

Activity Report
INPI
2017

Authorities

Federative Republic of Brazil

President of the Republic

Michel Temer

Ministry of Industry, Foreign Trade and Services

Minister of State

Marcos Jorge de Lima

Deputy Executive Secretary

Yana Dumaresq Sobral Alves

National Institute of Industrial Property

President

Luiz Otávio Pimentel

Head of President's Office

Ana Paula Gomes Pinto

Executive Director

Mauro Sodré Maia

Director of Trademarks, Industrial Designs and Geographical Indications

André Luis Balloussier Âncora da Luz

Director of Patents, Computer Programs and Topography of Integrated Circuits

Júlio César Castelo Branco Reis Moreira

Director of Administration

Jorge Maximiano dos Santos

Chief-Attorney

Loris Baena Cunha Neto

General Coordinator of Appeals and Administrative Processes of Nullity

Gerson da Costa Corrêa

General Coordinator of Technology Contracts

Dirceu Yoshikazu Teruya

General Coordinator of Dissemination for Innovation

Felipe Augusto Melo de Oliveira

Ombudsman

Marcos Ferreira dos Santos Jaron

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Internal Controller

Daniele Michel Soares Neves



The Brazilian industrial property system undergoes a broad process of modernization. In a joint effort, led by the Ministry of Industry, Foreign Trade and Services (MDIC), we have been working hard since the beginning of this administration in 2016 to reposition the National Institute of Industrial Property (INPI), contributing to achieve a global standard of productivity.

We are pleased to see that the results are beginning to emerge. In 2017, examiners analysed the largest volume of patents and industrial designs in the history of the Institute and the highest number of trademarks in recent ten years, considering a period of 12 months. The record comes after the expansion of the professional staff by 25% in the last two years, with the recruitment of 210 new examiners, associated to the measures adopted to optimize internal procedures.

INPI expanded its production, closing 2017 with more analysis than requests in the three areas, reducing the backlog. However, we face a backlog that challenges us to act today and, at the same time, to think about the future, so that INPI can maintain a sustainable pace of growth in its activities.

In this sense, we joined INPI, MDIC and the Brazilian Industrial Development Agency (ABDI), through a Technical Cooperation Agreement, to invest R\$ 40 million in the Institute. The resources will bring decisive advances to the technological infrastructure of the Institute, allowing the revision and updating of processes, the generation of competitive intelligence and the analysis of new opportunities in the field of industrial property.

More than improving the entire INPI management, we are focused on achieving results. We understand that this way we will fulfill our mission, which is to improve the business environment and to make the Brazilian productive sector increasingly competitive.

Marcos Jorge de Lima
Minister of State

Activity Report **INPI** **2017**

The year of 2017 was marked by impressive achievements, especially in terms of increased production and reduction of the backlog, simplification of procedures and improvement of information technology, as well as the resolution of important pending issues.

In order to achieve these results, the support of the Ministry of Industry, Foreign Trade and Services (MDIC), to which the INPI is linked, was fundamental, and every effort has been made to meet the Institute's demands.

MDIC's support must be highlighted in actions such as the hiring of public servants from the last recruitment process, totaling 210 new examiners in the last two years - a increase in staff of 25%.

With the arrival of new examiners, the measures adopted for administrative simplification and the evolution of information technology, the year of 2017 registered an increase in production in the examination areas and a reduction in backlogs of patent applications (7.6%), applications for trademark registrations (14.9%) and industrial designs (26%).

Also noteworthy are some institutional advances, such as the agreement with the National Health Regulatory Agency of Brazil (Anvisa) on the prior consent of patent applications in the pharmaceutical area and the edition of INPI's regulations that defines the procedures for the registration of licenses and assignments of industrial property rights and registration of technology transfer and franchise agreements.

These results show that INPI is on the right track to improve its services and better meet the society's demand, in order to stimulate the granting of industrial property rights, innovation and, therefore, economic and social development.

Luiz Otávio Pimentel
President of INPI

Examination Areas



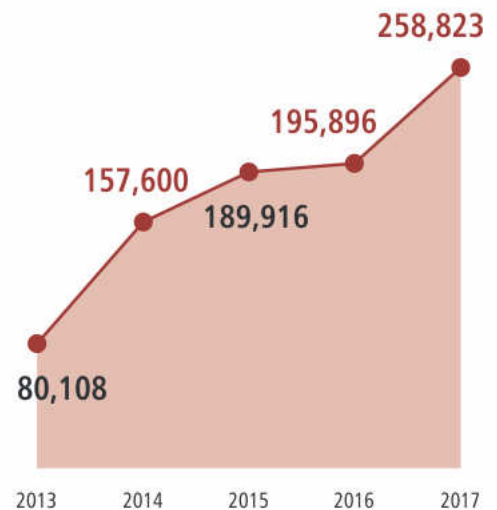
Trademarks

The Directorate of Trademarks, Industrial Designs and Geographical Indications (DIRMA) began 2017 with the responsibility of integrating into its activities the administration of applications and registers of IDs and GIs.

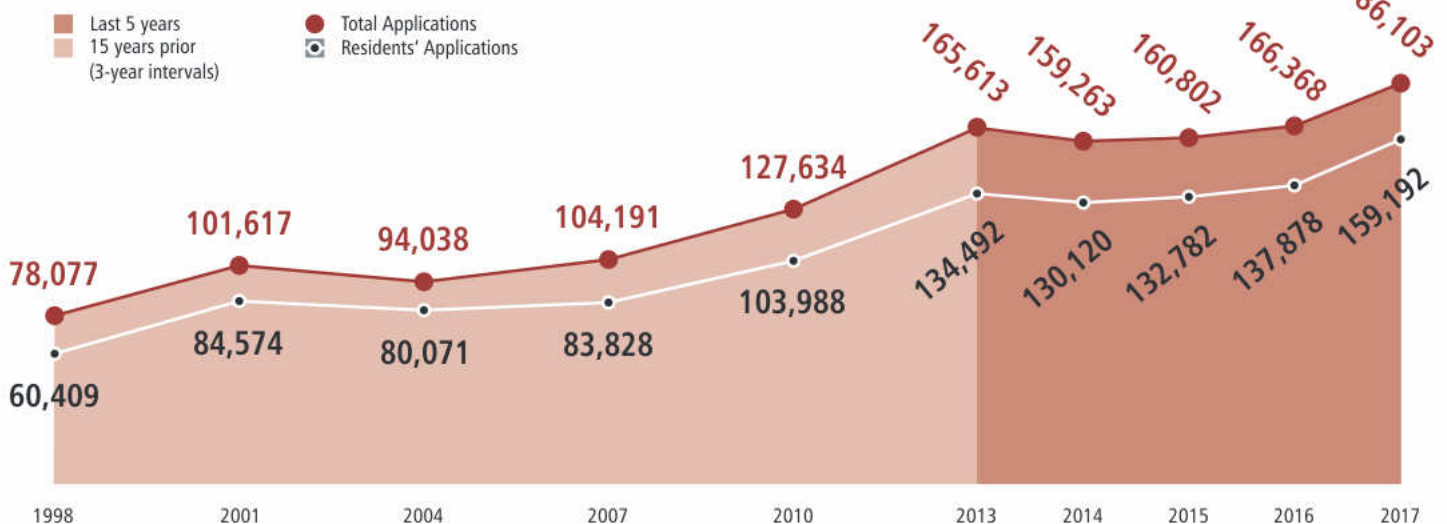
During the year, the Directorate Board finalized the first Manual of Procedures of Industrial Designs.

In this sense, a new management structure was implemented and the procedures adopted in the examination of applications for industrial designs and geographical indications were revised and simplified.

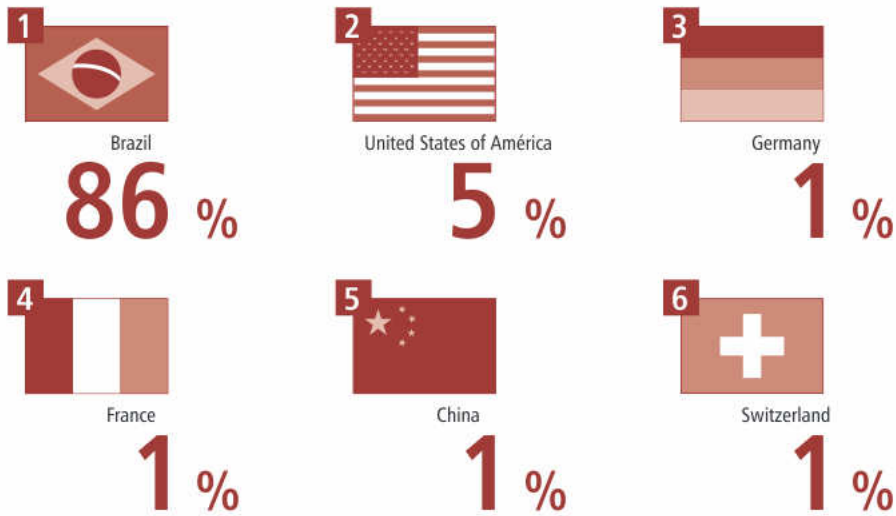
Decisions on Trademarks



Trademark Applications Historical Series



Origin of Trademark Applicants in Brazil – Ranking



Madrid Protocol

In 2017, DIRMA initiated the necessary measures to be concluded until December 2018 for Brazil's accession to the Madrid Protocol, an international agreement concerning the registration of trademarks.

Trademark Applicants - Residents in Brazil



Backlog Reduction

In order to reduce the number of trademark and industrial design applications pending examination, the Federal Government authorized the hiring of 50 new examiners in 2017.

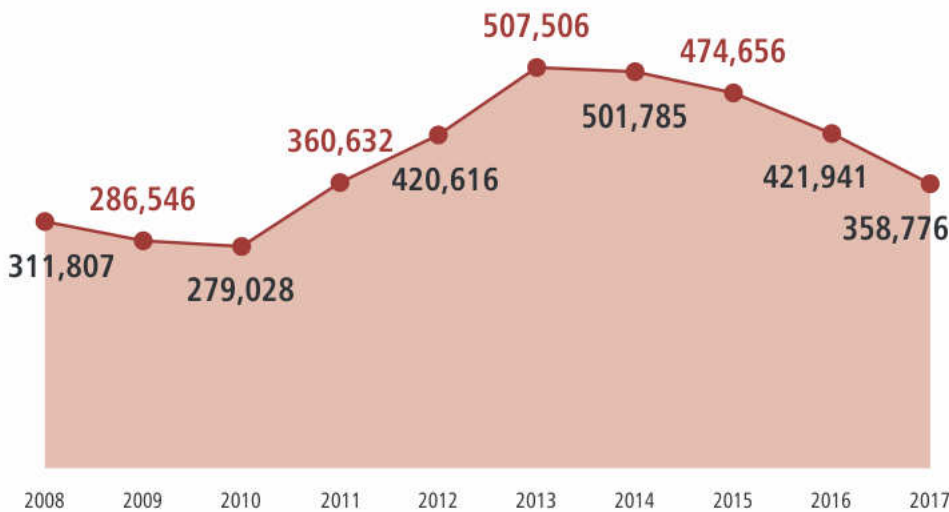
In the stock of trademark applications, there was a reduction from 421,941 cases pending examination in 2016 to 358,776 at the end of 2017, even with the arrival of more than 180,000 new applications throughout the year.

