

C. PCT 1613

December 29, 2020

Madam,
Sir,

PCT Office Feedback Survey 2018 - 2019

This Circular is addressed to your Office in its capacity as a receiving Office (RO), International Searching Authority (ISA), International Preliminary Examining Authority (IPEA) and/or designated or elected Office (DO/EO) under the Patent Cooperation Treaty (PCT). It concerns the results of the “*PCT Office Feedback Survey 2018 - 2019*” which was conducted over the months of May and June 2020, using an on-line questionnaire sent to your Office by means of circular PCT C. 1597 dated April 21, 2020, to assess the level of satisfaction of Offices with the PCT services provided by the International Bureau of the World Intellectual Property Organization (WIPO).

./ The International Bureau of WIPO has prepared the report analyzing the results of the Survey. This report is attached to this circular for your complete and comprehensive information. This report is also available on the WIPO PCT website, and is directly accessible under the “PCT for Offices” section at:
www.wipo.int/pct/en/activity/pct_office_survey_2018_2019.pdf.

I would like to express my gratitude to all Offices for their participation in this Survey and confirm that the International Bureau is using your comments and valuable feedback to ensure that the PCT services provided to Offices continue to address the needs of PCT Member States.

/...

The next Survey will be conducted in 2022. PCT Member States will be invited to participate and to provide feedback on their level of satisfaction with the PCT services provided by the International Bureau during the period of 2020-2021.

Should you have any further questions or comments regarding the attached report or the PCT Office Survey in general, please contact Ms. Christine Bonvallet, Director, PCT International Cooperation Division, e-mail: pcticd@wipo.int.

Yours sincerely,



John Sandage
Deputy Director General

Enclosure: Annex – PCT Office Feedback Survey Report 2018-2019.

PCT Office Feedback Survey Report 2018-2019

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EXECUTIVE SUMMARY

This report provides the results of the “PCT Office feedback survey” which consisted of getting feedback from IP Offices, in their various capacities, about PCT activities conducted during the 2018 and 2019 biennium (“the 2018-2019 Office Survey”).

The 2018-2019 Office Survey was initially conducted from April 22, 2020 to the end of May 2020 and then extended until the end of June 2020 due to the low number of responses caused by the COVID-19 pandemic. The last response was received by email on July 13, 2020.

Out of 153 PCT Member States, **57** respondents completed the 2018-2019 Office Survey, representing an increase of **+34%** comparing to the previous PCT Office Survey (44 responses received for the [2016/2017 biennium survey](#)).

The 2018-2019 Office Survey was conducted as per a new methodology and based on a new questionnaire (see [Annex II](#)). Although the questions posed in the 2018-2019 Office Survey were different from the ones used in previous surveys, the new questionnaire was nevertheless also designed to cover the same six services and activities evaluated in previous surveys (for reference and additional background information see, [report of 2016/2017 biennium survey](#)):

- I. PCT international cooperation activities
- II. PCT IT tools and online services
- III. PCT data and documents availability
- IV. PCT operations service
- V. PCT translation service
- VI. PCT administrative bodies

The new [methodology](#) used in the 2018-2019 Office Survey is based on a standardized method (using service dimensions), applied consistently across all WIPO sectors. Questions focused on the level of professionalism, reliability and responsiveness of WIPO staff as well as the quality of information and assistance, provided. Although the results cannot be entirely compared with the data from previous surveys, part of the survey results was utilized to define PCT performance indicators in the Program Performance Report.

Key Findings

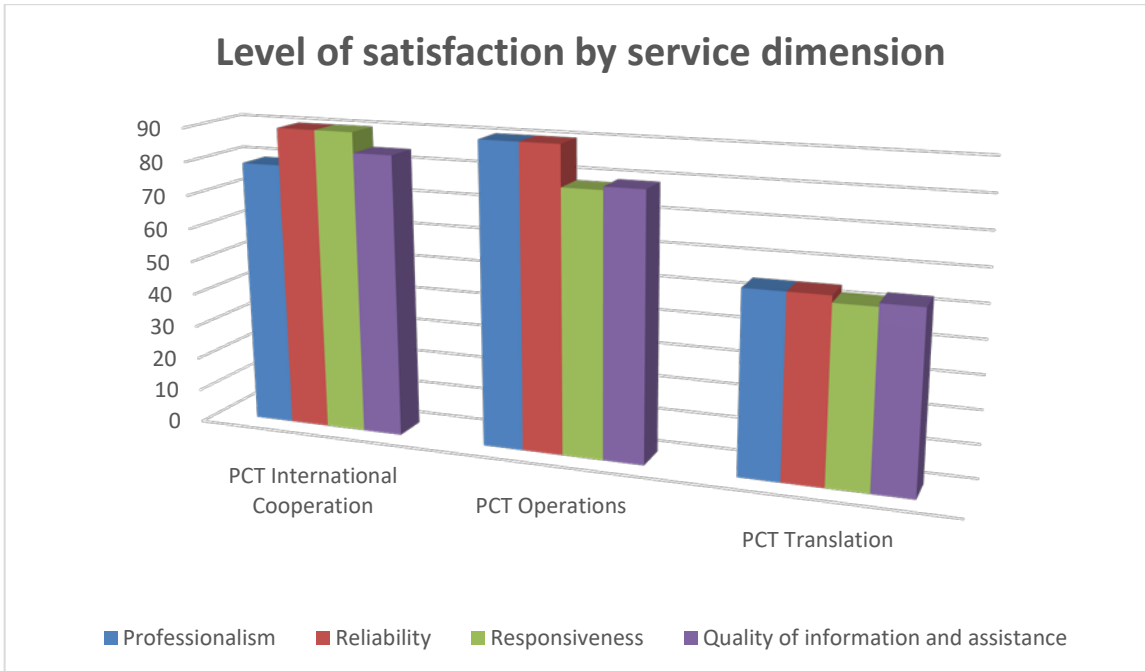
For each of the abovementioned PCT activities and services, a question was asked to evaluate the **overall level of Office satisfaction**. All six activities and services received high rating, between **89%** and **98%**.

The 2018-2019 Office Survey results were analyzed to see how, in details, the respondents evaluated the professionalism, the reliability and the responsiveness of staff from the PCT international Cooperation (including seminars, PCT Legal and examination assistance), PCT Operations and PCT translation services.

Overall, most of the Offices were very satisfied or satisfied with the following:

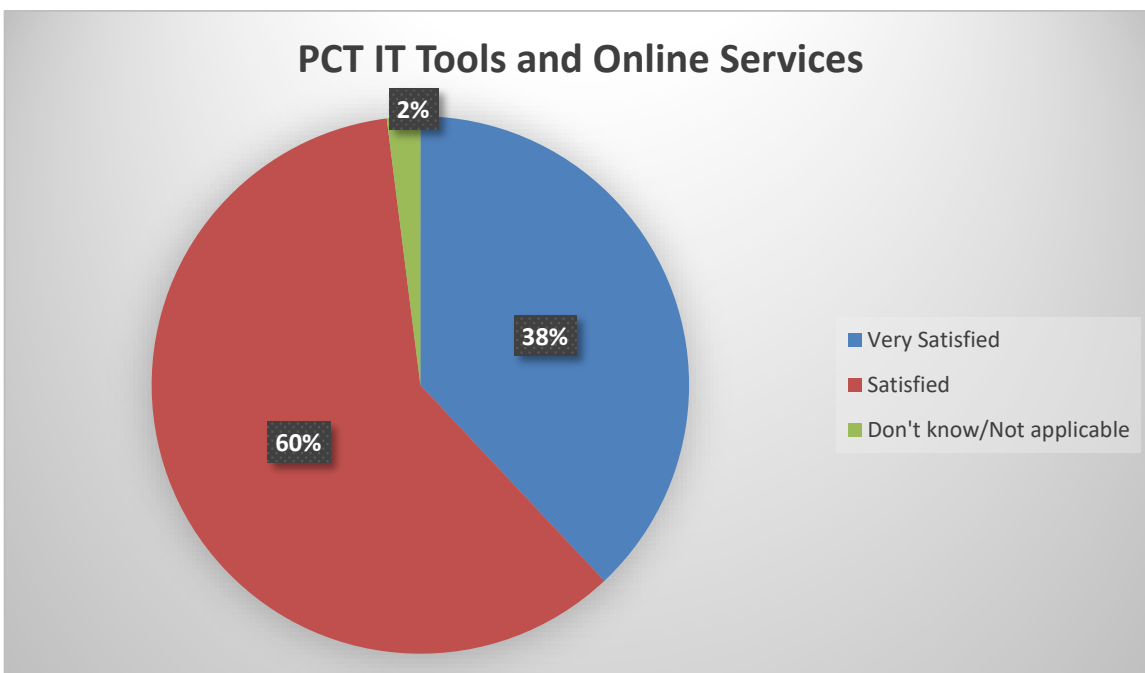
- The substantive expertise and the politeness of the PCT staff

- The reliability and the responsiveness of the PCT staff
- The clarity and the relevance of information and assistance provided



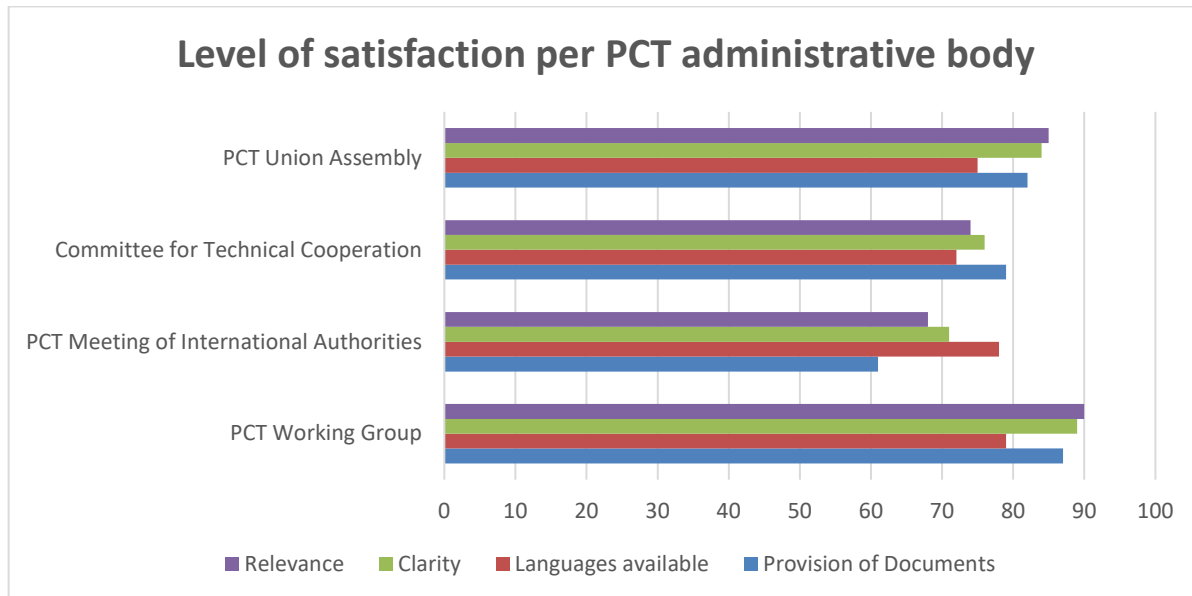
As shown above, the level of satisfaction is consistent across all service dimensions for all PCT related activities and services. It should be emphasized that while, on face value, the level of satisfaction for PCT Translation is lower than in the other PCT related services, this lies in the fact that **32%** of the respondents, who did not benefit from this service selected, responded “*Don't know or Not applicable*”. As a result, these responses mitigated the positive overall results for the given service.

The level of satisfactions with PCT IT tools and services remains consistent (**98%**) over the past three surveys:



A large number of respondents appreciated the availability, languages and ease of use of the PCT IT tools. Some Offices would like to see more integrations between WIPO IT tools and additional languages developed (e.g. Arabic, Chinese and Russian).

The responses from the 2018-2019 Office Survey about the PCT administrative bodies show that the meetings are always well organized. Most respondents (80%) rated the overall provision of documents, relevance and clarity as very good:



Some Offices nevertheless expressed their dissatisfaction with the late publication of documents (or documents in certain languages), which makes it difficult for them to prepare and adopt a position on a specific subject or decision before the meetings.

Suggested ways forward

The following suggestions derive from the analysis of the 2018-2019 Office Survey results and the comments made by the respondents (see [Annex I](#)) on each service or activity:

- More regular updates could be envisaged in the form of web-resources and/or training activities in a single/stand-alone format/event to keep Offices abreast of the recent developments that are of particular interest to them.
- Expansion of language coverage of PCT forms in Arabic and Russian languages and some IT tools in Chinese language.
- Development of additional ePCT function for Designated Offices.
- Improvement of the integration between ePCT and other WIPO tools e.g. DAS and develop additional feature for IPEA and status of IPRP II.
- Inclusion of WIPO CASE in the list of IT Tools to be evaluated by Offices.
- Applying a consistent approach across the PCT processing teams when requesting documents or corrections to applicants.
- Improve Arabic translation (e.g. making it less dependent of the language of the country in charge of the translation).
- Provide, well in advance of their implementation, draft amendments and/or final versions of the PCT Administrative Instructions or RO guidelines, including DTDs.

Next Survey

The next PCT Office feedback survey will be launched early 2022 to evaluate the PCT activities and services provided in the 2020-2021 biennium. See [proposed improvements for the next survey](#). All questions related to PCT Office Survey report can be sent to pctid@wipo.int.

