

C. PCT 1289

February 2, 2011

Madam,
Sir,

PCT Office Feedback Survey 2010

This Circular is addressed to your Office in its capacity as a receiving Office, International Searching Authority, International Preliminary Examining Authority and/or designated or elected Office under the Patent Cooperation Treaty (PCT), inviting your Office to participate in the “PCT Office Feedback Survey 2010” regarding services provided to your Office by the International Bureau’s PCT Sector of the World Intellectual Property Organization (WIPO).

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The “PCT Office Feedback Survey 2010” consists of an on-line questionnaire regarding a variety of PCT services provided by the International Bureau. Please find attached a paper copy of the entire questionnaire which will enable you to familiarize yourself with the procedure and the questions before starting to respond to the on-line version of the questionnaire.

The aim of the questionnaire is to assess your level of satisfaction with the PCT services provided by the International Bureau’s PCT Sector in 2010. The responses will be used to identify areas within the PCT Sector in need of improvement as well as to develop performance indicators for the PCT Sector’s Program Performance Report to be submitted to WIPO’s Program and Budget Committee in 2011. It is the International Bureau’s intention to repeat the survey in a year’s time so as to monitor progress and identify further improvement priorities.

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You are kindly invited to complete the on-line questionnaire, instructions for which are located on the first page of the questionnaire, using the following internet address:

<http://www.wipo.int/pct/en/surveys/office-feedback-2010>

In the case that it is not possible for your office to complete the survey on-line, please mark your responses on the attached paper copy of the questionnaire and return it by e-mail, or by fax to the address given below.

It would be appreciated if the questionnaire could be completed and submitted no later than March 11, 2011.

Should you have any questions or difficulties in completing the survey questionnaire please contact Mr. Takashi Yamashita, Director, PCT International Cooperation Division, e-mail: *pcticd@wipo.int*, fax: (+41-22) 338 7160.

Yours sincerely,



Francis Gurry
Director General

PCT Office Feedback Survey

English ▼

ABOUT THE QUESTIONS: The International Bureau of WIPO is seeking feedback from offices to help improve cooperation and service delivery regarding:

- PCT international cooperative activities
 - training and seminars
 - legal assistance
 - technical (IT) cooperation
- PCT IT tools
- Organization of the meetings of PCT administrative bodies
- PCT international applications processing service
- PCT document availability
- PCT translation service.

YOURSELF: This on-line survey is addressed to you based on contact information available at the International Bureau. If you are not the right person to respond to the questionnaire, please forward it to an appropriate colleague within your office and, if applicable, provide us with the updated contact information.

HOW TO COMPLETE: This questionnaire consists of different categories (training, IT, processing, etc.). The questionnaire may be completed by a single person capable of providing answers in all the categories. Otherwise, it may be completed in either of the following ways:

- A single person collects the responses from the relevant sections/divisions in your office and completes the questionnaire.
- Each section/division enters their response into the relevant part of the questionnaire, saves it and sends a hyperlink by e-mail to the next section/division, until the questionnaire is completed.

SAVE: If you wish to save your answers and resume your work later, please click on "Save". Enter your e-mail address in order to receive an e-mail containing a hyperlink that will allow you to return to the questionnaire and continue from where you left it. If you wish to forward the questionnaire to a colleague to fill in the next part, enter this colleague's e-mail address instead of your own.

SUBMIT (available on the last page of the questionnaire): Please note that after having submitted your answers to the questionnaire, it will no longer be possible to access or change them. On the submit page all your responses are displayed and you may print this page for your records.

LANGUAGE: On this page you can select your preferred language.

FURTHER INFORMATION: Should you need further information or clarification, please contact us via e-mail: pcticd@wipo.int, indicating "2010 PCT Office Feedback" in the subject field.

[Start](#)

PCT Office Feedback Survey

English ▼

Contact information

Contact information is requested for the purposes of follow-up with your office, if necessary.

