

C. PCT 1365

January 18, 2013

Madam,  
Sir,

*PCT Office Feedback Survey 2012*

This Circular is addressed to your Office in its capacity as a receiving Office, International Searching Authority, International Preliminary Examining Authority and/or designated or elected Office under the Patent Cooperation Treaty (PCT). It invites your Office to participate in the “PCT Office Feedback Survey 2012” regarding services provided to your Office by the International Bureau of the World Intellectual Property Organization (WIPO).

./ The “PCT Office Feedback Survey 2012” consists of an on-line questionnaire regarding a variety of PCT services provided by the International Bureau. Please find attached a paper copy of the questionnaire which will enable you to familiarize yourself with the procedure and the questions before starting to respond to the on-line version of the questionnaire.

The aim of the questionnaire is to assess your level of satisfaction with the PCT services provided by the International Bureau in 2012. The responses will be used to identify PCT services within the International Bureau in need of improvement as well as to develop performance indicators for the International Bureau’s PCT Program Performance Report to be submitted to WIPO’s Program and Budget Committee in 2013. It is the International Bureau’s intention to repeat the survey in a year’s time so as to monitor progress and identify further improvement priorities.

/...

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

*<http://www.wipo.int/pct/en/surveys/office-feedback-2012>*

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

It would be appreciated if the questionnaire could be completed and submitted no later than March 22, 2013.

You can access for reference the results of the PCT Office Feedback Survey 2011 which was conducted last year, at:

*[http://www.wipo.int/pct/en/activity/pct\\_office\\_survey\\_2011.pdf](http://www.wipo.int/pct/en/activity/pct_office_survey_2011.pdf)*

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

Yours sincerely,



James Pooley  
Deputy Director General

Enclosure:        Questionnaire

## PCT Office Feedback Survey 2012

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English

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

- PCT international cooperative activities
- PCT IT tools
- Organization of the meetings of PCT administrative bodies
- PCT international applications processing service
- PCT document availability
- PCT translation service.

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

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

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

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

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

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

**FURTHER INFORMATION:** Should you need further information or clarification, please contact us via e-mail: [peticd@wipo.int](mailto:peticd@wipo.int), indicating "2012 PCT Office Feedback" in the subject field.

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**PCT Office Feedback Survey 2012**

English

**Contact information**

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

**Please indicate your contact information**

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

2%

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## PCT Office Feedback Survey 2012

English

## PCT Cooperative Activities

1 Please rate your satisfaction with PCT cooperation activities such as training and seminars, legal assistance and technical (IT) cooperation:

## Overall:

Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable

Please rate your satisfaction with PCT training and seminars organized by, or co-organized by, the International Bureau:

Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable

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

Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable

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

Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable

2 Please provide your thoughts and suggestions regarding PCT training and seminars, legal assistance and technical (IT) cooperation:

**PCT cooperative activities (1 - 2)**

PCT IT tools (3 - 4)

Organization of PCT administrative bodies (5 -6)

PCT international applications processing service (7 - 8)

PCT document availability (9 - 10)

PCT translation service (11 - 12)

13%

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**PCT Office Feedback Survey 2012**

English

**PCT Cooperative Activities**

2a **Please specify the cause of dissatisfaction regarding PCT training and seminars, legal assistance and technical (IT) cooperation:**

**PCT cooperative activities (1 - 2)**  
PCT IT tools (3 - 4)  
Organization of PCT administrative bodies (5 -6)  
PCT international applications processing service (7 - 8)  
PCT document availability (9 - 10)  
PCT translation service (11 - 12)

15%

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## PCT Office Feedback Survey 2012

English

## PCT IT tools

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

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

**ePCT Applicant portal<sup>1</sup>:**  Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable

**ePCT Office portal<sup>1</sup>:**  Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable

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

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

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

**PADOS:**  Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable

**PATENTSCOPE web site<sup>2</sup>:**  Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable

**PATENTSCOPE web services<sup>3</sup>:**  Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable

<sup>1</sup>ePCT is an evolving WIPO service that provides secure electronic access to the files of international applications filed under the PCT as maintained by the International Bureau. Online requests for the processing of certain actions are also possible. To this point a portal is available for PCT applicants and a production pilot portal has been deployed for Offices (<http://pct.wipo.int/ePCT>).

<sup>2</sup>PATENTSCOPE Web site is a portal site to provide search service for free (<http://www.wipo.int/patentscope/en/data/products.html>)

<sup>3</sup>PATENTSCOPE Web service is an API facility for organizations to write corresponding software to access the PATENTSCOPE database (<http://www.wipo.int/patentscope/en/data/products.html>)

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

PCT cooperative activities (1 - 2)  
**PCT IT tools (3 - 4)**  
 Organization of PCT administrative bodies (5 -6)  
 PCT international applications processing service (7 - 8)  
 PCT document availability (9 - 10)  
 PCT translation service (11 - 12)

36%

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**PCT Office Feedback Survey 2012**

English

**PCT IT tools**

4a **Please specify the cause of dissatisfaction with PCT operational processing IT tools:**

- PCT cooperative activities (1 - 2)
- PCT IT tools (3 - 4)**
- Organization of PCT administrative bodies (5 -6)
- PCT international applications processing service (7 - 8)
- PCT document availability (9 - 10)
- PCT translation service (11 - 12)

39%

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**PCT Office Feedback Survey 2012**