[END OF EXECUTIVE SUMMARY]

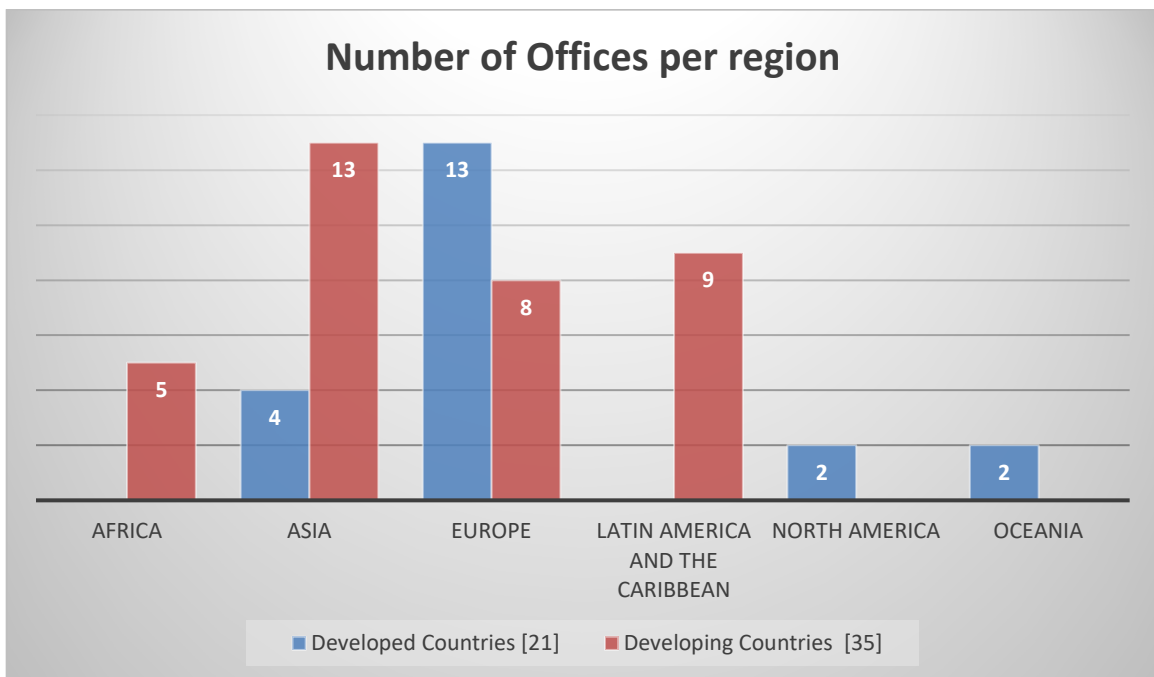
SURVEY OBJECTIVES

The outcome of the 2018-2019 Office Survey is expected to help the International Bureau of the World Intellectual Property Organization to:

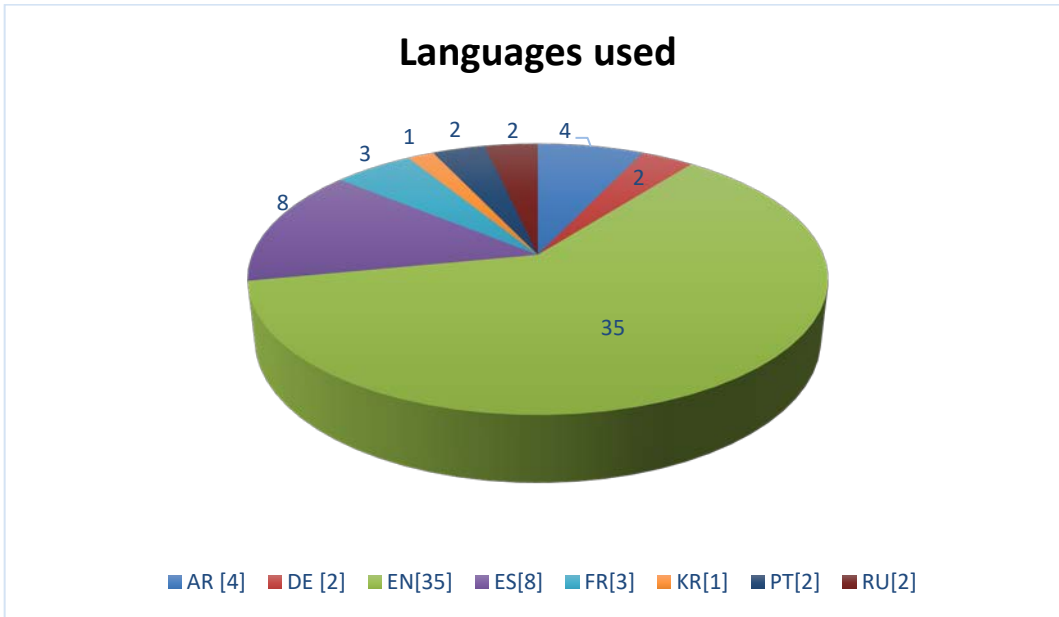
- assess PCT Member States' level of satisfaction with the PCT services provided by the International Bureau of WIPO during the 2018 and 2019 biennium,
- identify PCT services that require improvements,
- develop performance indicators for the PCT Program Performance Report to be submitted to WIPO's Program and Budget Committee in 2020.

PARTICIPANTS

- Out of 153 Offices, **57** respondents completed the 2018-2019 Office Survey, representing an increase of **+34%** in the total number of Offices comparing to the previous survey, undertaken in 2018 (44 Offices in the 2016-2017 PCT Office survey).



- **72%** of the respondents (**35 Offices**) were from developing countries originated from four different continents.
- Around **88%** of responses were submitted on-line (only **9** responses were received by email); more than **61%** were received in English (**35** responses out of **57** were in English):



METHODOLOGY

The questionnaire developed for the 2018-2019 Office Survey is based on a new methodology applied consistently across all WIPO sectors and is in line with WIPO approved customer service framework.

This new methodology, which is using “Service Dimensions” (as per the scheme below) aims at collecting information based on the following four main attributes: level of professionalism, reliability and responsiveness of WIPO staff as well as the quality of information and assistance, with subsequent detailed levels of granularity:

Service Dimensions			
Service Orientation			
Professionalism	Reliability	Responsiveness	Quality of Information and Assistance
Competency Efficiency Courtesy Solution-oriented	Consistency Accuracy Confidence Commitment	Timeliness Empathy Accessibility	Clarity Relevance

The new questionnaire was developed in **10** PCT publication languages and was made available through the WIPO online platform. A copy of the same questionnaire in English, French and

Spanish was provided in PDF format as Annex to the PCT Circular [C.PCT 1597](#) of the Survey. This copy of the questionnaire helped Offices understand its structure and facilitated internal coordination prior to submitting the responses online. Some Offices requested also a copy of the editable word version of the same questionnaire.

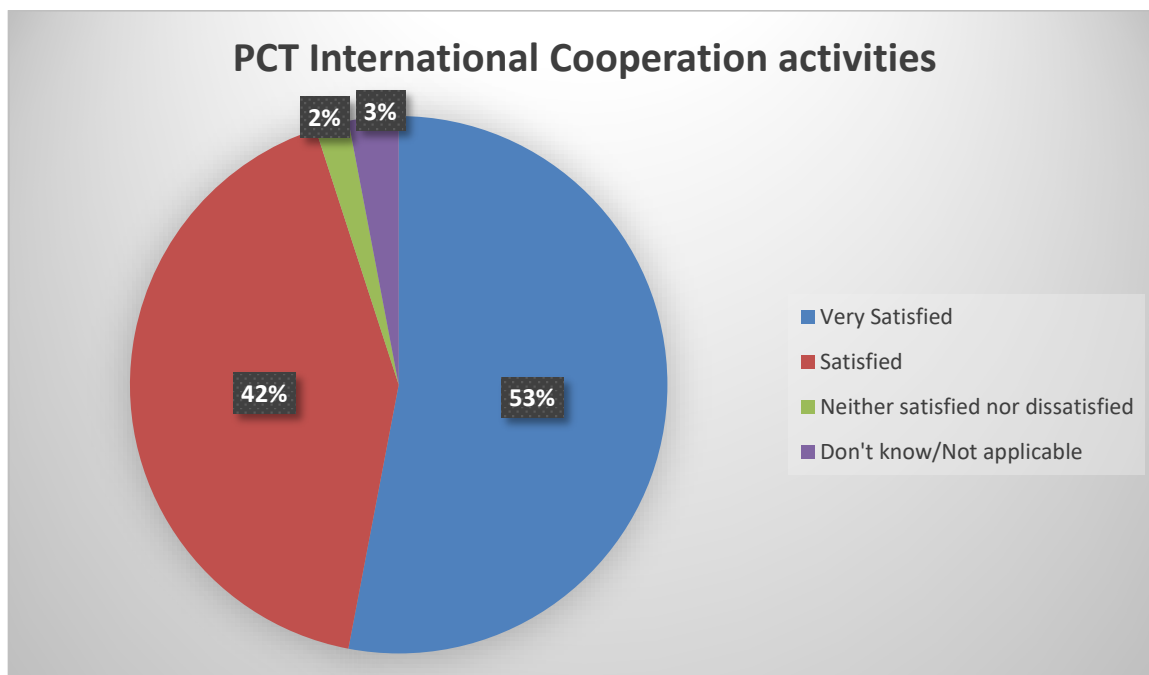
Due to the new structure of the questionnaire and the new methodology applied, the outcome of the 2018-2019 Office Survey cannot be entirely compared with the results of previous surveys.

RESULTS

I. PCT INTERNATIONAL COOPERATION ACTIVITIES

Question 1 - Overall, how satisfied are you with **the PCT international cooperation activities** (e.g. PCT training and seminars, PCT legal assistance, PCT technical (IT) cooperation, patent examination related assistance) provided by WIPO?

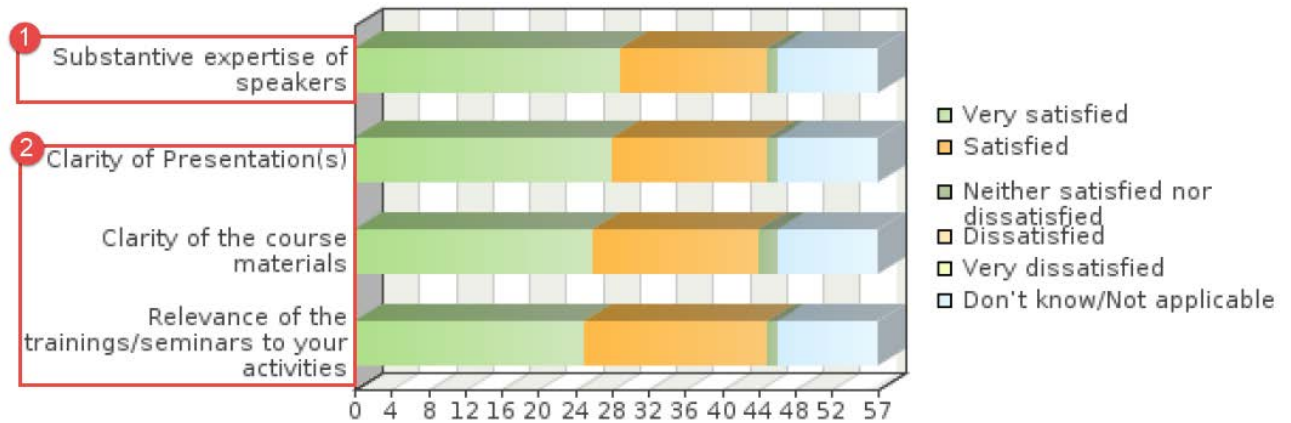
This question aimed to determine the overall level of satisfaction with PCT international cooperation activities:



As shown in the above chart, **95%** of the Offices are either very satisfied or satisfied with the PCT international cooperation activities. Among **57** respondents, only **two** Offices selected "Don't know/Not applicable" and **one** Office responded "Neither satisfied nor dissatisfied".

Question 2 - How satisfied are you with the following **aspects of PCT trainings and seminars?**

Two service dimensions (professionalism and quality of information and assistance) were used to determine the level of satisfaction related to the aspects of PCT trainings and seminars:

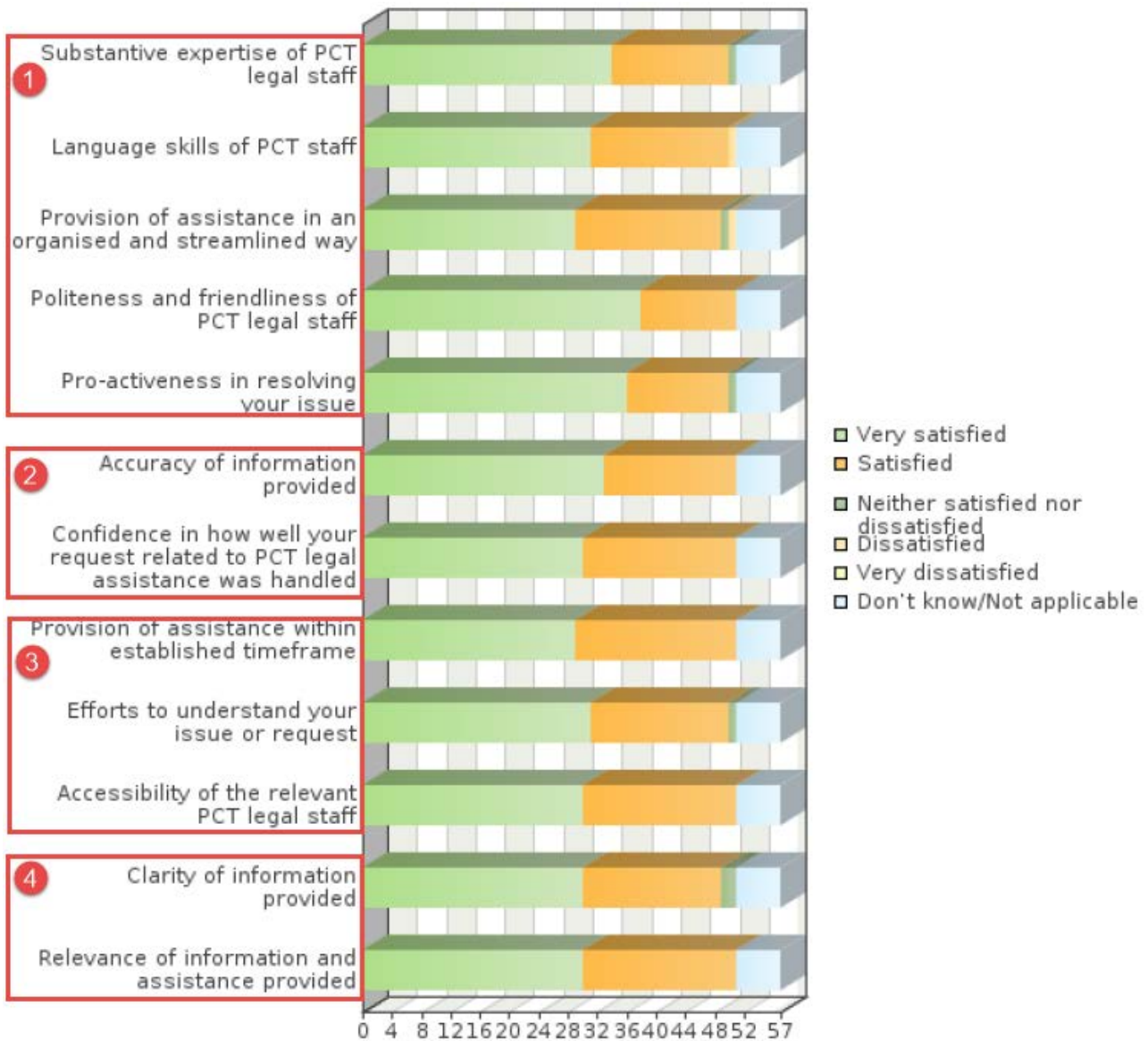


Service Dimensions		Very satisfied and Satisfied	Neither Satisfied nor dissatisfied	Don't know / Not applicable
Professionalism 1	Substantive expertise of speakers	79 %	1.75%	19.3
	Clarity of Presentation(s)	78.5%	2.3%	19.3%
Quality of information and assistance 2	Clarity of the course materials			
	Relevance of the trainings/seminars to your activities			




- About **79% (45 Offices)** reported they were very satisfied or satisfied with the substantive expertise of speakers as well as the quality of information and assistance received during the PCT trainings and seminars.
- **19.3%** of the responding Offices (**11 Offices**) have selected the answer “*Don't know / Not applicable*”, and only one Office responded “Neither satisfied nor dissatisfied”.

