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OFFICE OF THE CONTROLLER GENERAL OF PATENTS, DESIGNS AND TRADEMARKS (CGPDTM) launches Open House Portal - submit your grievance on any IP and raise a ticket for resolution.

The Office of CGPDTM, under the Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry, Government of India has taken a significant step forward in enhancing its services and improving stakeholder engagement with the launch of the Open House Helpdesk Portal. The Open House Helpdesk Portal offers a single window for communication that will provide swift and effective resolution to the queries and grievances of applicants and stakeholders across the six key areas of intellectual property: Patents, Designs, Trademarks, Geographical Indications, Copyrights, and SICLD (Semiconductor Integrated Circuits Layout-Designs) which are administered by the O/o CGPDTM. Key Features of the Open House Helpdesk Portal:

- 1. User-Friendly Registration:** Applicants and stakeholders can register themselves on the Open House Helpdesk Portal through a simplified process by using their email IDs. In case of queries/grievances related to an already existing application, the email ID associated with the IP application shall be used for registration on Open House portal.
- 2. Tickets and Real-Time Notifications:** For every grievance that is registered, a ticket is raised.
- 3. Self-Paced Issue Resolution:** The Open House Helpdesk Portal grants applicants the freedom to close their support tickets once they believe that their concerns have been satisfactorily addressed, putting control back in the hands of the stakeholders. This initiative is in line with the Government of India's commitment to creating a conducive environment for innovation, creativity, and entrepreneurship. By providing a dedicated

platform for communication, the Intellectual Property Office aims to foster a collaborative ecosystem where applicants and stakeholders can seek guidance and clarification in a transparent and efficient manner.

For more information and to access the Open House Helpdesk Portal,

Please visit : <https://iprsearch.ipindia.gov.in/openhousehelpdesk>

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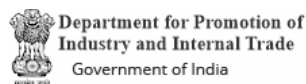
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