, party to the Madrid System.</p>

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>Substantial advice and training regarding PCT</p>	<p><i>Number of staff trained in Offices of developing countries and countries in economic transition:</i></p> <p>A total of 518 IPO staff members from 13 developing countries received PCT training. A total of 3,259 participants, from 82 developing countries, one country in</p>

<p>issues were provided to a number of governments of developing countries and to a regional organization.</p> <p>Advice on the Madrid and the Hague Systems and their advantages was provided to a number of developing countries and countries in transition.</p>	<p>transition and on a regional organization (OAPI comprising 16 PCT Contracting States), attended 26 national and six regional seminars. In addition, advice and assistance concerning the PCT was provided.</p> <p>The first ever workshop for developing countries and countries in transition already party to the Madrid System took place in Geneva and Bern in October 2002, with participants from 33 countries.</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 developing countries and a regional organization in 2002.</p> <p><i>Number of international applications originating in developing countries and countries in transition:</i></p> <p>In comparison with 2001, the overall filing in 2002 of PCT applications from developing countries remained almost constant, with 30 developing country Contracting States filing 5,359 applications. In comparison with 2001, there was an increase in 2002 of about seven per cent in the filings of PCT applications from 23 countries in transition, filing 1,284 applications.</p> <p>With respect to the Madrid System, applications and registrations from developing countries and countries in transition decreased slightly to 3,980. Industrial design deposits remained constant.</p>
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Sub-Program 12.4 - Intellectual Property Office Automation

162. Starting 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 intellectual property offices 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.

163. In 2002, automation assistance activities were carried out in 54 Member States across all regions and ranged from providing technical guidance and oversight to full deployment of automation solutions. These solutions included the required information technology infrastructure, software for automation of the business processes of an intellectual property office or a collective management organization, creation of national intellectual property databases, and capacity building of the office staff.

164. In total, over 25 automation projects were initiated in 2002 across all regions and 10 were successfully completed. Automation assistance to four collective management organizations resulted in a significant increase in their distribution of royalty to rights owners.

OBJECTIVE: To advise on and provide technical support to the information technology related projects in developing countries, Least Developing Countries (LDC) 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 experience was leveraged to facilitate the adapting and re-using of tried and tested automation solutions to minimize deployment cost and time.</p> <p>Definition of more comprehensive automation solutions that included capacity building and increased sharing of best practices and experiences across all regions.</p> <p>Alignment with WIPO's Standards and IT Projects.</p>	<p><i>Feedback on users satisfaction with the advice provided and approach taken:</i></p> <p>Positive feedback was received from Member States concerning the new focus given, and the global strategic approach being taken, in carrying out automation assistance activities. There was a growing number of requests from Member States as automation was considered a high priority.</p> <p><i>Number of recommendations provided and implemented in the automation strategies of IPOs:</i></p> <p>In 2002, automation assistance activities were carried out in 54 Member States across all regions. Each activity included, among other things, one or more recommendations that were followed up and implemented either by WIPO or the Member States as applicable.</p> <p><i>Number of automation solutions exchanged:</i></p> <p>10 IPO offices and four collective management organizations were provided with comprehensive automation solutions including IT infrastructure, IP business applications, creation of IP databases and capacity building. These solutions were deployed by adapting and re-using components from existing systems that were successfully deployed and operational in the region or elsewhere.</p>

Expected Result : *Establishment of a database and a web site to serve as a knowledge repository for IPO automation related activities .*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Further progress was made in the development of the database and the web site.</p> <p>An online service, through the web site, was being tested by Member States for submission of their Annual Technical Reports to WIPO.</p>	<p><i>Number of hardware, software and applications inventoried and included in the database:</i></p> <p>Some of the information was captured in the database. The complete inventory of an IP Office or a collective management organization, in terms of their IT infrastructure and IP applications software would be undertaken when the development of the database development has been completed.</p> <p><i>Level of accuracy and reliability of data:</i></p> <p>All data entered in the database would be verified and validated.</p>

Expected Result : *Production of a policy paper on WIPO's objectives regarding IPO automation .*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>A policy framework for IPO Office Automation was developed to take into account the opportunities and challenges faced in providing sustainable automation solutions.</p>	<p><i>Approval of the policy by the WIPO Member States</i></p> <p>The policy framework started to be actively used in carrying out automation assistance activities.</p>

TotalexpenditureforMainProgram12in2002:

Sfr30,734,000.-

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

165. A significant contribution was made toward the strengthening and effective use of the intellectual property systems in the concerned countries. Activities focused 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.

166. 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.

167. 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. Furthermore, capacity building projects in five countries were implemented in the area of collective management of copyright and related rights.

168. Considerable attention was devoted to increasing the awareness of government officials, managers of SMEs, representatives of SME support organizations and 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. One Interregional Forum and several seminars were successfully organized in this respect. Other awareness building events dealing with topical issues such as commercialization, valuation and management of IP assets, promotion of innovative activities, new developments in the protection of biotechnological inventions and plant varieties, geographical indications, electronic commerce, as well as copyright and related rights as a part of the national and cultural infrastructure were also organized. As in previous years, the Secretariat also continued to focus on the issue of enforcement of intellectual property rights.

OBJECTIVE: To strengthen national intellectual property law 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 six countries.</p> <p>Consultations on IP legislation held with four governments.</p> <p>Assistance provided in the drafting of the Intellectual Property Part of the Model Civil Code for CIS countries.</p>

OBJECTIVE: To promotetheaccessiontovarioustreatiesadministeredbyWIPO .

ExpectedResult : *GreateradherencetoWIPO -administeredtreaties.*

<u>Result(s)Achieved</u>	<u>PerformanceIndicator(s)</u>
IncreasedadherencetoWIPO-administeredtreatiesinthecountriesconcerned.	<p><i>Numberofinstrumentsorratificationtotreaties:</i></p> <p>Adviceconcerningtheratificationof,oraccessionto,WIPO -administeredtreatiesprovidedtoofficialsfromninemountriesthroughmissionsorvisits toWIPO.</p> <p>26instrumentsofaccessionto,orratificationof,WIPO -administeredtreatiesweredeposited,includingtheTLT(four),thePLT(two),theMadridProtocol(two),theWCT (one),andtheWPPT(two).</p>

OBJECTIVE: Tostrengthenintellectualpropertyadministrations,includingtheframeworkforcollectivemanagementofcopyrightandrelatedrights,enforcementandpromotionofcreativityandinnovationdevelopment .

ExpectedResult : *Moreefficientintellectualpropertyadministrations.*

<u>Result(s)Achieved</u>	<u>PerformanceIndicator(s)</u>
NationalIPadministrationswereenabledtostrengthen theirinfrastructuresand increaseefficiency.	<p><i>Numberofinstitutionaldevelopmentproject implemented:</i></p> <p>ThreeNFAPs,onecountryproject,sixcooperationprogramsandonememorandum ofunderstandingwereinitiatedand/orimplemented.</p> <p><i>Numberofofficialstrainedandfeedback :</i></p> <p>23officialsfromninemountriesparticipatedinstudyvisits,and 19advisorymissions wereundertakenonthemodernizationofIPinfrastructure. Positivefeedbackwas receivedfromnumerousofficialswithregardtothehighqualityofthetraining received.</p> <p>Inaddition,twoIPofficesreceivedadviceonthecomputerizationoftheiroperations, andninemountrieswereprovidedwithcomputerandotherequipment.</p>

ExpectedResult : *Establishmentof,andlegalortechnicalsupportto,societiesforcollectivemanagement ofcopyrightandrelatedrights.*

<u>Result(s)Achieved</u>	<u>PerformanceIndicator(s)</u>
Asignificant contributionwasmade totheestablishingor strengtheningofnine organizationsfor collectivemanagement ofcopyrightandrelated rights.	<p><i>Numberofcollectivemanagementorganizationsassisted:</i></p> <p>Fivecountry projectswereimplemented,onecountryprojectwasinitiated.</p> <p><i>Numberofofficialsadviseandtrainedandfeedback :</i></p> <p>Studyvisitswereorganizedforeightofficialsfromthreecountries.Expertmissions wereundertakentofourcountries.Thefeedbackreceivedwaspositive.</p>

ExpectedResult : *Strengtheningofadministrativeandjudicialmechanismsfortheenforcementofintellectual propertyrights.*

<u>Result(s)Achieved</u>	<u>PerformanceIndicator(s)</u>
Improvedknowledgeof nationalofficialsand strengthened administrative mechanismsforthe enforcementofIPRs.	<p><i>Numberofofficialsadviseandtrainedandfeedback:</i></p> <p>350officialsfromindustrialpropertyandcopyrightadministrations,thejudiciary,the legalprofession,police,customsandotherlawenforcement agenciesofthree countriesreceivedtrainingintwonationalseminarsandtwo workshopstoeffectively dealwithpiracyandcounterfeitingofIPassets.Overallsatisfactionwasepressedby participants,particularlywithregardtoknowledgegained.</p>

<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 Inter state Council on the Protection of Industrial Property (ICPIP), the Interparliamentary Assembly of the CIS Member States (IPA), the Eurasian Patent Organization (EAPO), in two meetings of the UN/ECE Advisory Group on the Protection and Implementation of Intellectual Property Rights for Investment in Countries in Transition, as well as the Central European Initiative. A regional seminar on IP for young professionals was organized by WIPO in cooperation with the 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 of economic activity in the respective countries. Improved knowledge and skills in the use of the IP system for economic, technological and social development, as well as for enhancing competitiveness.	<u>Performance Indicator(s)</u> <i>Number of persons in government and market sectors informed and trained and feedback:</i> Some 800 participants from government and private sector were retrained in eight awareness building events (three regional, one sub -regional and four national) on various subjects (including teaching of IP, the role of IP in the global economy, importance of IP for young professionals, electronic commerce, domain names, copyright and related rights as a part of the national and cultural infrastructure, new developments in the protection of biotechnological inventions and plant varieties, and geographical indications). A number of governments and numerous participants expressed their high satisfaction with the meetings. Particularly mentioned were relevance of the subject matter to their professional activities, as well as the usefulness of the contacts in future networking. <i>Number of public information material prepared:</i> Assistance was provided for the translation of various WIPO publications, WIPO-administered treaties and legislative texts into Armenian and Russian. A Russian version of the WIPO web site was established. An article on the 10 years of progress in IP in the countries in transition was published.
OBJECTIVE: To assist SMEs in using the intellectual property system .	
<u>Expected Result</u> : <i>Greater efficiency of the information and innovation infrastructure and services and in assisting SMEs.</i>	
<u>Result(s) Achieved</u> 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 for property management of IP assets. Increased capacity for commercialization of IPRs.	<u>Performance Indicator(s)</u> <i>Increase in the number of IPOs participating in events relating to the development of innovation infrastructure and assistance to the SMEs:</i> 600 participants attended one Interregional Forum, one sub -regional and three national seminars organized for government officials, managers of SMEs, representatives of SME support organizations and industrial property attorneys. Two national seminars on commercialization, valuation and management of IP assets and promotion of innovative activities were organized. A booklet on IP and SMEs was translated and adapted to the local conditions in four countries. <i>Number of advisory missions:</i> Advisory missions were undertaken to three countries.
TotalexpenditureforMainProgram13in2002: Sfr2,492,000.-	

MAINPROGRAM14 - TheWIPOWorldwideAcademy (WWA)

169. 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 WWA contributed to this goal through its three main programs: Policy Development, Professional Training, and the Distance Learning Program.

