



PCT Office Survey Report 2020-2021

December 2022

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INTRODUCTION

In April 2022, the International Cooperation Division (ICD) conducted a survey, gathering feedback from all PCT Member States about the PCT services provided by the International Bureau of the World Intellectual Property Organization (WIPO) in 2020 and 2021 biennium (“the 2020-2021 Office Survey”).

This report summarizes and highlights the findings of the 2020-2021 Office Survey, which consisted of an [online questionnaire](https://surveys.wipo.int/s3/PCT-Office-Feedback-Survey-2020-2021) (<https://surveys.wipo.int/s3/PCT-Office-Feedback-Survey-2020-2021>) covering the following six PCT activities and services:

- I. PCT international cooperation activities:
 - PCT trainings and seminars
 - PCT legal assistance
 - PCT technical (IT) cooperation
 - International Cooperation on examination related assistance,
- 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.

SURVEY OBJECTIVES

The outcome of the 2020-2021 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 2020 and 2021 biennium,
- identify PCT services and activities where respondents indicated that they would like improvements to be implemented,
- Define two performance indicators for the PCT: (1) Level of satisfaction of Offices and international Authorities with PCT-related cooperation activities and (2) Satisfaction of Offices with patent examination related activities.

METHODOLOGY

The [online questionnaire](#) used for the 2020-2021 Office Survey was based on a common methodology that is applied consistently across all WIPO sectors and is in line with WIPO approved customer service framework. This methodology is using “Service Dimensions” which aims at collecting information based on four “Service Orientation” (Professionalism, Reliability, Responsiveness and Quality of information and Assistance) as per the table below:

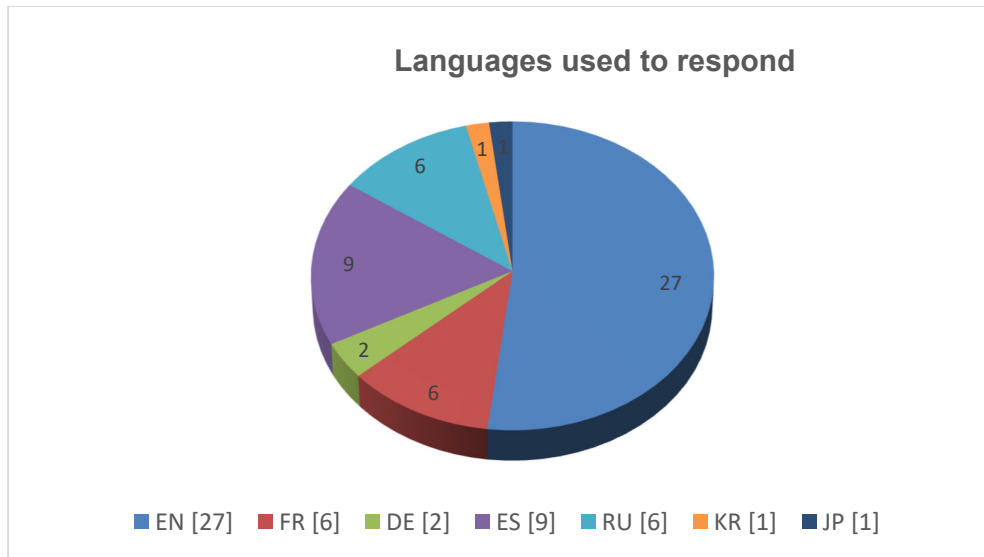
Service Dimensions			
Service Orientation			
Professionalism	Reliability	Responsiveness	Quality of information and Assistance
Competency Efficiency Courtesy Solution-oriented	Consistency Accuracy Confidence Commitment	Timeliness Empathy Accessibility	Clarity Relevance

- The questionnaire was made available in **10 PCT publication languages**. Respondents had the possibility to complete the questionnaire either online or by downloading an editable version from the WIPO website.
- Offices were requested to complete the survey only once by selecting their Office code at the beginning of the questionnaire.
- A Yes/No triage question was added to the questionnaire to make sure, only Offices that benefited from certain PCT services and activities provide feedback accordingly. If this approach has helped to improve the relevance of the responses received, it did not prevent certain Offices that did not benefit from any given activity/service, from nevertheless rating it/them.

PARTICIPANTS AND LANGUAGES

The 2020-2021 Office Survey was sent to all PCT Member States. **Fifty-two (52)** national and regional Offices completed the questionnaire:

- Over **44% (23 Offices)** were from developing countries, **39% (20 Offices)** from developed countries and **17% (9 Offices)** were from countries in transition, originated from four different continents.
- The majority of responses (**88%**) were submitted on-line; only **six** responses were received by email.
- The responses were provided in seven (**7**) languages, more than half (**53%**) were received in English.



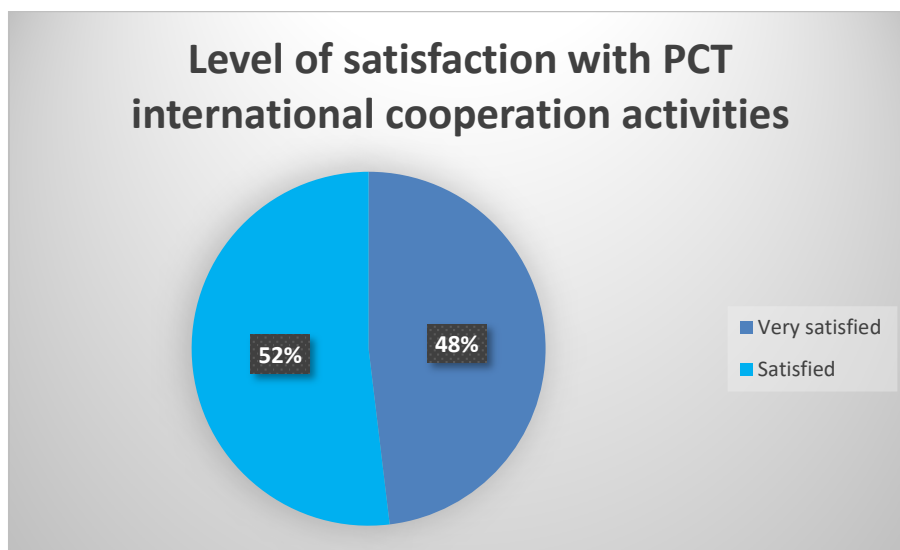
Seven languages were used to respond to the 2020-2021 Office Survey. This represents a significant increase in the languages used by Offices to respond to the survey. In particular, responses received in French (from 3 to 6) and Russian (from 2 to 6), respectively.

SURVEY RESULTS

I. PCT INTERNATIONAL COOPERATION ACTIVITIES

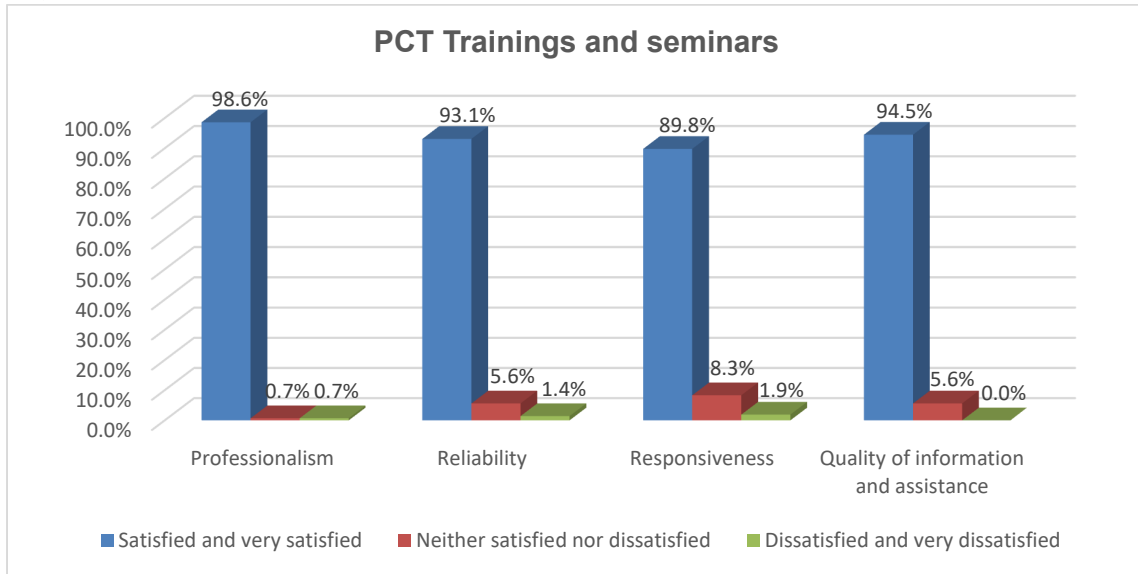
Question: Overall, how satisfied are you with the PCT international cooperation activities (e.g. PCT training and seminars, PCT legal assistance, PCT technical (IT) cooperation, patent examination related assistance) provided by WIPO?