Question 3 - How satisfied are you with the following aspects of PCT Legal assistance?

- Overall, around **88%** of the respondents were very satisfied or satisfied with the PCT Legal assistance they received in 2018/2019. This level of satisfaction seems consistent across all four-service dimensions:

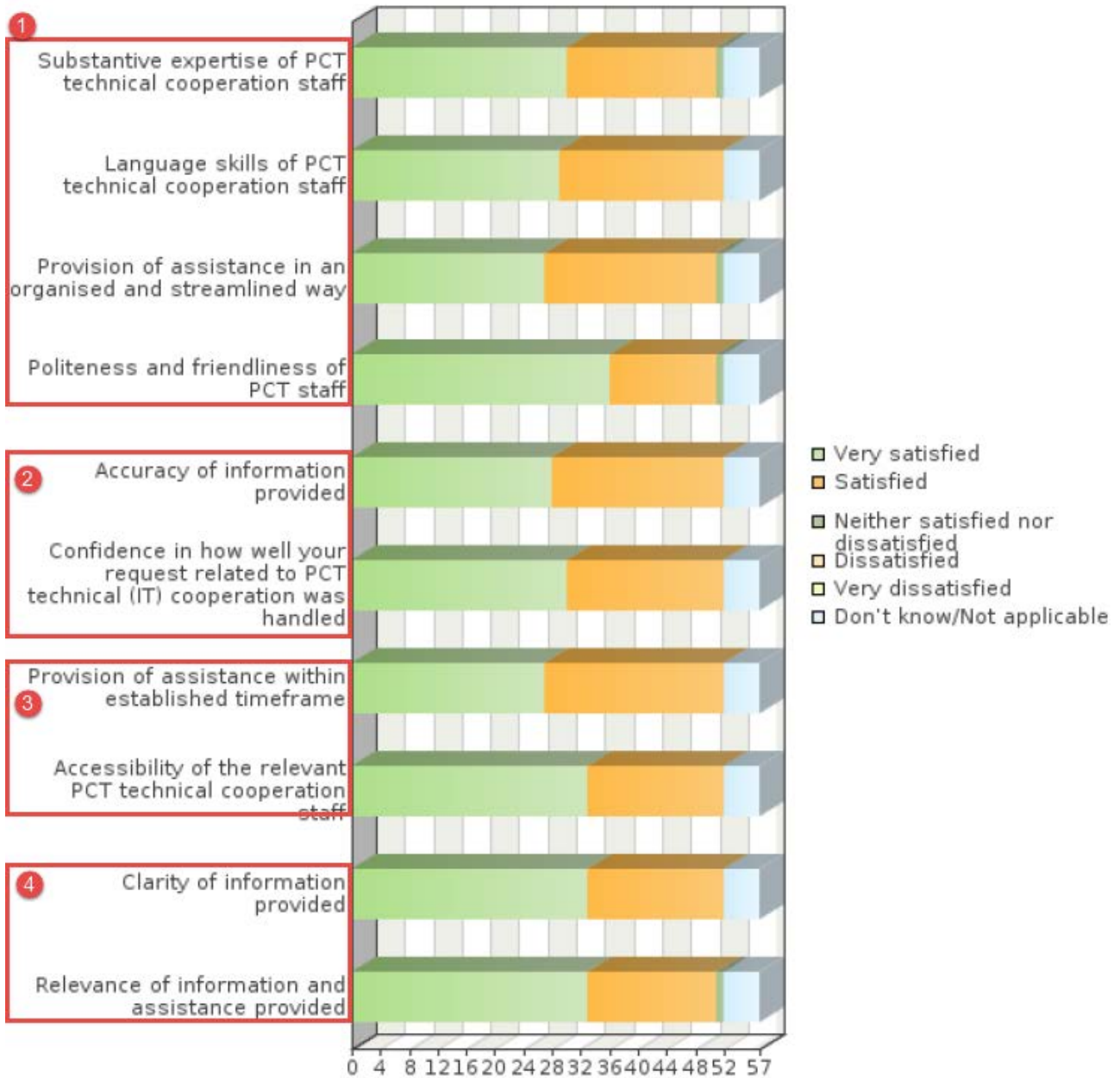


Service Dimensions		Very satisfied and Satisfied	Neither Satisfied nor dissatisfied	Dissatisfied	Don't know / Not applicable
Professionalism 1	Substantive expertise of PCT legal staff	87%	1%	0.7%	10.53%
	Language skills of PCT staff				
	Provision of assistance in an organized and streamlined way				
	Politeness and friendliness of PCT legal staff				
	Relevance of information and assistance provided				

	Pro-activeness in resolving your issue				
Reliability 	Accuracy of information provided	89%	0%	0%	10.53%
	Confidence in how well your request related to PCT legal assistance was handled				
Responsiveness 	Provision of assistance within established timeframe	89%	0.6%	0%	10.53%
	Efforts to understand your issue or request				
	Accessibility of the relevant PCT legal staff				
Quality of information and assistance 	Clarity of information provided	88%	1.75%	0%	10.53%
	Relevance of information and assistance provided				

- Under the PCT legal assistance activity, only one Office has expressed its dissatisfaction about the language skills of the PCT staff and the provision of assistance in an organized and streamlined way. Based on the comments received about this question, Offices would like to get more PCT forms and online documents available in Arabic language.

Question 4 - How satisfied are you with the following *aspects of PCT technical (IT) cooperation?*

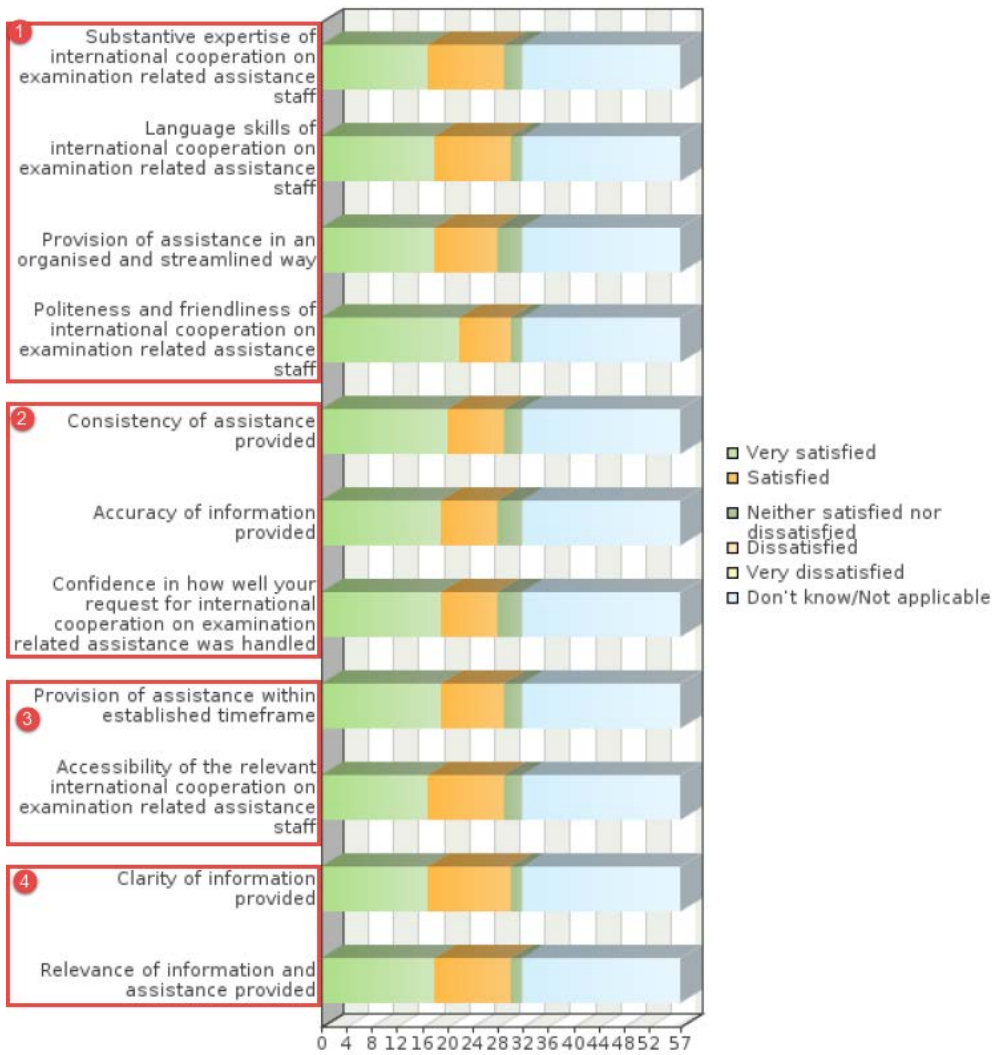


- Over **90%** of the respondents indicated that they are satisfied with the PCT technical (IT) cooperation aspects. They particularly appreciated the reliability and the responsiveness the technical (IT) cooperation staff.

Service Dimensions		Very satisfied and Satisfied	Neither Satisfied nor dissatisfied	Don't know / Not applicable
Professionalism 1	Substantive expertise of PCT technical cooperation staff	90%	1%	9%
	Language skills of PCT technical cooperation staff			
	Provision of assistance in an organized and streamlined way			

	Politeness and friendliness of PCT staff			
Reliability 2	Accuracy of information provided Confidence in how well your request related to PCT technical (IT) cooperation assistance was handled	91%	0%	9%
Responsiveness 3	Provision of assistance within established timeframe Accessibility of the relevant PCT technical cooperation staff	91%	0%	9%
Quality of information and assistance 4	Clarity of information provided Relevance of information and assistance provided	90%	1%	9%

Question 5 - How satisfied are you with the following **aspects of international cooperation on examination related assistance** (e.g. support on patent examination)?



As shown in the table below, **44%** of Offices have responded to this question “*Don’t know / Not applicable*”, in other words, all these Offices (**25**) did not benefit from the PCT international cooperation on examination assistance activities provided by WIPO, that context explains the relatively low take on this question, on face value.

The level of satisfaction of Offices that benefited from this assistance goes up to **91%** if we exclude the respondents who selected “*Don’t know / Not applicable*”.

Service Dimensions		Very satisfied and Satisfied	Neither Satisfied nor dissatisfied	Don’t know / Not applicable
Professionalism 1	Substantive expertise of international cooperation on examination related assistance staff	51%	5%	44%
	Language skills of international cooperation on examination related assistance staff			
	Provision of assistance in an organized and streamlined way			

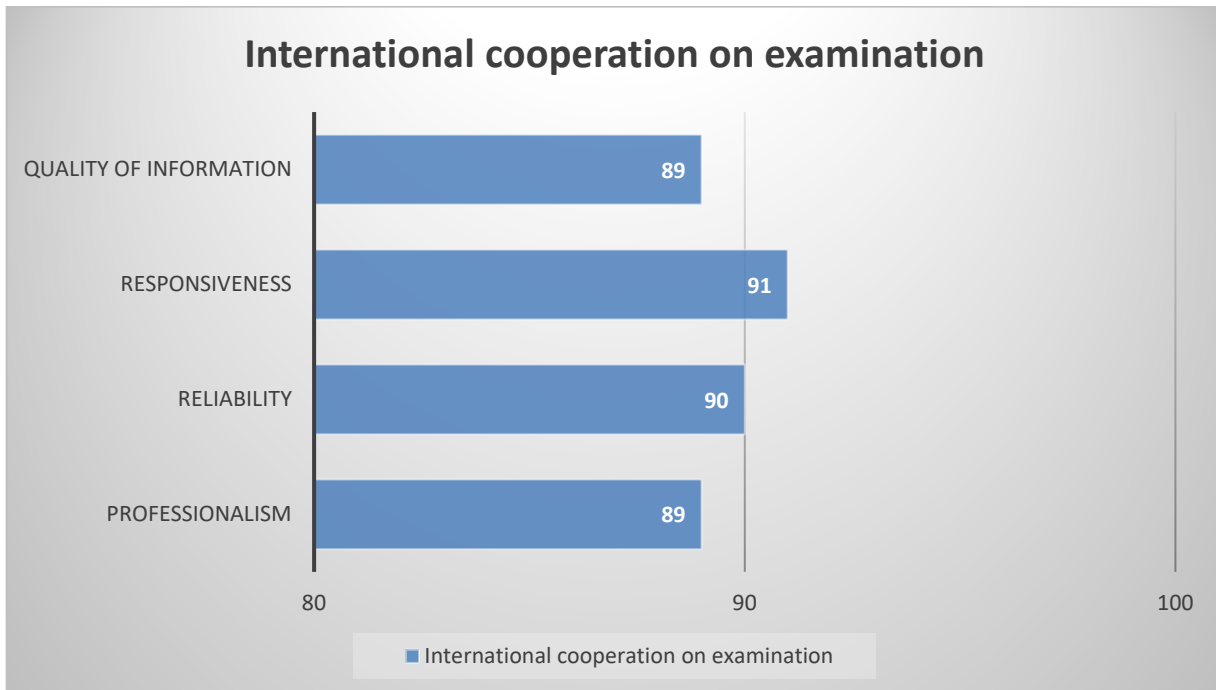
	Politeness and friendliness of international cooperation on examination related assistance staff			
Reliability 2	Consistency of assistance provided	50%	6%	44%
	Accuracy of information provided			
	Confidence in how well your request for international cooperation on examination related assistance was handled.			
Responsiveness 3	Provision of assistance within established timeframe	51%	5%	44%
	Accessibility of the relevant international cooperation on examination related assistance staff			
Quality of information and assistance 4	Clarity of information provided	53%	3%	44%
	Relevance of information and assistance provided			

The low rate under very satisfied and satisfied is very likely explained by the fact that many Offices that didn't benefit from this services replied to the questions "*Don't know or Not applicable*" lacking other alternative proposed answer. In order to better evaluate the level of satisfaction related to this activity and get a more realistic figures, in the context of further satisfaction surveys, asking questions that need either a yes or a no answer (*yes-no* triage questions) ought to be used to allow only Offices that benefited from this assistance to answer the questions under each service dimension.