170. Highlights of the year 2002 included the conclusion of new Framework Agreements of Cooperation with universities and research institutions in Member States, the strengthening of the Distance Learning Program as well as the organization of new seminars and workshops.

171. 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 revamping of the Center's Intranet site, which resulted in a 30 per cent increase in usage, and the development of a hyperbolic viewer (or intelligent site map) for that site. Knowledge management approaches were made widely known throughout the Secretariat through the publication of several electronic newsletters. Staff were encouraged to effectively use the latest Internet search tools, to access numerous searchable electronic databases, and to access new types of information on intellectual property matters, including the so-called "grey literature" on various electronic mailing lists. A web board was also established to build a community of interest within WIPO and to provide reference service based on colleagues sharing their knowledge with the whole staff of the Secretariat.

Sub-program 14.1 - Distance Learning and Outreach

172. The Distance Learning Program continued to expand its scope and impact worldwide. With over 4,968 participants in 2002 (an increase of 40 per cent compared to 2001), in 171 countries, the Program continued to expand its reach through the on-line delivery of the "General Course on Intellectual Property" (DL-101) in English, French, Spanish and Chinese. Portuguese, Russian and Arabic versions of this course were also developed and will be made fully available in 2003. In view of the continued expansion of the Program, a Learning Management System was introduced to facilitate the on-line management and delivery of the distance learning courses.

173. 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.

174. The Joint WIPO-UNISA Intellectual Property Specialization Program, launched in 1998, continued, with some 35 students benefiting from WIPO scholarships. The last three substantive modules of the Program, which comprises a total of nine modules, were completed in 2002.

175. The pedagogic review of four specialized courses: Copyright and Related Rights, Electronic Commerce, Traditional Knowledge and Biotechnology was completed. These courses will become part of the Academy's regular online courses selection.

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>
Program initiated on developing a distance learning curriculum on intellectual property studies. A number of cooperation agreements were concluded involving distance learning teaching.	<p><i>Number and nature of special agreements concluded with select institutions :</i></p> <p>Cooperation Agreements were concluded with the following institutions:</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), Kiev, Ukraine; - National Technical University of Ukraine "Kyiv Polytechnic Institute", (NTUUKPI), Kiev, Ukraine; - Academy of Scientific Research and Technology (ASRT), Cairo, Egypt.

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

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Consultations were held to consider the issue.	<p><i>Number of registered participants for each category of fees applied:</i></p> <p style="text-align: center;">N/A</p> <p><i>Amount of money raised from the application of the agreed fee structure:</i></p> <p style="text-align: center;">N/A</p>

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

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Core distance learning faculty increase by 23 per cent, compared to 2001.	<p><i>Number of faculty members:</i></p> <p>32 distance learning tutors were engaged in 2002, in six languages (Chinese, English, French, Portuguese, Russian and Spanish).</p>

Expected Result : Availability of course content in diversified formats and delivered through appropriate technical solutions.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Participation in DL-101 "General Course in Intellectual Property" increased by 40 per cent compared to 2001.	<p><i>Number of courses and number of formats and languages in which they are offered:</i></p> <p>14 sessions of DL -101 were offered in 2002: three English, three French, three Spanish, three Chinese, one Russian, one Portuguese. Breakdown of participants per session: English: 3031; French: 403; Spanish: 921; Chinese: 491; Russian: 57; Portuguese: 65.</p> <p><i>Number of participants completing each course offered and feedback :</i></p> <p>1,120 evaluation questionnaires were received, indicating an overall degree of satisfaction of 98 per cent.</p>

<u>ExpectedResult</u> : <i>Facilitatedaccessandsupportservicestodistancelearningstudents,throughimproved on-linemanagementanddeliverysystems.</i>	
<u>Result(s)Achieved</u> Deploymentofa LearningManagement Systemtostrengthen servicesrenderedto students.	<u>PerformanceIndicator(s)</u> <i>Increaseintheabilityofthesystemdatabasetotrackprogressofdistancelearning participants,fromregistrationthroughgraduation</i> : Theinteractivitybetweentutorsandstudents,aswellasamongst students themselves, increased.Studentswerefurtherallowedtobettermonitortheirrownlearningprocess.
<u>ExpectedResult</u> : <i>Creationofnewcoursecontentbasedonactualdemand.</i>	
<u>Result(s)Achieved</u> Completedpedagogic reviewandproduction planfor implementation ofspecializeddistance learningcourses.	<u>PerformanceIndicator(s)</u> <i>Numberandnatureofnewdistancelearningcoursesdeveloped:</i> Fourspecializeddistancelearningcoursescompleted(CopyrightandRelatedRights, TraditionalKnowledge,Bi otechnologyandElectronicCommerce).
OBJECTIVE: TopromotetheroleoftheWIPOWorldwideAcademyanditsprogramsthroughinformation andoutreachactivities .	
<u>ExpectedResult</u> : <i>ExpandedvisibilityandoutreachoftheWWAprogramsandactivities.</i>	
<u>Result(s)Achieved</u> Periodicpublicationof promotionalmaterialson theAcademy'sactivities	<u>PerformanceIndicator(s)</u> <i>Numberandnatureofpublicationsandpromotionalmaterialsproduced</i> : - 4,000copiesoftheAcademyReview(English,French,Spanish); - 3,500copiesoftheupdatedAcademyInformationBrochure(English,French, Spanish); - 3,500copiesoftheupdatedCatalogueofCourses(English,French,Spanish); - 3,500copiesoftheupdatedDL -101leaflet(English,French,Spanish).

Sub-program14.2 - ProfessionalTraining

176. TheProfessionalTrainingProgramprovidestrainingtotechnicalstaffofIPOffices fromdevelopingcountriesandcountriesintransition.ItsaimistoassistMember States to developtheirhumanresourcesandtoimprovet heirIPsystems.CompletionoftheDL -101 coursecontinuedtobeaprerequisiteforparticipationintwokeyProfessionalTraining Programs,theInterregionalIntermediateSeminarsonIndustrialPropertyandCopyright, therebycreatingstrongersynergies betweenthe differentprogramsoftheAcademy.This linkageledtoanoticeableimprovementintheabilityofparticipantstobenefitfullyfromthe trainingprovidedattheseseminars.Undertheseprogramsatotalof268intellectualproperty officials weretrained.

177. 24youngprofessionalsandsenioruniversitystudentsparticipatedintheSummer SchoolProgramorganizedbytheAcademy.

178. AnimportantaspectoftheworkoftheProfessionalTrainingProgramwasits cooperationwithpartnerinstitutions.Consultationswereheldwithsome25nationaland regionalintellectualpropertyofficestoseekwaysofharmonizingthetrainingprograms carriedoutjointlywiththeseinstitutions.

OBJECTIVE: 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>
Increase in the number of participants from developing countries and countries in transition compared to 2001.	<p><i>Number of trained nationals from developing countries and certain countries in Europe and Asia</i> <i>nd feedback:</i></p> <p>In 2002, some 268 participants were sponsored from 109 countries, one territory, and two organizations compared to 256 from 92 countries, two organizations, and one territory in 2001.</p> <p>In terms of gender distribution, a total of 150 men and 118 women were retrained in 2002, compared to 140 and 116 respectively in 2001.</p>

Expected Result : Strengthen linkages with distance learning programs.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
The upgraded Interregional Intermediate Seminars continued to prove popular and beneficial to participants.	<p><i>Number of courses in which linkage is established:</i></p> <p>The two Interregional Introductory Seminar on Industrial Property and Copyright and Related Rights continued to benefit from the linkage with the DL -101 Distance Learning course.</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>
During six weeks an intensive program was carried out and high quality research papers were written, one of which was published in an international IP journal.	<p><i>Number of students admitted to the Summer School :</i></p> <p>In July 2002, a total of 24 fellows from as many countries were retrained.</p> <p>Feedback received: It was noted that an increase in the educational level of participants stimulated substantive discussions. All of the students appreciated the way the program was undertaken. Several students requested the inclusion of case studies in the program. The acquired knowledge assisted a number of participants, by their own accounts, in their careers and research activities.</p> <p>Publications: One student's Summer School research paper on Geographical Indications was published in a renowned international IP journal.</p>

Sub-program 14.3 - Policy Development

179. Ten Academy sessions and symposia were organized in 2002, involving participants from developing countries, countries in transition, and intergovernmental organizations.

180. 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.

181. An International Symposium on the Effects of Technology on Copyright and Related Rights was organized in cooperation with the United States Copyright Office to provide 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.

182. Sessions were organized jointly 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, for the training of enforcement officials, especially judges, prosecutors, police officers and customs officers on the Enforcement of Intellectual Property Rights.

183. Among the new initiatives of the Policy Development Program in 2002 were seminars on intellectual property for participants attending the WTO Trade Policy Course in Geneva, for diplomats participating in a multilateral diplomacy training course organized by the Graduate Institute of International Studies in Geneva, and for universities at the national level at the request of Member States. In addition, a seminar was organized for law students from the University of Alicante in Spain participating in the Master of Intellectual Property Law program.