This question aimed to determine the overall level of satisfaction with PCT international cooperation activities. All respondents (100%) confirmed they are **very satisfied** and **satisfied** with the PCT international cooperation activities:



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

More than two third of respondents (36 Offices out of 52) confirmed that they benefited from PCT trainings and seminars:



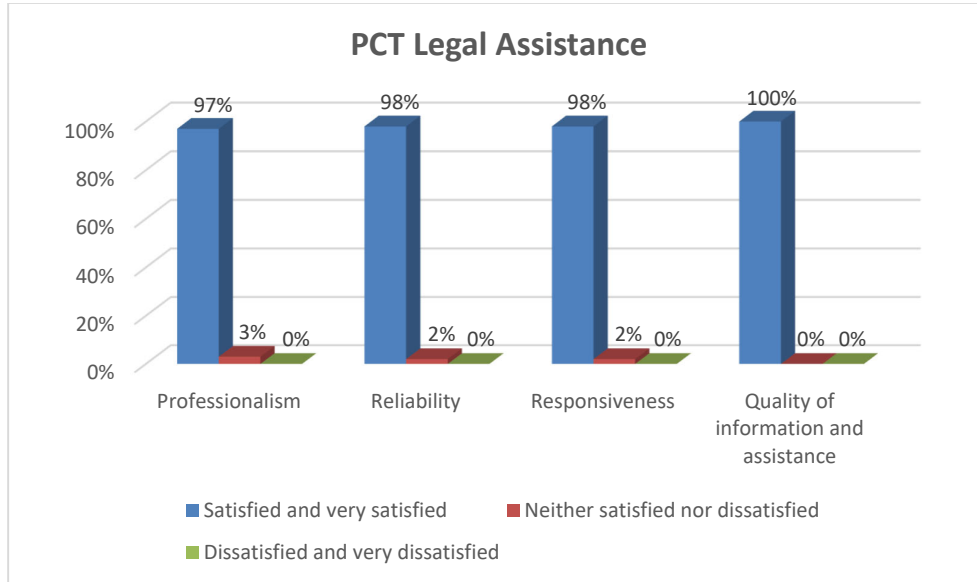
Almost all respondents (98.6%) were **very satisfied** and **satisfied** with the professionalism of the speakers.

In relation to responsiveness, around **90%** of the respondents indicated that they were **very satisfied** and **satisfied** with the provision of assistance within established timeframe and less than **2%** expressed their dissatisfaction about how well their request related to PCT training or seminars was handled.

The respondents who expressed their dissatisfaction stressed hurdles in relation to organizational matters and lack of funding by WIPO for inviting external speakers. Detailed comments are available in the [Annex](#) to this report.

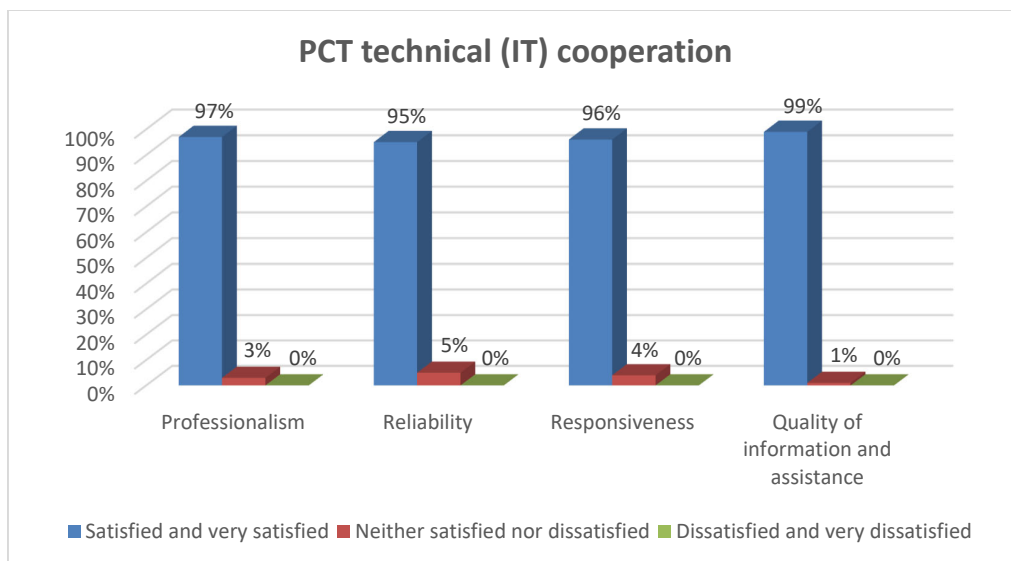
Question - How satisfied are you with the following aspects of PCT Legal Assistance?

56% of the respondents confirmed that they benefited from PCT Legal assistance activities. Almost all respondents (on average 98%) indicated that they were **very satisfied** and **satisfied** with the service dimensions related to PCT Legal assistance.



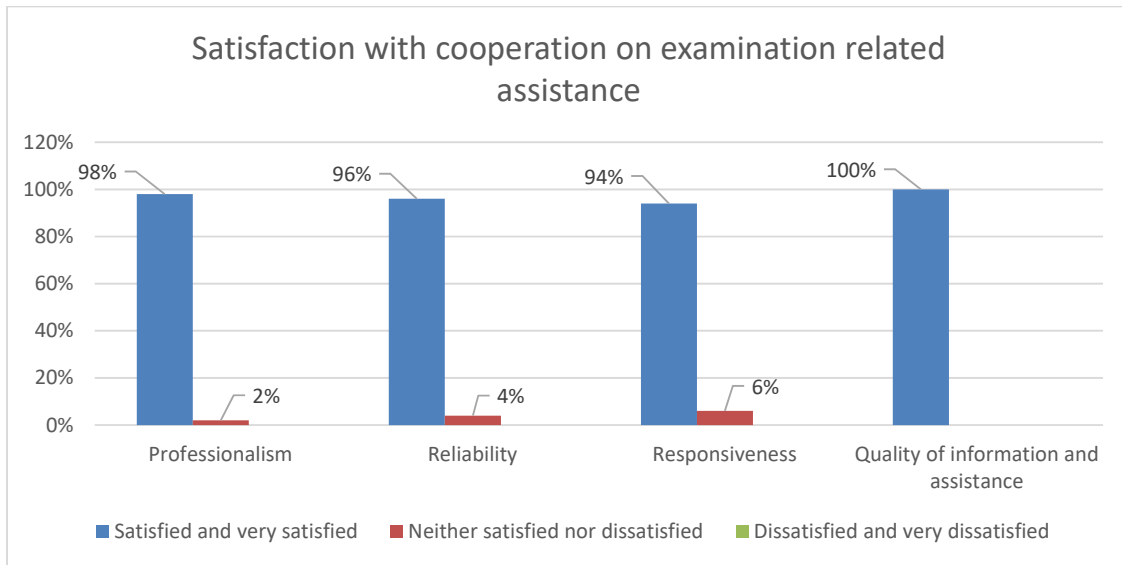
Question - How satisfied are you with the following aspects of PCT technical (IT) cooperation?

Thirty-seven (37) Offices out of 52 benefited from PCT technical (IT) cooperation activities. More than 96% of the respondents rated all aspects of PCT technical (IT) cooperation as **very satisfied** and **satisfied**, and 99% indicated they were **very satisfied** with the quality of information and assistance received.



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

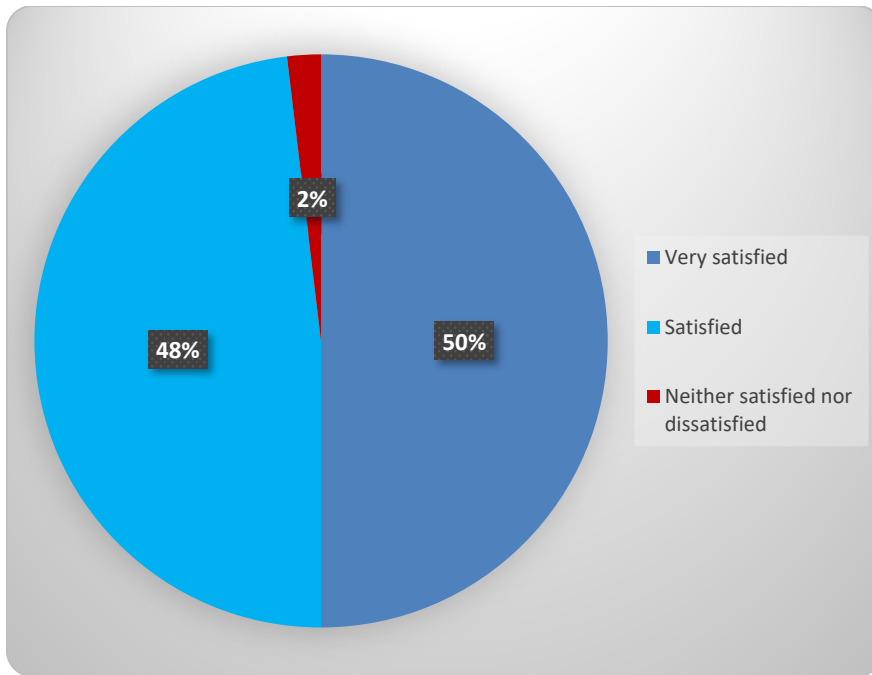
Among **52** respondents, **16** confirmed that they benefited from international cooperation on examination related assistance activities. **97%** of the respondents rated all aspects of cooperation on patent examination activities as **very satisfied** and **satisfied**.