The stock of certification, collective and three-dimensional trademarks pending examination has been eliminated.

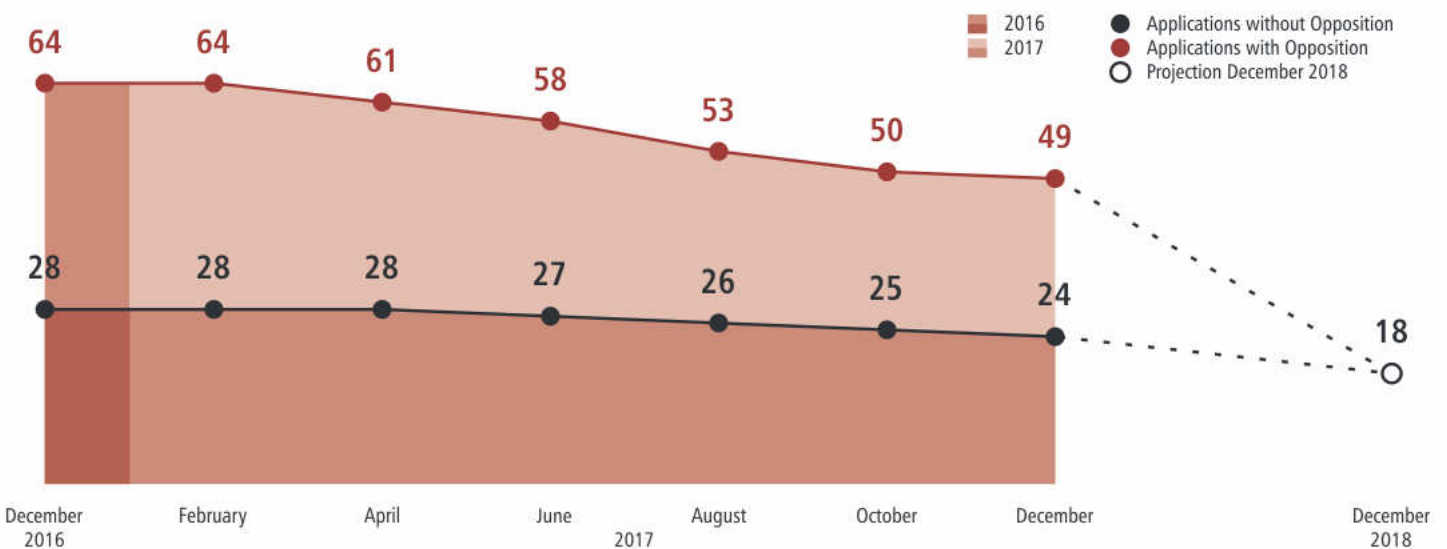
The queue of trademark applications with opposition has advanced from August 2011 to October 2013.

Throughout the year, 17 examiners joined a working group to instruct administrative appeals filed against rejection of requests for trademark registrations.

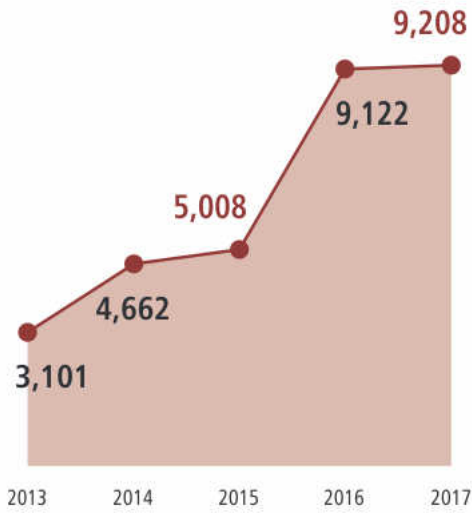
Trademark Applications Pending 1st Examination
Historical Series



Time to Examine Trademark Applications
(in months)



Decisions on Industrial Designs



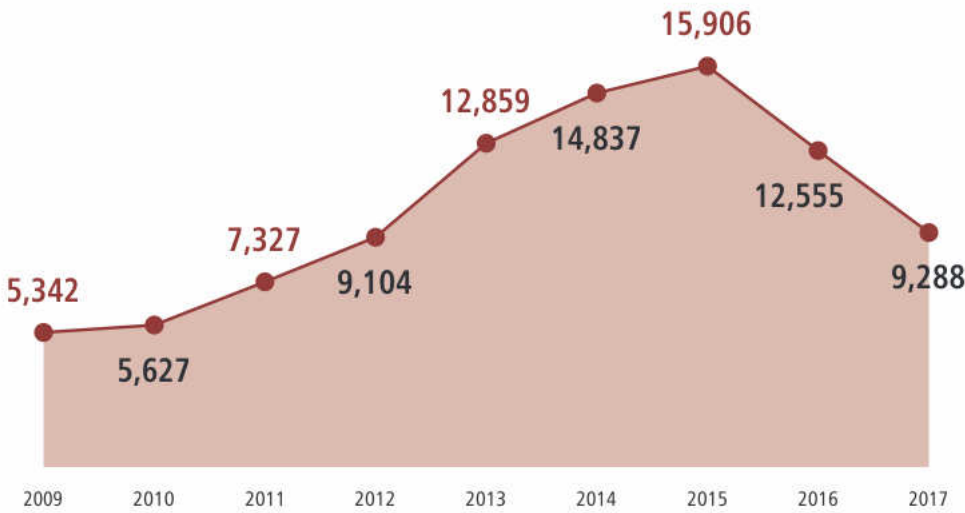
In 2017, the goal of Industrial Designs was surpassed by 32.7%. In addition, DIRMA ended the backlog of two years of pending decisions at the Board of Appeals.

The stock at the end of 2016 was 12,555 ID applications. In December 2017, this backlog was 9,288 applications, with substantive examinations required a year ago under analysis.

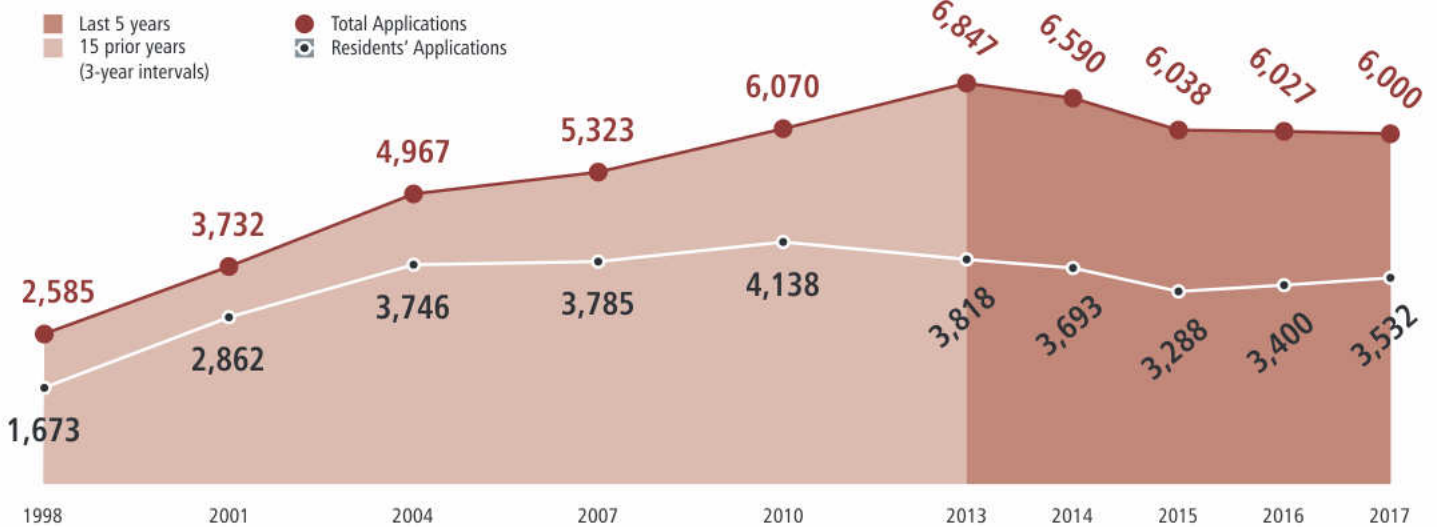


Industrial Designs

Industrial Design Applications Pending Final Decision Historical Series



Industrial Design Applications Historical Series



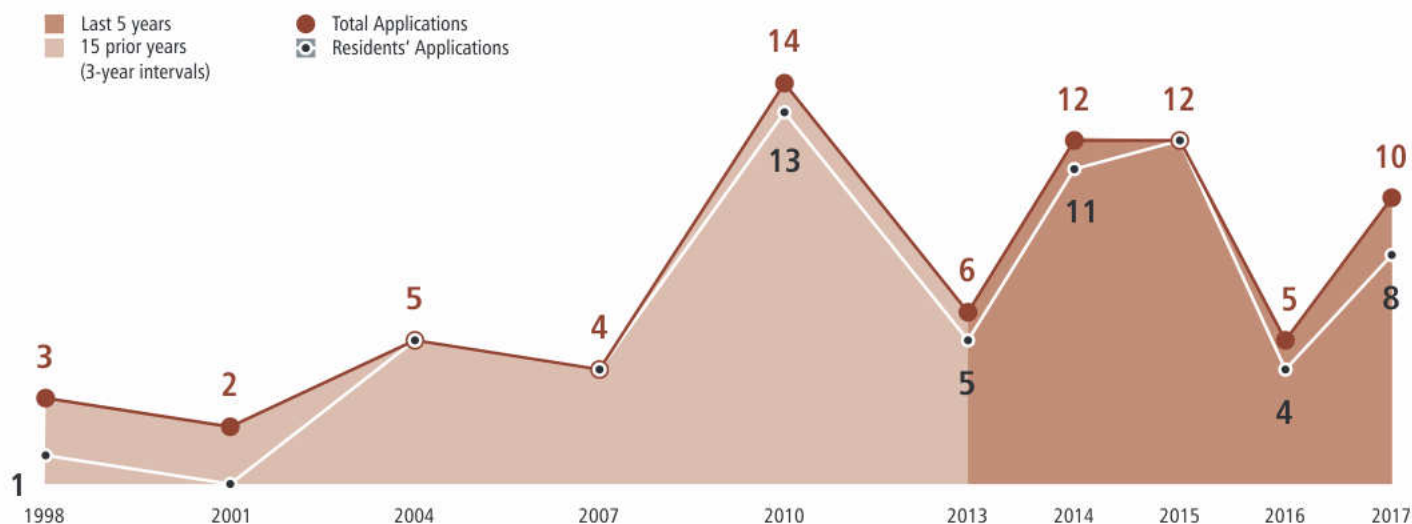


Geographical Indications

The Directorate elaborated technical studies on Geographical Indications for the negotiation of a commercial agreement between Mercosur and the European Union.

In 2017, there were ten GI applications. This number represents twice as much as in the previous year.