Summary of Findings

Even if **95%** of the Offices were globally satisfied with the activities provided by various international cooperation services, the percentage indicating the level of satisfaction of the four dimensions remains lower because of the high number of "*Don't know or Not applicable*" responses which reached **43%** in some cases (e.g. 43% for international cooperation on examination).

By excluding the "*Don't know or Not applicable*" responses, the level of satisfaction for all dimensions would greatly exceed **89%**.



In general, Offices were very satisfied or satisfied with the following:

- substantive expertise of speakers as well as the quality of information and assistance received during the PCT training and seminars
- Legal and technical (IT) cooperation assistance
- Responsiveness, substantive expertise and quality of the information provided under the examination assistance

Some Offices have expressed their dissatisfaction about the language skills of the PCT staff and the provision of assistance in an organized and streamlined way.

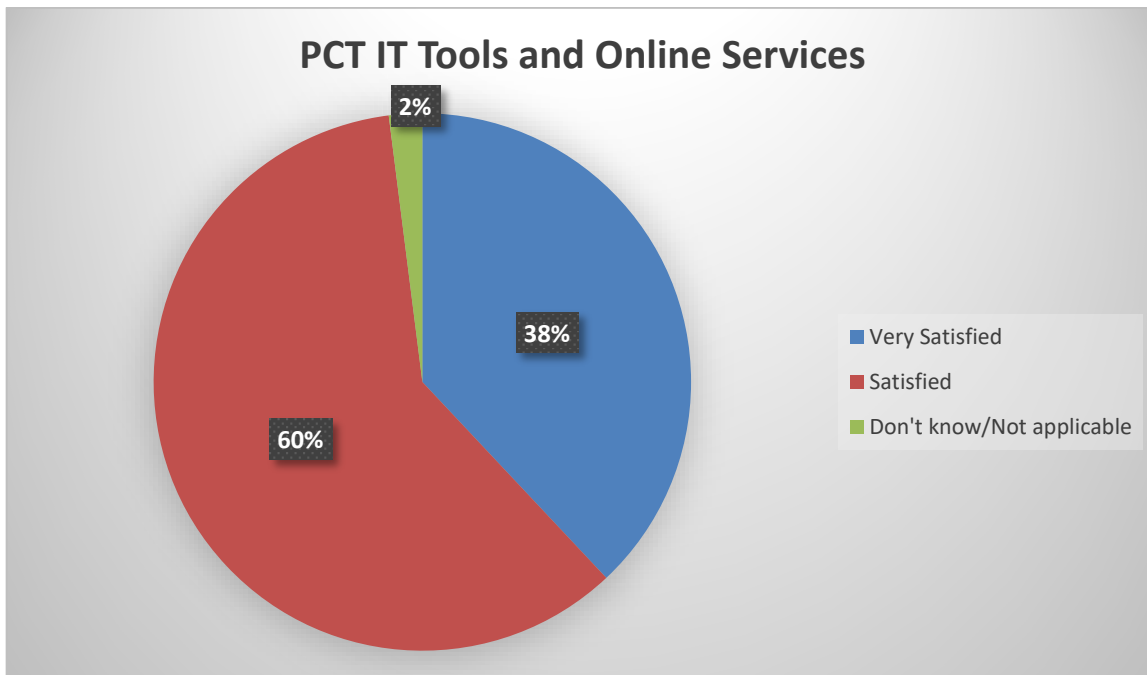
Suggested ways forward

The following suggestions derive from the analyses of the results and the comments made by Offices about the international cooperation activities:

- Avoid getting too many “*Don’t know / Not applicable*” responses by adding a *yes-no* triage question to get started with assessing if the office benefited from a given service or activity before showing the questions related to measuring its level of satisfaction in relation to each dimension.
- Use all four dimensions to evaluate better the PCT training and seminar activities (only two dimensions were used in this survey)
- Investigate why the level of satisfaction related to the aspects of PCT trainings and seminars as well as the international cooperation assistance on examination does not reflect the very high level of positive feedback received after each workshop, seminar or training session (e.g. are we asking similar questions in both questionnaires?)
- Organize every quarter a major updating activity to inform Office users about the latest PCT updates.
- Offer more PCT forms in Arabic and Russian languages.
- Provide, well in advance, draft amendments and/or final versions of the PCT Administrative Instructions or RO guidelines, including DTD.

II. PCT IT TOOLS AND ONLINE SERVICES

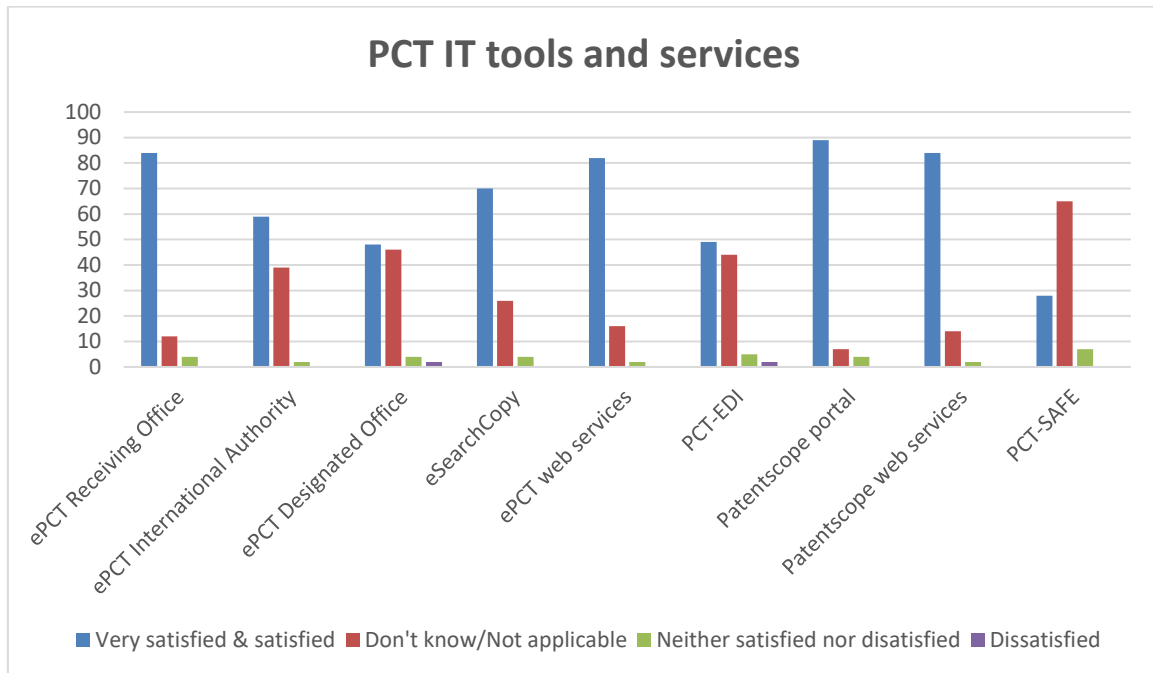
Question 8 - Overall, how satisfied are you with **PCT IT tools and online services** (ePCT Office Portal, eSearchCopy, ePCT web services, PCT-EDI, PATENTSCOPE portal, PATENTSCOPE web services, PCT-SAFE.)?



More than **98%** of the respondents were very satisfied or satisfied (only **one** respondent out of **57** selected "Don't know/Not applicable"). Overall, satisfaction with PCT IT tools and online services has remained remarkably consistent over the past **six years** (three successive surveys).

Question 9 - How satisfied are you with the following **PCT IT tools and online services**?

Offices were asked to rate their level of satisfaction with each PCT IT tool and service. ePCT for applicant was removed from the list of tools used in the previous survey and the ePCT for Offices was divided into three sub categories to match the capacities of Offices with ePCT Office functions (receiving Office, international authority and Designated Office). The ePCT web services was added for the first time in the list of PCT tools and services.



The above chart shows a very high level of satisfaction of Offices about Patentscope, ePCT for receiving Offices, eSearchCopy and ePCT web services.

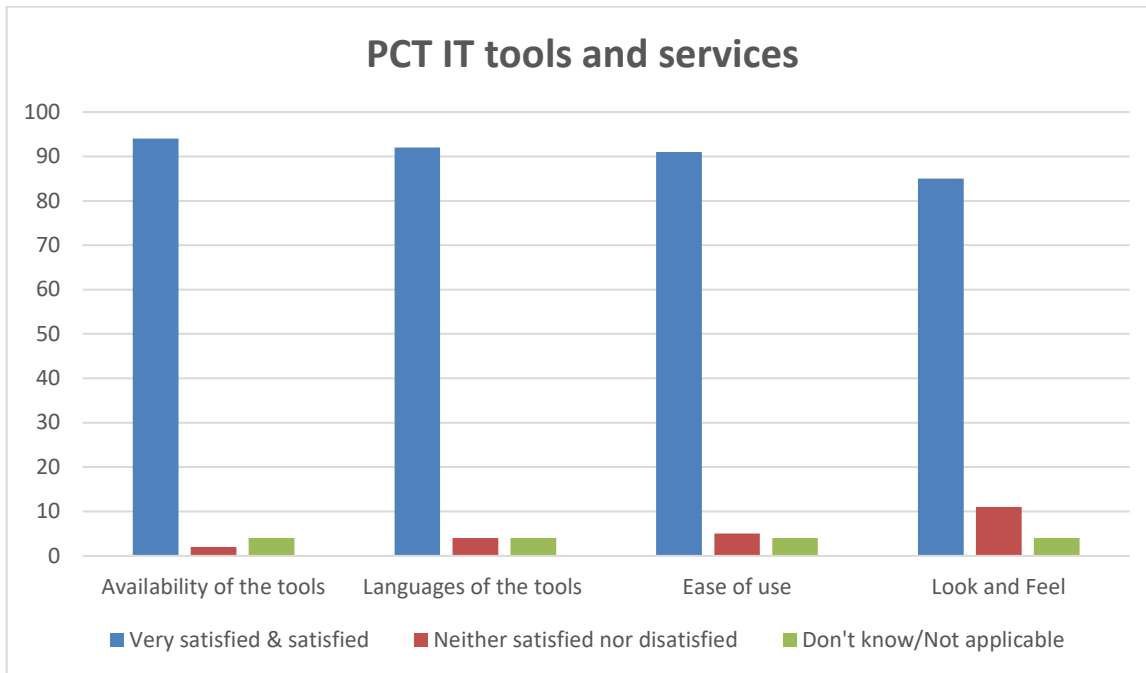
While ePCT for designated Offices is one of the least well-known ePCT tool to Offices (**46%** of respondents selected “*Don't know/Not applicable*”), the ePCT for International Authorities is fairly well appreciated (**59%**).

Concerning PCT-SAFE, **65%** of the responses rated “*Don't know/Not applicable*”, which is consistent with the current low take on this service, compared with the 2016/2017 survey, since proportionally less respondents in 2018/2019 had been accepting filing via PCT-SAFE. Only **9** Offices including IB are still supporting PCT-SAFE and this number will certainly diminish at the end of the current biennium.

Around **50%** of the respondents were satisfied with PCT-EDI. This value has remained largely consistent with the previous survey results if we take into account the high number of respondents from developing countries that are not using PCT-EDI (**44%** responded “*Don't know/Not applicable*”).

Question 10 - How satisfied are you with the following aspects of PCT IT tools and online services?

This question helped to evaluate the usefulness and availability of the PCT IT tools and services:



More than **90%** of the respondents highly appreciated the availability, languages and ease of use of the PCT IT tools, and **85%** were satisfied with the look and feel.

Summary of findings

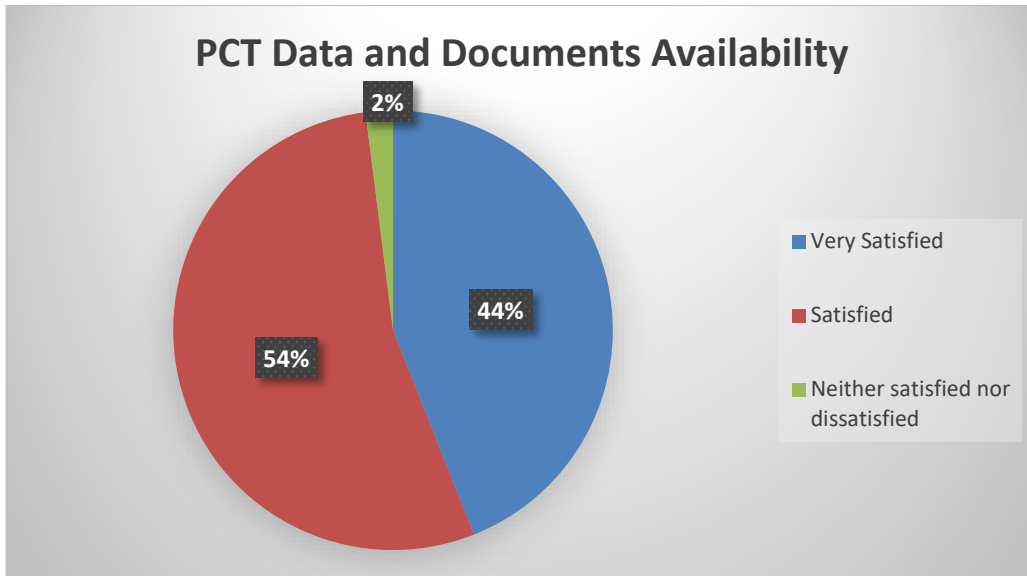
Overall, more than **98%** of the respondents were very satisfied with PCT IT Tools and services. This level of satisfaction remains consistent over the past three satisfaction surveys. ePCT and Patentscope systems (web application and web services) seem very appreciated by all respondents.