Please indicate your contact information

First Name	<input type="text"/>
Last Name	<input type="text"/>
Title	<input type="text"/>
E-Mail Address	<input type="text"/>
Office Code	<input type="text" value="Please select your Office"/> ▼

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A PCT Office Feedback questionnaire from the [World Intellectual Property Organization](#)

PCT Office Feedback Survey

English ▼

PCT international cooperative activity

¹ Has your office jointly undertaken any PCT cooperative activities with the International Bureau in the last year?

Yes No

[Questions 3 to 14 will not appear if you answer "No" to question 1]

² Does your office have a "PCT cooperative work program"?

Yes No

[Question 5 will not appear if you answer "No" to question 2]

A "PCT cooperative work program" is a formal document agreed between offices and the International Bureau normally with a detailed plan of activities attached. In the past, these documents were called cooperation plans or cooperation agreements.

PCT international cooperative activity (1 - 8)

training and seminars (9 - 10)
legal assistance (11 - 12)
technical (IT) cooperation (13 - 14)
PCT IT tools (15 - 16)
Organization of PCT administrative bodies (17 -18)
PCT international applications processing service (19 - 20)
PCT document availability (21 - 22)
PCT translation service (23 - 24)

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PCT international cooperative activity

3 **Please rate your overall satisfaction with PCT cooperative activities undertaken with the International Bureau:**

- Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied

4 **Please provide your thoughts and suggestions regarding PCT cooperative activities undertaken with the International Bureau:**

PCT international cooperative activity (1 - 8)

- training and seminars (9 - 10)
- legal assistance (11 - 12)
- technical (IT) cooperation (13 - 14)
- PCT IT tools (15 - 16)
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- PCT translation service (23 - 24)

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PCT international cooperative activity

4a Please specify the cause of dissatisfaction regarding PCT cooperative activities:

PCT international cooperative activity (1 - 8)

- training and seminars (9 - 10)
- legal assistance (11 - 12)
- technical (IT) cooperation (13 - 14)
- PCT IT tools (15 - 16)
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PCT international cooperative activity

⁵ Please provide your thoughts and suggestions regarding "PCT cooperative work programs" and plans of activities:

A "PCT cooperative work program" is a formal document agreed between offices and the International Bureau normally with a detailed plan of activities attached. In the past, these documents were called cooperation plans or cooperation agreements.

PCT international cooperative activity (1 - 8)

training and seminars (9 - 10)
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technical (IT) cooperation (13 - 14)
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PCT Office Feedback Survey

English ▼

PCT international cooperative activity

6 **As part of PCT cooperative activities, has your office participated, with the International Bureau, in any PCT training and seminar activities in the last year?**

Yes No

[Questions 9 and 10 will not appear if you answer "No" to question 6]

7 **As part of PCT cooperative activities, has your office consulted the International Bureau for PCT legal assistance (such as seeking advice as to how the implementation of the PCT system affects national practice, or how to respond to questions from applicants) in the last year?**

Yes No

[Questions 11 and 12 will not appear if you answer "No" to question 7]

8 **As part of PCT cooperative activities, has your office participated, with the International Bureau, in PCT technical (IT) activities in the last year?**

Yes No

[Questions 13 and 14 will not appear if you answer "No" to question 8]

PCT international cooperative activity (1 - 8)

training and seminars (9 - 10)
legal assistance (11 - 12)
technical (IT) cooperation (13 - 14)
PCT IT tools (15 - 16)
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PCT translation service (23 - 24)

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A PCT Office Feedback questionnaire from the [World Intellectual Property Organization](#)

PCT training and seminars

9 Please rate your overall satisfaction with PCT training and seminars jointly organized with the International Bureau:

- Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied

10 Please provide your thoughts and suggestions regarding PCT training and seminars:

- PCT international cooperative activity (1 - 8)
- training and seminars (9 - 10)**
- legal assistance (11 - 12)
- technical (IT) cooperation (13 - 14)
- PCT IT tools (15 - 16)
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- PCT international applications processing service (19 - 20)
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- PCT translation service (23 - 24)

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A PCT Office Feedback questionnaire from the [World Intellectual Property Organization](#)