Geographical Indication Applications Historical Series



In the General Coordination of Technology Contracts (CGTEC), the scope of analysis of contracts and invoices is centered on the contractual object under validity of Normative Instruction No. 70/2017.

The Certificates of Annotation and Registration issued from 1995 to 2017 have been mostly between transferors companies abroad and transferee companies in Brazil, considering the requirement that the contracts need INPI's validation for the transferee companies to make the remittances abroad and tax deductions.

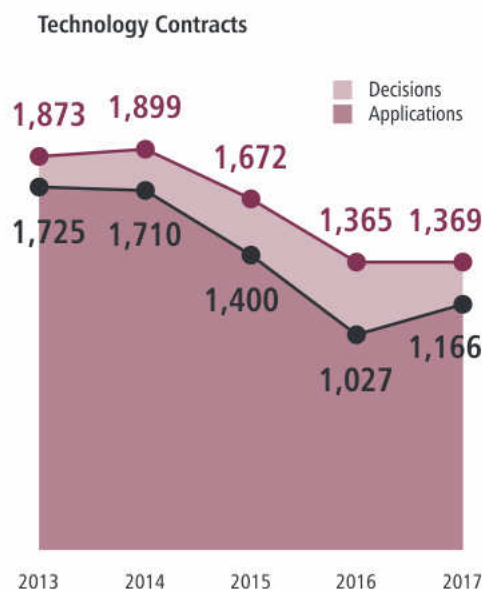
In 2017, CGTEC received 1,166 applications for annotation or registration of contracts and petitions for issuance of new certificates.

In 2017, 1,369 decisions were issued, from which:

- 1,107 Certificates of Annotation or Registration;
- 239 processes were archived for failing to meet requirements within 60 days; and
- 23 rejections due to lack of compliance with current standards.



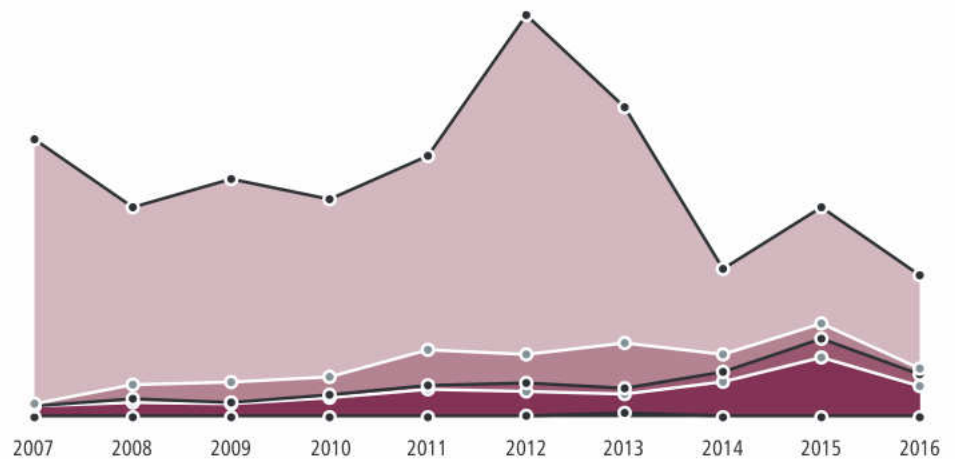
Technology Contracts



Royalties

The remittance abroad of royalties concerning contracts and invoices annotated or registered at the INPI decreased over the last two years, considering there was an increase in services excluded from registration at INPI due to the INPI Resolution Number 156/2015 and to a reduction in the number of contracts annotated and registered at the Institute.

Royalties and Technical Assistance Services Revenue
(income in US\$ millions)



Source:

Banco Central do Brasil (Central Bank of Brazil).

Royalties and Technical Assistance Services Revenue
(income in US\$ millions)

Technical Assistance Services

901 611 690 605 653 1.163 816 293 391 314

Provision of Technology

7 47 75 64 122 95 158 57 55 22

Patent Exploitation (Assignment and License)

2 13 1 7 10 26 14 33 61 39

Trademark Usage (Assignment and License)

34 49 40 67 94 84 66 119 202 103

Franchises

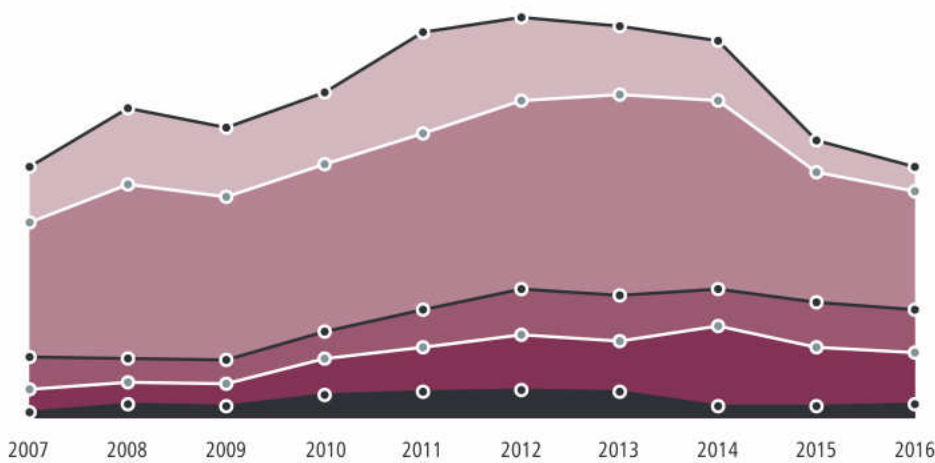
1 1 3 1 1 3 11 1 1 1

2007 2008 2009 2010 2011 2012 2013 2014 2015 2016

Source:

Banco Central do Brasil (Central Bank of Brazil).

Royalties and Technical Assistance Services Expenses
(payments in US\$ millions)



Source:

Banco Central do Brasil (Central Bank of Brazil).

Royalties and Technical Assistance Services Expenses
(payments in US\$ millions)

Technical Assistance Services

435 592 536 547 791 646 530 467 254 176

Provision of Technology

1,055 1,363 1,277 1,310 1,378 1,475 1,568 1,460 1,015 926

Patent Exploitation (Assignment and License)

254 187 184 212 298 356 358 296 353 334

Trademark Usage (Assignment and License)

180 170 173 283 340 433 393 630 457 395

Franchises

54 116 105 193 219 225 217 97 99 119

2007 2008 2009 2010 2011 2012 2013 2014 2015 2016

Source:

Banco Central do Brasil (Central Bank of Brazil).



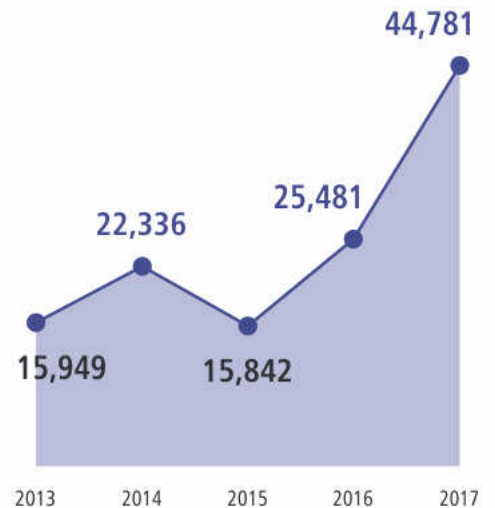
Patents

In 2017, the Directorate of Patents, Software and Integrated Circuits Topography (DIRPA) reached the number of 55 technical decisions per full-time patent examiner, an increase of almost 60% compared to 2015. Such achievement was possible due to optimizations in the flow and control of processes, as well as initiatives of procedures automation (automatic publication of substantive examination reports, generation of international publication documents, among others).

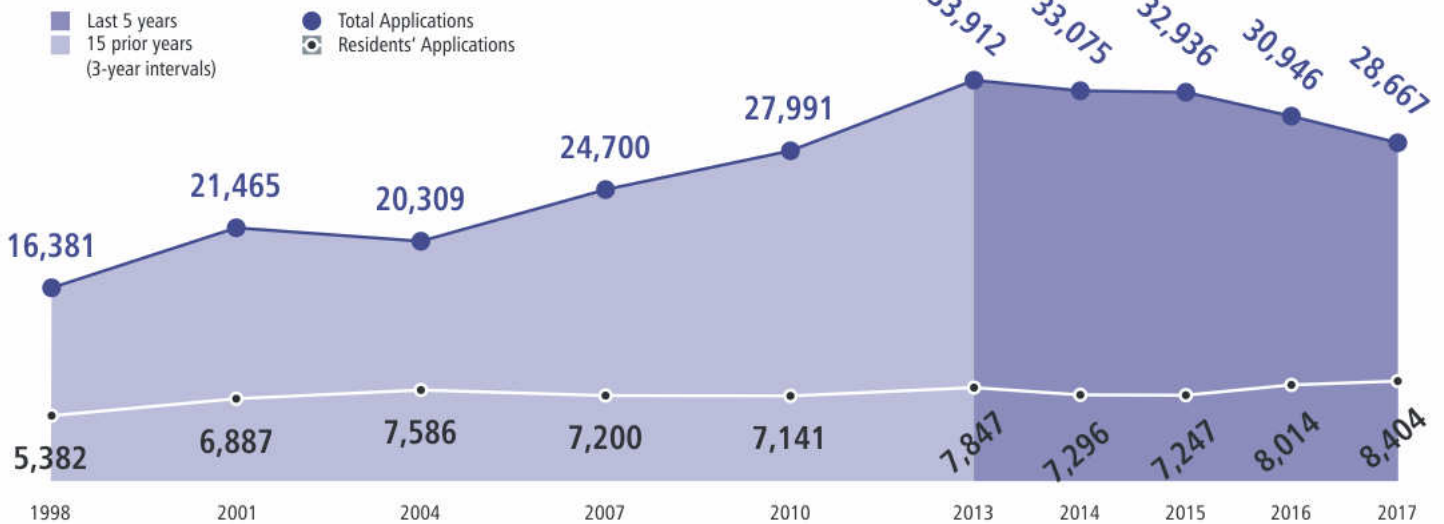
Today, more than 100 examiners are already conducting patent examination activities in their homes.

The expansion and consolidation of policies to encourage productivity, such as the Home Office project, also contributed to this result.