Suggested ways forward

- While more than **90%** of offices highly appreciated the availability, languages and ease of use of the PCT IT tools, some respondents expressed their desire to see more functions for designated Offices developed in ePCT.
- Improve the integration between ePCT and other WIPO tools e.g. DAS and develop additional feature for IPEA and status of IPRP II.
- Offer IT tools in Chinese language.
- Develop more ISA/IPEA forms in Arabic language
- Simplify the format used to display search results on Patentscope database and the ability to save and print them in an easy way

III. PCT DATA AND DOCUMENTS AVAILABILITY

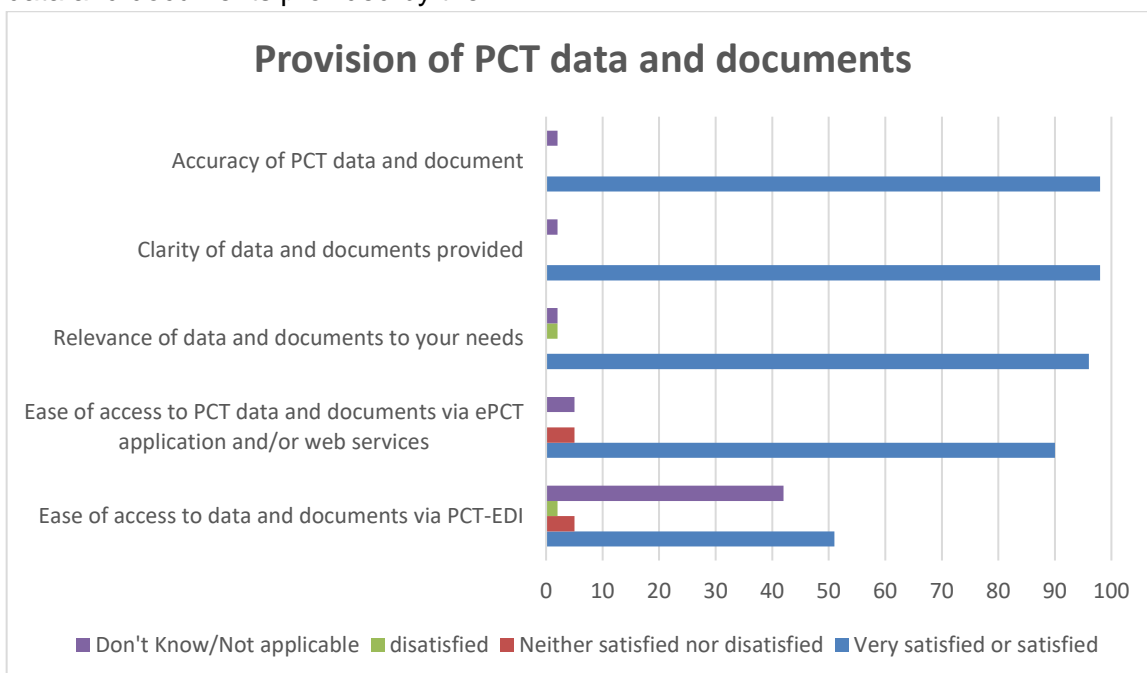
Question 13 - Overall, how satisfied are you with the provision of PCT international application related data and documents by the International Bureau?



More than **98 %** of the respondents were very satisfied or satisfied with the provision of PCT international application related data and documents. Out of **57** Offices, only **one** responded “Neither satisfied nor dissatisfied”.

Question 14 - How satisfied are you with the following aspects of the provision of PCT international application related data and documents by the International Bureau?

The responses show a very high satisfaction rate (more than **98%**) for the accuracy and clarity of data and documents provided by the IB:



More than **89%** of the respondents are satisfied with the ease of access to PCT data and documents via ePCT and/or web services while **only 51%** were satisfied with the access to the same data and documents via PCT-EDI. This small figure can be explained by the high percentage (**42%**) of Offices from developing countries that responded “*Don't know/Not applicable*”. The responses provided for PCT-EDI remains in line with the figures of previous surveys because most of the developing countries are not using PCT-EDI.

The information collected about the availability of [Rule 87](#) and [Article 20](#) DVD might be misleading because, two months before launching this survey, the IB has migrated all these services to a secure FTP server for download by Offices and stopped sending DVDs and IB forms in paper format to Offices.

Summary of findings

The responses show a very high satisfaction rate (more than **98%**) for the ease of access as well as the accuracy and clarity of data and documents provided by the IB.

The question related to [Rule 87](#) and [Article 20](#) DVD will have to be rephrased to take into account the new solution put in place for Offices to download this data.

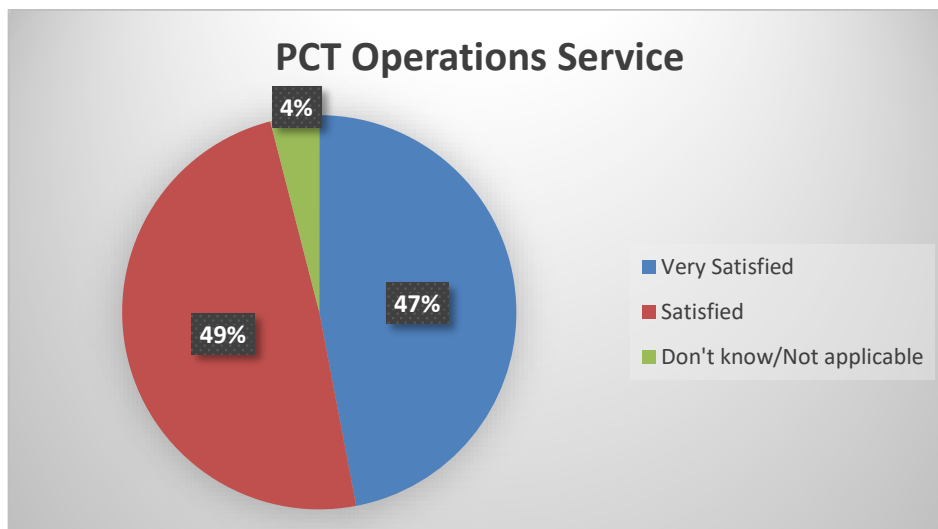
Suggested ways forward

- Since more and more Offices are using WIPO CASE, it is suggested to include this tool in the list of IT Tools to be evaluated by Offices.
- PATENTSCOPE “Search and Examination-Related Documents” should include the sequence listing part of the description that is annexed to the IPRP-II ([Article 34](#) amendment and the basis for international preliminary examination).

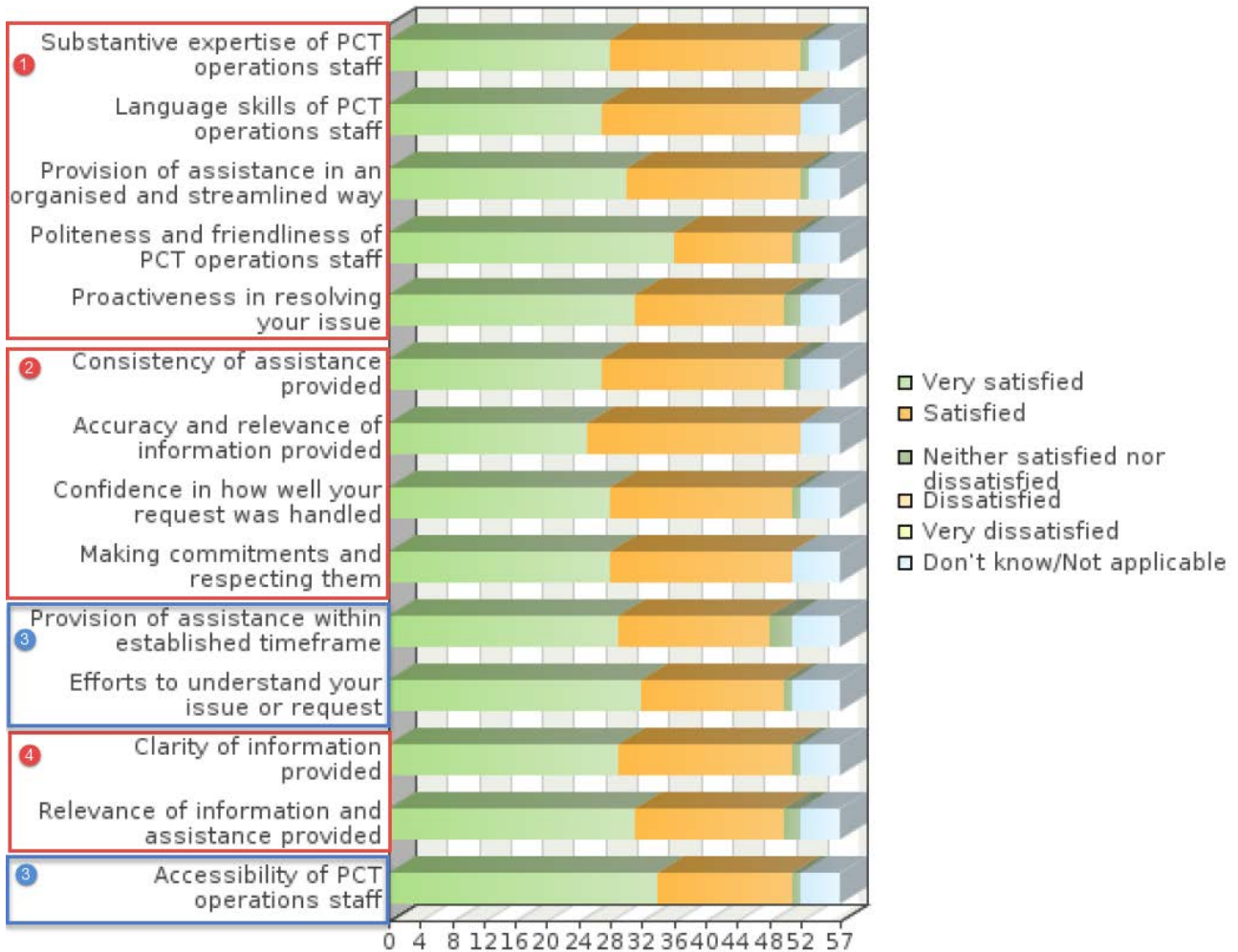
IV. PCT OPERATIONS SERVICE

Question 17 - How satisfied are you with the services provided by PCT operations?

Overall, more than **96%** of Offices were very satisfied or satisfied with the services provided by PCT Operations. Among **57** respondents, only **two** Offices have selected “*Don't know or Not applicable*”:



Question 18 - In your contact(s) with WIPO PCT operations staff during the last 24 months, how satisfied are you with the following aspects of the services provided by PCT operations?

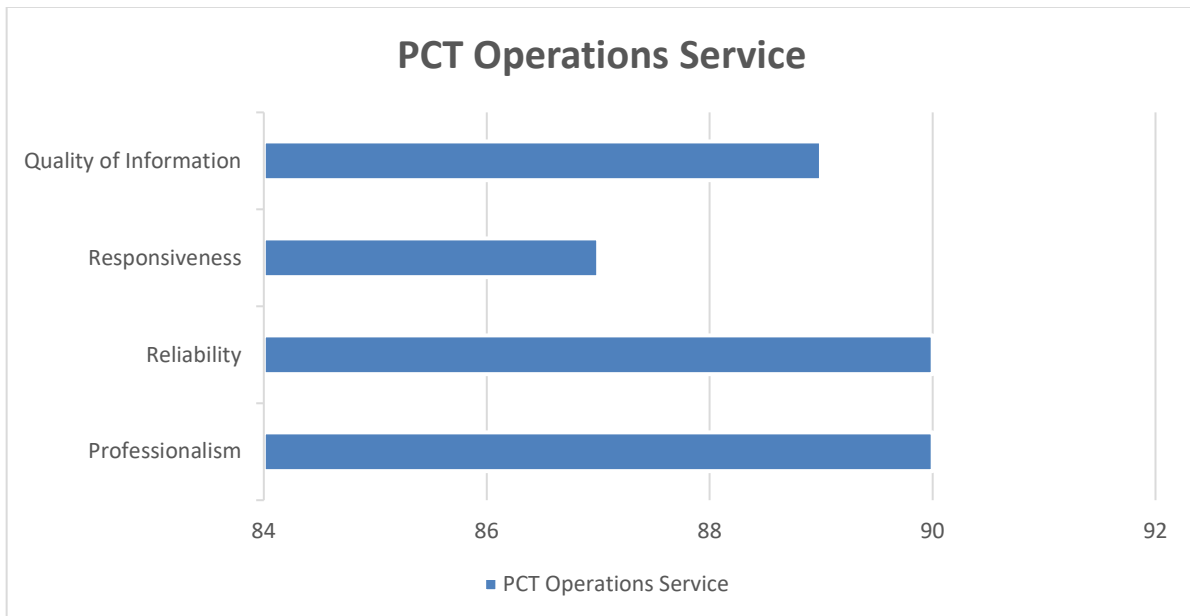


As shown in the table below, of those who responded to the survey, **90%** were very satisfied with the level of professionalism and reliability of the PCT Operations staff, and more than **87%** highly appreciated the responsiveness and the quality of information provided:

Service Dimensions		Very satisfied and Satisfied	Neither Satisfied nor dissatisfied	Don't know / Not applicable
Professionalism 1	Substantive expertise of PCT operations staff	90%	2%	8%
	Language skills of PCT operations staff			
	Provision of assistance in an organized and streamlined way			

	Politeness and friendliness of PCT operations staff Pro-activeness in resolving your issue			
Reliability 2	Consistency of assistance provided Accuracy and relevance of information provided Confidence in how well your request was handled Making commitment and respecting them	90%	1%	9%
Responsiveness 3	Provision of assistance within established timeframe Efforts to understand your issue or request Accessibility of the relevant PCT Operations staff	87%	3%	10%
Quality of information and assistance 4	Clarity of information provided Relevance of information and assistance provided	89%	2%	9%

Summary of Findings

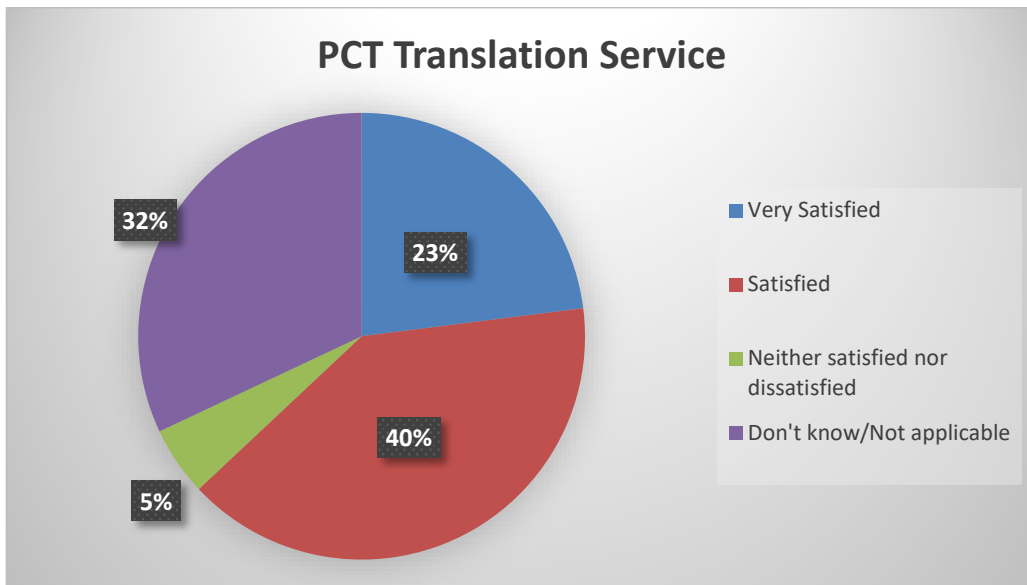


90% were very satisfied with the level of professionalism and reliability of the PCT Operations staff. The respondents highly appreciated the support provided by the PCT Operations teams and thanked them for their excellent responsiveness.

