

Notice on Public Online Search system

Due to a sharp increase in the searches on the Registers of Patents, Trade Marks and Designs conducted via the Public Online Search (POS) system, there was delay in its response to users from 7 to 14 May 2021. The Registries have since implemented various measures to tackle the issue including expanding the capacity of our system and managing the demand. Since the afternoon of 14 May, the response time of our POS system has resumed normal. Vigilant monitoring will continue.

The Trade Marks Registry also received reports from users that there were irregularities in some of the search results returned by the POS system (e.g. certain records were not reflected in the search results), notably during the above period. Immediate actions were taken to address the irregularities reported.

If you have noted any irregularities in your search results, please report to the dedicated mail account at esearch@ipd.gov.hk or hotline at (852) 2961 5628. Please include details of the search conducted, the search results, the problem noted, the time and date of the search and other relevant information.

In the meantime, we are working closely with our contractor to examine thoroughly the cause of the above issues and to ensure that the POS system would remain stable in returning accurate and up-to-date search results. This may take a bit of time to complete, taking into account any further information to hand. We will follow up the matter diligently and update you as appropriate.

For the avoidance of doubt, other electronic systems of the Registries including the e-filing system, the Official Journal and the internal processing system are working as normal.

We apologise for any inconvenience caused to users of our POS system and thank you for your understanding and support.

Intellectual Property Department

18 May 2021