Decisions on Patent Applications (Inventions and Utility Models)



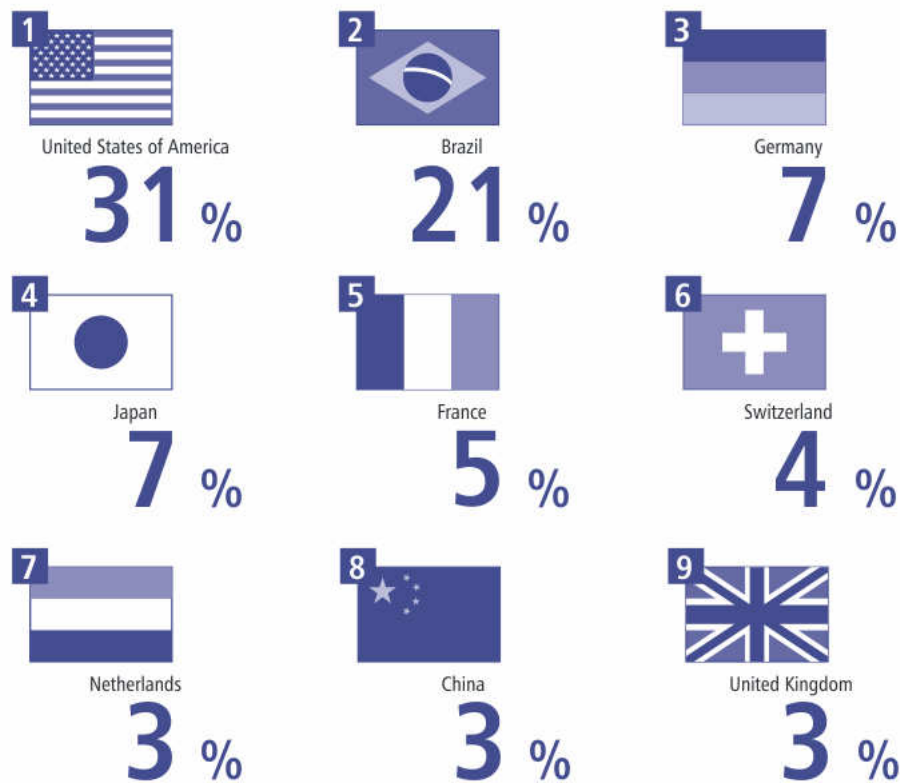
Decisions on Patent Applications (Inventions and Utility Models) Historical Series



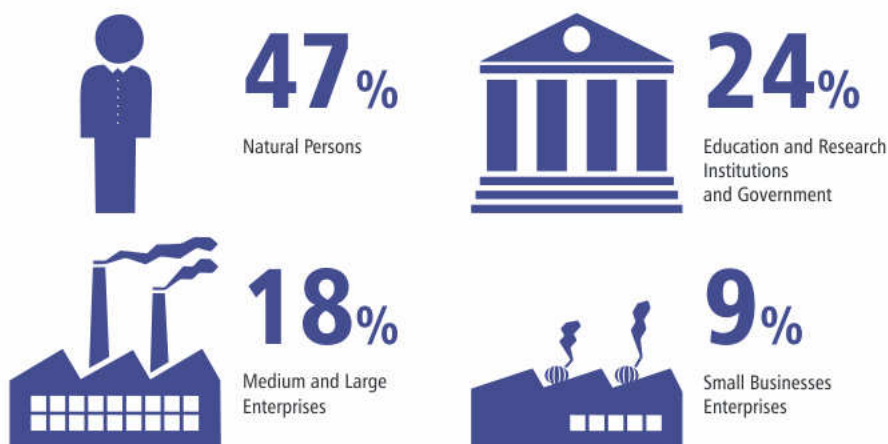
New priority examination programs have been implemented and PPH agreements have been formalized with patent offices from Europe, Japan, China and PROSUR, in addition to the United States of America, already in operation. The Collaborative Examination Program (via e-PEC) with South American institutes was also resumed.

During 2017, great efforts were made to the digitalization of documents with pending images as well as the correction of register data, with the release of these documents to the public.

Origin of Invention Patent Applicants in Brazil - Ranking



Invention Patent Applicants - Residents in Brazil



Origin of Utility Model Patent Applicants in Brazil



Brazil

97%

In 2017, a great advance was made in the examination of pharmaceutical applications with the publication of the Guidelines for Examination of Applications in the Chemistry Area and the Joint Normative No. 1/2017, between INPI and Anvisa, defining the procedures adopted by both institutions for the analysis of patent applications for pharmaceutical products and processes.

Utility Model Patent Applicants - Residents in Brazil



68%

Natural Persons



14%

Medium and Large Enterprises



14%

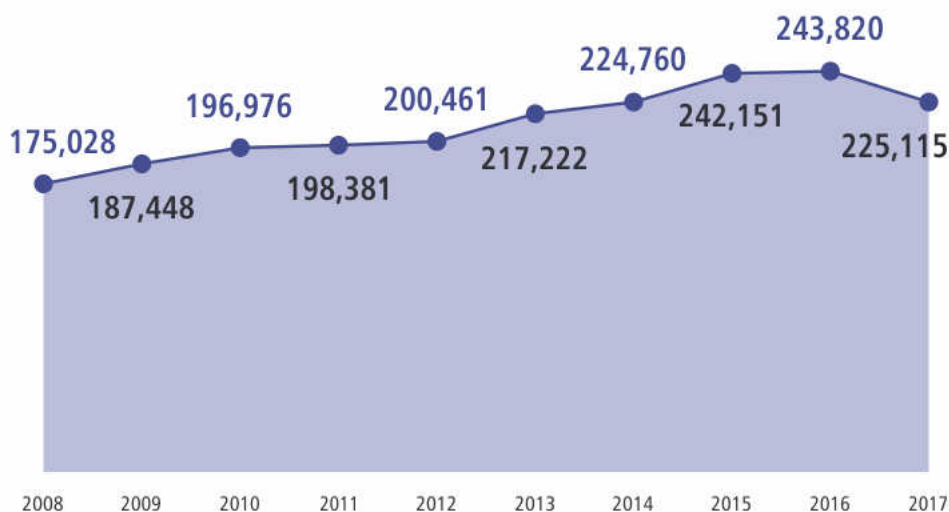
Small Businesses Enterprises



3%

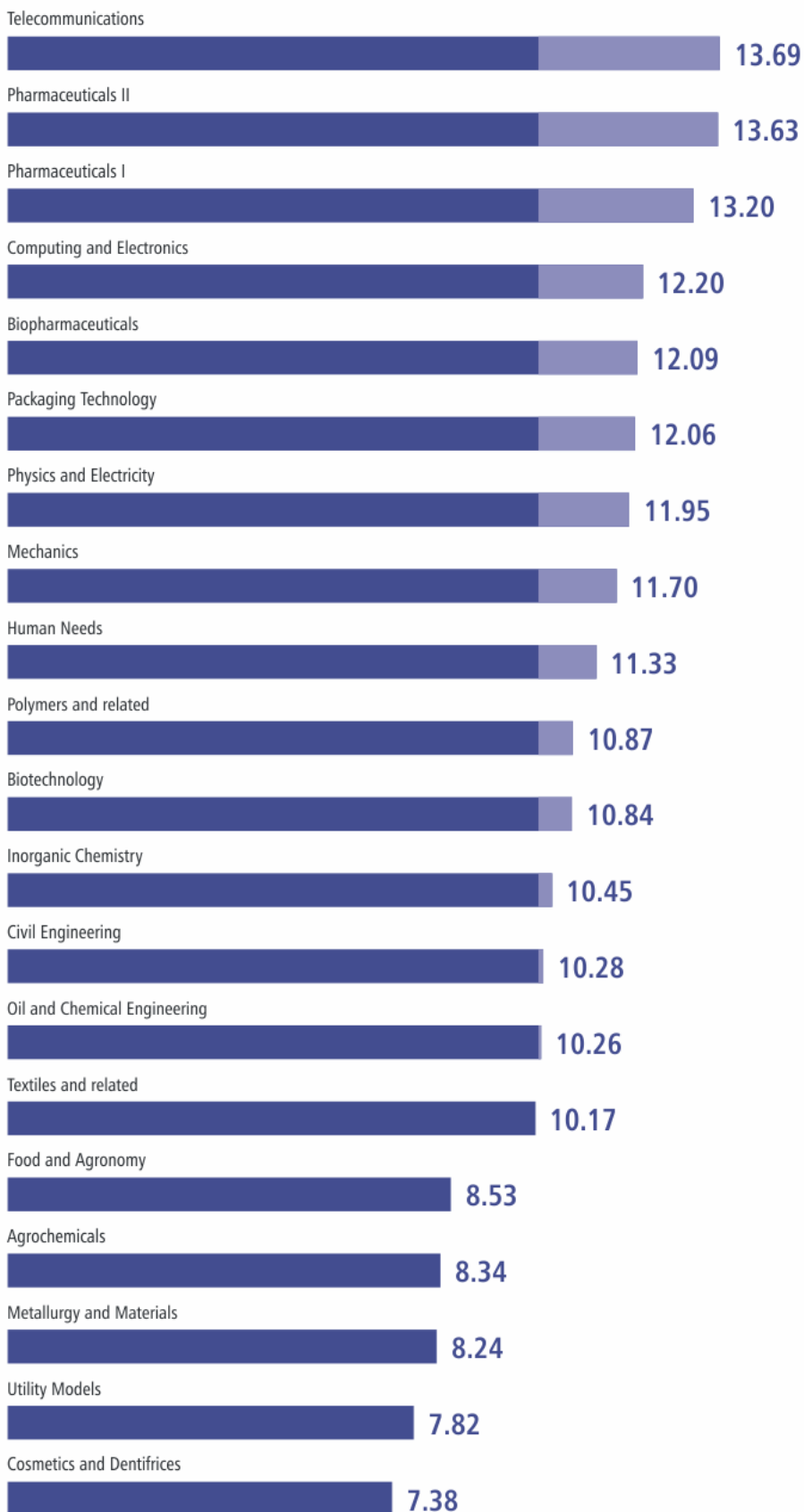
Education and Research Institutions and Government

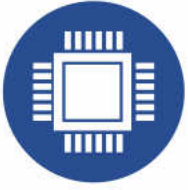
Patent Applications Pending Final Decision Historical Series



Decision Time by Technical Area (in years)

■ Above the DIRPA average of 10.23 years





Integrated Circuits Topography

Until 2016, 30 applications for Integrated Circuits Topography had been filed in INPI. Among them, only nine received a decision, while 21 remained without examination.

In 2017, such applications were examined with other three applications filed in the same year, resulting in 22 registrations, 15 of which were direct grants (without requirements) and seven were granted after following formal requirements.

Furthermore, two applications were archived, one for failure to comply with the requirement within the established deadline and another for indicating that start date of operation was earlier than two years from the date of filing.

In this sense, the year of 2017 ended without pending applications under requirement situation, nor applications without examination or decision.

All of the 33 applications filed since 2007 had their respective decisions implemented and published.

Integrated Circuits Topography Applications Historical Series



In order to improve the process of software registration, two normative instructions and two resolutions were published in 2017, reducing costs for both INPI and applicants, and the number of services from 26 to nine.

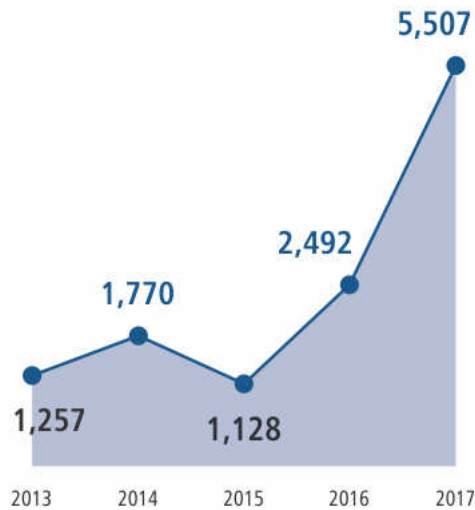
Thus, registration procedures were simplified and speeded up, by means of a completely automated formal examination, with the reduction of the period for issuing the Certificate of Registration, from 1,300 to up to seven days, also allowing a solution to cases that were without decision.

