

C. PCT 1597

April 21, 2020

Madam,  
Sir,

*PCT Office Feedback Survey 2018 - 2019*

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). It invites your Office to participate in the “*PCT Office Feedback Survey 2018 - 2019*” regarding services provided to your Office by the International Bureau of the World Intellectual Property Organization (WIPO).

The “*PCT Office Feedback Survey 2018 - 2019*” consists of an on-line questionnaire regarding a variety of PCT services provided by the International Bureau of WIPO.

./ The Annex to this circular is a copy of the 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 of WIPO in 2018 and 2019. The responses will be used to identify PCT services within the International Bureau of WIPO in need of improvement as well as to develop performance indicators for the PCT Program Performance Report to be submitted to WIPO’s Program and Budget Committee in 2020.

It is the International Bureau of WIPO’s intention to relaunch the survey in two years’ 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 addresses:

<https://www3.wipo.int/opinio/s?s=17388> (for all languages except Arabic),  
<https://www3.wipo.int/opinio/s?s=17503&lang=ar> (for Arabic only).

For reference, you can access the results of the PCT Office Feedback Survey 2016 – 2017 that was conducted in 2018, at:

[https://www.wipo.int/export/sites/www/pct/en/activity/pct\\_office\\_survey\\_2016\\_2017.pdf](https://www.wipo.int/export/sites/www/pct/en/activity/pct_office_survey_2016_2017.pdf)

Replies to this Circular (preferably online or by returning an electronic copy of the filled-in Annex attached to this Circular; an electronic copy of the Annex is available from the WIPO website at <https://www.wipo.int/export/sites/www/pct/en/circulars/2020/1597.pdf>) should be returned by May 29, 2020, by email to Mr. Ken-Ichiro Natsume, Senior Director, PCT Legal and International Affairs Department at: [pcticd@wipo.int](mailto:pcticd@wipo.int). For clarifications, please contact Mr. Allal Aloui, Head, PCT Technical Cooperation Section, at the same email address.

Yours sincerely,



John Sandage  
Deputy Director General

Enclosure: Annex - PCT Office Satisfaction Survey 2020















10. How satisfied are you with the following **aspects of the provision of PCT international application related data and documents** by the International Bureau?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Accuracy of PCT data and documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarity of data and documents provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relevance of data and documents to your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of access to PCT data and documents via ePCT application and/or web services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of access to data and documents via PCT-EDI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of access to data and documents via PATENTSCOPE and/or PATENTSCOPE web services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of Rule 87 / Article 20 DVD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have selected "Dissatisfied" or "Very dissatisfied" in one or more of the above-mentioned statements, could you please explain?

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Please feel free to add any comments or suggestions regarding the provision of **PCT international application related data and documents** by the International Bureau.

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Availability of documents in the relevant languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarity of the documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relevance of the information provided in the documents to your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. How satisfied are you with the following aspects related to **meeting documents provided for the PCT Union Assembly?**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Provision of documents within established timeframe prior to the meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of documents in the relevant languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarity of the documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relevance of the information provided in the documents to your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have selected "Dissatisfied" or "Very dissatisfied" in one or more of the above-mentioned statements, could you please explain?

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Please feel free to add any comments or suggestions regarding the preparatory work of PCT administrative bodies.

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If you have any comments or suggestions related to this PCT survey in general, please share them below.

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**Contact Information**

For follow-up purposes, please indicate below your office contact information.

Office code: \_\_\_\_\_

Email address (for the purpose of this survey): \_\_\_\_\_

Thank you for taking the time to complete this survey and for sharing your opinion with us.

Your feedback is very valuable.

[End of Annex and of Circular]