PCT training and seminars

^{10a} Please specify the cause of dissatisfaction with PCT training and seminars:

- PCT international cooperative activity (1 - 8)
- training and seminars (9 - 10)**
- legal assistance (11 - 12)
- technical (IT) cooperation (13 - 14)
- PCT IT tools (15 - 16)
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- PCT translation service (23 - 24)

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A PCT Office Feedback questionnaire from the [World Intellectual Property Organization](#)

PCT legal assistance

11 **Please rate your overall satisfaction with PCT legal assistance provided by the International Bureau:**

- Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied

12 **Please provide your thoughts and suggestions regarding PCT legal assistance:**

PCT international cooperative activity (1 - 8)
training and seminars (9 - 10)
legal assistance (11 - 12)
technical (IT) cooperation (13 - 14)
PCT IT tools (15 - 16)
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A PCT Office Feedback questionnaire from the [World Intellectual Property Organization](#)

PCT legal assistance

12a Please indicate the cause of your dissatisfaction with PCT legal assistance provided by the International Bureau:

- PCT international cooperative activity (1 - 8)
- training and seminars (9 - 10)
- legal assistance (11 - 12)**
- technical (IT) cooperation (13 - 14)
- PCT IT tools (15 - 16)
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- PCT international applications processing service (19 - 20)
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- PCT translation service (23 - 24)

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PCT technical (IT) cooperation

13 Please rate your overall satisfaction with PCT technical (IT) cooperation organized with the International Bureau:

- Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied

14 Please provide your thoughts and suggestions regarding PCT technical (IT) cooperation:

PCT international cooperative activity (1 - 8)
training and seminars (9 - 10)
legal assistance (11 - 12)
technical (IT) cooperation (13 - 14)
PCT IT tools (15 - 16)
Organization of PCT administrative bodies (17 -18)
PCT international applications processing service (19 - 20)
PCT document availability (21 - 22)
PCT translation service (23 - 24)

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A PCT Office Feedback questionnaire from the [World Intellectual Property Organization](#)

PCT technical (IT) cooperation

14a Please specify the cause of dissatisfaction with the PCT technical (IT) cooperation service:

- PCT international cooperative activity (1 - 8)
- training and seminars (9 - 10)
- legal assistance (11 - 12)
- technical (IT) cooperation (13 - 14)**
- PCT IT tools (15 - 16)
- Organization of PCT administrative bodies (17 -18)
- PCT international applications processing service (19 - 20)
- PCT document availability (21 - 22)
- PCT translation service (23 - 24)

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A PCT Office Feedback questionnaire from the [World Intellectual Property Organization](#)

PCT IT tools

15 Please rate your satisfaction with the PCT operational processing IT tools:

Overall: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

PCT-SAFE: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

PCT-ROAD: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

PCT-EDI: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

PCT-COR: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

PATENTSCOPE® web site: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

PATENTSCOPE® XML web services: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

16 Please provide your thoughts and suggestions regarding PCT operational processing IT tools:

PCT international cooperative activity (1 - 8)
 training and seminars (9 - 10)
 legal assistance (11 - 12)
 technical (IT) cooperation (13 - 14)
PCT IT tools (15 - 16)
 Organization of PCT administrative bodies (17 -18)
 PCT international applications processing service (19 - 20)
 PCT document availability (21 - 22)
 PCT translation service (23 - 24)

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PCT IT tools

16a Please specify the cause of dissatisfaction with PCT operational processing IT tools:

- PCT international cooperative activity (1 - 8)
- training and seminars (9 - 10)
- legal assistance (11 - 12)
- technical (IT) cooperation (13 - 14)
- PCT IT tools (15 - 16)**
- Organization of PCT administrative bodies (17 -18)
- PCT international applications processing service (19 - 20)
- PCT document availability (21 - 22)
- PCT translation service (23 - 24)

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Organization of PCT administrative bodies

17 Please rate your satisfaction with the organization (such as logistics and preparatory work) of the meetings of PCT administrative bodies:

- Overall:** Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable
- PCT Assembly:** Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable
- PCT Working Group:** Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable
- PCT Meeting of International Authorities:** Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

18 Please provide your thoughts and suggestions regarding the organization of PCT administrative bodies:

PCT international cooperative activity (1 - 8) training and seminars (9 - 10) legal assistance (11 - 12) technical (IT) cooperation (13 - 14) PCT IT tools (15 - 16) Organization of PCT administrative bodies (17 -18) PCT international applications processing service (19 - 20) PCT document availability (21 - 22) PCT translation service (23 - 24)
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Organization of PCT administrative bodies

18a Please specify the cause of dissatisfaction with the organization of PCT administrative bodies:

- PCT international cooperative activity (1 - 8)
- training and seminars (9 - 10)
- legal assistance (11 - 12)
- technical (IT) cooperation (13 - 14)
- PCT IT tools (15 - 16)
- Organization of PCT administrative bodies (17 -18)**
- PCT international applications processing service (19 - 20)
- PCT document availability (21 - 22)
- PCT translation service (23 - 24)

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A PCT Office Feedback questionnaire from the [World Intellectual Property Organization](#)

PCT international applications processing service

19 Please rate your satisfaction regarding the service provided by the PCT processing team at the International Bureau handling international applications:

Overall: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

Facilities for contacting the processing team: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

Availability of staff: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

Timeliness of answering questions: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

Quality of follow up: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

Experience/expertise of staff: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

20 Please provide your thoughts and suggestions regarding the PCT processing team service:

PCT international cooperative activity (1 - 8) training and seminars (9 - 10) legal assistance (11 - 12) technical (IT) cooperation (13 - 14) PCT IT tools (15 - 16) Organization of PCT administrative bodies (17-18) PCT international applications processing service (19 - 20) PCT document availability (21 - 22) PCT translation service (23 - 24)

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PCT international applications processing service

20a Please specify the cause of dissatisfaction regarding the PCT processing team service:

- PCT international cooperative activity (1 - 8)
- training and seminars (9 - 10)
- legal assistance (11 - 12)
- technical (IT) cooperation (13 - 14)
- PCT IT tools (15 - 16)
- Organization of PCT administrative bodies (17 -18)
- PCT international applications processing service (19 - 20)**
- PCT document availability (21 - 22)
- PCT translation service (23 - 24)

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A PCT Office Feedback questionnaire from the [World Intellectual Property Organization](#)

PCT document availability

21 Please rate your satisfaction regarding the International Bureau’s service that makes documents (such as PCT publications, priority documents, or PCT forms) available for PCT international applications:

Overall: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

Timeliness of document availability: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

Accuracy of documents: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

Timeliness of answering questions: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

Ease of document access via PATENTSCOPE®: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

Rule 87 / Article 20 DVD: Totally satisfied Highly satisfied Satisfied Partially satisfied Dissatisfied Not applicable

22 Please provide your thoughts and suggestions regarding PCT document availability:

PCT international cooperative activity (1 - 8) training and seminars (9 - 10) legal assistance (11 - 12) technical (IT) cooperation (13 - 14) PCT IT tools (15 - 16) Organization of PCT administrative bodies (17-18) PCT international applications processing service (19 - 20) PCT document availability (21 - 22) PCT translation service (23 - 24)

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PCT document availability

22a Please specify the cause of dissatisfaction regarding PCT document availability from the International Bureau for international applications:

- PCT international cooperative activity (1 - 8)
- training and seminars (9 - 10)
- legal assistance (11 - 12)
- technical (IT) cooperation (13 - 14)
- PCT IT tools (15 - 16)
- Organization of PCT administrative bodies (17 -18)
- PCT international applications processing service (19 - 20)
- PCT document availability (21 - 22)**
- PCT translation service (23 - 24)

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PCT translation service

23 Please rate your satisfaction concerning translations provided, under the Regulations, by the International Bureau, related to PCT international applications (titles, abstracts, international search reports, written opinions and international preliminary examination reports):

Overall:

