

SERVICE CHARTER

2021-2024



Archiving Service

OEPM

Excellence, sustainability,
talent, innovation and cooperation




GOBIERNO
DE ESPAÑA

MINISTERIO
DE INDUSTRIA, COMERCIO
Y TURISMO



Oficina Española
de Patentes y Marcas






Spanish Patent and Trademark Office, O.A. (OEPM), is an Autonomous Body attached to the Ministry of Industry, Trade and Tourism, through the Under-secretariat.

The OEPM promotes and supports technological and economic development by providing legal protection to the various types of Industrial Property through the granting of Patents and Utility Models (inventions), Supplementary Protection Certificates (SPC), Industrial Designs (designs), Trademarks and Trade Names (distinctive signs) and protection titles for Topographies of Semiconductor Products (integrated circuits). Likewise, the OEPM disseminates the information contained in the titles it processes and other titles to which it has access.

The purpose of this **Service Charter**, framed within the OEPM **Quality Policy**, is to provide information on:

- ▶ **Services offered** by the OEPM **Archive Service**.
 - ▶ The **commitments and quality indicators assumed**, which can be improved based on the suggestions of our users.
 - ▶ The **relief measures** provided in the event of non-fulfilment of the commitments assumed.
- 

ARCHIVE SERVICES

The services provided by the OEPM Archive Service are:

Services of the Administrative Archive

- ▶ Service for requesting copies of administrative files that provides paper or electronic copies of documents in the industrial property registry during the administrative phase of the files' life cycle.
- ▶ File search service by holder, be this is a natural or legal person.

Services of the Historical Archive

- ▶ OEPM Historical Archive file consultation service.
- ▶ Reproduction service of the Historical Archive that provides paper or electronic copies of documents in the industrial property registry during the historical phase of the files' life cycle.



WHAT DO WE COMMIT TO?

Quality Commitments

The services provided by the Archive Service are carried out with the following **quality standards**:

- Administrative Archive

Request for copies of administrative records

- ▶ Delivery of documentation, from digitized files, within 48 hours of receipt of payment of the fee and accreditation of the applicant.
- ▶ Delivery of documentation, from non-digitized files, within 6 working days of receipt of payment of the fee and accreditation of the applicant.

Search for files by holder

- ▶ Delivery of documentation, from digitized files, within 48 hours of receipt of payment of the fee and accreditation of the applicant.
- ▶ Delivery of documentation, from non-digitized files, within 6 working days of receipt of payment of the fee and accreditation of the applicant.

WHAT COMMITMENTS DO WE ASSUME?

Quality Commitments

- Historical Archive

Consultation

- ▶ Response to enquiries about the Historical Archive within 48 hours of receipt of the request.

Reproduction of the Historical Archive

- ▶ Delivery of the copies, of non-digitized files, within 3 months of acceptance of the quote.





HOW DO WE MEASURE FULFILMENT OF THE COMMITMENTS?


Indicators

– Administrative Archive

Request for copies of administrative records

- ▶ Percentage of documentation, from digitized files, delivered within 48 hours of receipt of payment of the fee and accreditation of the applicant.
- ▶ Percentage of documentation, from non-digitized files, delivered in 6 days of receipt of payment of the fee and accreditation of the applicant.

Search for files by holder

- ▶ Percentage of documentation, from digitized files, delivered within 48 hours of receipt of payment of the fee and accreditation of the applicant.
 - ▶ Percentage of documentation, from non-digitized files, delivered in 6 days of receipt of payment of the fee and accreditation of the applicant.
- 

HOW DO WE MEASURE FULFILMENT OF THE COMMITMENTS?

Indicators

- Historical Archive

Consultation

- ▶ Percentage of replies to enquiries about the Historical Archive within 48 hours of receipt of the request.

Reproduction of the Historical Archive

- ▶ Percentage of copies, from non-digitized files in the Historical Archive, delivered within 3 months of acceptance of the quote.



COMPLAINTS AND SUGGESTIONS

Complaints and suggestions can be submitted electronically at <https://www.oepm.es/es/qs/index.html> and in person or by post using the form: https://sede.oepm.gob.es/eSede/comun/Formularios_web/Formulario_DE_QUEJA_SUGERENCIA_FELICITACION.pdf

Once the complaint or suggestion has been received, the OEPM is committed to replying within 18 working days. If no reply is received in this time period, the interested party may contact the General Inspectorate for Services at the Ministry of Industry, Trade and Tourism (Article 16.3 of RD 951/2005).



RELIEF MEASURES

In the event of failure to fulfil any of the commitments assumed in this Service Charter, users can file a complaint in accordance with the provisions of the Complaints and Suggestions section, indicating the commitment that is considered to have been unfulfilled.

Once the complaint has been received, and within a maximum period of 18 working days, the OEPM Director will send the citizen a letter informing them of the circumstances responsible for non-fulfilment, as well as the appropriate measures that, where applicable, have been adopted.

Failure to fulfil the commitments stated in this Charter shall in no case give rise to State liability.





Unit Responsible for Archive Service

Administrative Coordination and Citizen Services Area
General Secretariat OEPM



MINISTERIO
DE INDUSTRIA, COMERCIO
Y TURISMO



Oficina Española
de Patentes y Marcas

SPANISH PATENT AND TRADEMARK OFFICE, O.A.
www.oepm.es

Paseo de la Castellana, 75
28071, MADRID
Telephone: +34 910 780 780

Means of Transport:

Metro: Nuevos Ministerios (L6 – L8 – L10);

RENFE Suburban Railways: Nuevos Ministerios

Buses: 3 - 5 - 7 - 14 - 16 - 19 - 27 - 37 - 40 - 43 - 45 -
51 - 64 - 66 - 124 - 126 - 128 - 147 - 149 - 150 - C1 y C2

NIPO (on line): 116-21-021-3