Patent Public Advisory Committee
Quarterly Meeting

Patents Ombudsman: A Stakeholder Resource

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Patents Ombudsman - Goals

• Address issues relating to stalled applications
• Track issues to ensure each is handled within an average of 10 business days
• Use inquiry trends to assess needed process improvements
What can you expect?

International Ombudsman Association Standards of Practice:

- Independence
- Neutrality and Impartiality
- Confidentiality
Patents Ombudsman – Process

Applicant/Attorney contacts Patents Ombudsman staff

Patents Ombudsman goal - respond within one business day to discuss details

Issues routed to appropriate Business Unit POCs
Patents Ombudsman – Structure

- Administrator, Patents Ombudsman
- Full Time Staff Members

Issues routed to appropriate Business Unit POCs
Patents Ombudsman Business Unit POCs

• All divisions across the Agency represented
  – Technology Center POCs
    • Experienced SPEs
    • Experienced Quality Assurance Specialists
  – Applications Assistance Unit
  – Certificate of Corrections
  – Maintenance Fees
Patents Ombudsman – during Examination

- The POCs work to contact the appropriate person to assist with addressing the inquiry
- The Patents Ombudsman is not a substitute for:
  - Directly contacting the Examiner, SPE or TC Director
  - Applicant’s appropriate response within statutory deadlines
  - The Appeal or Petition process
Frequent Areas of Assistance

• Status Inquiries
  – Largest inquiry
  – Access status information easily

  Application Status Information
  To get the status of your patent application or an estimate of when you will receive a first Office action. Please access the following two links.
  • What is the status of my Application?
  • When will I get the First Office Action?

• AIA and Application Data Sheet (ADS)
  – Increase in inquiries related to ADS
  – Provided Virtual Chats
  – Developing an online CBT for stakeholders
  – Providing Information in outreach material
Patents Ombudsman – Required Information

• When contacting the Patents Ombudsman Office, please provide the following information:
  – Application number (if there is one)
  – Ownership and inventive interest in the application
  – Brief description of the inquiry
  – Telephone number
  – Email address
How to access the Patents Ombudsman Office

• Telephone (M-F from 8:30am – 8:00pm ET)
  – 1-571-272-5555
  – 1-855-559-8589

• Website:
  – https://www.uspto.gov/patent/ombudsman-program
Questions and Comments

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