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

185. 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 treatises 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>
Enhanced capacity to analyze and implement new IP policy directions and maximize IP's role in development.	<p><i>Increase in the number of decision -makers and policy advisers attending Academy sessions:</i></p> <p>Four general Academy sessions were organized 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; - Geneva (English), with 13 Ambassadors from 13 countries; - Singapore (English), with 19 participants from 19 countries and 25 local participants; - Geneva (English), with 21 participants from 21 countries. <p>The total number of participants in the Academy sessions and symposia was 187, from 95 developing countries, countries in transition, intergovernmental organizations, and an additional 225 local participants when sessions were organized outside of Geneva.</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 administration and enforcement of intellectual property rights.</p>	<p><i>Feedback from participants :</i></p> <p>Two Academy sessions on enforcement of intellectual property rights were organized in:</p> <ul style="list-style-type: none"> - Arlington, U SA (English) with 14 participants from 14 countries; - New Delhi (English), with 15 participants from 15 countries and 200 local participants. <p>The programs were considered useful with regard to the increase of IP knowledge in the participants' countries and the opportunity to make use of the acquired information and skills in the enforcement of IPRs.</p> <p>A training course on the administration of patents was organized in Oslo (English), with 20 participants from 20 countries.</p> <p>According to the participants, the training provided useful information and new insights. Due to the acquired knowledge, the participants considered themselves to be in a favorable position to give assistance to colleagues in the field of examination of patent applications in their respective offices. They all stated that they would recommend the program to other members of their office/ministry.</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>The symposium was considered very enlightening and informative by all participants. One participant stated that the new development in copyright law discovered during the symposium would be addressed in the copyright law that was still in the process of adoption in the participant's home country. The exchange of experiences among participants themselves was also appreciated.</p> <p>Two seminars on intellectual property for 60 participants attending the World Trade Organization (WTO) Trade Policy Course in Geneva, and a similar seminar for 18 diplomats participating in a multilateral diplomacy training course organized by the Graduate Institute of International Studies in Geneva.</p> <p>Participants considered the information provided by these seminars important and useful for their work as diplomats and negotiators.</p>

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>Enhanced level of cooperation with various institutions leading to a widespread of participants benefiting from the WWA's programs.</p> <p>Strengthened capacities to teach and carry out research in intellectual property in developing countries and countries</p>	<p><i>Number of cooperation arrangements concluded and number of fellowships granted :</i></p> <p>Organization of an intensive post-graduate course on industrial property for government officials and professors at the University of Buenos Aires, Buenos Aires, Argentina (Spanish), with nine participants from nine countries.</p> <p>Organization of an Academy session on education and training in intellectual property, in Moscow, with 22 participants from eleven CIS countries and 40 local participants.</p> <p>Sponsorship of 17 professors from developing countries and countries in transition to participate in the ATRIP 2002 Congress in New Delhi, India.</p> <p>Two national seminars with participation of a total of 450 university lecturers, professors and researchers on intellectual property for universities, in Kenya, and on education and training in intellectual property, in Ukraine.</p>

in transition.	<p>A seminar for 40 law students from the University of Alcala de Henares in Spain participating in the Master of Intellectual Property Law program.</p> <p>Eight fellowships were granted for studies leading to a Master degree or diploma in intellectual property at: Franklin Pierce Law Center, United States of America; John Marshall Law School, United States of America; Queen Mary Intellectual Property Research Institute, University of London, United Kingdom; Centred' études internationales de la propriété industrielle (CEIPI), Université Robert Schuman, France; Université de Montpellier, France; and University of Lund, Raoul Wallenberg Institute, Sweden. The students came from China, the Czech Republic, Egypt, Guinea, Haiti, Lithuania, Malawi, and Zambia.</p>
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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>
Development of education materials and curricula led to a higher number of institutions teaching intellectual property.	<p><i>Number of educational materials and curricula made available :</i></p> <p>One Collection of Research Paper on IP published.</p> <p>Three curricula on IP teaching developed.</p> <p>WIPO publications and treaties in the field of IP were provided to 12 universities and higher institutions of learning in eight countries: University of Buenos Aires (UBA), Argentina; Centred' Etudes et de Recherche en Droit International et Communautaire (CEDIC), Cameroon; University of Asmara, Eritrea; Indian Institute of Technology, Roorkee; National Institute of Small Industry Extension Training, India; the W.B. National University of Juridical Sciences, India; Shahid Beheshti University, Iran (Islamic Republic of); Tehran University, Iran (Islamic Republic of); University of Tarbiyat Modares, Iran (Islamic Republic of); Moi University, Kenya; International Islamic University, Pakistan; and University of Dar Es Salaam, United Republic of Tanzania.</p>

Total expenditure for Main Program 14 in 2002:	Sfr 7,155,000.-
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MAIN PROGRAM 15 - Information Technology

186. The project life-cycle methodology policy continued to be followed and implemented in the delivery of IT project initiatives (IMPACT, WIPO NET, etc.). Emphasis was placed on the integration, into the various project teams, of users from the related business areas, and 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, in the biennium 2002-2003, a Commissioning Group was established to manage the hand-over of the completed systems into a production (IT Services) environment. By the end of 2002 WIPO NET was already well into its commissioning process and discussions within the Group on the hand-over of IMPACT had started. The implications on the IT Services are for the receipt of such systems will be further explored in 2003, as issues of knowledge-transfer and redeployment of staff are to be examined in greater detail.

Sub-Program 15.1 - Information Technology Support

187. 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 state allocated budgets and time scales. do objectives within the

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

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Project expenditures did not exceed agreed budget.</p> <p>Some delays were encountered in project implementation against projected milestones.</p>	<p><i>Actual expenditure compared to budget and timeliness in the delivery of activities:</i></p> <p>Actual expenditures were within expected limits 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 corrective actions were initiated to mitigate risks.</p>

OBJECTIVE: To ensure that all IT activities are integrated into WIPO business processes.

Expected Result: Optimization of resources within a range of IT.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>The highest level of standardization and coordination across all IT systems was ensured through careful planning.</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 has also proved cost effective. Standardization also enables 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>Will be come applicable in 2003, as the new systems are handed over into the operational environment.</p>

Expected Result: Documented analysis of all WIPO business areas with relation to current level of automation and future requirements, resulting in improved business processes.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>All new IT requirements were thoroughly evaluated and documented.</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.</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.

Expected Result: *IT activities meet the stated objectives and support the overall vision of WIPO and its Member States.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
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><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>Result(s) 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

188. The existing WIPO IT infrastructure was further enhanced and rationalized by the successful completion of a project known as the 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 WIPO NET. 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 16,500 calls that it received in 2002 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 volumes per restrictions.

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

Expected Result: *Modern IT infrastructure and improved users 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

<p>Production of new in-house training material.</p>	<p>remote sites, no new servers implemented in the two new buildings).</p> <p>High-Speed data communications links were established to two new WIPO sites (<i>Casa</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>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, shared volumes and restrictions.</p> <p><i>Usage statistics for network services:</i></p> <p>Through WIPO's e-mail system, an average of 6,330 messages were processed per day (both sent and received), corresponding to a daily volume of 512 Mbytes. The total size of the mailboxes exceeds 200 Gbytes.</p> <p><i>Number of staff trained on standard and advanced applications:</i></p> <p>In-house IT training consisted of 14 in-house training sessions with a total of 127 training days for 80 WIPO staff delivered by a new in-house full-time and dedicated trainer. New in-house training topics included: Internet Explorer; FrontPage 2000; 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>Planned for 2003.</p> <p><i>Percentage of up-time for systems:</i></p> <ul style="list-style-type: none"> - Over 60 Internal Servers supported with 99.7 percent availability; - E-mail system, consisting of 11 servers and gateways, was available 99.8 percent; - The WIPO business systems running on the United Nations International Computing Center (ICC) Mainframe available on average 99.91 percent during working hours and 99.70 percent during extended working hours (7 a.m. - 8 p.m.). <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 percent availability.</p> <p><i>Timeliness in the resolution of users support calls:</i></p> <p>Helpdesk – Number of:</p> <ul style="list-style-type: none"> - Calls and Help requests received: 16,500 - Tickets processed by Helpdesk: 11,700 - Tickets escalated to the 2nd Level: 4,800 - Templates set up for meetings: 400 - IT Inventory update actions: 2,700 <p>In addition to Helpdesk interventions, a total of 4,295 interventions were carried out with respect to the 1,850 networked PCs within the Organization, including: over 1,200 office PC moves (and coordination with movers); 901 PC installations or replacements; over 1,600 interventions for PC hardware and software repairs, and; 653 printer repairs. Also, interventions were undertaken for 446 maintenance/repairs of the 198 portable PCs used within the Organization.</p> <p><i>Availability of system and user documentation:</i></p> <p>Planned for 2003.</p>

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.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
The IT Infra structure was modified in accordance with changing business requirements. The growth rate of the Organization was absorbed by the Operations area with zero staff growth.	<p><i>Number of established workplans and change control procedures for system modifications:</i></p> <p>Planned for 2003.</p> <p><i>Number of new user requirements implemented:</i></p> <ul style="list-style-type: none"> - Deployment of 450 new PCs for the IMPACT project, with creation of specific software environment; - Successful Pilot 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 control of new IT equipment including servers, PCs, portable PCs, printers, etc; - Putting in place maintenance contracts with different vendors for streamlining contract management.

Sub-Program 15.3 - WIPO_{NET}

189. By the end of 2002 the WIPO_{NET} KIT had successfully been deployed to 52 Intellectual Property Offices (IPOs), up from 19 at the end of the 2000-2001 biennium, with some 520 registered users already using the services offered on the network. A total of 14 regional training courses were held in 2002, covering a total of 151 staff from 137 IPOs. WIPO was also able to expand the use of the WIPO_{NET} to include data transfer for the IPDL and PCT SAFE activities.