In this context, an electronic system was developed to the software registration at INPI with the use of tools such as a digital signature for the veracity declaration document and for the electronic instrument of power of attorney, besides the digital hash code, promoting a complete paradigm shift, with the creation of a fast, cost-effective and efficient model with greater legal security.

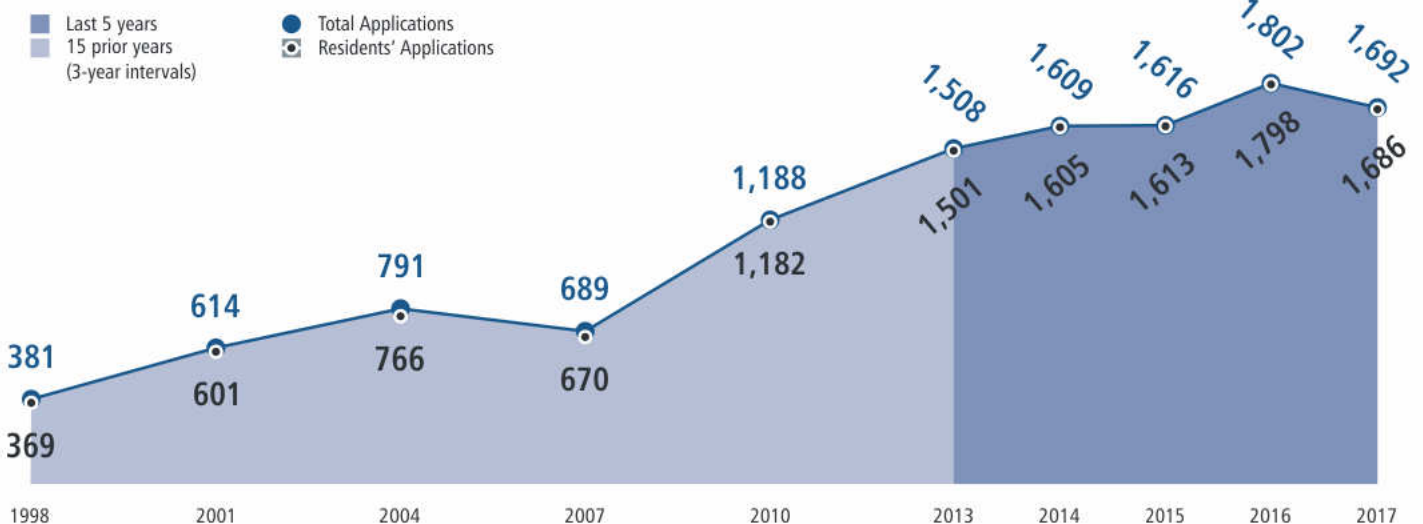


Software

Software Registrations



Software Applications Historical Series





Appeals and Nullities

The General Coordination of Appeals and Administrative Processes for Nullity (CGREC), responsible for the technical assistance for the decisions of the second administrative instance of INPI, began 2017 with the goal of instructing 61,461 appeals and administrative nullity processes in trademarks, patents and industrial designs, having reached, at the end of the year, the historical number of **82,945 instructions**.

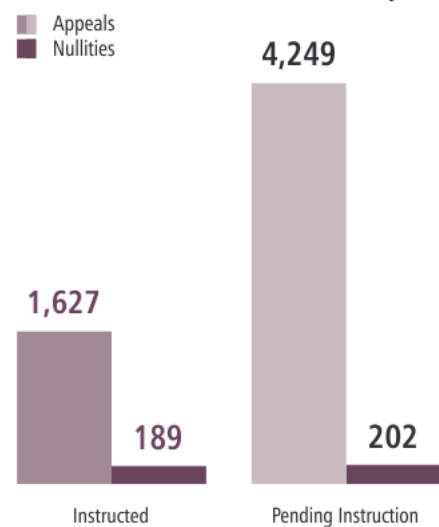


Patents

With the support of the Permanent Working Group, composed by patent examiners, a productivity increase in the technical examination was achieved in the order of 46% of the total expected, with **1,816 instructions** being executed.

Complementing this scenario, there was a production of **420 instructions** on administrative procedural matters.

2017's Patent Appeals and Administrative Processes of Nullity



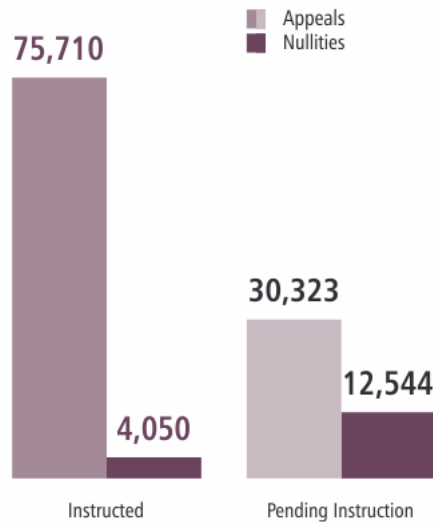


Trademarks

In March 2017, a task force, composed of 27 trademark examiners, accomplished 75,710 appeal instructions and 4,050 administrative nullities, totaling **79,760 instructions** at the end of the year, 30% more than expected.

This result contributed to a significant reduction in the backlog of trademark administrative appeals.

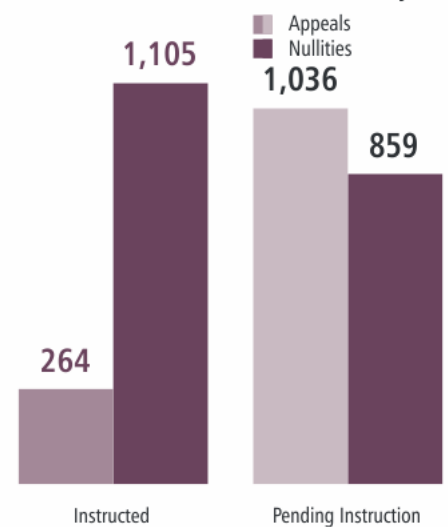
2017's Trademark Appeals and Administrative Processes of Nullity



Industrial Designs

1,369 appeals / administrative processes for nullity were instructed, representing a result 37% above the goal.

2017's Industrial Designs Appeals and Administrative Processes for Nullity



Executive Directorate



Information Technology

The development of electronic systems was one of the actions that contributed to reaching INPI's institutional goals in 2017.

Highlights:

- Update of the Electronic Information System (SEI) for version 3.0;
- Contracts Module for registering licenses and assignments of rights;
- Petition and processing of applications of computer programs;
- Petition for refund of fees;
- Process automation: 1,464 development demands were received;
- Availability of electronic certificates and letters of Contracts;
- Issuance of patent certificate;

- Conversion of PDFs for the contents to be found in the databases;

- Evolutions in the Production Registration System (SISCAP) and activities of trademarks and patents databases extraction and cross-referencing to support the demanding areas.

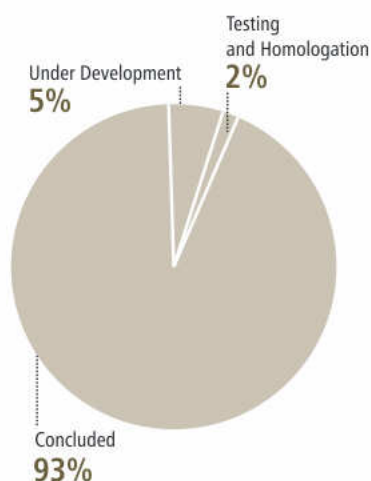
Infrastructure and Information Security

The rationalization and expansion of the internet links allowed the increase of the quality of institutional services to the external public, making it possible to expand the number of public servants participating in the pilot project of home office.

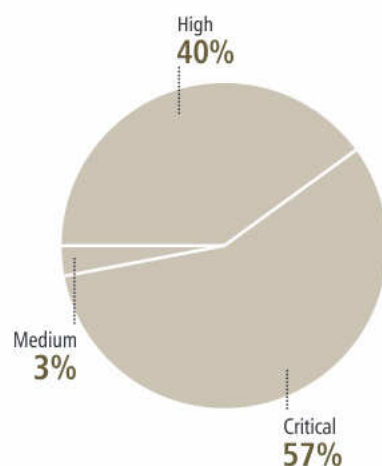
The IT infrastructure of the Institute was partially renewed, besides the update of the antivirus and of the firewall. These actions avoided threats to information security in INPI, which was protected in two of the most well-known cyber attacks recorded in 2017 - Wanna Cry and Bad Rabbit, responsible for damages in several countries and in Brazilian Government institutions.

The anti-spam tool analysed about 5 million emails, blocking 2.5 million spam.

Development Requests



Firewall Blocked Intrusion Attempts



In 2017, the General Coordination of Planning and Strategic Management (CGPE) promoted the preparation and management of the implementation of the INPI Action Plan for the year.

The results showed advances in the planning and delivery capacity. It is worth highlighting the achievement of all the institutional performance targets set for 2017, with a significant increase in the technical decision-making capacity of patent applications and trademark registration, compared to the previous year.

Regarding to decisions on patent substantive examination, the target of 9,478 technical decisions was exceeded by 34%, reaching 12,695 technical decisions in 2017.

Regarding to decisions on trademark substantive examination, the target of 127,076 technical decisions was exceeded by 90%, reaching 241,225 technical decisions in 2017.

The goal of 5,737 technical examination decisions for applications of industrial designs was exceeded by 33%, reaching 7,612 technical decisions in 2017.

It is also noteworthy the evolution of CGPE's performance as INPI's project office.

The implementation of the portfolio management methodology has instrumented the intensive monitoring of the execution of the portfolio of initiatives of the Action Plan for 2017 and of INPI's strategic projects.



Planning and Strategic Management



Economic Affairs

Among the main activities of the Economic Affairs Advisory, the following shall be highlighted in 2017:

▪ Elaboration of Monthly Statistics:

- Application and main decisions tables;
- Monthly IP Bulletin: data from the previous month published no later than the fifth business day of the following month;
- Trademarks Panel;
- Institutional performance evolution following data.

▪ Elaboration of Annual Statistics:

- Updating of the Statistical Yearbook tables;
- Contribution to the Annual Report of the World Intellectual Property Organization (WIPO);
- Ranking of resident and non-resident applicants and IP offices.

Regarding to statistics, two major breakthroughs of the year were the improvement of the patent and industrial design calculation backlog and the production of new trademark indicators.

The report “Indicadores de Propriedade Industrial 2017: O Uso do Sistema de PI no Brasil” (Industrial Property Indicators 2017: The Use of the IP System in Brazil) was published, with information up to 2016.

Economic studies were prepared in partnership with the INPI Academy:

- Article “Uso de patentes, desenhos industriais e marcas na indústria têxtil e de confecções no Brasil” (Use of patents, industrial designs and trademarks in the textile and clothing industry in Brazil), published in 'Revista Inovação', University of Campinas, and presented at the Congress ALTEC 2017; and
- Study on the mining industry in cooperation with WIPO.

The Technical Cooperation Agreement between INPI and the Brazilian Institute of Geography and Statistics (IBGE) was renewed, with the objective of improving official INPI statistics.