II. PCT IT TOOLS AND ONLINE SERVICES

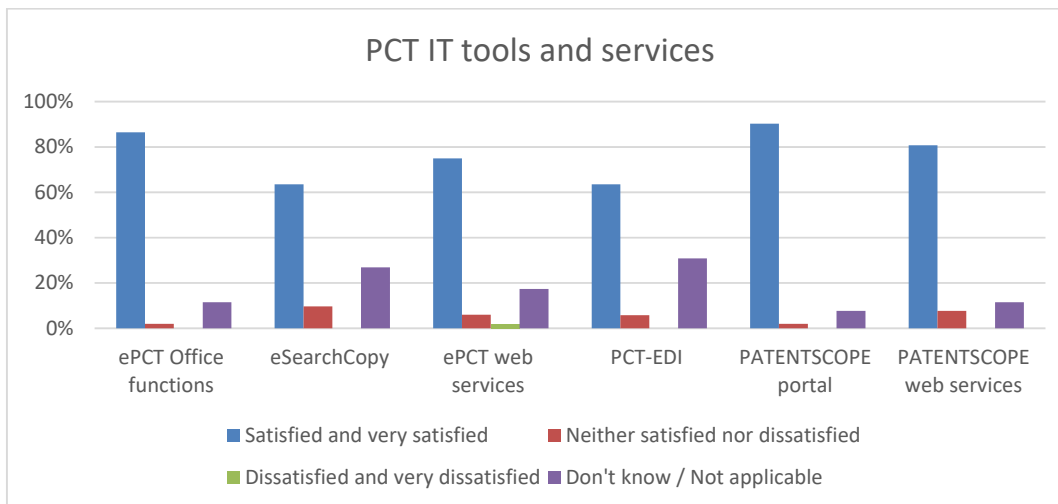
Question - Overall, how satisfied are you with PCT IT tools and online services (ePCT Office Portal, eSearchCopy, ePCT web services, PCT-EDI, PATENTSCOPE portal, PATENTSCOPE web services, PCT-SAFE)?

As an overall feedback, **98%** of the respondents were **satisfied** and **very satisfied** with PCT IT tools and online services. The level of satisfaction remains very high as in the previous PCT Office surveys.



Question - 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 provided by WIPO. An additional rating option “Don’t know / Not applicable” was used in this question, to allow respondents to provide feedback only about the IT tools or services that they used in 2020 and 2021:



Overall, the level of satisfaction of Offices that benefited from PCT IT Tools and services greatly exceeds **90%**, where we exclude the respondents who selected “Don’t know / Not applicable”. ePCT Office functions and Patentscope (web application and web services) seem very appreciated by all respondents.

PCT IT tools and online services

Tools / Services	Satisfied and very satisfied	Neither satisfied nor dissatisfied	Dissatisfied and very dissatisfied	Don't know / Not applicable
ePCT Office functions	86.5%	2.0%	0.0%	11.5%

eSearchCopy	63.5%	9.6%	0.0%	26.9%
ePCT web services	75.0%	6.0%	1.9%	17.3%
PCT-EDI	63.5%	5.8%	0.0%	30.8%
PATENTSCOPE portal	90.3%	2.0%	0.0%	7.7%
PATENTSCOPE web services	80.8%	7.7%	0.0%	11.5%

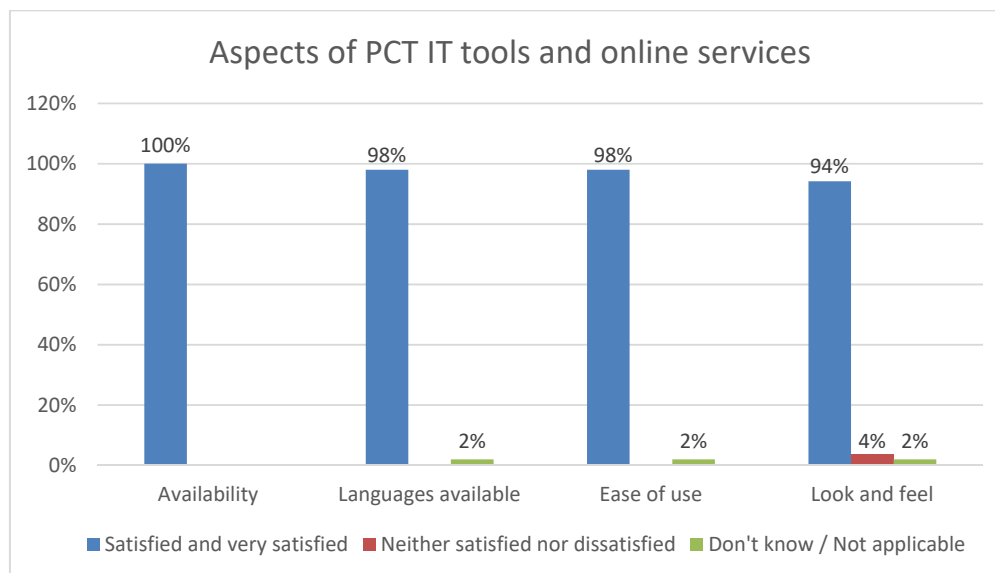
As shown in the table above, the high rate under the column “Don’t know or Not applicable” could be explained by the following factors:

- Some Offices did not use this service over the 2020-2021 period (around 31% for PCT-EDI, representing 16 respondents out of 52).
- or
- Respondents did not know whether their respective Offices were using such services (e.g. around 27% of respondents selected “Don’t Know or Not Applicable” for eSearchCopy tool despite the fact that it was already deployed for their Offices).

One respondent expressed its dissatisfaction with ePCT web services and added a comment requesting new development of *ePCT web service PUSH service*.

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

All respondents (100%) were **satisfied** and **very satisfied** with the availability of PCT IT tools and online services, and they highly appreciated (98%) other aspects related to IT tools such as ease of use and languages:

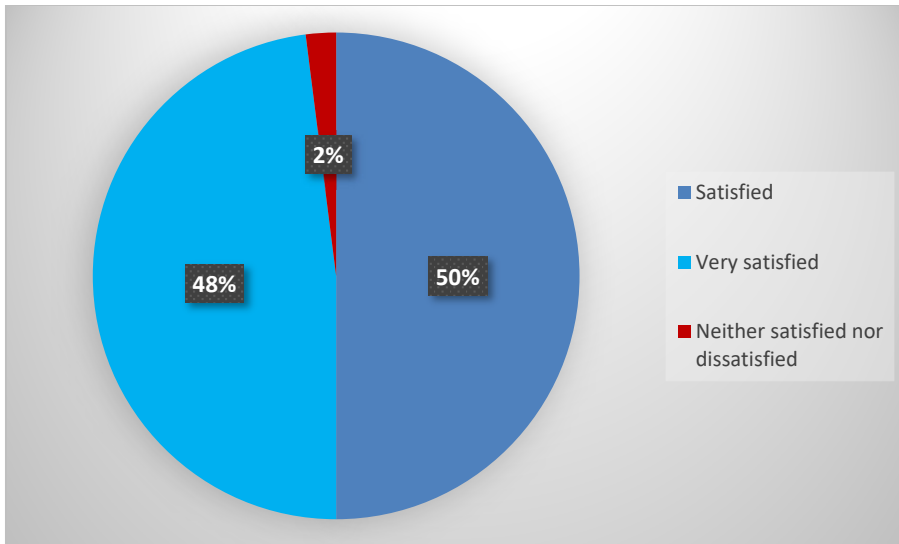


III. PCT DATA AND DOCUMENTS AVAILABILITY

Question - 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** and **satisfied** with the provision of PCT international application related data and documents. Only **one** Office responded “*Neither satisfied nor dissatisfied*”.

This level of satisfaction remains unchanged over the last four years.