However, **one** Office suggested applying a consistent approach across the team members when requesting documents or corrections to applicants.

V. PCT TRANSLATION SERVICE

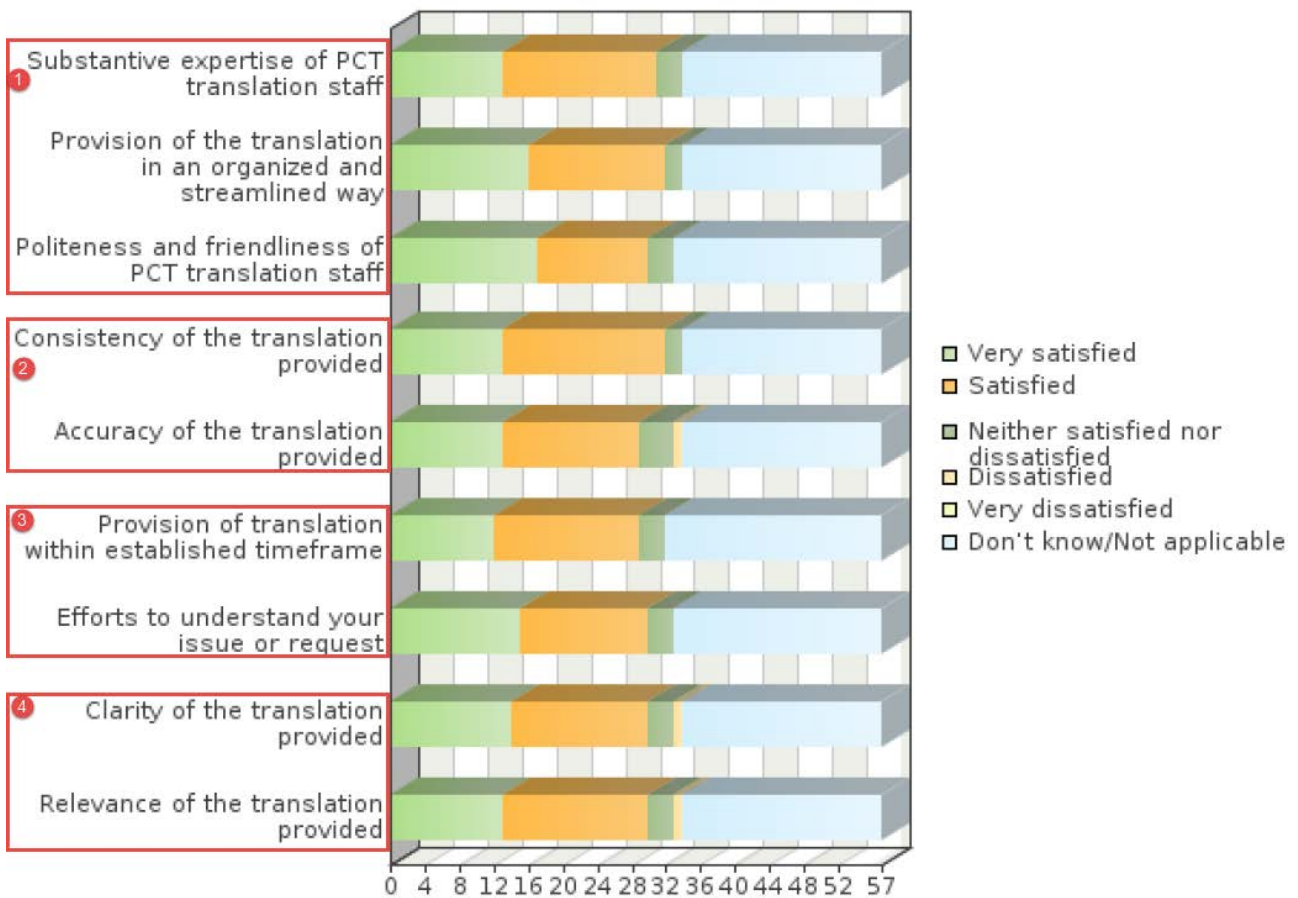
Question 21 - Overall, how satisfied are you with **the service provided by PCT translation** related to PCT international applications (titles, abstracts, international search reports, written opinions and international preliminary examination reports)?



A high number of respondents (**18**), representing **32%**, selected "*Don't Know/Not applicable*" and **63%** were satisfied with the service provided by PCT translation.

By excluding the respondents who selected "*Don't Know/Not applicable*", the level of satisfaction would be around **92%**.

Question 22 - In your contact(s) with WIPO PCT translation staff during the last 24 months, how satisfied are you with the following **aspects of the translation service provided** by the International Bureau?



As mentioned in the previous question, the high rate of responses “*Don’t Know/Not applicable*” affects the true level of satisfaction of the translation service provided by the International Bureau. Overall, Offices are satisfied with PCT translation service, **88%** of the respondents (excluding ‘*Not applicable*’ responses) are in the satisfied range with a consistent rating across all service dimensions.

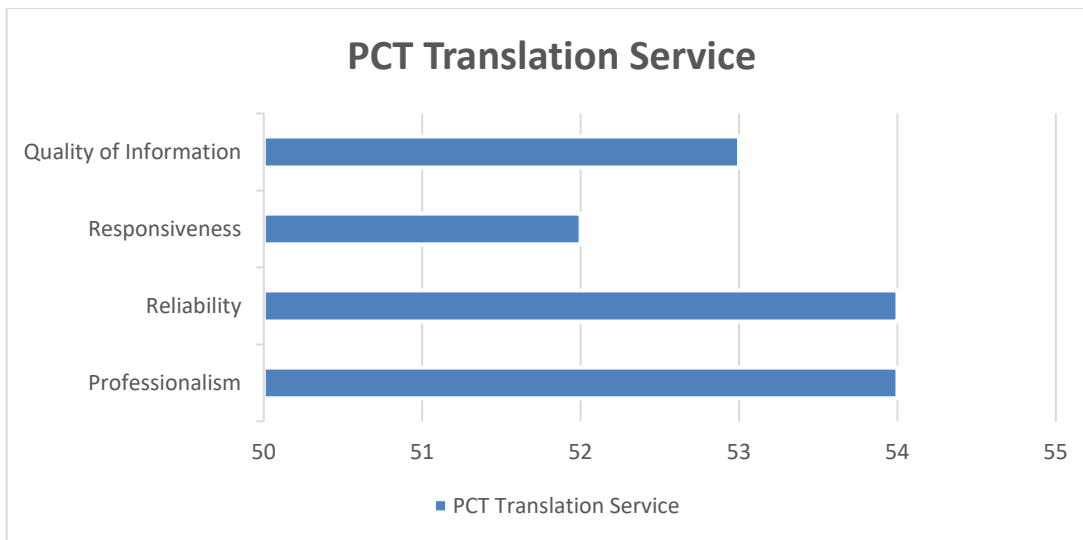
Only **one** office expressed its dissatisfaction about the accuracy of the translation and the quality of information and assistance provided:

Service Dimensions		Very satisfied and Satisfied	Neither Satisfied nor dissatisfied	Dissatisfied	Don’t know / Not applicable
Professionalism 1	Substantive expertise of PCT translation staff	54%	5%	0%	41%
	Provision of the translation in an organized and streamlined way				
	Politeness and friendliness of PCT translation staff				

Reliability 2	Consistency of assistance provided	54%	5%	1%	40%
	Accuracy of translation provided				
Responsiveness 3	Provision of translation within established timeframe	52%	5%	1%	42 %
	Efforts to understand your issue or request				
Quality of information and assistance 4	Clarity of the translation provided	53%	5%	2%	40%
	Relevance of the translation provided				

Summary of findings

The overall level of satisfaction for the PCT translation service goes up to 92% if we exclude the 32% of Offices who responded “*Don’t Know/Not applicable*” to the PCT translation service questions:



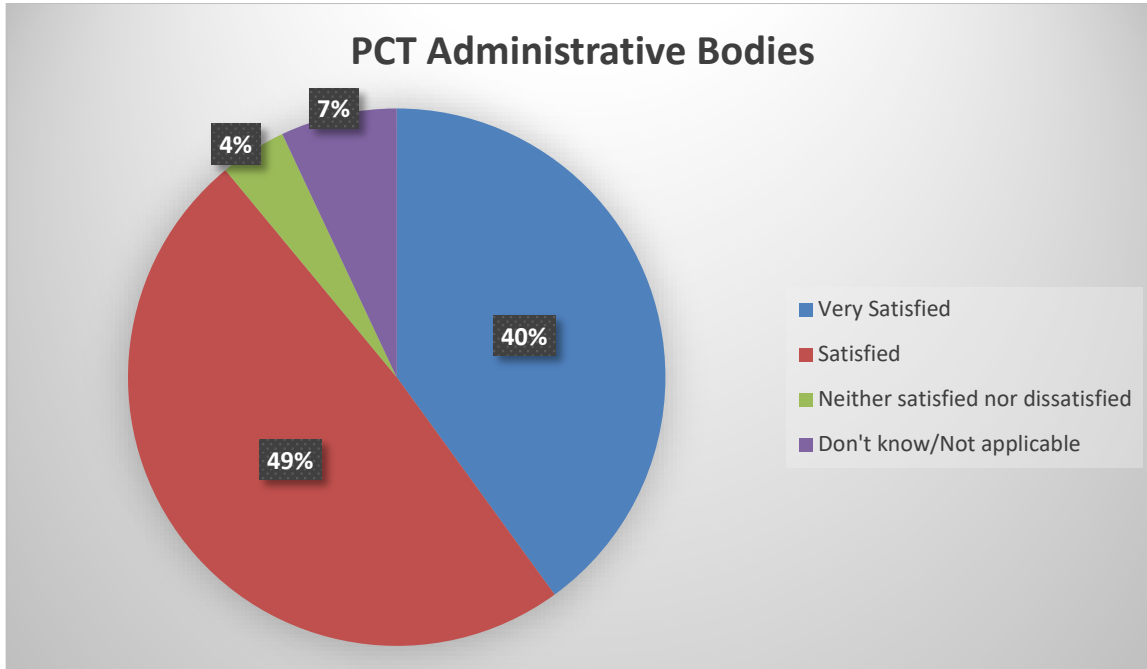
As shown above, the level of satisfaction seems consistent across all service dimensions. Only one Office expressed its dissatisfaction about the accuracy of the translation and the quality of information provided.

Suggested way forward

- Improve the translation in Arabic and its consistency with legal and technical concepts and terminology, in accordance with the rules of the Arabic language without influencing the Arabic language of the country in charge of the translation.

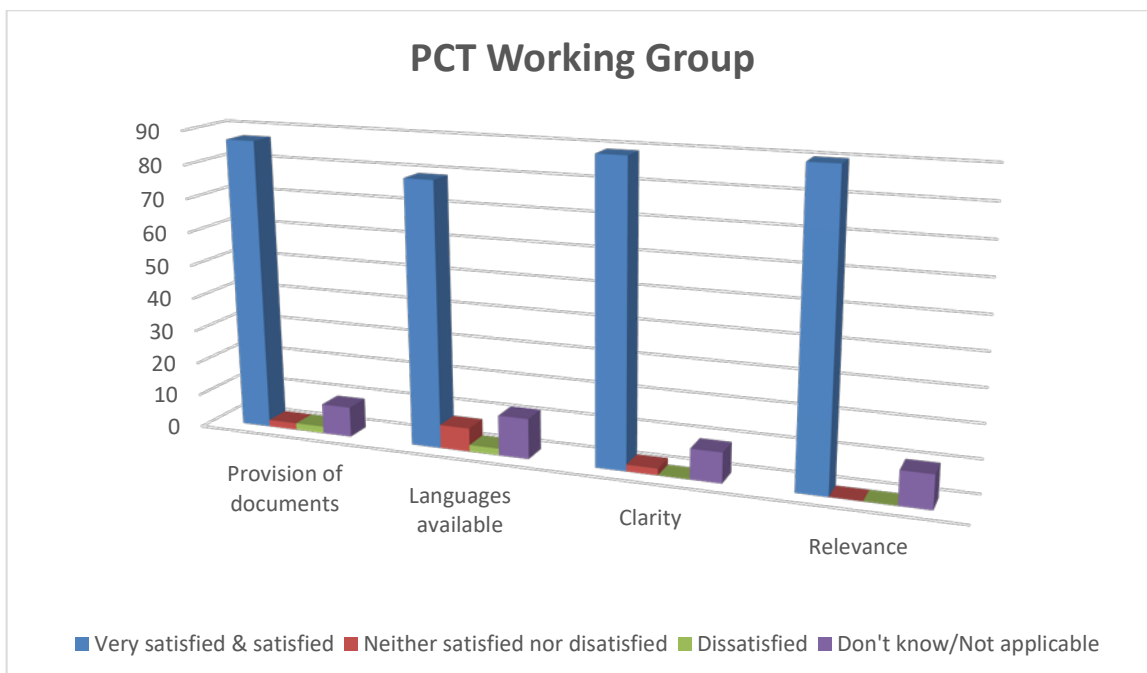
VI. PCT ADMINISTRATIVE BODIES

Question 25 - Overall, how satisfied are you with the preparatory work of PCT administrative bodies (PCT Working Group, PCT Meeting of International Authorities, Committee for Technical Cooperation and PCT Union Assembly)?



There were **57** respondents to this question. Overall, a large majority (**89%**) indicated that they were very satisfied or satisfied with the preparatory work of the PCT administrative bodies.