In 2017, the General Coordination of Quality (CQUAL) worked on the implementation of the Electronic Administrative Process at INPI.

During the year, five INPI's administrative processes were implemented in the Electronic Information System (SEI).

INPI established its Risk Management Policy and its Governance, Integrity, Risks and Controls Committee.

Technical Visits

The Institute made technical visits to IP European institutes targeting international benchmarking on quality management on the following:

- EPO - European Patent Office;
- DPMA - German Patent and Trademark Office;
- DKPTO - Danish Patent and Trademark Office.



Quality

Administrative Areas



Human Resources

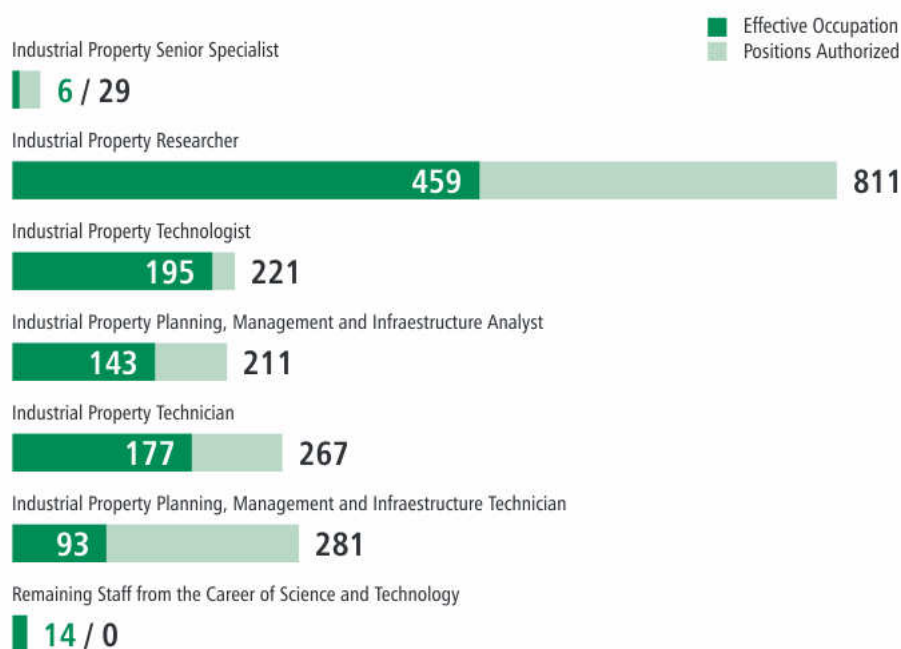
The General Coordination of Human Resources (CGRH) paid special attention to the revision and elaboration of regulations and to the digitization of processes and functional documents for better performance, knowledge management and improvement of procedural safety.

Highlights:

- Hiring and training of 130 public servants in 2017;
- Development of professional and managerial skills and management of new work modalities, such as home office;
- Elaboration of methodology and other procedures to define the ideal staffing frame, which will improve the staffing and removal procedures.

At the end of 2017, INPI had a staff of 1,820 authorized positions and 1,087 filled positions.

Staff



INPI achieved, in the biennium 2016-2017, its best results in terms of total budget allocation and revenue.

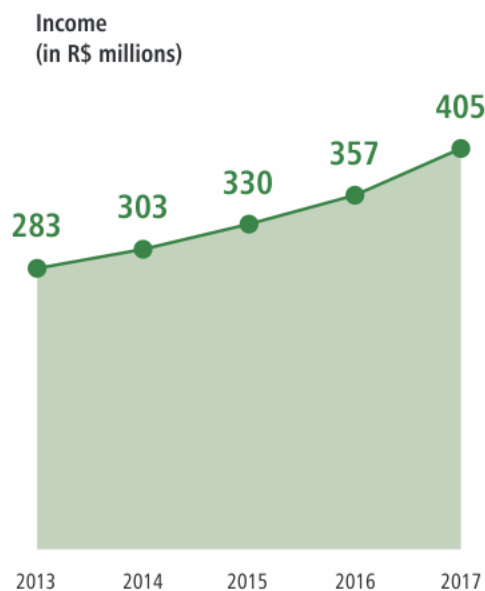
In comparison to the budget execution of costing and investment and the initial Annual Budget Law, INPI reached 99% of execution in 2017, the best result of the last five years.

The Institute's revenue grew during the last five-year period, reaching its best results in the last biennium: R\$ 357 million in 2016 and R\$ 405 million in 2017, equivalent to an increase of 43.2% in relation to 2013.

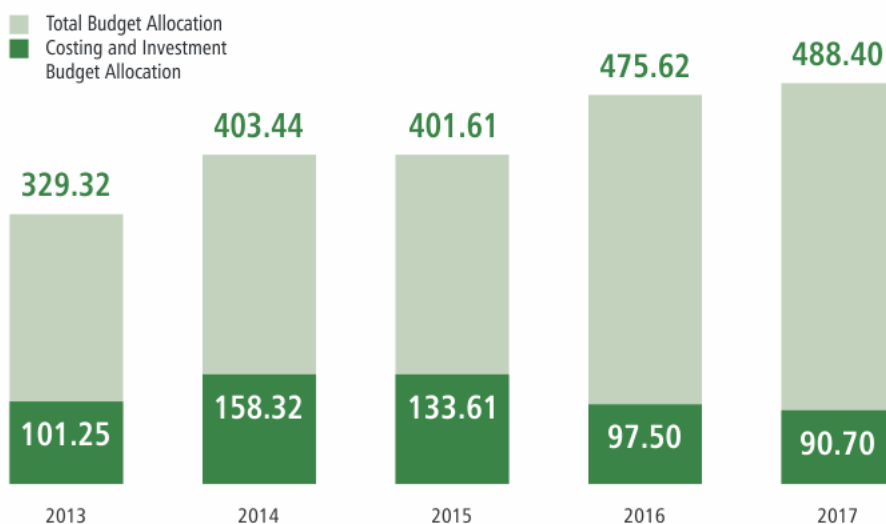
The expense for the year of 2017 was R\$ 383.9 million, of which R\$ 89.7 million was for costing and investment; R\$ 215.7 million for payment of active personnel and R\$ 78.4 million for payment of inactive personnel.



Budget and Finances



Budget Evolution (in R\$ millions)



Areas of Cooperation and Dissemination



International Cooperation

In 2017, INPI signed Memoranda of Understanding with Japan, Argentina, China, Russia and Denmark, including Patent Prosecution Highway (PPH) pilot projects with Japan, European Patent Office (EPO) and China. The PPH was also in force with PROSUR (a group of Latin American IP institutes).

A Memorandum of Understanding for cooperation in distance education was signed with the World Intellectual Property Organization (WIPO).

Among the benefits of these agreements, the highlight is the exchange of experiences, including missions of INPI officials abroad and the reception of delegations in the Institute, as well as holding of international events.

Also in 2017, INPI carried out activities with the Regional Office of WIPO in Rio de Janeiro and participated in meetings of committees and technical deliberative bodies of the Organization in Geneva, Switzerland.

Organizations / International Forums



WIPO

INPI and WIPO Academy signed an agreement on capacity building focused in distance learning.

INPI took part in the WIPO General Assembly, in Geneva, Switzerland.

In this event, INPI participated in meetings of three multilateral projects: PROSUR, IBEPI and the BRICS meeting.

Bilateral meetings were held with representatives of the national institutes of the United Kingdom, France, Japan, Germany, the United States, Switzerland, Denmark, Sweden and New Zealand and also with two regional institutes: EUIPO, from the European Union and OAPI, from Africa.



EPO

In order to speed up the examination of patents in strategic areas, INPI and EPO signed a cooperation agreement at the headquarters of the Brazilian Mission in Geneva during the General Assembly of WIPO.

The agreement provides for the collaboration through a PPH pilot project.



EUIPO

INPI met in Rio de Janeiro with representatives of the EUIPO.

The objective was to discuss actions in partnership between INPI and EUIPO, through the IP Key Latin America project, to promote the IP system in Brazil.



BRICS

INPI joined the meeting of the IP BRICS Coordination Group in Nagpur, India. The goal was to expand collaboration in the IP field between Brazil, Russia, India, China and South Africa.

The Institute presented a project on the reclassification of patents and traditional knowledge.

INPI participated in the meeting of Senior Officials of IP Institutes in New Delhi, India.

BRICS approved the support to the Brazilian proposal to reduce the international fees of the PCT system for public research institutions and universities.



PROSUR

INPI's Officials were on an international mission to South American countries to discuss the PPH model under PROSUR.

INPI participated in meetings aimed at measuring the results obtained in the framework of this cooperation.

A new and free online platform for IP search, analysis and management has been launched.

Countries



Argentina

INPIs of Brazil and Argentina signed a memorandum of understanding in Brasilia to expand cooperation between the two countries in Industrial Property.

The signing of the agreement took place during the plenary session of the meeting of the Brazil - Argentina Bilateral Production and Trade Commission.

International IP negotiations were also discussed in areas such as the Southern Common Market (Mercosur), the Cooperation System on Operational information and Industrial Property Aspects (PROSUR), the Ibero-American Industrial Property Program (IBEPI), the World Intellectual Property Organization (WIPO) and the World Trade Organization (WTO).



China

INPI carried out a mission to China to promote various activities, with participation in an international IP event.

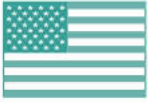
The highlights of this mission were two cooperation agreements: one regarding topics as quality of examination and the other for establishing a PPH.



Denmark

INPI was visited by representatives of the Danish Patent and Trademark Institute (DKPTO) to get to know the Institute and discuss potential partnerships.

Subsequently, an INPI delegation went to Denmark to get to know the IP system of the country, moment of which a cooperation agreement between the institutes was signed.



United States of America

INPI and the USPTO held a workshop on trademarks and geographical indications for Brazilian examiners.

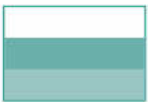
The two institutes discussed and established cooperation initiatives throughout 2017, covering topics such as the Madrid Protocol and PPH.



Japan

INPI and the Japanese Patent Institute (JPO) signed in São Paulo a Joint Declaration to formalize a pilot PPH project between the two countries.

A memorandum of understanding was signed with the JPO.



Russia

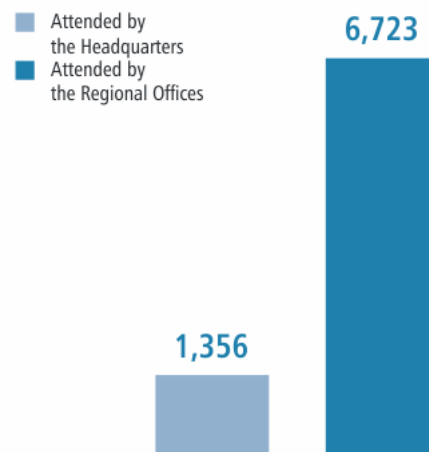
In order to exchange information and best practices, INPI signed a Memorandum of Understanding on bilateral cooperation with the Russian Federal Office for Intellectual Property (Rospatent).