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

More than **98%** of the respondents confirmed their satisfaction about the relevance, accuracy and clarity of data and documents provided by the IB:

Provision of PCT international application related data and documents by the International Bureau

	Satisfied and very satisfied	Neither satisfied nor dissatisfied	Dissatisfied and very dissatisfied
Accuracy of PCT data and documents	98%	2%	0%
Clarity of data and documents provided	98%	2%	0%
Relevance of data and documents to your needs	100%	0%	0%

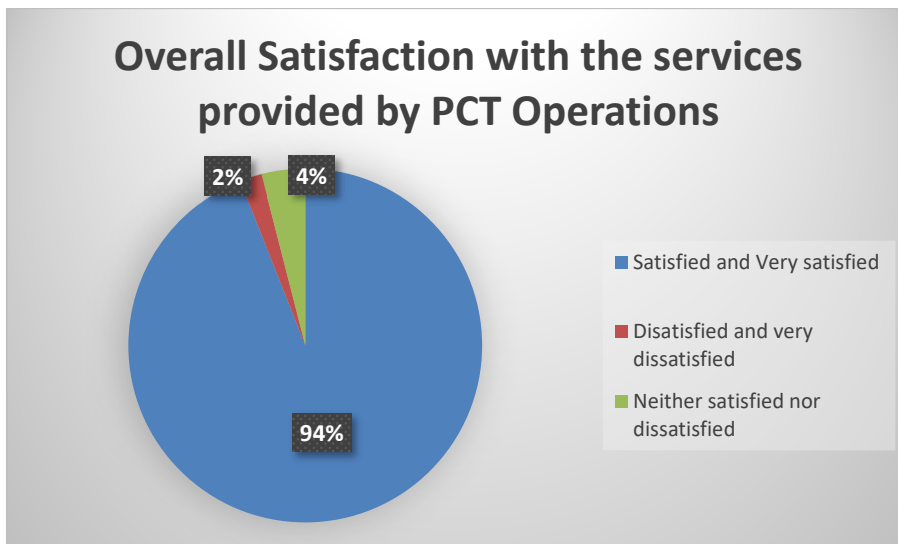
Ease of access to PCT data and documents via ePCT application and/or web services	90%	8%	2%
Ease of access to data and documents via PCT-EDI	71%	21%	8%
Ease of access to data and documents via PATENTSCOPE and/or PATENTSCOPE web services	96%	2%	2%
Availability of Rule 87 / Article 20 DVD	50%	40%	10%

As previously mentioned under PCT IT Tools, the underlying reasons for both the high number of responses (up to 40%) under “Neither satisfied nor dissatisfied” and “Dissatisfied and very dissatisfied” (4 respondents accounting for 8%) either lies in the fact that the responding Offices do not use the given service (e.g. PCT-EDI) or because the “Don’t know/Not applicable” category was not available to rate this service. Detailed comments are available in the [Annex](#) to this report.

IV. PCT OPERATIONS SERVICE

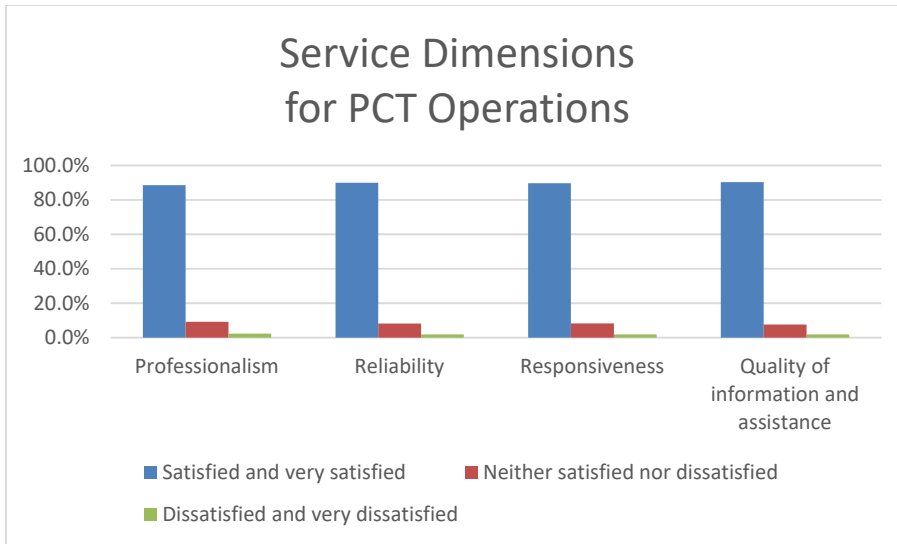
Question - How satisfied are you with the services provided by PCT Operations ?

More than **94%** of the respondents were **very satisfied** and **satisfied** with the overall services provided by PCT Operations and **4%** indicated that they are neither satisfied nor dissatisfied:



Question - 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?

Around **90%** of the respondents indicated that they were **very satisfied** and **satisfied** with the four service dimensions related to PCT Operations:



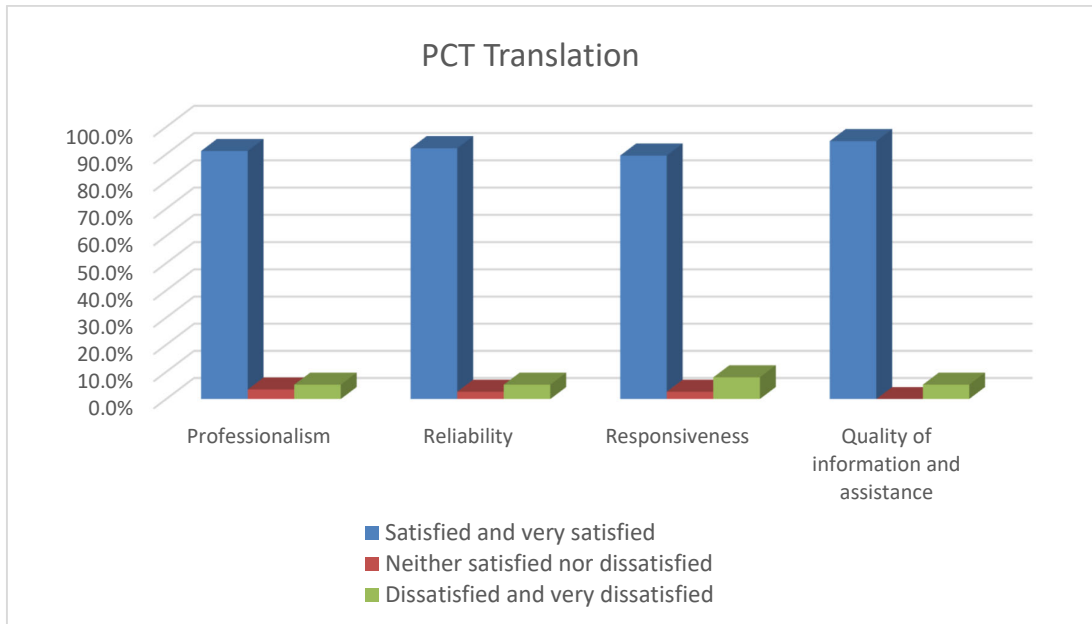
Among **52** respondents, more than **89%** (+2% comparing to the previous survey) highly appreciated the reliability, responsiveness and the quality of information and assistance provided. Only **one** Office selected “*very dissatisfied*”. This rating can be disregarded since, at the same time, the given Office commented that it did not request any assistance from PCT Operations over the 2020-2021 period.

V. PCT TRANSLATION SERVICE

Question - 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)?

19 Offices out of **52 (36.5%)** confirmed that they benefited from PCT Translation services. All respondents (**100%**) were **satisfied** and **very satisfied** with the services provided by PCT Translation related to PCT international applications.

Question - 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?

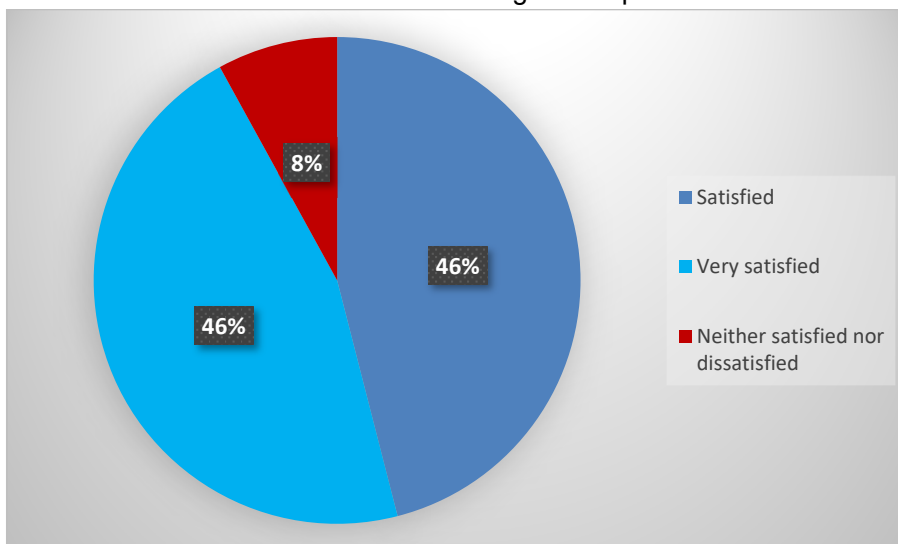


Only two Offices expressed their dissatisfaction with the PCT translation services. One Office expressed recurring concerns about the responsiveness in providing the translation of international search reports and written opinions especially when the source document is prepared in a particular language (i.e. Spanish); the other Office chose to express its dissatisfaction since the “Don’t Know or Not Applicable” category was not available to rate this service. Detailed comments are available in the [Annex](#) to this report.