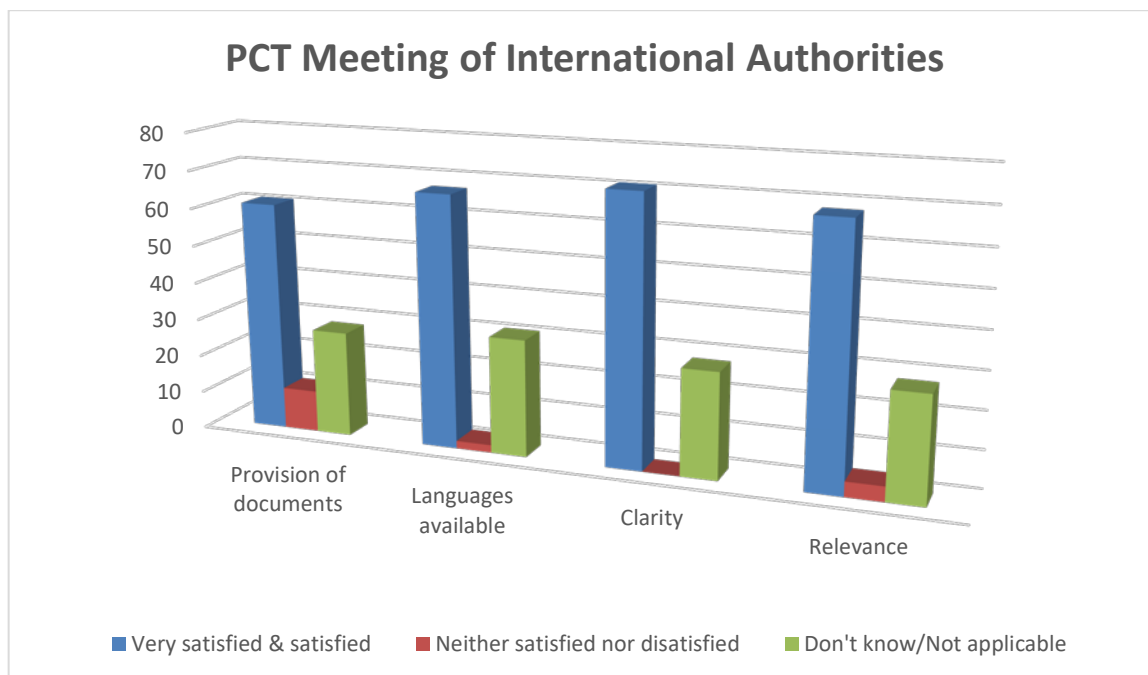
Question 26 - How satisfied are you with the following aspects related to meeting documents provided by the PCT Working Group secretariat?



Summary of Office responses:

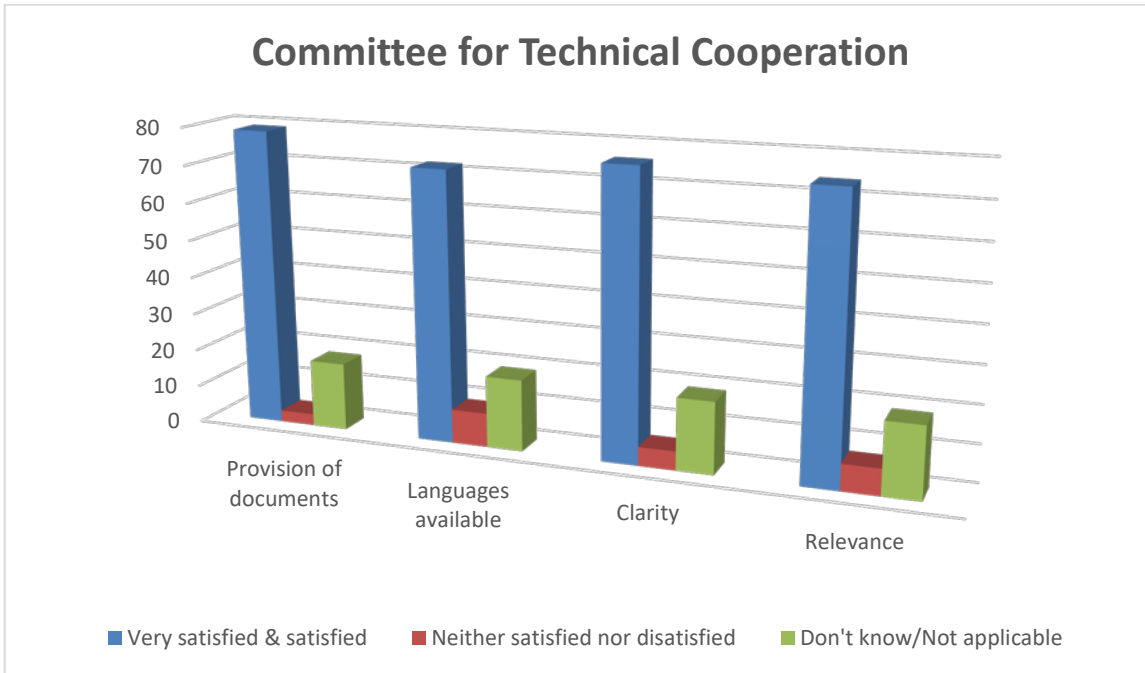
- **90%** of Offices were very satisfied or satisfied with the relevance and the clarity of PCT working Group documents.
- The level of Responsiveness (provision of documents) remains high (**87%**).
- Around **10%** of the respondents selected “*Don't Know/Not applicable*”.
- One Office expressed its dissatisfaction about the availability of documents in the relevant languages and four Offices mentioned that they were neither satisfied nor dissatisfied.

Question 27 - How satisfied are you with the following aspects related to meeting documents provided by the PCT Meeting of International Authorities secretariat?



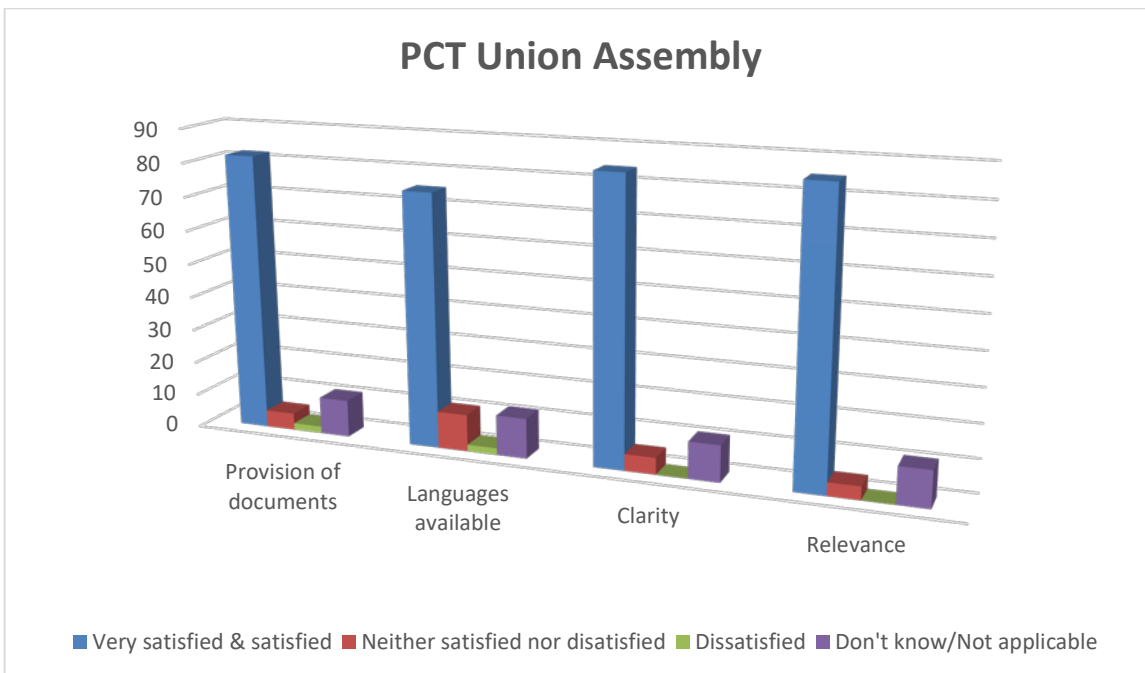
More than **60%** of the respondents (**35 Offices**) reported that they are very satisfied or satisfied with PCT MIA documents. This result should be questioned in view of the total number of Offices (**23**) acting as ISA in 2018/2019 and the fact that not all ISAs have participated in this survey. **28%** of responses were “*Don't Know/Not applicable*”.

Question 28 - How satisfied are you with the following aspects related to meeting documents provided for the Committee for Technical Cooperation?



Around **75%** of the respondents were very satisfied or satisfied with the aspects related to meeting documents provided for the Committee for Technical Cooperation. **11** respondents out of **57** selected “*Don't know /Not applicable*”.

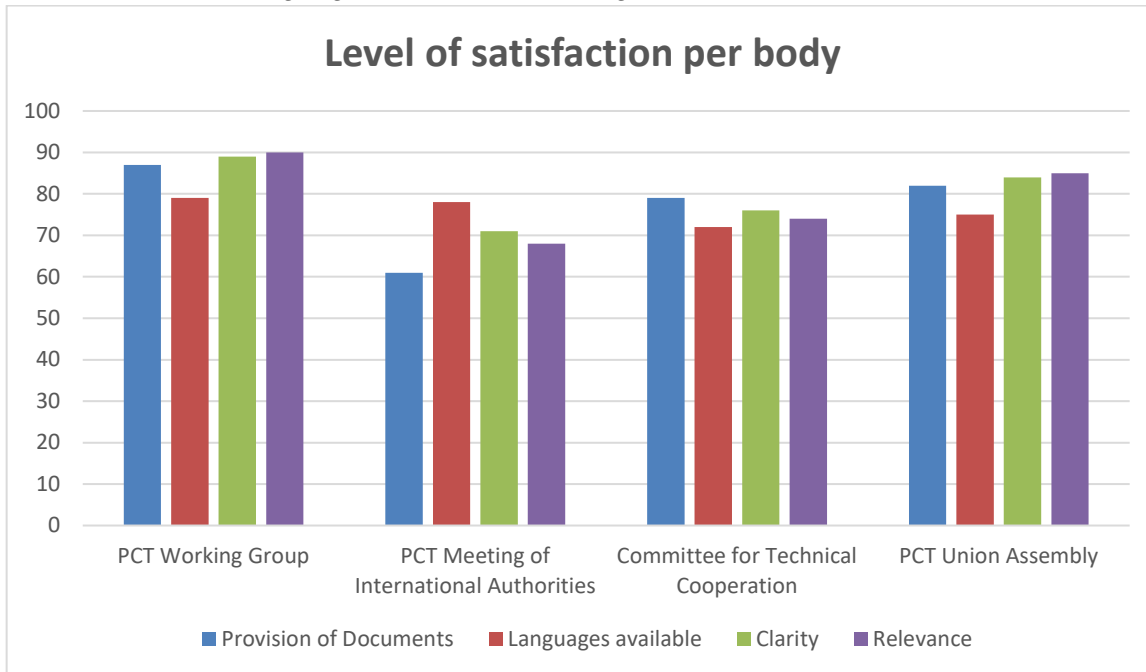
Question 29 - How satisfied are you with the following aspects related to *meeting documents* provided for the PCT Union Assembly?



Similarly to the results obtained for the PCT Working Group, most of the respondents were very satisfied with the aspects related to meeting documents provided for the PCT Union Assembly.

Summary of Findings

Around **88%** of the respondents were very satisfied or satisfied with the provision of documents, languages, clarity and relevance of the documents provided by different PCT administrative bodies. Three Offices expressed their dissatisfaction about the delay in making documents available in some languages before the meetings:



Suggested way forward

- Improve timeline for making meeting documents available on time and in all required languages to allow Offices to prepare for the meetings.

SUGGESTIONS FOR THE NEXT SURVEY

Offices were asked to provide comments and suggestions related to this PCT new survey and how it could be improved. Only two comments were received:

- Add a question about WIPO CASE
- The person doing the survey cannot be kept anonymous due to the need to provide email address at the end of the questionnaire.

The following ideas emerged when analyzing the results of this survey:

- Allow the respondents to select the Office or country code at the beginning of the questionnaire instead of doing it as the last step. This modification will prevent the system from saving several times incomplete questionnaires or receiving multiple responses from the same Office/respondent. By specifying the Office two-letter code, the system should be able to display a prefilled questionnaire with the Office responses that were previously entered.
- Add a (Yes/No) triage question when relevant to assess whether the Office benefited from a service or an activity before displaying the questions. This option will avoid having a high percentage of "Don't know or Not applicable" responses, which is demonstrated to have a negative impact on the percentage used in the PCT performance indicators. It will also help reducing the effort when analyzing the results.

- Use all service dimensions in each PCT services or activities included in the satisfaction survey. For example in this survey, only professionalism and quality of information and assistance were evaluated for PCT trainings and seminars.
- Investigate why the level of satisfaction related to the aspects of PCT trainings and seminars as well as the international cooperation assistance on examination does not reflect the very high level of positive feedback received after each workshop, seminar or training session (e.g. are we asking similar questions in both questionnaires?)
- Include WIPO CASE in the list of IT Tools (requested by an Office)
- Consider removing PCT-SAFE from the list of IT Tools to be evaluated (in 2020, only 9 Offices are still supporting PCT-SAFE and this number might be less by end of 2021).
- Rephrase the question about [Rule 87](#) and [Article 20](#) DVD to take into account the new solution offered by WIPO to download [Rule 87](#) and [Article 20](#) data and document.