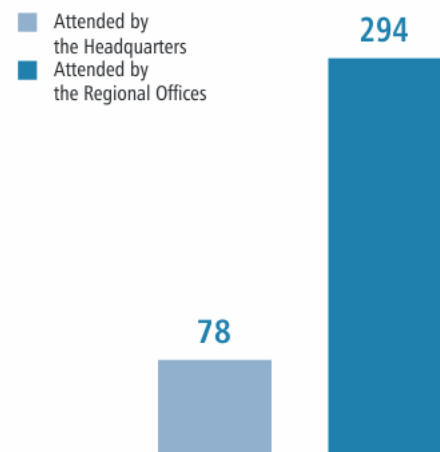
Dissemination for Innovation

In 2017, the General Coordination of Dissemination for Innovation (CGDI) action was determined by the publication of the INPI's Regional Action Plan, which shall last five years, and by the reorientation of National Cooperation, both focusing on improving the quality of IP applications and the greater efficiency of INPI in the granting of rights.

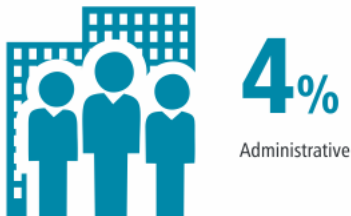
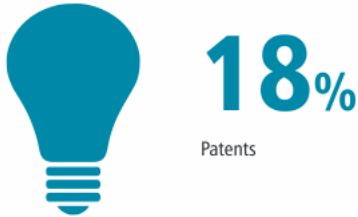
Public in Dissemination Activities
Lectures (2017)



Public in Dissemination Activities
Institutional Partnership's Actions (2017)



Subjects Demanded in the Attendances
Average July, 2017 - Dec, 2017

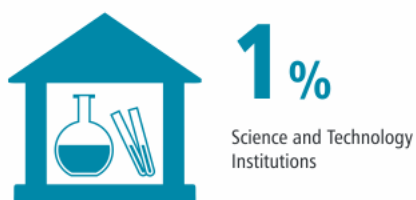


The dissemination activities carried out by the Headquarters and the Regional Offices include lectures (23 by headquarters and 146 by Regional Offices), participation in meetings and committees related to the topic of IP (four by headquarters and 25 by Regional Offices), service to users (14,967 by Regional Offices), in addition to the Institute's request for services protocol.



Regional Offices

Profile of the Users in Regional Offices
Monthly Average July, 2017 – Dec, 2017





Academy

In IP training, the results of the INPI Academy were as follows: 996 participants in 38 courses in face-to-face format and 2,673 in four editions of the distance course, totaling 3,669 trained people, corresponding to 14.6% above the target established (3,200).

In the postgraduate courses, 17 master's dissertations and five PhD theses were defended.

Events

There were also eight events (including 10° ENAPID with 304 participants, six "IP in question" with 204 participants, and the PhD Intellectual Property Seminar with 105 participants), totaling 613 people at events organized by the Academy.

Academy's Production

Currently, the Academy has 16 permanent professors and eight collaborating professors, in addition to 16 external collaborators. It also has 102 students (58 masters and 44 PhD students), with an expected arrival of 25 and 10, respectively, in 2018.

As for professors' production, there was an increase of 26% compared to 2016, with a total of 120 publications: 21 articles in scientific journals, 16 books or book chapters, 20 works in events, seven productions of didactic materials and 56 technical products.

120

Publications of
the Professors

613

Participants in
Academy's events

Library

In 2017, INPI's Library had 1,865 attendances. From these, 593 are highlighted in technical literature, focusing on the search and retrieval of articles from journals, book chapters and theses for the purpose of examining patents and other INPI activities.

The bibliographic collection, available on the Internet and at the Library terminals, obtained 7,093 accesses to the database.

Among the dissemination activities, five Bibliographic Alerts and six electronic reports were published, containing the abstracts of dissertations and theses available for consultation and download.

1,865

Attendances

7,093

Accesses to
the bibliographic database



Areas of Relationship



Communication

In 2017, two series of tutorial videos were produced, one about trademarks and another about patents, explaining how to apply for these services, which are the most requested in the Institute.

Content Produced

There were 412 articles published on the website and 178 on the intranet.

In the internal communication, 45 campaigns were carried out to raise awareness and value the Institute's servants.

In social media, there were 559 posts.

In total, 1,201 contents were produced in 2017.

Contact Us System

The Coordination of Social Communication (CCOM) is also responsible for the management of the Contact Us electronic system, available on the INPI website.

Among the users that evaluated the service, 83% considered it excellent or good.

Contact Us System

114,889

Received messages

6 days

Average service time,
within 7-day period

Produced Contents

Social Media



Website



Intranet



Campaigns



Tutorial Videos



Statistical data from the Ombudsman's Office represent the various dimensions of its activities, including the attendance of citizens, promotion of transparency and accountability to society.

In 2017, the Ombudsman's Office exceeded the target satisfaction index for its External and Internal Affairs Divisions, achieving an average of 79% of user satisfaction.

Attendance by Subject

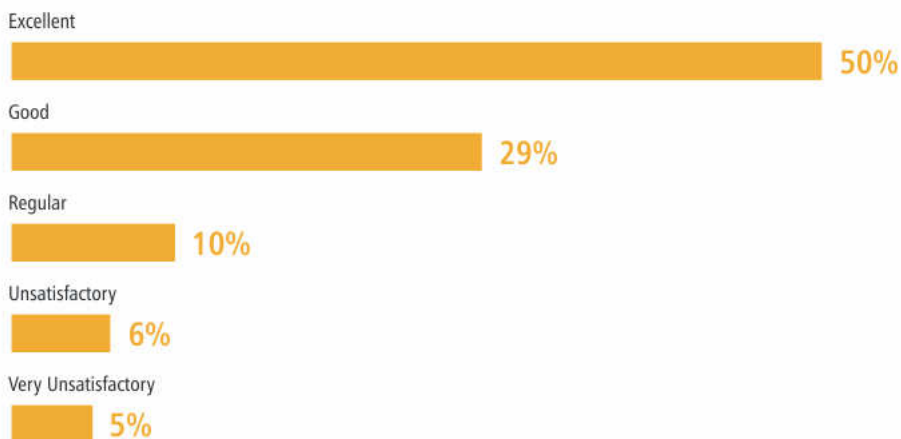
The main subjects attended by the Ombudsman's Office in 2017 were:

- Undue approach of companies (agents), corresponding to 60% of the attendances; and
- Answers in Contact Us System, with 18% of attendances.



Ombudsman

Ombudsman Service - Evaluation



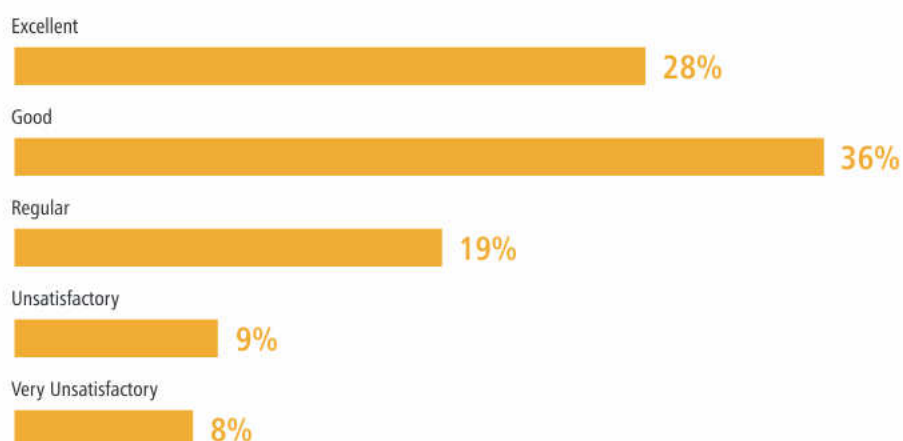
In 2017, the Ombudsman's Office coordinated the preparation of two booklets: one for user services, and another destined to foreign investors in the Intellectual Property field, with the purpose of informing the services provided by INPI, the ways of access to these services and the commitments and quality standards.

INPI established its Open Data Plan for the 2017-2018 biennium, submitted to the first half-yearly review on August 1st, 2017, through which the Institute publicizes the actions planned for the implementation and promotion of data disclosure under its responsibility.

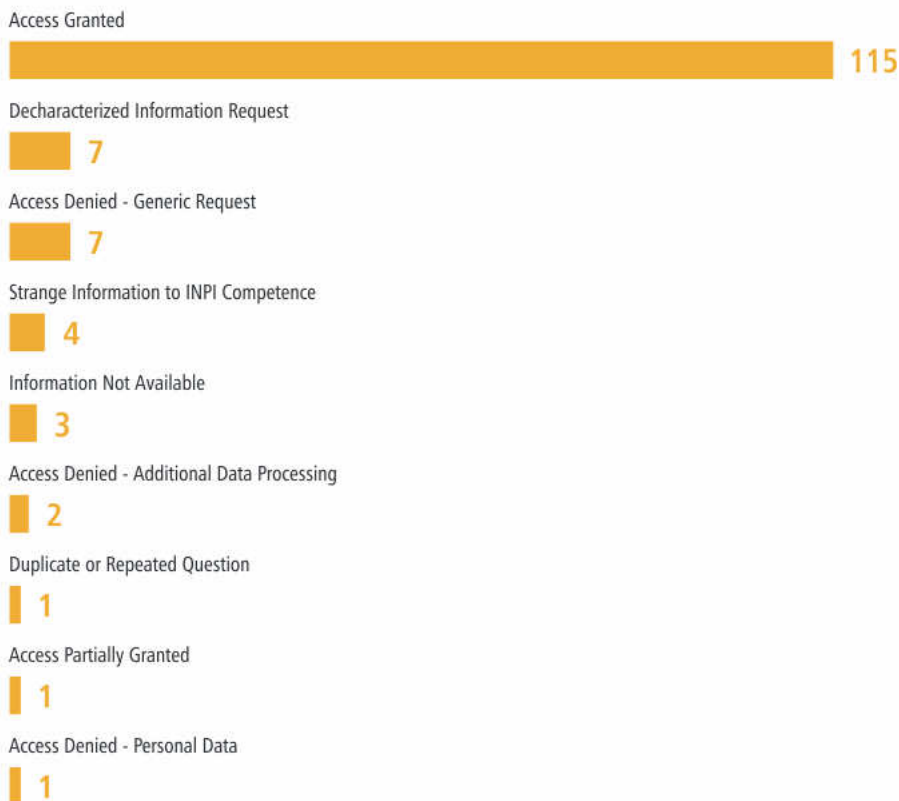
To ensure updated information and links in operation, with a description of the services and service criteria, the Ombudsman's Office coordinates the integration project for the Digital Citizenship Platform, participating in the Public Services of Attendance Survey, known as the Public Services Census.

After updating implemented by the Ombudsman's Office, the INPI website, on the menu "Acesso à Informação" has 17 sections, which provide public information to its users, highlighting the most recent posts about "Employees of Service Providers" and "Resumes of Occupants of Positions of Direction and Superior Advice".

