



IMPLEMENTING MEDIATION SERVICES IN INTELLECTUAL PROPERTY OFFICES (IPO)

How can WIPO help?

WIPO collaborates through its Arbitration and Mediation Center (WIPO AMC) with IPOs to develop mediation services by:

- Helping design tailored mediation procedures
- Building capacity for IPOs and mediators in the jurisdiction
- Developing and implementing online tools for the conduct of mediation services
- Providing access to a network of IPOs with similar services to share industry practices and knowledge

WIPO online case administration tools



Videoconferencing tools



Online filing forms for users



Online case administration platform for IPOs

To know more about WIPO's case administration tools, please scan the QR code



Experience

From 2021, the WIPO AMC has helped IPOs in different regions to develop mediation services and administer **over 1,000 disputes** conducting more than **1,600 mediation and conciliation meetings**.

Contact us

 arbiter.mail@wipo.int

 www.wipo.int/amc





How is the mediation service implemented?

Step-by-Step

1



PRELIMINARY PHASE

- IPO requests WIPO's assistance
- Establishment of collaboration
- Analysis of IP and ADR legal provisions

2



DEVELOPMENT PHASE

- Development of Mediation Rules/Guidelines
- Identification of mediators
- Set up of online tools for IPO

3



IMPLEMENTATION PHASE

- Training IPO Staff and mediators
- Sharing of ADR Practices with other IPOs
- Launch of mediation service
- One-on-One clinics

WIPO-ARIPO collaboration on ADR

The African Regional Intellectual Property Organization (ARIPO) and WIPO have collaborate to enhance the availability and effectiveness of ADR services for IP disputes across ARIPO Member States

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