VI. PCT ADMINISTRATIVE BODIES

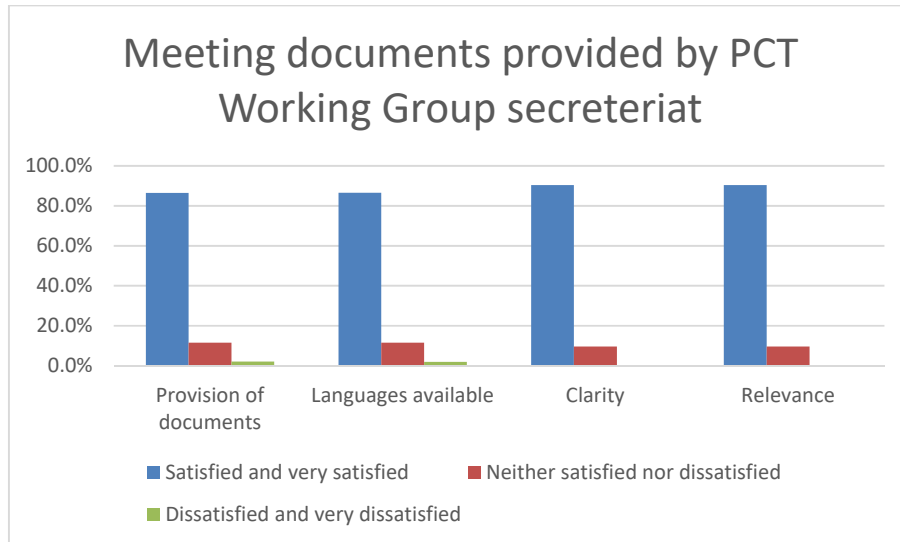
Question - Overall, how satisfied are you with the preparatory work of PCT administrative bodies (PCT Working Group, PCT Meeting of International Authorities, Committee for Technical Cooperation and PCT Union Assembly)?

More than **92%** of the respondents were **very satisfied** and **satisfied** with the preparatory work of PCT administrative bodies. The remaining **8%** responded “*Neither satisfied nor dissatisfied*”.



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

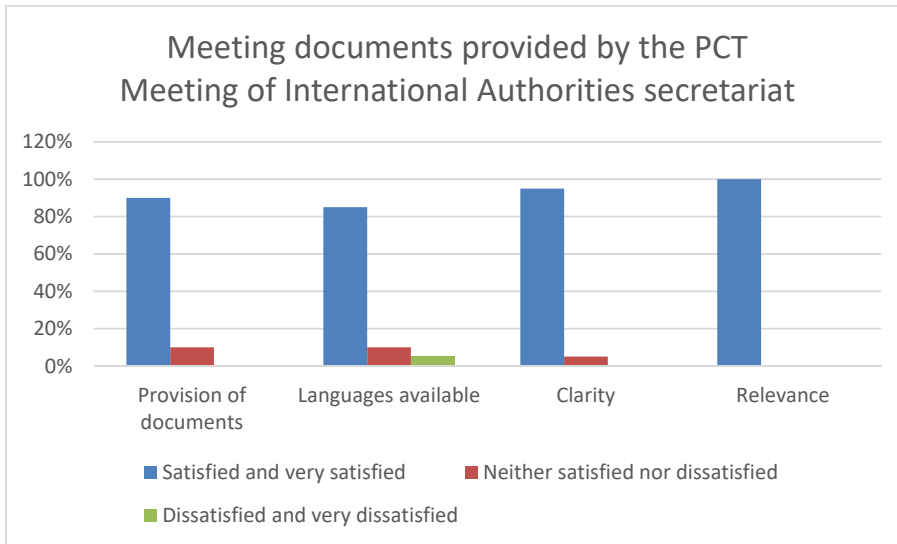
Respondents were asked to rate their level of satisfaction about the clarity and relevance of PCT working group documents as well as the provision of these documents in the relevant languages and within established timeframe.



The above chart shows a high satisfaction rate (more than **90%** are **satisfied** and **very satisfied**) for the relevance and clarity of documents. Around **87%** of Offices indicated that they were satisfied with the provision of documents on time and in the relevant languages. The only negative feedback received was from an Office, which expressed its dissatisfaction about the availability of documents in French language within a reasonable time before the meeting. According to this Office, the translated documents should be systematically put online at least 15 days before the meeting takes place.

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

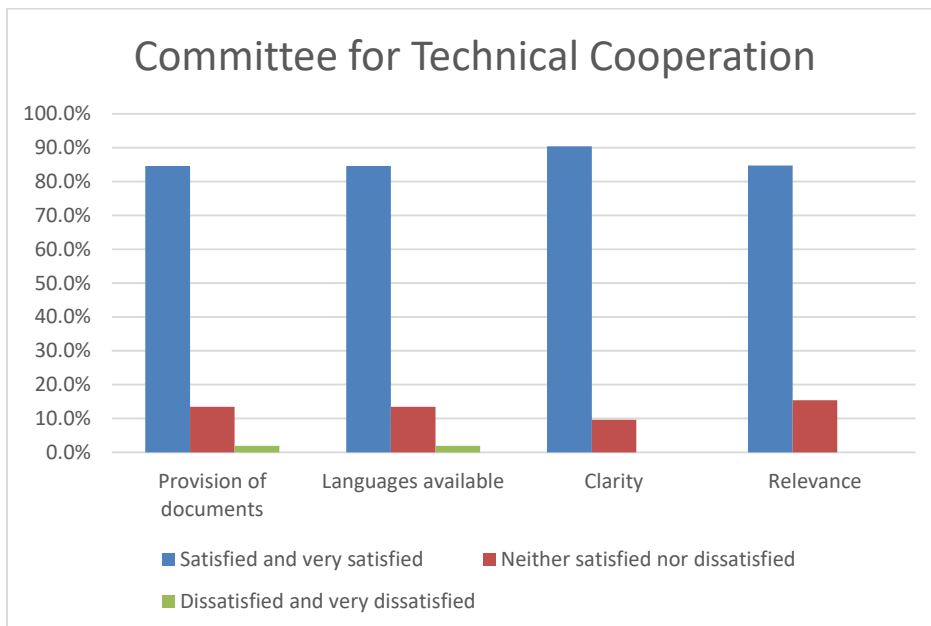
38% (**20** out of **52**) of the respondents confirmed that their Office or organization is acting as International Authority. All of them (**100%**) rated **very satisfied** and **satisfied** the relevance of meeting documents:



Similar to the results obtained for the PCT Working Group, only one Office would like to see meeting documents published in Russian language as well.

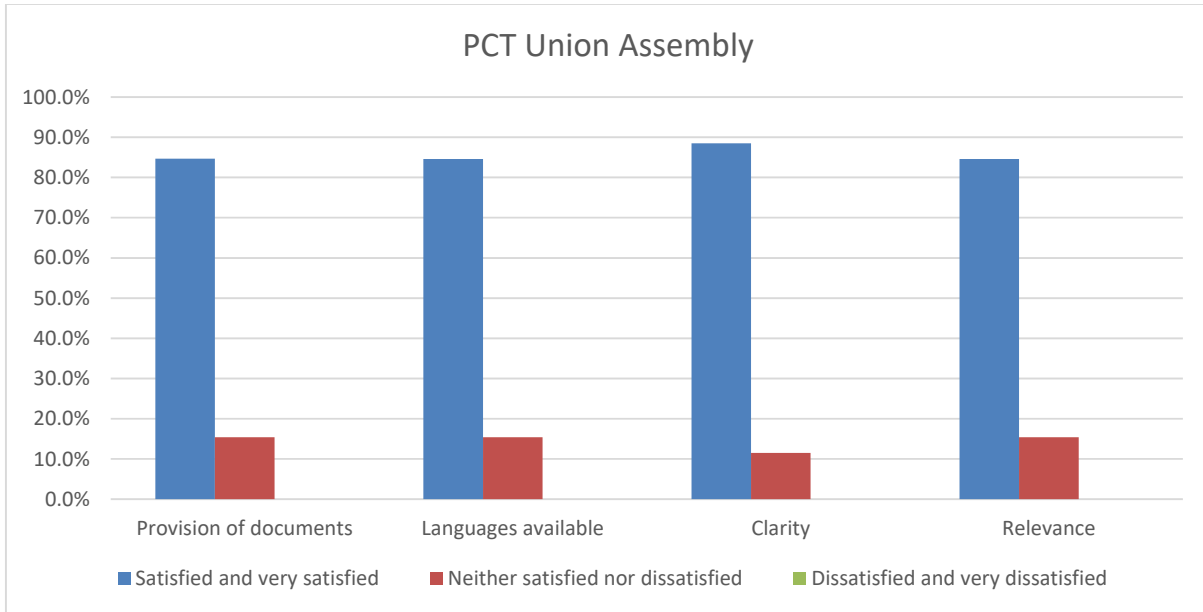
Question - How satisfied are you with the following aspects related to meeting documents provided for the Committee for Technical Cooperation?