English

**Organization of PCT administrative bodies**

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

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

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

PCT cooperative activities (1 - 2)  
 PCT IT tools (3 - 4)  
**Organization of PCT administrative bodies (5 -6)**  
 PCT international applications processing service (7 - 8)  
 PCT document availability (9 - 10)  
 PCT translation service (11 - 12)

50%

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**PCT Office Feedback Survey 2012**

English

**Organization of PCT administrative bodies**

6a **Please specify the cause of dissatisfaction with the organization of PCT administrative bodies:**

- PCT cooperative activities (1 - 2)
- PCT IT tools (3 - 4)
- Organization of PCT administrative bodies (5 -6)**
- PCT international applications processing service (7 - 8)
- PCT document availability (9 - 10)
- PCT translation service (11 - 12)

52%

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**PCT Office Feedback Survey 2012**

English

**PCT international applications processing service**

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

- Overall:**  Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable
- Facilities for contacting the processing team:**  Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable
- Availability of staff:**  Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable
- Timeliness of answering questions:**  Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable
- Quality of follow up:**  Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable
- Experience/expertise of staff:**  Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable

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

PCT cooperative activities (1 - 2) PCT IT tools (3 - 4) Organization of PCT administrative bodies (5 -6) <b>PCT international applications processing service (7 - 8)</b> PCT document availability (9 - 10) PCT translation service (11 - 12)
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67%

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**PCT Office Feedback Survey 2012**

English

**PCT international applications processing service**

8a **Please specify the cause of dissatisfaction regarding the PCT processing team service:**

- PCT cooperative activities (1 - 2)
- PCT IT tools (3 - 4)
- Organization of PCT administrative bodies (5 -6)
- PCT international applications processing service (7 - 8)**
- PCT document availability (9 - 10)
- PCT translation service (11 - 12)

69%

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## PCT Office Feedback Survey 2012

English

## PCT document availability

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

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

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

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

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

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

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

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

PCT cooperative activities (1 - 2)  
 PCT IT tools (3 - 4)  
 Organization of PCT administrative bodies (5 - 6)  
 PCT international applications processing service (7 - 8)  
**PCT document availability (9 - 10)**  
 PCT translation service (11 - 12)

84%

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**PCT Office Feedback Survey 2012**

English

**PCT document availability**

10a **Please specify the cause of dissatisfaction regarding PCT document availability from the International Bureau for international applications:**

- PCT cooperative activities (1 - 2)
- PCT IT tools (3 - 4)
- Organization of PCT administrative bodies (5 -6)
- PCT international applications processing service (7 - 8)
- PCT document availability (9 - 10)**
- PCT translation service (11 - 12)

86%

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## PCT Office Feedback Survey 2012

English

## PCT translation service

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

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

**Quality of translations:**  Totally satisfied  Highly satisfied  Satisfied  Partially satisfied  Dissatisfied  Not applicable

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

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

PCT cooperative activities (1 - 2)  
 PCT IT tools (3 - 4)  
 Organization of PCT administrative bodies (5 -6)  
 PCT international applications processing service (7 - 8)  
 PCT document availability (9 - 10)  
**PCT translation service (11 - 12)**

95%

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**PCT Office Feedback Survey 2012**

English

**PCT translation service**

12a **Please specify the cause of dissatisfaction regarding the PCT translation service:**

- PCT cooperative activities (1 - 2)
- PCT IT tools (3 - 4)
- Organization of PCT administrative bodies (5 -6)
- PCT international applications processing service (7 - 8)
- PCT document availability (9 - 10)
- PCT translation service (11 - 12)**

97%

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**PCT Office Feedback Survey 2012**

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English

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

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**Response Summary / Additional comments**

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**Office code:****Email contact:**

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**1. PCT cooperative activities:****Overall PCT cooperative activities satisfaction:****PCT training and seminar satisfaction:****PCT legal assistance satisfaction:****PCT technical (IT) cooperation satisfaction:****2. Cooperative activities comments:****2a. Cooperation activities cause for dissatisfaction:**

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**3. PCT IT tools:****Overall:****ePCT Applicant Portal:****ePCT Office Portal:****PCT-SAFE:****PCT-ROAD:****PCT-EDI:****PCT-COR:****PATENTSCOPE web site:****PATENTSCOPE web services:****4. PCT operational processing IT tools comments:****4a. PCT operational processing IT tools cause for dissatisfaction:**

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**5. PCT administrative bodies satisfaction:****Overall:****Assembly:****Working Group:****Meeting of International Authorities:****6. PCT administrative bodies comments:****6a. PCT administrative bodies cause for dissatisfaction:**

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**7. PCT processing team service satisfaction****Overall:****Contact facilities:****Staff availability:****Timeliness of answering questions:****Quality of follow up:****Expertise of staff:****8. PCT processing team comments:****8a. PCT processing team service cause for dissatisfaction:**

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**9. PCT document service satisfaction:**

**Overall:**

**Timeliness of document availability:**

**Accuracy of documents:**

**Timeliness of answering questions:**

**Ease of access via PATENTSCOPE:**

**PCT Rule 87 and Article 20 DVDs:**

**10. PCT document service comments:**

**10a. PCT document service cause for dissatisfaction:**

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**11. PCT translation service satisfaction:**

**Overall:**

**Quality of translations:**

**Timeliness of translations:**

**12. PCT translation service comments:**

**12a. PCT translation service cause for dissatisfaction:**

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**13 Please share any additional comments, information or requests:**

**THANK YOU**

Your feedback is important to the International Bureau of WIPO.

A PCT Office Feedback questionnaire from the World Intellectual Property Organization