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 WIPO_{NET} CENTRAL SERVICES to all Member State IPOs that are connected to the Internet.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
WIPO _{NET} Central Services were provided to Member States in 2002.	<p><i>Number of IPOs that are accessing WIPO_{NET} CENTRAL SERVICES, and feedback on the relevance of these services to their business requirements:</i></p> <p>The number of IPOs using WIPO_{NET} Central Services increased to 143, with requests to further extend the 30 hours of free connectivity initially agreed with Member States.</p> <p><i>Number of registered WIPO_{NET} users using the services:</i></p> <p>Approximately 520 registered WIPO_{NET} users were using the services.</p>

<u>Expected Result :</u>	<i>Completion of Phase II deployment at approximately 98 IPOs, including training, and increased use of Internet by IPOs.</i>
<u>Result(s) Achieved</u> Completion of Phase II was anticipated to stay on schedule within the 2002-2003 biennium.	<p align="center"><u>Performance Indicator(s)</u></p> <p><i>Number of IPOs that have received the WIPO NETKIT:</i> 52 IPOs had received the WIPO NETKIT (33 in 2002).</p> <p><i>Number of IPO staff trained:</i> 151 IPO staff from 137 IPOs in 106 Member States received WIPO NET training: <ul style="list-style-type: none"> - Three courses were held in Africa in French, one in Morocco and two in Cameroon; - Two courses were held in South America in Spanish (Chile and Peru); - A total of nine courses were held in Europe, Asia, the Arab States and Africa in English. </p> <p><i>Number of hours of Internet connectivity provided to IPOs:</i> 1,310 hours of Internet connectivity were provided to IPOs.</p>
<u>Expected Result :</u>	<i>Enabling enhanced dissemination of intellectual property information, through increased access to Distance Learning programs, thereby improving collaboration within the intellectual property community.</i>
<u>Result(s) Achieved</u> Scheduled for 2003.	<p align="center"><u>Performance Indicator(s)</u></p> <p><i>Number of hits on WIPO NET-hosted Web sites:</i> <i>Number of pages of information posted on the WIPONET Web servers :</i> <i>Number of WIPO NET-based audio/video conferences:</i> <i>Number of on-line courses accessed through Internet connections provided by WIPONET and number of participants thereof:</i></p> <p align="center">N/A</p>
<u>Expected Result :</u>	<i>Integration of WIPO NET services with Core IT, eliminating redundancy, improving efficiency, and enhancing the effective use of financial resources.</i>
<u>Result(s) Achieved</u> Progressive integration of WIPONET services with Core IT was underway.	<p align="center"><u>Performance Indicator(s)</u></p> <p><i>Number of IB staff and systems using WIPO NET services:</i> Ten WIPO staff and one system began using WIPO NET services in 2002. The IPDL projects sent about six Gb of raw PCT data weekly on DVD to an external supplier, which transferred the data (around two Gb of reformatted data per week) to WIPO via the WIPO NET secure services. This process saved the IPDL publications around 25 to 30 percent in terms of time every week, resulting in faster availability of data and an improved service to the users of the digital libraries.</p> <p>Contractors for PCT -SAFE used WIPO NET to transfer their work safely to the project's development server.</p> <p><i>Number of integrated WIPO NET and Core IT services:</i> One Core IT Service was integrated with WIPO NET in 2002 .</p>

<u>ExpectedResult</u> : <i>Effectivesystemandend -usersupport,includingestablishmentoftheWIPO NETdisaster recovery site.</i>	
<u>Result(s)Achieved</u>	<u>PerformanceIndicator(s)</u>
Theaverageresolution timewasquitehigh, due toafewcaseswhere findingthesolutionand subsequent implementationtook a muchlongertime.	<p><i>Statisticsonhelpdeskcallsandtimelinessofresponse:</i></p> <p>WIPONEThelpdeskreceived120calls,ofwhich96wereresolved,withanaverage resolutiontimeof19days.ThecallsreceivedintheperiodSeptember-December 2002wereforhelpofallkinds,(fromHardwarefailuretoTrilateralvirtualprivate network(VPN)problems),andwereinallcasesolved.</p> <p><i>OperationsoftheWIPONETdisasterrecovery sitestartedwithinthexpected deadlines:</i></p> <p>Scheduledfor2003.</p>

Sub-Program15.4 - IMPACT

190. WithregardtoWIPO'seffortstoautomatePCTprocesses,theIMPACTproject successfullydelivered,in2002,thefirstphase ofitsCommunicationRequest("Systematic COR")services,thepurposeofwhichistoenableIPOstoreceivecopiesofpamphletsin electronicform(DVDoronline).Bytheendof2002,fourIPOs(Australia,EuropeanPatent Office,JapanandtheUnited StatesofAmerica)hadplannedtoreceivetheirpamphletson electronicmedia(DVD)andafurtherthreeIPOswereinaperiodoftransitionfrompaperto CD/DVD.

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

<u>ExpectedResult</u> : <i>IncreaseintheuseofCommunicationOnRequest(COR)(phaseI)services .</i>	
<u>Result(s)Achieved</u>	<u>PerformanceIndicator(s)</u>
TheuseoftheCOR (phaseI)services increasedandgave satisfactoryresults.	<p><i>NumberofPCTpamphletsandotherPCT -relateddocumentstransmittedviathis service:</i></p> <p>SPECIFICCOR: Pamphlets:4,550;OtherPCTdocuments:9,234 SYSTEMATICCOR: Pamphlets:779,765;OtherPCTdocuments:943,376</p> <p><i>PercentageofPCTpamphletsissuedonpaper :</i></p> <p>SPECIFICCOR: 95percent SYSTEMATICCOR: 89percent</p> <p><i>NumberofOfficesnolongerreceivingthepapercopiesofpamphlets,andautomated documents:</i></p> <p>SPECIFICCOR:FourOffices(Australia,EPO,Japan,USA)plannedto receivesomeof theirdocumentsonelectronicmedia.ThreeOffices(Israel,RepublicofKorea, United Kingdom)beganatransitionfrompapertoCD/DVDforalltheircommunications.</p> <p>SYSTEMATICCOR:FourOffices(EPO,Japan,RepublicofKorea,USA) systematicallyreceivedPriorityDocumentsonDVD(99percentofallPriority DocumentssentbytheIB).</p> <p>SomeIPOfficesstillreceivebothpaperandelectroniccopiesofpamphletsandother PCTdocuments,butsomeareexpectedtosoonreceive theirdocuments onelectronic mediaandasignificantnumberhavestartedreceivingallorsomeoftheirdocumentson DVD.</p>

	The majority of third party subscribers switched, with immediate effect, from paper documents to DVD communication.
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Expected Result : *International Bureau System (phase 2) operational*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Requirements for the IB System (phase 2) were drafted and development started. The System is expected to become operational in 2003.	<p><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></p> <p>N/A</p>

Expected Result : *RO/IB system (phase 3) operational.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
The phase 3 of the IMPACT project, RO/IB System, is expected to commence in 2003.	<p><i>Number of international applications transacted through IMPACT RO/IB system in electronic form :</i></p> <p>N/A</p>

Sub-Program 15.5 - PCT Electronic -filing

191. 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 pilot the PCT received its first electronically-filed application later in that month.

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

Expected Result : *Documents and data available in an agreed format for exchange with other Offices.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
The electronic filing legal framework and the technical standard defined the agreed format for exchange of data with other Offices.	<p><i>Level of activity in the area of data exchange between Offices:</i></p> <p>The pilot system to receive electronically filed patents, in parallel with paper form applications, was being prepared for early 2003.</p> <p>One PCT Receiving Office started receiving PCT applications electronically (EPO: Nov 11, 2002).</p>

OBJECTIVE: To develop a system for the electronic -filing of international applications based on the present software PCT -EASY (Electronic Application System).

Expected Result : *International applications filed with minimal formal defects, having been prepared by officially designed software.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
PCT-SAFE system on schedule for deployment in 2003.	<p><i>Number of international applications filed electronically:</i></p> <p>Pilot system deployed to 40 users in November 2002. The first fully electronic PCT application was received, under the PCT -SAFE pilot, on November 27, 2002.</p> <p><i>Number of defects per international application:</i></p> <p>N/A</p>

<u>ExpectedResult</u> : <i>Avoidanceofthemanualprocessofenteringdata(typingorscanning)intocomputer systems.</i>	
<u>Result(s)Achieved</u> N/A	<u>PerformanceIndicator(s)</u> <i>Reductioninthenumberofstaffusedfordataentry:</i> N/A
<u>ExpectedResult</u> : <i>Applicationsproce ssedfasterandatlesscost.</i>	
<u>Result(s)Achieved</u> N/A	<u>PerformanceIndicator(s)</u> <i>Numberofinternationalapplicationsprocessedperexaminer:</i> N/A

Sub-Program15.6 - CLAIMS

192. TheCLAIMSprojectrelatescloselytotheprogessoftheIPCreform,themaingoolof whichistoenhancetheseearchabilityofpatentinformationthroughtheuseofthereformed IPCanditsadvancedlevel.ThefourtracksofCLAIMSareRIPCISandIPCreformsupport, Categorization,IPCTutorial,andLinguisticsupport .RIPCISisthesub -systemthatwill replacetheInternationalPreliminaryExaminationReport(IPCIS)sub -systemusedsofar to supporttheIPCrevision.The analysisandevaluationphasewasclosetocompletionforthe IPCreformsupport,Categorization ,andLinguisticsupporttracksattheendof2002. Implementationanddeploymentareexpectedtobecompletedin2003.Implementationof theIPCTutorialtrackcameclosetocompletion.

OBJECTIVE: **To support the IPOs of the Member States in the reformed classification of their patent collections .**

<u>ExpectedResult</u> : <i>Decreaseintheworkloadrelatedtotheclassificationofpatentdocuments.</i>	
<u>Result(s)Achieved</u> SupportingITsystemon schedulefordeployment in2003.	<u>PerformanceIndicator(s)</u> <i>Numberofdoc umentsclassifiedusingtheadvancedlevelsymbolsallottedbythebig offices:</i> TheadvancedlevelofIPChadnotyetbeenapproved,duetoadecisiontopostpone thepublicationdateoftheReformedIPCfrom2003to2005.Therewasthereforeno classificationofdocumentsusingtheadvancedlevelsymbolsallottedbythebig offices.