More than **90%** of respondents highly appreciated the clarity of the CTC documents and **14%** indicated that they are neither satisfied nor dissatisfied with the proposed four service dimensions of the Committee for Technical Cooperation.



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

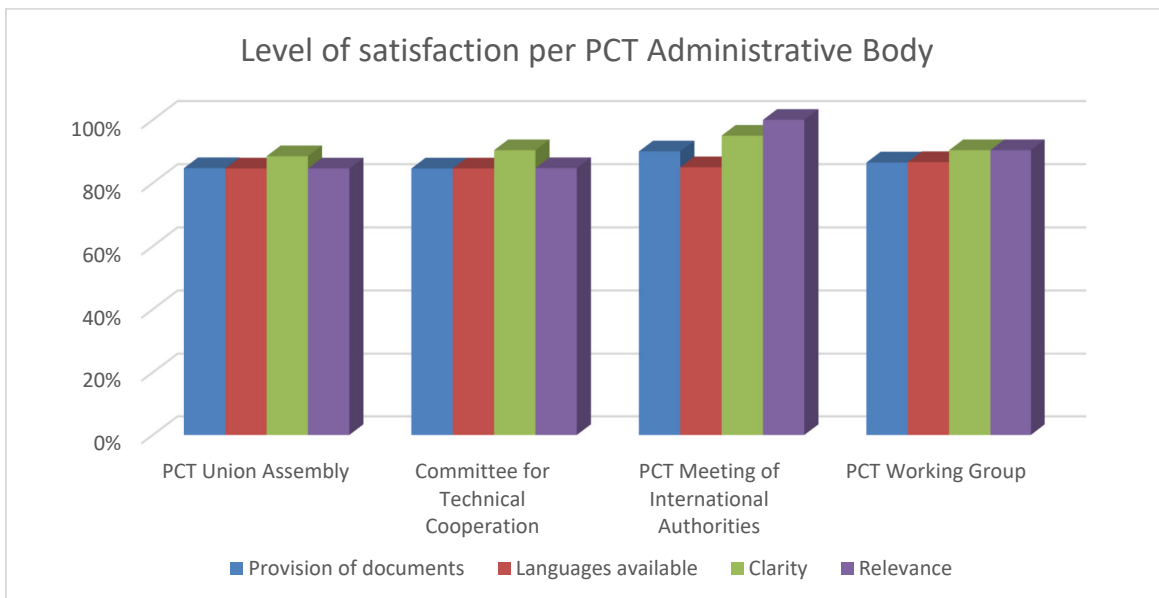
Similar to the results obtained for the PCT Working Group, more than **85%** of the respondents were **very satisfied** with the aspects related to meeting documents provided for the PCT Union Assembly.



The majority of respondents (around **90%**) are **satisfied** and **very satisfied** with the clarity and relevance of documents prepared by different PCT administrative bodies.

Two Offices expressed their desire to get access to documents in French and Russian in a reasonable time before the meetings.

These remarks about the availability of documents in various languages at least two weeks before meetings are recurring. They come back in each survey.



CONCLUSIONS AND CONSIDERATIONS

The main highlights and general conclusions compiled by the PCT International Cooperation Division for the 2020-2021 PCT Office Survey are detailed below. These conclusions intend to provide a broad overview of the survey results.

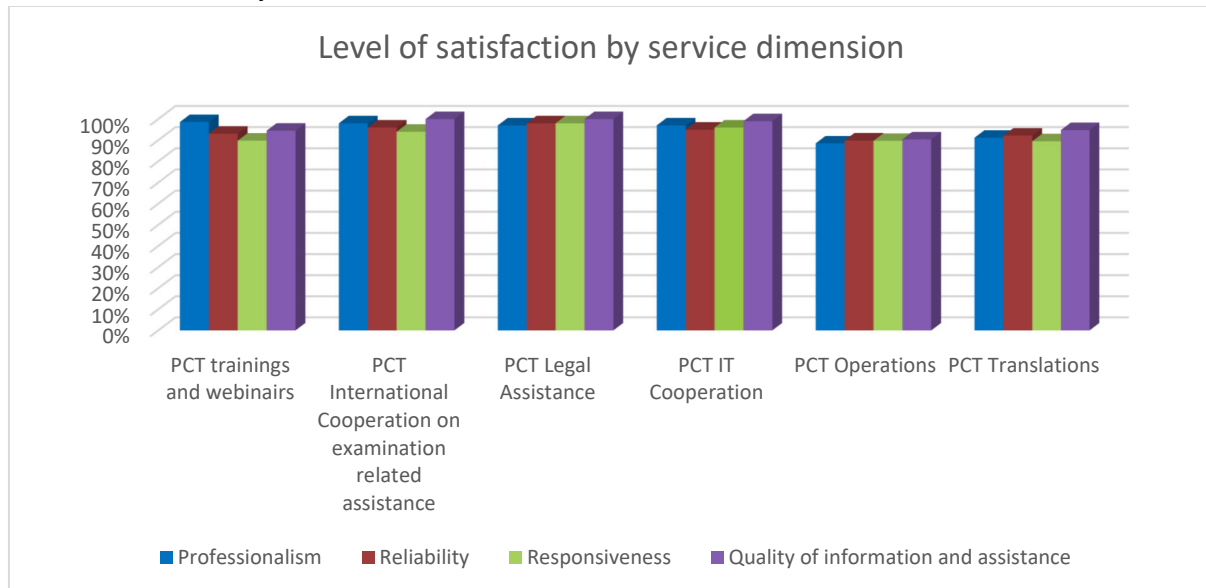
In general, the high level of satisfaction expressed by all respondents from 52 countries shows that the International Bureau continued to provide excellent services and support to IP Offices in the 2020-2021 biennium:

Overall level of satisfaction:

	2020-2021 Office survey	2018-2019 Office survey
PCT International Cooperation Activities	100 %	95%
PCT IT Tools and Services	98%	98%
PCT Data and Documents Availability	98%	98%
PCT Operations Service	94%	96%
PCT Translation Service	100%	92%
PCT Administrative Bodies	92%	89%
Average	97%	94.7%

The figures shown above demonstrate an average increase of **+2.3%** of the overall level of satisfaction compared to the previous survey.

The following chart shows a comparison between overall category ratings for PCT services and activities delivered by the International Bureau of WIPO:



The survey has shown that the majority of respondents indicated that they were **very satisfied** and **satisfied** with the four service dimensions (professionalism, reliability, responsiveness and the quality of information and assistance) provided by IB staff involved in various activities and services.

The most relevant feedback and suggestions provided by respondents concern the following areas (see the [Annex](#) for the complete and comprehensive list of comments):

PCT trainings and Seminars

Some IP Offices would like to be involved in providing trainings or seminars on PCT to other IP Offices from the same region with the same working languages (e.g. Arabic, Spanish and Russian).

PCT Operations

Overall, most IP Offices expressed positive opinion about the PCT Operations. However, some stressed differences in the processing among examiners in the same Processing Team, or across Processing Teams. Moreover, Offices call upon flexibility and pragmatism over a strict application of the existing legal/formal requirements for the sake of speeding up the processing of PCT applications.