- Totally satisfied
 Highly satisfied
 Satisfied
 Partially satisfied
 Dissatisfied
 Not applicable

Quality of translations:

- Totally satisfied
 Highly satisfied
 Satisfied
 Partially satisfied
 Dissatisfied
 Not applicable

Timeliness of translation availability:

- Totally satisfied
 Highly satisfied
 Satisfied
 Partially satisfied
 Dissatisfied
 Not applicable

24 Please provide your thoughts and suggestions regarding the PCT translation service:

- PCT international cooperative activity (1 - 8)
- training and seminars (9 - 10)
- legal assistance (11 - 12)
- technical (IT) cooperation (13 - 14)
- PCT IT tools (15 - 16)
- Organization of PCT administrative bodies (17-18)
- PCT international applications processing service (19 - 20)
- PCT document availability (21 - 22)
- PCT translation service (23 - 24)**

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PCT translation service

24a Please specify the cause of dissatisfaction regarding the PCT translation service:

- PCT international cooperative activity (1 - 8)
- training and seminars (9 - 10)
- legal assistance (11 - 12)
- technical (IT) cooperation (13 - 14)
- PCT IT tools (15 - 16)
- Organization of PCT administrative bodies (17 -18)
- PCT international applications processing service (19 - 20)
- PCT document availability (21 - 22)
- PCT translation service (23 - 24)**

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PCT Office Feedback Survey

English ▼

Please review your responses below and scroll down to the box at the end where you may, if you wish, add any additional comments. If you need a copy of your responses for your records, print this page using your browser's print button. Then, when you are ready, press "SUBMIT" to send your responses to the International Bureau. Please note that once you have done so, you will no longer be able to access your responses.

Response Summary / Additional comments**Office code:****Email contact:****1. Has undertaken cooperative activities:****2. Has a cooperative work program:****3. Overall PCT cooperative activities satisfaction:****4. Cooperative activities comments:****4a. Cooperation activities cause for dissatisfaction:****5. Cooperative work program comments:****6. Has participated in PCT training and seminar events:****7. Has participated in PCT legal assistance activities:****8. Has participated in PCT technical (IT) activities:****9. PCT training and seminar satisfaction:****10. Training and seminar comments:****10a. PCT training and seminar cause for dissatisfaction:****11. PCT legal assistance satisfaction:****12. PCT legal assistance comments:****12a. PCT legal assistance cause for dissatisfaction:****13. PCT technical (IT) cooperation satisfaction:****14. PCT technical (IT) cooperation comments:****14a. PCT technical (IT) cooperation cause for dissatisfaction:****15. PCT IT tools:****Overall:****PCT-SAFE:****PCT-ROAD:****PCT-EDI:****PCT-COR:****PATENTSCOPE(R) web site:****PATENTSCOPE(R) XML web services:****16. PCT operational processing IT tools comments:****16a. PCT operational processing IT tools cause for dissatisfaction:****17. PCT administrative bodies satisfaction:****Overall:****Assembly:****Working Group:****Meeting of International Authorities:****18. PCT administrative bodies comments:****18a. PCT administrative bodies cause for dissatisfaction:**

19. PCT processing team service satisfaction

Overall:

Contact facilities:

Staff availability:

Timeliness of answering questions:

Quality of follow up:

Expertise of staff:

20. PCT processing team comments:

20a. PCT processing team service cause for dissatisfaction:

21. PCT document service satisfaction:

Overall:

Timeliness of document availability:

Accuracy of documents:

Timeliness of answering questions:

Ease of access via PATENTSCOPE(R):

PCT Rule 87 and Article 20 DVDs:

22. PCT document service comments:

22a. PCT document service cause for dissatisfaction:

23. PCT translation service satisfaction:

Overall:

Quality of translations:

Timeliness of translations:

24. PCT translation service comments:

24a. PCT translation service cause for dissatisfaction:

²⁵ Please share any additional comments, information or requests:

THANK YOU

petied@wipo.int

Your feedback is important to the International Bureau of WIPO.

100%

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