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 .**

<u>ExpectedResult</u> : <i>Improvedaccesstothe patentdocumentationofthesmall/medium -sizedanddeveloping countries.</i>	
<u>Result(s)Achieved</u> TheMaster Classification Databaseisbeing developedbythe	<u>PerformanceIndicator(s)</u> <i>LevelofusageoftheMasterClassificationDatabase:</i> N/A

<p>Trilateral Offices, and is expected to become operational by the second half of 2004.</p>	
<p><u>Expected Result:</u> <i>The making available of the IPC in other languages of the Strasbourg Union.</i></p>	
<p><u>Result(s) Achieved</u> Two new language versions of IPC available.</p>	<p><u>Performance Indicator(s)</u> <i>Number of language versions created using computer aided translation: The Croatian and the Persian (abridged) language versions became available.</i></p>
<p><u>Expected Result:</u> <i>Improved access to the patent collections of the small/medium -sized and developing country patent offices not publishing their documents in English.</i></p>	
<p><u>Result(s) Achieved</u> Links provided through IBIS to those patent related databases that can be linked through open URL to the IPC.</p>	<p><u>Performance Indicator(s)</u> <i>Number of databases connected to special language version of IPC: More than 10 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).</i></p>

Sub-Program 15.7 - AIMS

193. Significant progress was achieved on the AIMS Project, designed to replace WIPO's aging finances system with an integrated budget and financial management system. Following the completion and sign-off of extensive user requirements at tender process was launched, to identify and select the most appropriate software solution to meet WIPO's needs. As a result of the successful delivery of this major milestone, the Project remains on track to start deployment towards the end of 2003.

OBJECTIVE: To replace the 16 year -old financial system (FINAUT) and the BETS reporting system with a modern integrated financial accounting and budgetary controls 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.*

<p><u>Result(s) Achieved</u> AIMS remained on schedule for deployment starting in 2003, making progress in the analysis and design phases.</p>	<p><u>Performance Indicator(s)</u> <i>Number of areas within finance and budget dependent on the legacy system by the end of 2003: The Closed Pension Fund was scheduled to be the first part of the new system to go live and independent of the legacy system before the end of 2003. Reduction in the amount of International Computing Center (ICC) usage: N/A</i></p>
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<u>Expected Result:</u> <i>Implementation of a financial system with the desired controls to satisfy internal and external audit requirements thereby minimizing financial risks.</i>	
<u>Result(s) Achieved</u> The External Auditor's requirements in terms of chart of accounts and reporting were identified and defined.	<u>Performance Indicator(s)</u> <i>Feedback from internal auditors:</i> 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. <i>Feedback from external auditors:</i> External auditors were involved in meetings related to the design of chart of accounts. The AIMS project plan to continue their involvement in key tasks and meetings to ensure that their requirements are met.
<u>Expected Result:</u> <i>Provision of a stable core financial and budgetary controls system, enabling integration of future operational systems.</i>	
<u>Result(s) Achieved</u> Planning continued for the interface to be implemented under AIMS.	<u>Performance Indicator(s)</u> <i>Number of automated interfaces working with systems outside finance and budget:</i> Nine automated interfaces working with systems outside finance and budget have been identified: payroll; the Arbitration and Mediation Center; publications; contributions; PCT (CASPIA, CASPRO, IMPACT as appropriate); MAPS; DMAPS.
<u>Expected Result:</u> <i>Provision of appropriate financial management information to service management.</i>	
<u>Result(s) Achieved</u> N/A	<u>Performance Indicator(s)</u> <i>Feedback from users:</i> Users, at all levels, were interviewed extensively to capture their requirements and issues related to financial reporting. These requirements are to be developed further within the design phase of the project. Users' feedback will be collected and analyzed in the further process of design and implementation of management information reports, to assess the level of effectiveness in meeting their requirements.

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

194. 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.

195. The capturing of the full-text of PCT applications using OCR remained an on-going activity for the IT Program in 2002, in cooperation with the PCT. Significant achievements included the delivery to WIPO of the completed PCT I2 CDVD collection for the period 1998-2002 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.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>PCTI2CDVD collection 1998 -2002 completed and delivered to WIPO.</p> <p>Weekly delivery of data to EPO meets their satisfaction.</p>	<p><i>The electronic data should be delivered and uploaded according to schedule:</i></p> <p>Timely delivery of weekly production of PCTI2C electronic product to WIPO and ST.35 to EPO.</p>

Expected Result: *The electronic data will be of a sufficiently high quality for use by Patent Office for search and examination.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>99.7 percent accuracy for OCR data was substantially above the target of 98 percent.</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 end of September 2002 and EPO indicated that the PCT -OCR transformation was as good as possible, given the quality of the input used. OCR quality averaged 99.7 percent accuracy (i.e. above the level of 98 percent accuracy as contractually obligated).</p> <p>All data published weekly by the PCT was presented in PCTI2CDVDs.</p>

Expected Result: *The IP DL 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>Prototype for publication of Full text data in PCT IPDL ready and available for limited user community.</p> <p>The use of WIPO NET for the delivery of PCT Full text data to the IPDL in places since November 2002 and Full text data available for WIPO NET transfer one week after Publication date.</p>	<p><i>Number of inquiries made on the IPDL web site:</i></p> <p>Some 11,502,830 pages were requested from the IPDL web site out of 39,540,341 number of hits.</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 2002:

Sfr 67,684,000.-

MAIN PROGRAM 16 - Human Resources Management

196. The Human Resources Management Department (HRMD) continued to develop its work in line with the strategic vision of WIPO while ensuring that the personnel needs of the Organization continued to be served in the most timely and efficient manner.

197. During 2002, a preliminary analysis was made of the report prepared by the National Academy of Public Administration (NAPA), Washington D.C., "WIPO, An Employer of Choice", commissioned in 2001 at the request of Member States, to provide a cost and time framework for the implementation of the various recommendations made therein. The report provides a valuable insight into how the HRMD might best support the strategic direction of the Organization. The return on this work will be contingent on a near marked budget and on the continuation of work on the Administrative Integrated Management Systems (AIMS)/HRMD. The analysis of the report took place in parallel with broader information technology developments.

Sub-program 16.1 - Engagements

198. Staff recruitment procedures continued to be streamlined. During the period under review, 94 competitions were announced and 98 new staff were appointed (53 at Professional and 45 at General Service level), either by competition or under the direct recruitment scheme, as set out under Staff Regulations. A total of four Junior Professional Officers were appointed and nine interns participated in the WIPO internships program.

199. The contracts of short-term employees were amended to 11 ³/₄ months, and preliminary work on the eventual introduction of leave for maternity purposes for consultants, Special Labor Contract holders and Translators was carried out.

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>98 new staff were appointed (53 Professionals and 45 General Service staff).</p> <p>Additional staffing needs of the Organization were met with the recruitment of 32 consultants, 11 Special Labor Contract holders, 15 Special Service Agreements, 113 short-term employees, and nine 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 2002, there were 89 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 and simpler administration.	<p><i>Number of policies and procedures developed and implemented:</i></p> <p>The contracts of short-term employees were amended to 11 ³/₄ months.</p> <p>Preliminary work was carried out towards the eventual introduction in 2003 of leave for maternity purposes for consultants, Special Labor Contract holders and Translators.</p>

Sub-program 16.2 - Staff Benefits and Welfare

200. Staff benefits and entitlements were effectively managed and improvements in the conditions of service were explored, in cooperation with the United Nations Common System. The updated version of the computerized flexible working times system became operational in March 2002, upgrading the service extended to supervisors and staff by allowing a greater flexibility in the daily and long-term workload planning. During the second half of 2002, supervisors across the Organization were given online access to information on their staff (absences, grading, period of service, etc.), which represented an important reduction of administrative procedures and thus cost-savings in time and resources.

201. Some 1,210 files of WIPO members of the United Nations Joint Staff Pension Fund were administered. As of December 31, 2002, the medical insurance Van Breda covered 2,890 individuals, and competitive prices were negotiated with an additional number of healthcare providers. The Chalet Erika, property of the WIPO (Closed) Pension Fund, was sold in May 2002.

202. Concerning staff welfare, approximately 2,000 queries received from staff and their family were dealt with. In May 2002, a meeting was organized, in conjunction with the "Fondation pour Genève" for teenagers of newly-arrived staff in Geneva. An orientation meeting for spouses of staff newly arrived was organized in October for the second consecutive year. A pre-retirement seminar was also set up in collaboration with UNOG for staff reaching retirement age.

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>
Staff members received their entitlements in a timely manner.	<p><i>Number and nature of benefits and entitlements administered, and feedback from staff:</i></p> <p>The personnel administration of approximately 920 staff members as well as that of consultants, short-term employees and holders of Special Service Agreement and Special Labor Contract contracts included:</p> <ul style="list-style-type: none"> - Some 800 reports related to contracts, 183 promotions and 68 requests for

<p>Enhanced efficiency in the handling of claims.</p>	<ul style="list-style-type: none"> - language allowances were processed; - 268 dependency declarations; payments of 335 advances and allowances related to education grants, 430 rental subsidies, and 162 cases of home leave were processed; - Maternity leave and special leave requests as well as education grant travels, separations and transfers were administered; - 647 attestations, 120 United Nations "laissez -passer" and 663 new requests and renewals for Swiss identity cards were issued; 7,010 requests for annual, credit and compensatory leave were processed; approximately 13,700 attestations were registered for sick leave for all categories of staff and employees, and the payment of approximately 25,500 hours of overtime was processed; - Introduction of "on -line" access for Program Managers to certain human resources information regarding their staff (absences, grading, period of service, etc.). <p>Positive feedback was received from staff/employees and Program Managers.</p>
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Expected Result : *Introduction of a new clocking device using Ethernet Technology, resulting in a more efficient flexi time System.*

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
<p>Therevised flexible working time system offered supervisors and employees a higher degree of flexibility in the workload planning.</p>	<p><i>Feedback from staff on the use of flexi time:</i></p> <p>Therevised flexible working time system became operational in March 2002 and was highly appreciated by staff members. The Ethernet technology encountered some technical constraints which in certain periods delayed the processing of the data. The Ethernet technology was implemented in newly rented office buildings.</p>

OBJECTIVES: **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 arrived and present staff were provided with accurate information on their rights and obligations.</p>	<p><i>Number of information circulars published:</i></p> <p>95 briefings for newly -appointed staff took place informing them on their rights and obligations vis -à-vis the Organization and the authorities of the host country.</p> <p>36 Office Instructions and Information Circulars were issued.</p> <p>Feedback from staff was positive.</p>