PCT IT tools and online services

- One office would like to see ePCT supporting PUSH service for notifications.
- Office would like to benefit more from IT cooperation activities (e.g. ePCT).
- Offices are more confident in using PCT online tools and are very satisfied with the support offered by WIPO.
- One Office expressed the need to see SISA role added to ePCT.
- Office continue to exploring ePCT for RO functionality and using PCT-APIs to replace PCT-EDI as their transmission method

Another aspect that shall be taken into account in planning next biennium survey is to investigate possible solutions to increase the number of respondents as this number remained essentially constant (around one third of the total number of PCT Member States participated to this survey) over the last three surveys

[End of Report]

ANNEX – COMMENTS MADE BY OFFICES

The following table lists all comments and suggestions provided by the respondents regarding PCT international cooperation activities:

ID	Original Comment	English Translation
53	<p>Dada la situación de pandemia que ha impedido realizar actividades presenciales, se ha necesitado reenfocar la manera de hacer cooperación. En tal sentido, es destacable el taller online que se realizó conjuntamente con OMPI en diciembre 2020 sobre estrategias de patentamiento y uso de ePCT, así como el lanzamiento de la guía de uso de ePCT que se trabajó con la OMPI. También debemos hacer presente las actividades de formación de examinadores latinoamericanos en las que INAPI participó con tutores y alumnos el 2020 y 2021.</p>	<p>Given the pandemic situation that has prevented face-to-face activities, it has been necessary to refocus the way of doing cooperation. In this sense, the online workshop that was held jointly with WIPO in December 2020 on strategies for patenting and use of ePCT is noteworthy, as well as the launch of the guide for the use of ePCT that was worked on with WIPO. We must also present the training activities for Latin American examiners in which INAPI participated with tutors and students in 2020 and 2021.</p>
62	<p>PCT 고객 민원처리 시 WIPO Helpdesk에서만 처리 가능한 사안들의 경우 시차로 인해 국내 민원인들에게 적시 대응하기 어렵습니다. ePCT 전자출원 오류가 향후 더욱 개선되길 바랍니다.</p>	<p>When dealing with PCT customer complaints, it is difficult to respond in a timely manner to domestic complaints due to the time difference in cases that can only be handled by WIPO Helpdesk. We hope that ePCT electronic filing errors will be further improved in the future.</p>
74	<p>Nos gustaría acceder a los beneficios de cooperación internacional relacionadas con el examen de patentes, así como en actividades de cooperación técnica (informática).</p>	<p>We would like to obtain the benefits of international cooperation related to patent examination, as well as technical cooperation activities (IT).</p>
81	<p>Роспатент не участвует в подобном международном сотрудничестве при проведении экспертизы. Пожелание: проводить больше обучающих семинаров (возможно, семинаров по обмену опытом при проведении международного поиска и экспертизы в разных Патентных ведомствах) для экспертов Патентных ведомств, в частности, Патентных ведомств, использующих в работе русский язык.</p>	<p>Rospatent does not take part in this international cooperation regarding the examination. Rospatent's wishes: to provide more training seminars (if it is possible, seminars for sharing experience of conducting international search and examination in different patent Offices) for examiners of patent Offices, in particular, those who use Russian as their working language.</p>
83	<p>Estas actividades son importantes, ya que nos mantienen actualizados y siempre se refresca la información.</p>	<p>These activities are important, as they keep us updated and information is always refreshed.</p>
89	<p>Occasionally some of our staff attend PCT webinars. As regards legal assistance, we always have constructive exchanges with the PCT Legal Division, e.g. regarding legal</p>	

	enquiries. Furthermore, we have a very strong bilateral technical cooperation within the framework of the MoU signed between the Heads of the EPO and WIPO.	
113	As in previous years, the DPMA is extremely grateful for the friendly and reliable support by PCT international cooperation. The exchange is rapid and highly professional. We are looking forward to continuing this successful cooperation in future.	
141	During the period under the survey, there was not much activity due to the covid 19 pandemic.	
62	ePCT 웹사이트에서 PUSH 서비스를 지원해주었으면 합니다.	I hope the ePCT web service (ePCT helpdesk ?) supports PUSH service (Push notification ?).
48	Nous ne sommes pas encore familiarisés avec ePCT, eSearchCopy, et PCT-EDI.	We are not yet familiar with ePCT, eSearchCopy, and PCT-EDI.
53	INAPI está sumamente satisfecho con el uso de ePCT y ve con mucho interés sus desarrollos futuros. Agradecemos el apoyo de OMPI en la difusión de este sistema, sobretodo en la elaboración de la guía de uso de ePCT. Igualmente creemos que se podrían hacer mayores esfuerzos por facilitar la utilización de la plataforma a gente con pocos conocimientos técnicos (informáticos), ya que vemos que para algunas personas hay una barrera y brecha grande al momento de utilizarla.	INAPI is extremely satisfied with the use of ePCT and looks forward to its future developments. We appreciate the support of WIPO in the dissemination of this system, especially in the preparation of the ePCT user guide. We also believe that greater efforts could be made to facilitate the use of the platform for people with little technical (computer) knowledge, since we see that for some people there is a barrier and a large gap when using it.
83	La tecnología es una herramienta necesaria e importante en la actualidad. El tener acceso a internet y que toda la información y el portal del ePCT esté en esta vía, no nos sentimos limitados por la distancia de los funcionarios de la OMPI y sabemos que siempre nos van a dar soporte necesario.	Technology is a necessary and important tool today. Having access to the Internet and having all the information and the ePCT portal available via this channel, we do not feel limited by the distance of WIPO staff and we know that they will always give us the necessary support.
89	The EPO and WIPO are working very closely on ensuring that their respective PCT tools run as smoothly as possible, both from the user perspective and in their interactions. We look forward for a pursuit of this close cooperation. However, we do have a suggestion to improve ePCT with regard to the SISA capacity, namely to create the SISA capacity within ePCT. As SIS Authority we encounter some problems to provide the IB with the SISRs. Having the possibility in ePCT to choose the SISA as authority will permit a better transmitting of the SISRs to the IB.	
103	Design of the website makes it difficult to navigate.	
140	We continue to explore ePCT for RO functionality and using PCT-APIs to replace PCT-EDI as our transmission method. We also maintain our interest in way forward for a payment feature through ePCT. Regarding ePCT RO Functionality, we have been testing this in	

	DEMO mode and providing feedback to WIPO. WIPO ICT staff have been extremely helpful and are always prompt in responding to our feedback and questions. The RO functionality whilst available and practical, unfortunately doesn't fulfill all requirements and a number of gaps have been identified. We encourage WIPO to seek further feedback from those Offices that use ePCT RO functionality to further improve the system capability.	
150	We are grateful for all the assistance that WIPO has rendered by making available tools for Offices' use. The officers in the ePCT, PCT Legal, PCT Finance and PCT Guides teams have been professional and helpful in addressing our queries. We have some suggestions relating to ePCT for WIPO's consideration: 1) While ePCT has incorporated warning message to guide applicant in filing RO101, more of such logic could be incorporated to guide applicant during filing of RO101 if certain requirements are not met (eg: signature not provided or no indication of address), 2) To consider allowing Offices which are ready to go fully electronic to transact with applicant fully using electronic means. This allow applicants to transact with the Offices and International Bureau via ePCT without the need for physical notification. 3) We note that our Office has received search packages despite not having any confirmation that search fee has been paid. To ensure that our Office will only processed the search package when the search fee has been paid, we hope the necessary configuration could be made.	
53	No utilizamos PCT-EDI y no nos aplica lo relativo a la disponibilidad de los DVD.	We do not use PCT-EDI and the availability of DVDs does not apply to us.
72	No hemos realizado el uso de PCT-EDI ni de los DVD.	We have not made use of PCT-EDI or DVDs.
81	Роспатент не получает рассылку на DVD дисках в соответствии с правилом 87/ст.20.	Rospatent does not receive the DVDs according to Rule 87 and Article 20.
94	パテントスコープの冒頭で要求される、ロボットアクセス対策の画像認証が少々煩雑に感じます。	We find the captcha verification against robot access a bit complicated, at the beginning of PATENTSCOPE.
110	Le fonctionnement du ePCT marche bien.	The functioning of the ePCT works well.
137	La Oficina ha seleccionado "muy bajo" porque no está la opción de "no sabe/no se aplica". Como Oficina designada, aún no hemos utilizado el servicio de ePCT para obtener documentos adicionales a los ofrecidos en PATENTSCOPE.	The Office has selected "very low" because there is no "does not know/does not apply" option. As a Designated Office, we have not yet used the ePCT service to obtain documents in addition to those offered in PATENTSCOPE.
53	Habilitamos la opción de pedir documentación de solicitudes de entradas anticipadas PCT por ePCT, pero aún no hemos necesitado utilizarla. Esto fue un avance que antes no estaba disponible, y que de hecho fuimos una de las Oficinas que lo sugerimos.	We enabled the option to request documentation of PCT early entry applications via ePCT, but we have not needed to use it yet. This was an improvement that was not available before, and in fact we were one of the Offices that suggested it.