[End of Report]

ANNEX I – COMMENTS MADE BY OFFICES

**2018/2019 PCT Office Survey
Comments and suggestions made by Offices**

Original comments	English translation
<p>Tanto el año 2018 como 2019 se realizaron actividades de difusión en Chile del PCT que contaron con el apoyo y participación de la OMPI en seminarios y talleres que ayudaron al desarrollo del sistema en nuestro país. Destacable como hito fue la celebración de los 10 años del PCT en Chile y la visita de Matthew Bryan para el día de la PI del año 2019. Asimismo, INAPI participó en una serie de actividades de cooperación del PCT gestionadas por OMPI en otros países de la región como Uruguay, Argentina, Belice, Barbados y Trinidad y Tobago y esperamos seguir apoyando en este tipo de iniciativas.</p>	<p>Both in 2018 and 2019, dissemination activities were carried out in Chile on the PCT that had the support and participation of WIPO, in seminars and workshops that helped develop the system in our country. A remarkable milestone was the celebration of 10 years of the PCT in Chile and the visit of Matthew Bryan for IP Day 2019. INAPI also participated in a series of PCT cooperation activities managed by WIPO in other countries of the region such as Uruguay, Argentina, Belize, Barbados and Trinidad and Tobago and we hope to continue supporting these types of initiatives.</p>
<p>Consideramos importante el tener todos los trimestres actividades de actualización del sistema para los usuarios internos.</p>	<p>We consider it important to have every quarter activities on the system update for internal users.</p>
<p>DPMA is very happy with the extremely reliable, friendly and always professional support of the PCT international cooperation. DPMA has launched a project for re-implementing PCT-related data exchange based on web services, and is looking forward to continue the fruitful cooperation with the PCT international cooperation team.</p>	
<p>On all occasions where we have requested assistance from PCT Legal and others, they have responded without undue delay and have been very helpful. Thanks for the great work! CIPO provides information to examiners on online training opportunities but we are not sure how many examiners attend or what their experiences have been.</p>	
<p>We suggest that draft amendment of PCT Administrative Instructions or RO Guidelines and related formats, including the DTD, should be provided well in advance so that IP Offices have sufficient time for review. Final versions of them should also be provided well in advance as well.</p>	
<p>For the designated office function of EPCT, the current search criterion is the "entry date". According to the relevant provisions of Chinese national law, CNIPA cannot determine the "entry date" before receiving a copy of the international application document. Therefore, it is recommended to add "International Application Number" as a search criterion. 2. For international applications that have not been published but are requested to enter the national phase early, CNIPA would prefer to receive the structured data and graphic files through the ePCT M2M (Webservice). If data can only be transmitted through PCT-EDI, we hope that documents can be transmitted in a format suggested by CNIPA . It is recommended to optimize the file format transmitted through PCT-EDI so that it is consistent with the file format transmitted in CD-ROM (the method used before).</p>	
<p>ePCT is sometimes slow</p>	
<p>We are about to fully implement ePCT and have not experienced the system fully enough to comment.</p>	
<p>INAPI está sumamente satisfecho con el uso de ePCT y ve con interés sus desarrollos futuros. Al respecto debemos agradecer, especialmente el apoyo y soporte de la Oficina Internacional en lo relativo al uso de</p>	<p>INAPI is extremely satisfied with the use of ePCT and looks forward to its future developments. In this regard, we must thank especially the support of the International Bureau regarding the use of</p>

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<p>Esearchcopy y estamos pendientes de los avances que se podrían dar con OMPI para poder transmitir en el futuro nuestros ISR y WO en XML. También es destacable el que en un trabajo conjunto con OMPI se pudo transmitir información de Fase Nacional a la IB y se espera consolidar aquello para que sea realizado en forma regular. Finalmente, como usuarios de DAS, creemos que sería importante que este sistema tenga una mayor sincronía con ePCT, y haga más fácil el uso de ambos sobre todo cuando como Oficina receptora se deben transmitir documentos de prioridad a OMPI.</p>	<p>eSearchCopy and we are awaiting the advances that could be made with WIPO to be able to transmit in the future our ISR and WO in XML. It is also noteworthy that in a joint effort with WIPO it was possible to transmit information from the National Phase to the IB and we expect to consolidate that so that it is done on a regular basis. Finally, as a DAS user, we believe that it would be important that this system has a greater synchronization with ePCT, and makes the use of both easier especially when, as the receiving Office, priority documents must be transmitted to WIPO.</p>
<p>تحميل باقي الاستمارات باللغة العربية على نظام</p>	<p>Upload the rest of the PCT forms in Arabic language into the system.</p>
<p>تكثيف وتنوع الزيارات لخبراء منظمة الويبو الفنيين والقانوني على رأس العمل بالدول الاعضاء ومتابعة سير عملية استقبال وفحص الطلبات ودي توافقتها مع احكام المعاهدة ولائحتها التنفيذية لضمان فعالية التنفيذ بالدول الاعضاء</p>	<p>Intensification and diversification of visits from the technical and legal experts of the WIPO. Following up the progress on the receiving and examining process of the requests, which should be compatible with the provisions of the PCT regulations and its administrative instructions to ensure effective implementation by member states.</p>
<p>We continue to explore ePCT for RO functionality. We also maintain our interest in way forward for a payment feature through ePCT.</p>	
<p>The Office doesn't get a reply/confirmation for messages sent via ePCT message service</p>	
<p>One issue we have had is when our export with PCT-EDI fails, we have had difficulty manually loading our electronic files (numbered CA20XX050XXX). It works find with our paper files (CA20XX000XXX). If this has already been fixed, please disregard the comment.</p>	
<p>Satisfied with the ePCT online services. One small suggestion is to enable alarm button for identifying the important notifications through ePCT</p>	
<p>IT tools and online services are modified or updated regularly.</p>	
<p>The ePCT display for the international application should include an indication of IPEA and status of IPRP-II, where applicable, in a manner similar to the ISA and status of ISR.</p>	
<p>Os formulários disponibilizados no ePCT para preenchimento automático poderiam estar traduzidos para o idioma do RO, desde que fosse um idioma de publicação.</p>	<p>The forms made available in the ePCT for automatic filling could be translated into the language of the RO, as long as it was a publication language.</p>
<p>It is suggested to further develop Chinese versions of the IT tools.</p>	
<p>وضع استمارات الفحص والقرارات الفنية باللغة العربية</p>	<p>Development of examination forms and technical decisions in Arabic</p>
<p>وامكانية Patentscope تبسيط شكل عرض نتائج البحث على قاعدة بيانات حفظها وطباعتها بشكل ميسر</p>	<p>Simplify the format used to display search results on Patentscope database and the ability to save and print them in an easy way.</p>
<p>For international applications that have not been published but are requested to enter the national phase early, CNIPA would prefer to receive the structured data and graphic files through the ePCT M2M (Webservice). If data can only be transmitted through PCT-EDI, we hope that documents can be transmitted in a format suggested by CNIPA .It is recommended to optimize the file format transmitted through PCT-EDI so that it is consistent with the file format transmitted</p>	

in CD-ROM (the method used before).	
We would appreciate a specific question that relates to WIPOCASE in future PCT Office Feedback Survey. IP Australia previously raised the long system latency (or slow response) WIPOCASE issue with WIPO. With more and more providing and accessing offices signed up into WIPOCASE, it is time to evaluate its system capacity and other nonfunctional requirements (such as system delay) to improve the user experience.	
DPMA downloads Rule 87 data from PatentScope web service and is very happy with the additional functionality provided by WIPO which enabled the DPMA to do so.	
Documents relating to early National phase entry applications to be available as web services.	
PATENTSCOPE "Search and Examination-Related Documents" should include the sequence listing part of the description that is Annexed to the IPRP-II (Article 34 amendment and the basis for international preliminary examination).	
A question should be included on WIPO CASE	
It is recommended that WIPO kindly inform which documents can be transmitted in XML data to CNIPA, such as whether it is possible that CNIPA receive the XML data of IB Forms (IB306/IB318 etc.) and XML data of the international publication documents.	
Solo en los casos de entrada anticipada en fase nacional antes de la publicación internacional, lo que es muy excepcional, se ha debido pedir información a la OMPI, y la atención brindada ha sido rápida y eficaz, aunque hace tiempo no se ha necesitado hacer y en el intertanto se habilitó ePCT como Oficina designada. En cuanto a nuestra labor como ISA/IPEA se valora tener acceso a la solicitud por ePCT tan pronto sea presentada.	Only in cases of early entry into the national phase before international publication, which is very exceptional, has it been necessary to request information from WIPO, and the attention provided has been quick and effective, although it has not been necessary to do for a long time and in the meantime, ePCT was enabled as a designated Office. As for our work as ISA/IPEA, having access to the application by ePCT as soon as it is submitted is valued.
En cuanto a los servicios prestados por el personal de operaciones del PCT, entendiéndose por tal, el equipo encargado de tramitar las solicitudes internacionales PCT procesadas por INAPI como RO, ISA e IPEA, creemos que siendo un muy buen servicio, falta mejorar en cuanto a uniformar los criterios del personal. En muchas ocasiones, se pide documentación innecesaria o correcciones que no son atingentes o que significan una carga innecesaria para el solicitante y no todos lo hacen. Se debe de ser más práctico, en este punto, y solo hacer requerimientos, cuando sea estrictamente necesario. Por otra parte, creemos que sería conveniente notificar cuando se retiren las solicitudes a las ISA, independientemente de que no se haya transmitido la copia para la búsqueda y no demorarse tanto con la emisión de los formularios relativos a tasas, ya que ello demora la tramitación en muchos casos, afectando a futuro el trabajo de las ISAs.	Regarding the services provided by the PCT Operations personnel, understood as the team in charge of processing international PCT applications processed by INAPI as RO, ISA and IPEA, we believe that being a very good service, there is still a need to improve in terms of standardize staff criteria. On many occasions, unnecessary documentation or corrections are requested that are not relevant or that imply an unnecessary burden on the applicant and not all do it. One should be more practical on this point, and only make requests, when strictly necessary. On the other hand, we believe that it would be convenient to notify the ISAs when the applications are withdrawn, regardless of whether the search copy has not been transmitted and not delay so much with the issuance of the forms related to fees, since this delays the processing in many cases, affecting the future work of the ISAs.
All of our interactions with PCT Team 4, have been incredible. They respond quickly and either provide us with an answer or transfer us to the appropriate contact.	
Querriamos dar nuestro agradecimiento al equipo PCT/09 que da apoyo a esta Oficina en la tramitación de las solicitudes RO/ES en español.	We would like to thank the PCT/09 team that provides support to this Office in the processing of RO/ES applications in Spanish.

<p>Absolutely satisfied with the kind co operations and timely assistance extended by the PCT Operations team in resolving many pressing issues related to the ePCT applications. Receiving Office India is highly appreciates the support by the PCT Operations team.</p>	
<p>العمل على تحسين الترجمة باللغة العربية واتساقها مع المفاهيم والمصطلحات القانونية والفنية، وفقا للقواعد اللغة العربية دون التأثير بلغة عربية لدولة القائم على الترجمة</p>	<p>Working to improve translation in Arabic and its consistency with legal and technical concepts and terminology, in accordance with the rules of the Arabic language without influencing the Arabic language of the country in charge of the translation.</p>
<p>Tendo em conta a existência do sistema de tradução disponibilizado no sistema, que permite traduzir para outras línguas de trabalho, pode-se afirmar que grande medida ajuda muito na pesquisa de patentes.</p>	<p>The translation system (into other working languages), helps a lot patent research.</p>
<p>Respecto de los documentos de la PCT MIA, es importante preocuparse de que estos estén disponibles para las distintas ISA/IPEA con la suficiente antelación, ya que no siempre es así, y eso dificulta la toma de decisiones y la postura a adoptar por parte de cada Oficina sobre algún documento en específico.</p>	<p>Regarding the PCT MIA documents, it is important to ensure that these are available for the different ISA / IPEA well in advance, since this is not always the case, and that makes it difficult for each Office to make decisions and adopt a position on a specific document.</p>
<p>Pour le groupe de travail du PCT, les documents sont disponibles trop tardivement de manière générale. Ceci gêne énormément la préparation de ce comité, d'autant plus que les documents du groupe de travail du PCT sont souvent très nombreux, longs et complexes. D'autre part, ces documents sont parfois indisponibles en langue française avant la réunion. Or, la délégation française ne peut établir de position sur des documents ou propositions en langue anglaise. La remarque a été faite plusieurs fois en réunion du groupe de travail (elle vaut aussi pour le SCP).</p>	<p>For the PCT Working Group, documents are generally available too late. This greatly hinders the preparation of this committee, especially since the documents of the PCT Working Group are often very numerous, long and complex. On the other hand, these documents are sometimes not available in French before the meeting. However, the French delegation cannot establish a position on documents or proposals in the English language. The remark was made several times in the working group meeting (it also applies to the SCP).</p>
<p>The PCT Meetings are always well organized and the documents are clear. CIPO is happy to attend and contribute to the valuable discussions during these meetings.</p>	
<p>One of the Circular, C. PCT.1598, is circulated late and members are given a short time frame to response.</p>	
<p>The provision of documents in a timely manner is essential.</p>	
<p>We suggest that announcements of meetings and meeting documents should be provided well in advance so that participants make preparations for the meetings.</p>	
<p>1. After entering PCT application to the national phase there is no or insufficient effective communication and information exchange. 2. Request on reconsideration the eligibility criteria for the fee reduction of 90% in PCT fees during economic crisis.</p>	
<p>Mesmo compreendendo que muitas vezes o atraso na disponibilidade dos documentos não é de responsabilidade dos órgãos administrativos do PCT, creio que é um ponto que merece um cuidado especial.</p>	<p>Even though I understand that the delay in the availability of documents is often not the responsibility of Organs administrative bodies of the PCT, I believe that it is a point that deserves special care.</p>

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نحتاج الى اجتماعات ومزيد من الدورات التدريبية	We need more meetings and training sessions
العمل على اتاحة الوثائق المعروضة بوقت كافة وبكل اللغات خصوصا اللغة العربية لامكانية مراجعتها والتحضير للاجتماعات لضمان فعاليتها	Working to make the presented documents available in sufficient time and in all languages, especially the Arabic language, for the possibility of reviewing them and preparing for meetings to ensure their effectiveness.
العمل على اتاحة اكبر قدر من الوثائق المتعلقة بطلبات البراءات على قاعدة بيانات الويبو لدعم عمليات البحث والفحص لضمان اصدار قرارات صحيحة متوافقة وشروط منح البراءة	Working to make the largest amount of documents related to patent applications available on the WIPO database to support search and examination processes to ensure the issuance of correct decisions compatible with the conditions for granting a patent
Please timely provide more accurate Chinese translations of documents for international meetings.	

eSearchCopy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ePCT web services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PCT-EDI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PATENTSCOPE portal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PATENTSCOPE web services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PCT-SAFE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. How satisfied are you with the following **aspects of PCT IT tools and online services**?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Availability of the PCT IT tools and online services (24 hours a day/7 days a week)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Available languages of the IT tools and online services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of use of PCT IT Tools and online service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Look and feel of the PCT online services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

12. Please feel free to add any comments or suggestions regarding **PCT IT tools and online services**.

III. PCT Data and Documents Availability

13. Overall, how satisfied are you with 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. 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"/>

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

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

Making commitments and respecting them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of assistance within established timeframe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efforts to understand your issue or request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarity of information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relevance of information and assistance provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility of PCT operations staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

20. Please feel free to add any comments or suggestions regarding your satisfaction with the service provided by **PCT operations**.

V. PCT Translation Service

21. Overall, how satisfied are you with **the service provided by PCT translation** related to PCT international applications (titles, abstracts, international search reports, written opinions and international preliminary examination reports)?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. In your contact(s) with WIPO PCT translation staff during the last 24 months, how satisfied are you with the following **aspects of the translation service provided** by the International Bureau?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable

Substantive expertise of PCT translation staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of the translation in an organized and streamlined way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Politeness and friendliness of PCT translation staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consistency of the translation provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of the translation provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of translation within established timeframe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efforts to understand your issue or request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarity of the translation provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relevance of the translation provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

24. Please feel free to add any comments or suggestions regarding **PCT translation service**.

VI. PCT Administrative Bodies

25. Overall, how satisfied are you with the preparatory work of **PCT administrative bodies** (PCT Working Group, PCT Meeting of International Authorities, Committee for Technical Cooperation and PCT Union Assembly)?

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Don't know/Not applicable

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

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

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

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]