Services Provided by INPI - Evaluation in the Ombudsman System



Answers to Requests for Access to Information



Citizen Information Service (SIC)

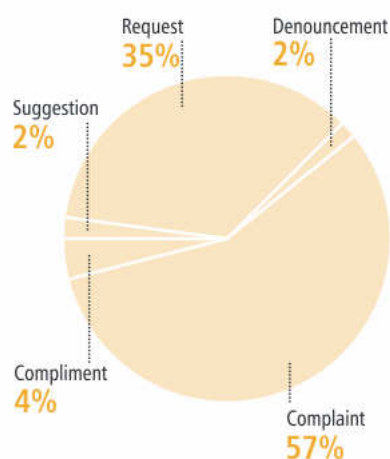
In 2017, the SIC received 141 requests for access to information, with average of 14.24 days, less than the legal deadline of 20 days, extendable by 10 days. In the chart, the other numbers of the consultations provided by the SIC in 2017 are presented.

Ranking of Attendances by Topic

From the total of attendances of SIC in 2017, there were:

- 43% corresponding to Government and Politics / Public Administration; and
- 16% corresponding to Science, Communication and Information / Science and Technology.

Nature of the Manifestations Attended in the Ombudsman System





Governance Instances



President's Office

In 2017, 3,865 documents were processed by the President's Office and the Support Service of the Presidency (SAPRE).

The main ones were: 272 normative acts (20 normative instructions, 29 resolutions and 223 ordinances), 1,166 processes and 1,326 letters and memoranda.

The Presidency participated in eight international and 34 national missions. It was also present in 32 external events (including four lectures and six meetings) and conducted 1,159 meetings with authorities, users and Officials of the Institute.

The Coordination of Institutional Relations in São Paulo (COINS-SP) participated in 69 events and had 6,032 attendances.

The Coordination of Institutional Relations in the Federal District (COINS-DF) participated in 94 events and had 7,512 attendances.

These units also examined patent applications.

Missions

42

National
and International

Events

195

Participations

Attendances

13,544

By COINS-DF
and COINS-SP

In 2017, the Specialized Federal Attorney's Office in INPI paid special attention to two strategic projects of the Institute: INPI-Anvisa Joint Ordinance No. 01, of April 12th, 2017, and the Normative Instruction No. 70, of April 11th.

Between July 2016 and April 2017, the Specialized Federal Attorney's Office worked in order to achieve a minimum consensus on the INPI-Anvisa Joint Ordinance, which included the first draft of the document, discussions with government agencies and the implementation of the instrument.

Regarding the Normative Instruction PR / INPI n° 70, in 2017, the Specialized Federal Attorney's Office produced three legal opinions, which preceded the publication of the Instruction. The subject had been object of discussion by the Specialized Federal Attorney's Office since 2012.

Among the activities conducted by the Specialized Federal Attorney's Office in INPI, it can also be highlighted the solution to the controversy surrounding the Brazilian Center for Biological Material. In 2017, conciliatory negotiations were carried out in the scope of the Conciliation and Arbitration Chamber of the Federal Administration, and the agreement was signed by INPI and the National Institute of Metrology, Quality and Technology (Inmetro) on August 15th.

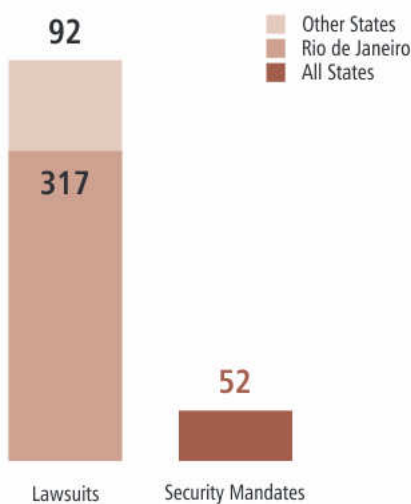


Specialized Federal Attorney's Office

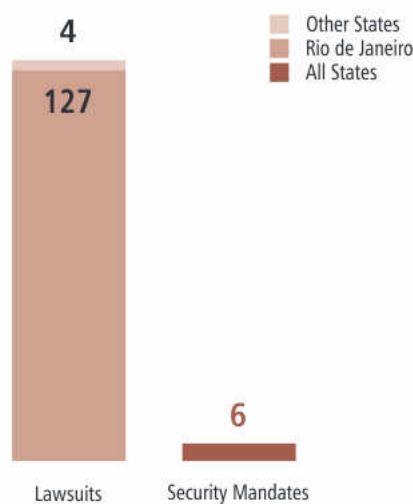
598

Total of lawsuits proposed in 2017

Lawsuits and Security Mandates Industrial Property



Lawsuits and Security Mandates Contracts, Personnel and Hiring





Internal Audit

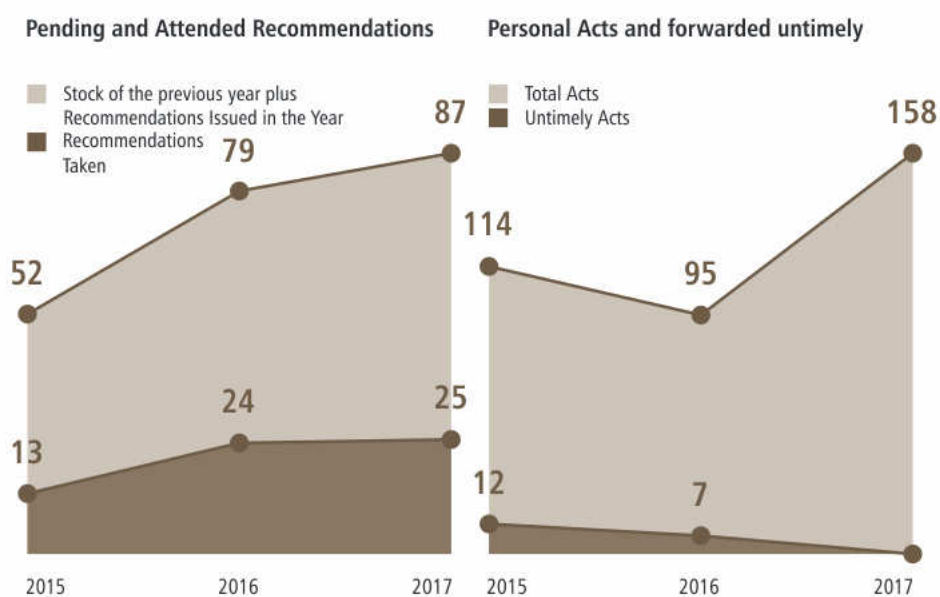
The Internal Audit improved its regulatory framework, with the IN / INPI / PR n° 60/2016, which guides the meetings for solutions in internal audit activities and establishes a routine for the evaluation and implementation of the recommendations issued by the Internal and External Audits.

This regulation increased the Institute's control system, contributing to strengthening its management. In the graphic, the Audit presents the level of compliance with the Audit recommendations in the last three years.

Deadline Accomplishments

The Internal Audit implemented a routine verification of compliance with the deadline for referral of personnel acts (admission, retirement and pension) to the Internal Control Body.

Since then, the INPI has fully complied with the deadline established by the Federal Court of Accounts (TCU), providing regularity of the personnel actions and avoiding penalties for managers, as shown in the chart.



The Internal Affairs Department has improved its regulatory framework with the publication of the IN INPI/PR No. 61/2016, about administrative management and standardization of procedures related to the correction activity in the Institute. This regulation aims to improve the management of activities of disciplinary nature, adapting to the guidelines of the Central Body of the Correction System of the Federal Government.

In addition, it was included, in the assignments of the Internal Affairs Department, actions related to Private Entities Accountability, according to the Law No. 12,846/2013.

In 2017, the Internal Affairs Department implemented the policy of use of the Management System of Procedures for Private Entities Accountability (CGU-PJ) and the conclusion of the Conduct Adjustment Agreement (TAC) at INPI.

There was also continuity and consolidation of preventive practices, internal training in disciplinary administrative law and active transparency in correctional matters, initiatives awarded in the second edition of the CGU Good Practices, in 2014.

Regarding to interinstitutional collaboration, the Internal Affairs Department composes, for the next biennium, the Commission for Coordination and Correction (CCC), dealt within art. 3 of Decree No. 5,480/2005, according to Ordinance CGU No. 2,351/2017, published in the DOU Section 01 No. 215, of November 9th, 2017.



Internal Affairs Department

Penalties Applied
2012-2017

53%

Warnings

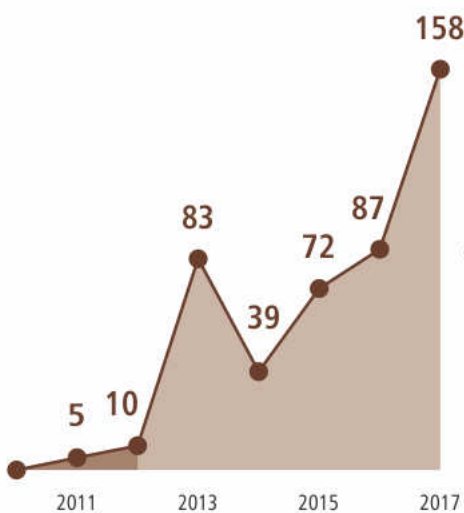
43%

Suspensions

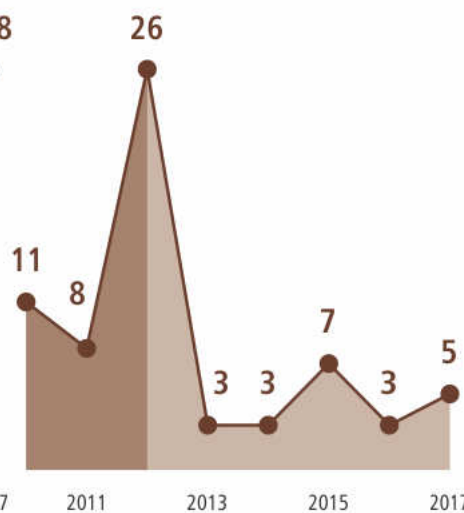
4%

Expulsives

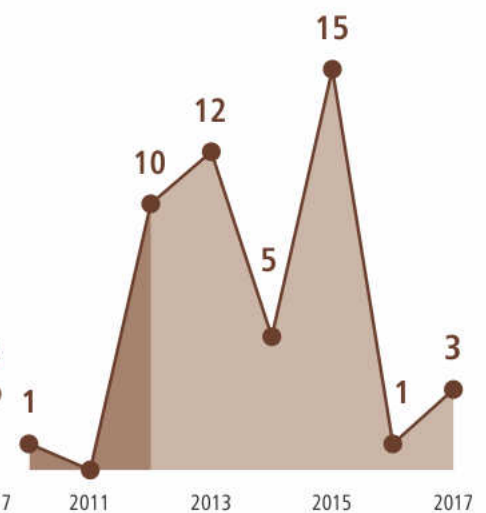
Public Officials Qualified
in Disciplinary Administrative Law



Administrative Disciplinary Procedures
and Syndications established



Penalties Applied





INPI NATIONAL
INSTITUTE OF
INDUSTRIAL
PROPERTY

MINISTRY OF
INDUSTRY, FOREIGN TRADE
AND SERVICES

BRAZILIAN
GOVERNMENT