110	Le travail avec les personnes responsables du processing team fonctionne très bien.	The work with the people responsible for the processing team is working very well.
137	La Oficina hasta el momento no ha solicitado el servicio prestado por el personal de operaciones del PCT, por lo que no podemos responder las preguntas anteriores para su evaluación. No esta disponible la opción de "no sabe/no se aplica".	The Office has not requested the service provided by the PCT Operations staff so far, so we cannot answer the above questions for your evaluation. The "don't know/doesn't apply" option is not available.
48	Concrètement , les questions n°3, 5, 6, 7, 8, 9, 10, 11, 12 et 13 ne s'appliquent pas encore étant donné qu'on n'a pas encore demandé de l'assistance	Concretely, questions n°3, 5, 6, 7, 8, 9, 10, 11, 12 and 13 do not apply yet since we have not yet requested assistance.
53	Tenemos una muy buena opinión del equipo de operaciones del PCT, sin embargo a veces notamos que dependiendo de la persona encargada son poco prácticos respecto de los requerimientos que hacen en la tramitación de una solicitud en específico tanto a la Oficina receptora como al solicitante/mandatario. A veces, creemos, se requiere aplicar más criterio, y no ser tan estrictos desde el punto de vista legal/formal para hacer más expedita la tramitación.	We have a very good opinion of the PCT Operations team, however sometimes we notice that depending on the person in charge they are not practical regarding the requirements they make in the processing of a specific application both to the receiving Office and to the applicant/agent. Sometimes, we believe, it is necessary to apply better judgement, and not be so strict from the legal/formal point of view to speed up the processing.
62	WIPO 재택근무 이후 업무상의 유선 연락 루트가 없음. 이에 대한 준비가 마련되었으면 좋겠음	There seems no landline business contact route since WIPO telecommuting. I think WIPO should come up with a plan for this.
89	PCT Operations are open to discuss practices. We all work towards the same goal and this is really appreciated: we all want to find solutions.	
140	IP Australia's interaction with Team 4 at WIPO is always positive. The back and forth communication is always friendly, clear, timely, helpful and efficient. We greatly appreciate the support provided by Team 4.	
89	As IPEA Authority we do examination of Demands for which the International Search Report is in another language than the EPO languages. For those Demands we need the translation of the written opinion as soon as possible. The PCT provision requires that such translation must be provided by the IB (Rule 62bis (b) PCT: The International Bureau shall transmit a copy of the translation to the International Preliminary Examining Authority within two months from the date of receipt of the request for translation, and shall at the same time transmit a copy to the applicant.). However it happens more often that we	

	receive the translation 3 or 4 months after the request for translation, which happens especially with Spanish written opinion.	
137	La Oficina hasta el momento no ha solicitado el servicio de traducción de documentos, solamente ha hecho uso del traductor en línea y de la documentación facilitada por la base de datos PATENTSCOPE. No podemos evaluar al personal que presta el servicio. No esta disponible la opción de "no sabe/no se aplica".	Until now, the Office has not requested the document translation service, it has only made use of the online translator and the documentation provided by the PATENTSCOPE database. We cannot evaluate the staff who provide the service. The "don't know/doesn't apply" option is not available.
48	Qu'entendez-vous par service de traduction? Dans "patentscope", nous utilisons la fonction "traduction automatique". Est-ce le sens de votre question?	What do you mean by translation service? In "PATENTSCOPE" we use the "automatic translation" function. Is this the meaning of your question?
66	Personnellement je ne l'ai jamais utilisé.	Personally, I have never used it.
74	Acceso al servicio de traducción o capacitación al respecto.	Access to the translation service or training in this regard.
89	We have noticed that the translation of forms into German is taking too long which, in turn, affects the implementation of changes at our Office (e.g. new provisions regarding sequence listings entering into force on 1 July 2022). Occasionally we have noticed that some users submit a corrected abstract upon entry into the European phase, as they seem to be unsatisfied with the translation performed by WIPO.	
113	The DPMA is very grateful and happy to use WIPO translate for enhancing availability of Asian documents at DPMA. The Cooperation with WIPO was extremely fruitful, friendly and professional.	
116	The IPOPHL is not using the WIPO translation as our Office only accepts applications filed in the English Language.	
73	Les traductions en français des documents ne sont pas toujours disponibles dans des délais raisonnables avant la réunion. Les traductions devraient systématiquement être mises en ligne au moins 15 jours avant.	French translations of documents are not always available in a reasonable time before the meeting. Translations should systematically be put online at least 15 days before.
81	Пожелание: Доступность документов для совещаний международных органов PCT также и на русском языке.	Request: availability of documents for meetings of PCT International Authorities in Russian language as well.
53	Dada la situación de pandemia experimentada, la mayoría de las	Given the pandemic situation experienced, most of the meetings have been online, which has

	<p>reuniones han sido online, lo que ha significado un esfuerzo importante para la Oficina Internacional como para los Estados miembros con diferencias horarias, agendas reducidas, etc. En tal sentido, valoramos mucho que se puedan seguir realizando estas reuniones y la plataforma que permite llevarla a cabo y esperamos que en un futuro puedan volverse a efectuar de manera normal. Por otro lado, consideramos importante que se siga trabajando con el objeto que los documentos que se discutan en las reuniones, sean proporcionados con la suficiente antelación de tiempo, para que puedan ser discutidos internamente por las delegaciones de manera adecuada.</p>	<p>meant a significant effort for the International Bureau as well as for the Member States with time differences, reduced agendas, etc. In this sense, we highly appreciate that these meetings can continue to be held and also the platform that allows them to be held, and we hope that in the future meetings can be held again as normal. On the other hand, we consider it important to continue working so that the documents discussed in the meetings are provided sufficiently in advance, so that they can be discussed internally by the delegations in an appropriate manner.</p>
66	Rien à signaler.	Nothing to report.
81	Пожелание: Доступность Циркуляров PCT также и на русском языке.	Request: availability of PCT circulars also in Russian language.
94	<p>バーチャルでの会合開催にあたっては、時差を十分に考慮した上で会合スケジュールを設定していただきたいと思います。また、どの会合においても、十分な期間的余裕をもって会合資料を提供いただくよう今後ともお願いいたします。</p>	<p>When we hold virtual meetings, we would appreciate it if the meeting schedules would fully reflect the time differences between participants. Furthermore, please kindly provide us the meeting materials well in advance for any kind of meetings, in the future.</p>
121	<p>Nous recevons souvent les documents à une date qui nous laisse peu de temps pour écrire les positions canadiennes. There are always a few documents that arrive just before the meeting. This causes significant stress as our office's response always requires multiple levels of approval.</p>	<p>We often receive the documents on a date that leaves us little time to write Canadian positions. There are always a few documents that arrive just before the meeting. This causes significant stress as our Office's response always requires multiple levels of approval.</p>
48	Dans les choix de satisfaction, le terme "sans objet" est mieux approprié que "ni satisfaisant " "ni insatisfaisant"	In the choices of satisfaction, the term "not applicable" is more appropriate than "neither satisfactory" "nor unsatisfactory".
62	<p>WIPO 에 한국 직원분들이 있어서, 직원분들의 전문성과 법률자문과 행정편의 소통이 원활한 점이 좋았습니다 다만 PCT 행정조직 관해서는, 회의 스케줄과 회의 안건 변경이 잦고, 안건이 회의 거의 다 되어서 올라오서 준비하기가 힘든 경우가 있었습니다. 따라서 회의 스케줄</p>	<p>I appreciated the professionalism of Korean staff at WIPO and also legal advices, administrative convenience and smooth communication. However, regarding the PCT administrative organization, meeting schedules and meeting agendas change frequently and there were cases, it was difficult to prepare for the meeting due to lack of time as the agenda came up at the last moment. Therefore, I hope that the meeting</p>

	<p>및 안건을 사전에 명확히 하고, 회의 전에 충분한 시간을 두고 안건을 검토할 시간이 주어지길 희망합니다.</p>	<p>schedule and agenda should be clarified in advance, allowing sufficient time before the meeting to review the agenda.</p>
66	<p>Je pense que la plateforme est complète et simple, nous rencontrons parfois des problèmes au niveau des réponses des déposant ou dans le traitement des irrégularités, mais on s'en sort généralement. Je vous remercie de vos efforts irréprochables.</p>	<p>I think the platform is complete and simple, we sometimes encounter problems with the responses of applicants or in the processing of irregularities, but we generally manage. Thank you for your impeccable efforts.</p>
73	<p>L"interprétation en français lors des comités pose problème. Les interprètes (malgré une expérience assez longue visiblement) ne connaissent pas le vocabulaire de base de la propriété industrielle et leur interprétation est souvent incompréhensible (bien que les déclarations soient le plus souvent fournies à l'avance). Cela rend le suivi des comités en français très difficile.</p>	<p>Interpretation into French during Committees is a problem. The interpreters (despite a fairly long experience obviously) do not know the basic vocabulary of industrial property and their interpretation is often incomprehensible (even if the declarations are most often provided in advance). This makes following up on committees in French very difficult.</p>
90	<p>Alert e-mail about newly submitted international application with particular country as Receiving office should be introduced in ePCT Portal. Currently we have to make regular checks manually.</p>	
103	<p>The Office has not been benefiting from trainings and seminars in the last two years.</p>	
125	<p>Mongolia is receiving Office and provide assistance in processing international applications under the PCT. As a receiving Office, we have not communicate a lot with PCT staffs, and however, we very satisfied PCT IT tools and online services.</p>	
141	<p>The Indian Patent Office highly appreciates the services provided by WIPO. The WIPO team has been very responsive to our needs. Thank you.</p>	