OBJECTIVE: **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</p>	<p><i>Number and quality of new insurance schemes and number of existing schemes improved:</i></p> <p>Negotiation of competitive prices with more healthcare providers and implementation of new insurance measures took place in 2002.</p> <p>Some 294 WIPO staff and their families joined the group medical insurance scheme,</p>

<p>awareness of insurance expenditures.</p> <p>More effective help to colleagues seeking assistance with housing search.</p> <p>Incoming staff become fully operational the sooner they and their families are settled into the area.</p> <p>Improvement of the staff welfare Intranet site.</p> <p>Increased interest from colleagues regarding children's activities, in particular the summer projects.</p>	<p>bringing the total number of persons insured to 2,890 in December 2002.</p> <p>Accident insurance: calculation of premiums, claims, as well as 103 accident declarations were dealt with. At the end of 2002, the non-work related accident insurance covered 1,000 WIPO staff, retirees and families.</p> <p>At the end of 2002 the life insurance scheme had 165 members.</p> <p>Premiums for approximately 300 fellowship trainees were recalculated.</p> <p>The continued administration of the files of members of the United Nations Joint Staff Pension Fund included 172 new entries, bringing the total number of members up to 1,210 by 31 December 2002. More than 50 pension estimates, 43 separation calculations, 218 file updates, and various pension validations and restitutions were handled.</p> <p>Activities in connection with the WIPO (closed) Pension Fund, including the sale of the chalet Erik in May 2002, were administered.</p> <p>Approximately 965 miscellaneous certificates, pension estimates, letters and memoranda were processed.</p> <p><i>Feedback from staff:</i></p> <p>Assistance was provided to colleagues faced with difficult situations. Over 600 individual meetings were held where satisfactory solutions to problems were identified. Positive feedback was received from staff.</p> <p>Assistance was extended to new comers and their family including pre-arrival information and regular guidance during the installation period regarding housing, schooling issues, day care facilities, spouse employment and other aspects of settling into a new environment. 36 new colleagues received briefings upon arrival, a spouse meeting was held, two meetings for newly arrived teenagers were held in cooperation with "Fondation pour Genève".</p> <p>More colleagues consulted the staff welfare Intranet site before contacting the unit. Positive comments were received regarding the information on the site.</p> <p>Children's club: activities took place every other Wednesday during the school year and in the summer two day camps of a one-week duration were organized. Positive feedback was received.</p>
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Sub-program 16.3 - Staff Management Policy and Development

203. Major activities included the formulation of general human resource management policies in line with the broader trends and developments within the United Nations Common System; and the WIPO Staff Regulations and Rules were subsequently amended four times in 2002.

204. 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. The language courses became an important training activity with approximately 910 participants throughout 2002. The major training activities, however, were those accompanying the changes in the PCT sector by providing team building workshops and organizing *ad hoc* courses according to demand. A major achievement included the smooth transition to the new language center and the continued effort to reinforce the dissemination of information.

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 updated on a regular basis.	<p><i>Number of amendments made to the WIPO Staff Regulations and Rules:</i></p> <p>Activities continued regarding the formulation of general human resources management policies in keeping with trends and development within the UN common system. The WIPO Staff Regulations and Staff Rules were amended in January, March, May and November 2002.</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 and Local Standards.	<p><i>Number of posts classified:</i></p> <p>314 job descriptions finalized following the ongoing classification work. There was no appeal against any classification decision. There were no sessions of the Classification Committee or the Promotion Advisory Board in 2002.</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 were 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 communications 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 among staff (based on feedback from supervisors and the staff themselves).	<p><i>Number of staff trained and feedback :</i></p> <p>1,377 participants followed 65 different types of courses. Approximately 66 per cent of staff participated in a formal training activity.</p> <p>The courses organized and the numbers of participants were:</p> <ul style="list-style-type: none"> - Management courses: 175 participants; - Information technology courses: 70 participants; - Language courses: 910 participants; - Communication (including Induction program): 160 participants; - Other technical courses (ad hoc): 208 participants. <p>Overall assessments of the courses showed a high rate of satisfaction.</p> <p><i>Number of staff mastering two or more working languages recognized by WIPO:</i></p> <p>In total, 87 staff members successfully passed a proficiency exam in 2002: 37 in English, 22 in French, 18 in Spanish, seven in German, two in Chinese, one in Arabic.</p>
The number of staff mastering two or more	

<p>WIPO-recognized languages increased.</p> <p>Recognition of WIPO as a UNESCO test centre within the UN Common System and direct control over language courses.</p> <p>A further streamlining of processes within the HRMD was successfully implemented.</p>	<p>One staff member attended an intensive language course abroad and five staff members benefited from private language courses tailored 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 85 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>
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OBJECTIVE: To enhance communication and dissemination of information among staff members.

Expected Result : *Training activities and dissemination of information on the objective 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>Empowering of staff members with information accessible directly from the intranet.</p>	<p><i>Number of events organized, such as induction programs, lunchtime learning presentations, etc., and feedback from staff:</i></p> <p>Number of events organized included:</p> <ul style="list-style-type: none"> - 12 Induction Programs sessions, in which 146 staff members participated; - Four training sessions for newly appointed secretaries; - Two lunchtime learning sessions with an average attendance of 150 staff members; - Two sessions of Intellectual Property online training in English and French; attended by a total of 83 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 cooperation with the Staff Welfare Section. It will be made available at the beginning of 2003.</p>

Sub-program 16.4 -Healthcare Services

205. Several public health promotion programs were relaunched focusing in particular on disease prevention. Initiatives continued to improve the health and well-being of staff through activities such as ergonomics in the workplace, a smoking cessation campaign and inspections of the work environment.

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 as well as requests for pre- and</p>	<p><i>Number of staff, retirees and delegates making use of the WIPO Medical Unit:</i></p> <p>Some 5,438 consultations and interventions were carried out for staff members, short-term employees, retirees, Member States delegates, and official guests of WIPO.</p> <p>39 emergency cases were addressed, 362 vaccinations were administered, 106 medical clearances for short-term staff and other employees were delivered.</p>

post-travel briefings and debriefings were satisfactorily met.	76 pre-travel briefings were held including delivery of traveler's kits.
OBJECTIVE: To improve the health -related aspects of the physical working conditions of staff .	
<u>Expected Result :</u> <i>Increase access to and awareness of the benefits of health management techniques and a healthy working environment.</i>	
<u>Result(s) Achieved</u> Significant improvements in the well-being of staff as well as in the working conditions and environment.	<u>Performance Indicator(s)</u> <i>Decline in complaints regarding illness related to the working environment:</i> Several public health promotion programs were relaunched focusing, in particular, on disease prevention. One lunchtime conference addressed food security and nutrition. Three food hygiene inspection tests were undertaken in the various WIPO cafeteria kitchens. Activities related in particular to ergonomics in the workplace, smoking cessation campaign, and inspections of the working environment continued, aimed at improving the health and well-being of staff.
OBJECTIVE: To contain the costs of medical care incurred by WIPO and its staff .	
<u>Expected Result :</u> <i>Savings for the Organization and its staff by containing the costs of medical care.</i>	
<u>Result(s) Achieved</u> Broader access to health care at competitive rates for staff and their families, in line with the Organization's policy to contain costs.	<u>Performance Indicator(s)</u> <i>Reduction of medical care costs to the Organization and staff:</i> Minimal increase (three per cent) of the health insurance premium in 2002. Additional health care providers included: two X-ray centers, one laboratory for blood tests, one big pharmacy network, one physical therapist, and one clinic.
Total expenditure for Main Program 16 in 2002: Sfr 8,000,000.-	

MAIN PROGRAM 17 - Administrative Services

206. Administrative support services continued to be provided to Member States, to other private and public users, as well as to the Secretariat.

Sub-Program 17.1 - Financial Operations

207. Sound financial management continued, with accurate records kept of all income and expenditures, and monthly and annual accounts maintained in accordance with the Financial Regulations and Rules 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). Satisfactory audit reports were obtained from the External Auditors. The Financial Management Report for the 2000 -2001 biennium was prepared and sent on time to the Member States. Distribution of the Madrid Union supplementary and complementary fees and Hague Union State fees for 2001 were processed on time, as were the monthly distribution of the individual fees related to the Madrid Protocol.

208. The first steps of the AIMS project were successfully completed within the deadline. After defining the requirements of the financial services, the software provider was selected, purchase negotiated and the software temporarily installed on a parallel system, while in development. As foreseen in the project, a team of consultants was recruited to help the users in their migration to the new system.

209. The Investment Advisory Committee continued meeting 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 was yielding 2.625 percent per annum at the end of 2002.

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, with timely execution of the first step of the project, and installation of the software on a temporary system.	<p>Number and nature of modules developed and implemented for the new Finance and Budget Information System:</p> <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.

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>Report and opinion by the External Auditors:</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 below expectation due to lower interest rates in 2002.	<p>Return obtained on invested funds (recognizing that this depends largely on the situation of the market):</p> <p>Return on investments in 2002 amounted to 8.6 million Swiss francs, against a budgeted 11.5 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>Preparation of the Financial Management Report 2000 -2001.</p> <p>Timely provision of financial information to internal and external users, including on fees collected under the Madrid and Hague systems.</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

210. 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 utilizing, whenever possible, several new IT tools, including terminology databases, and allowed the Language Service to attain 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>
The high quality of translations, editing and revisions of documents was maintained.	<p><i>Feedback from delegates on the quality and timeliness of translations:</i></p> <ul style="list-style-type: none"> - Delegates were generally satisfied with the quality of translations; - Efforts were made to ensure that documents were submitted in a timely manner to the users.
Demand for translations was globally higher, resulting in a high total output compared with the preceding year.	<p><i>Volume of translations produced consistent with productivity norms:</i></p> <ul style="list-style-type: none"> - 45 translations were delivered of laws, regulations, model or draft laws received from, or prepared for, 23 countries or groups of countries. Documents for 48 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 produced by the language

	<p>services reached an excellent global productivity level of 94 percent of the total working time, with only 6 percent devoted to administrative tasks.</p> <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 different translation software tools culminated with the selection of a modern research document tool that was acquired and implemented during the second half of 2002. Several thousand dossiers were archived within the database managed through this software program, which permitted a more rapid, complete and reliable reference searching.</p>
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Sub-Program 17.3 - Conference, Communications, Records and Publications Production Services

211. 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, to facilitate access by delegates.

212. The high volume of mails sent out by the Organization enabled very competitive prices to be obtained from service providers, resulting in overall mailing costs being 33 percent lower than if applied to 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.

213. Proposals for a pilot Electronic Document Management System (EDMS) were finalized. Designed to replace the present registration system, it would provide a fully electronic environment for the registration and processing of correspondence. It also would facilitate, including tracking, the various stages of document preparation and clearance, translation, printing, distribution and archiving, with the added benefit of improved information search tools and much 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 initiated.

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 meeting services to delegates and the Secretariat.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>												
<p>Conferences support services, including interpretation, were provided very efficiently.</p>	<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 style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding-left: 20px;">- Meetings in Geneva</td> <td style="text-align: right;">62</td> </tr> <tr> <td style="padding-left: 20px;">- Meetings elsewhere (for which documents were provided)</td> <td style="text-align: right;">178</td> </tr> <tr> <td style="padding-left: 20px;">- Free-lance interpreter contracts issued</td> <td style="text-align: right;">567</td> </tr> <tr> <td style="padding-left: 20px;">- Free-lance interpreter workdays</td> <td style="text-align: right;">2,335</td> </tr> <tr> <td style="padding-left: 20px;">- Participants at meetings in Geneva</td> <td style="text-align: right;">6,000</td> </tr> <tr> <td style="padding-left: 20px;">- Internal meetings</td> <td style="text-align: right;">1,135</td> </tr> </table> <p>The newsounds system that was installed in the conference rooms functioned well. An electronic noticeboard system was installed for the meeting rooms, enabling rapid updating of meeting schedules and clear visibility of the information. An</p>	- Meetings in Geneva	62	- Meetings elsewhere (for which documents were provided)	178	- Free-lance interpreter contracts issued	567	- Free-lance interpreter workdays	2,335	- Participants at meetings in Geneva	6,000	- Internal meetings	1,135
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	Intranet-based conferenceroom bookings system was designed and implemented for use by the Secretariat.
<u>Expected Result :</u>	<i>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.</i>
<p><u>Result(s) Achieved</u></p> <p>Meetings documents and official circulars were generally distributed in a timely manner.</p> <p>Documents were made available to delegates and to the public on the WIPO Internet site as well as to staff on WIPO's Intranet site, facilitating quick access to information on meetings.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Feedback from users on the timeliness and accuracy for the distribution of, and access to, documents:</i></p> <ul style="list-style-type: none"> - Documents distributed (all languages) 6,477 - Official circulars and other notifications 745 - Packages of documents prepared for mailing 200,000 <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 were only sent electronically, resulting in quick delivery and savings in printing and mailing costs. The goal is to send more and more documents by electronic means.</p> <p>Development of a tracking system was initiated with the aim of assisting in the timely production of documents, in all appropriate languages.</p>
<p>OBJECTIVES: To provide reliable and cost -effective telecommunications, mail, and messenger -drivers services .</p> <p>To provide effective central records management for official correspondence in paper and electronic formats and an integrated archives service .</p>	
<u>Expected Result :</u>	<i>Cost-effective and improved telecommunications services.</i>
<p><u>Result(s) Achieved</u></p> <p>Operating and infrastructure costs (for equipment, maintenance and leasing of lines) were lower than budgeted, despite overall greater usage.</p>	<p><u>Performance Indicator(s)</u></p> <p><i>Modern telecommunications links between all buildings occupied by WIPO:</i></p> <p>Links were introduced for two newly rented office -building locations. A comprehensive review was undertaken of all connections and equipment needs, enabling a number of existing leased lines 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 significantly greater telephone usage, due to the increased number of staff at WIPO, communication costs for calls through the WIPO switchboard declined from 643,000 Swiss francs in 2000, to 586,000 in 2001 and 581,000 in 2002.</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 compared to 343,000 Swiss francs in 2001.</p>
<u>Expected Result :</u>	<i>Effective and efficient records management, archives, mail and messenger -drivers services.</i>
<p><u>Result(s) Achieved</u></p> <p>Services were provided in a timely and efficient manner.</p>	<p><u>Performance Indicator(s)</u></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 EDMS were finalized;

<p>Low mailing rates for international mail were negotiated for 2003, despite increasing costs due partly to additional security precautions.</p>	<ul style="list-style-type: none"> - A comprehensive reorganization was undertaken of the physical archives and retention periods were introduced; - In connection with the EDMS project, proposals were initiated for scanning of the more important historical documents, including dating from the 19th Century, to provide for improved archiving, preservation and searchability of records; - The new office locations occupied in 2002 necessitated expanded messenger-driver links. <p><i>Reduction of costs relating to the use of mail and other delivery services:</i></p> <p>The large volume of outgoing mail (411 tons, representing over 1.1 million items and costing 4.3 million Swiss francs in 2002), enabled very competitive mailing rates to be obtained. A significant reduction in the costs of sending PCT priority documents was achieved by sending them as DVDs, reducing the weight from 18 tons in 2001 to just 77 kg in 2002. Mailing of PCT pamphlets increased by 25 percent in 2002 to 117 tons, with this growth offset substantially by reductions in the number of offices requesting paper copies. About 50 percent of the items mailed were for the PCT and 25 percent for the Madrid and Hague systems.</p> <p>Following a Request for Proposal (RFP) in 2002, new mail delivery suppliers have been contracted for delivery of the main international mail and registered letters from January 2003.</p>
<p>OBJECTIVES: To provide the Organization with facilities printing and publishing requirements in paper and electronic form.</p> <p>To improve and make more cost-effective the printing services, through the introduction of new technologies.</p>	
<p><u>Expected Result:</u> <i>Production of increased volume of printed matter in -house including PCT pamphlets, publications and documents, with printing by destination of printed matter.</i></p>	
<p><u>Result(s) Achieved</u></p> <p>Output and productivity of the internal printing plant increased.</p>	<p><u>Performance Indicator(s)</u></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 increased by 10 percent in 2002 to 119,565,483 copies compared to 107,757,606 copies in 2001.</p> <p>Color printing facilities were used to produce 1,964,541 pages.</p>
<p><u>Expected Result:</u> <i>Cost-effective production of high quality publications in paper and electronic form.</i></p>	
<p><u>Result(s) Achieved</u></p> <p>The implementation of the "Communication on Request" phase of the IMPACT system resulted in significant cost savings.</p>	<p><u>Performance Indicator(s)</u></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>Phase I of the IMPACT system "Communication on Request" was implemented in the printing plant, resulting in all PCT pamphlets being produced in DVD/CD format on a weekly basis.</p> <p><i>Reduction of costs through outsourcing (and insourcing as appropriate) of published material:</i></p> <p>Some 254 purchase orders were raised for outside suppliers.</p>

Sub-Program 17.4 - Procurement, Contracts and Travel Services

214. Activities related to the two building projects in 2002 included: the call for several competitive tenders for specialized external engineering and architectural consultants or companies; the preparation of the announcement for General Contractors; and ensuing expression of interest concerning the New Building.

215. At the end of 2002, some 41,400 items had been bar-coded and included in the inventory representing a total estimated value of about 48,970,000 Swiss francs. Of these items 4,300 were added in 2002.

216. Continuation of work on large ongoing IT projects, such as WIPO NET and IMPACT, as well as the preparation of Request for Proposals (RFP) for several smaller projects. Other large RFPs included the renewal of security services, various insurance policies and general supplies. The Procurement and Contract Services also participated in the Contract Review Committee meetings concerning some 50 cases.

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"> - 83 RFPs were issued; - 644 suppliers were invited to bid; - 2,086 Purchase Orders were established. <p>To enhance the efficiency of the procurement process, specifications were standardized, daily requirements were consolidated and the volume of purchase orders was increased.</p>
<u>Expected Result</u> : <i>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.</i>	
<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 (UNCSDB), Inter-Agency Procurement Working Group (IAPWG), and United Nations Joint Purchase Service; - Some 492 new potential suppliers were registered in the database of potential suppliers, which included a total of 3,111 at the end of 2002 (12 percent increase); - Purchases were made from 63 countries (69 countries in the 2000-2001 biennium); - With regard to Cooperation for Development, 64 percent of purchases were made locally representing an increase of 23.5 percent compared to 2001.

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. The possible introduction of an electronic travel authorizations system continued to be evaluated during 2002, including in terms of cost effectiveness.	<i>Number of travel authorizations processed:</i> 2,721 travel authorizations were processed and checked. Procedures were further simplified. <i>Implementation of the electronic travel authorizations system:</i> N/A

Expected Result: Lower travel costs.

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Some 2,130,000 Swiss francs savings in travel costs.	<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 2,130,000 Swiss francs. <i>Number of airliner return incentives received:</i> No incentives were received. Direct agreements with airlines resulted in airfare reductions of between 15 and 25 percent, compared to between three and five percent potential reductions from incentives.

Total expenditure for Main Program 17 in 2002:

Sfr 33,415,000.-

MAIN PROGRAM 18 - Premises

217. During 2002, activities related to two major areas were undertaken: the provision of office space including office rentals, while maintaining and modernizing all facilities within WIPO's premises, and the management of the building projects (renovation and extension of the existing WMO building and the new building construction). The year 2002 was an important milestone for the latter area, as the existing WMO building came significantly closer to completion. The increase in cost of the new building project was thoroughly evaluated by the External Auditors, who supported the revised WIPO cost estimates, and made a number of further recommendations. Member States approved this new project budget and mandated the inclusion of several of those recommendations into the updated architectural design.

Sub-Program 18.1 - Premises Management

218. An updated premises plan for the years 2002 - 2009 was approved by Member States in September 2002. Member States also received additional status reports regarding the two building projects, and an increased number of informal consultations enhanced the Secretariat's transparency and accountability, as feedback received from Member States was adequately reflected in the management of the new building project.

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(s)</u>
Enhanced management of WIPO premises.	<p><i>Progress in the implementation of the building projects:</i></p> <ul style="list-style-type: none"> - Progress in the renovation and extension of the existing WMO building project; - The approval of WIPO's new building project by Member States also required the implementation of certain recommendations contained in the evaluation report by the Federal Audit Office of the Swiss Confederation.

Sub-Program 18.2 - Office Space, Maintenance and Security

219. The move to certain newly -rented buildings was completed in a timely manner, despite the need for remodeling the new offices pace to meet WIPO's standard work requirements. As regards the maintenance and modernization of existing WIPO premises, a limited number of activities were implemented so as to permit adequate resources for the effective management of the two construction projects. Security on premises was enhanced by reviewing security guard arrangements and no serious security breaches occurred. WIPO introduced more robust measures for scanning and checking incoming mails, while developing and implementing an access control system directly linked with the HRMD database.

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

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

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Efficient office space management.	<p><i>Occupancy rate and number of reserve, frequency of relocation of the staff, number and proximity of renting premises, cost of renting space:</i></p> <ul style="list-style-type: none"> - An additional number of parking places were made available for staff members occupying the newly -rented <i>Casaia</i> and <i>G.Motta</i> buildings; - Additional storage facilities were rented at the <i>Chemindes Colombettes</i> and <i>Sablère</i> locations; - Occupancy rate of rented workplaces was approximately 95 percent, while around 80 workplaces were maintained as reserves; - In 2002, some 110 staff were relocated to the newly rented <i>Casaia</i> and <i>G.Motta</i> buildings; - The total annual cost for WIPO rental properties amounted to 16.6 million Swiss francs in 2002, an increase by 1.4 million Swiss francs or 8.4 percent from the previous year.

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

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

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Renovation and adaptation of power supply installation and power regulating panels.	<i>Feedback from staff, participants in WIPO meetings and other users of the premises:</i> When no formal surveys have been undertaken, informal feedback was positive.
Roof renovation works of the main conference room and interpretation booths.	<i>Operational cost of premises, facilities and equipment:</i> Relevant information will be available at the end of the 2002 -2003 biennium.

OBJECTIVE: To enhance security at the existing premises .

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

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
Enhanced security on WIPO premises.	<i>Number of incidents and cost for security measures:</i> No serious breaches of security were reported in 2002.

Sub-Program 18.3 -Ex -WMO building

220. The renovation and extension of the ex-WMO building is scheduled to be completed in June 2003 and will be made available for PCT staff to move in during the last quarter of 2003. The completion was originally planned for early 2003, but taking into account the difficulties that occurred during the early stages of the project, which caused disruption to the anticipated work schedule, the delay in the completion of the project is considered minimal. Since the budget of 59 million Swiss francs was approved in September 2000,² there has been no further budget increase. This was possible since the agreement with the general contractor was based on a fixed price, even excluding the possibility of increases in contractual fees due to inflation adjustments.

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

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

<u>Result(s) Achieved</u>	<u>Performance Indicator(s)</u>
The ex -WMO building is expected to be ready for moving in during the last quarter of 2003.	<i>Meeting established timelines and moving of staff in the renovated building in accordance with approved schedules:</i> N/A

² Document WO/PBC/2/4, paragraphs 17 to 27.

<u>ExpectedResult</u> : <i>Cost-effectivecompletionofwork.</i>	
<u>Result(s)Achieved</u> Thefinalcostsofthe ex-WMObuildingwill bereportedoninthe full bienniumprogram performancereport.	<u>PerformanceIndicator(s)</u> <i>Finalcostfortherenovationworkcomparedwithbudgetedcosts:</i> N/A

Sub-Program18.4 -NewConstructi on

221. TherevisedbudgetfortheconstructionofthenewbuildingwasapprovedbyMember StatesinSeptember2002.Progresswasmadeinthefinalizationoftechnicalspecifications byreflectingrecommendationsbyMemberStatesonthebasisof theevaluationreportbythe ExternalAuditor.ConstructionauthorizationwasdeliveredbytheGenevaauthoritiesin September2002,andpreparationofthetenderdocumentsforsecuringaGeneralContractor began.Overall,theprojectwasrunningonsched ule.

OBJECTIVE: ToenabletheprovisionofadditionalWIPO -ownedofficespace,conferencefacilitiesand parkingspacesby2005asintegralpartoftheWIPOpremisesplan .

<u>ExpectedResult</u> : <i>Timelyimplementationofnewconstructionproject.</i>	
<u>Result(s)A chieved</u> Preparatoryworkonthe newconstructionproject progressedaccordingto plan,however,an increasednumberof changesduringthis phaseresultedina postponementof occupancyuntil2007.	<u>PerformanceIndicator(s)</u> <i>Meetingestablishedtimelines:</i> <ul style="list-style-type: none"> - PreparatoryworkfortheevaluationundertakenbytheFederalAuditOfficeof theSwissConfederation; - Cooperationwitharchitectstoadvancethedesigninlightofthe recommendationsinthereportoftheExternalAuditors; - Supportforthedraftingof therevisedconstructionbudgetandtimelines,for presentationtotheMemberStates; - PreparationsofdocumentationforthetenderbidprocesstosecureaGeneral Contractor.
<u>ExpectedResult</u> : <i>Cost-effectiveimplementationofwork.</i>	
<u>Result(s)Achieved</u> N/A	<u>PerformanceIndicator(s)</u> <i>Costfornewconstructioncomparedwithbudgetedcosts:</i> N/A
TotalexpenditureforMainProgram18in2002:	
Sfr65,325,000.-	

IV. CONCLUSION

222. The information contained in this Report shows the progress made in the year 2002 towards achieving the objectives and expected results foreseen in the Program and Budget for the 2002 -2003 biennium.

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

[Annexes follow]

ANNEXI

ACRONYMSUSEDINTHEPRESENTDOCUMENT

ADR	Alternativedisputeresolution
AIF	<i>Agenceintergouvernementaledelafrancophonie</i>
AIMS	AdministrationIntegratedManagementSystem
ASEAN	AssociationofSoutheastAsianNations
ATRIP	InternationalAssociationfortheAdvancementofTeachingand ResearchinIntellectualProperty
BETS	BudgetExpenditureTrackingSystem
ccTLD	Countrycodetop-leveldomains
CEI	CentralEuropeanInitiative
CEIPI	TheCentreforInternationalIndustrialPropertyStudies
CIS	CommonwealthofIndependentStates
CLAIMS	ClassificationAutomatedInformationSystem
CLEA	CollectionofLawsforElectronicAccess
CME	ConsultationMeetingonEnforcement
DNA	DeoxyribonucleicAcid
DNS	DomainNameSystem
DVD	DigitalVersatileDisc
EAPO	EurasianPatentOrganization
EC	EuropeanCommission
ECOSOC	UnitedNationsEconomicandSocialCouncilofthe United Nations
EDMS	ElectronicDocumentManagementSystem
EPO	EuropeanPatentOffice
EU	EuropeanUnion

FAO	Food and Agriculture Organization
FAQs	Frequently Asked Questions
FINAUT	Financial Operations System
FOCUS	Failsafe Organization -wide Customer -oriented Upgradeable IT system
gTLD	Generic top -level domains
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
ICT	Information and Communication Technology
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
IP	Intellectual Property
IPC	International Patent Classification
IPDL	Intellectual Property Digital Library
IPCIS	IPC Information System
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	LeastDevelopedCountries
NFAP	Nationally-FocusedActionPlan
NGO	Non-GovernmentalOrganization
OAPI	AfricanIntellectualPropertyOrganization
OCR	OpticalCharacterRecognition
OECD	OrganizationforEconomicDevelopmentandCooperation
OHIM	OfficeforHarmonizationintheInternalMarket
PAC	PolicyAdvisoryCommission
PCT	PatentCooperation Treaty
PCTCOR	PCTCommunicationonRequest
PCT/EASY	PCTElectronicApplicationSystem
PCT-SAFE	PCTSecureApplicationsFiledElectronically
PLT	PatentLawTreaty
PRIM	ProfessionalInformationMeeting
PT	ProcessingTeam
R&D	Research&Devel opment
RFAP	Regionally-FocusedActionPlan
RFP	RequestforProposal
RO	ReceivingOffice
SCCR	StandingCommitteeonCopyrightandRelatedRights
SCIT	StandingCommitteeonInformationTechnologies
SCP	StandingCommitteeontheLawofPatents
SCT	StandingCommitteeontheLawofTrademarks,Industrial DesignsandGeographicalIndications
SME	Smallandmedium -sizedenterprise
SMT	SeniorManagementTeam

SPLT	draftSubstantivePatentLawTreaty
TCE	TraditionalCulturalExpressions
TK	TraditionalKnowledge
TLT	TrademarkLawTreaty
TRIPS Agreement	AgreementonTrade -RelatedAspectsofIntellectual Property Rights
UDRP	UniformDomainNameDisputeResolutionPolicy
UNCTAD	UnitedNationsConferenceonTradeandDevelopment
UNDP	UnitedNationsDevelopmentProgramme
UNECA	UnitedNationsEconomicCommissionofAfrica
UNECE	UnitedNationsEconomicCommissionforEurope
UNEP	UnitedNationsEnvironmentProgramme
UNESCAP	UnitedNationsEconomicandSocialCommissionforAsia and the Pacific
UNESCO	UnitedNationsEducational,ScientificandCultural Organization
UNHCHR	UnitedNationsHighCommissionforHumanRights
UNICE	UnionofIndustrialandEmployers'ConfederationsofEurope
UNIDO	UnitedNationsIndustrialDevelopment Organization
UNICT	UnitedNationsInformation,CommunicationTechnologies
UNISA	UniversityofSouthAfrica
UNOG	UnitedNationsOfficeatGeneva
UPOV	InternationalUnionfortheProtectionoftheNewVarietiesof Plants
VPN	VirtualPrivateNetwork
WCT	WIPOCopyrightTreaty
WHO	WorldHealthOrganization

WIPONET	WIPOGlobalInformationNetwork
WMO	WorldMeteorologicalOrganization
WPA	WIPOPatentAgenda
WPPT	WIPOPerformancesandPhonogramsTreaty
WTO	WorldTradeOrganization
WWA	WIPOWorldwideAcademy

[Annex II follows]

ANNEXII

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