

C. PCT 1528

January 31, 2018

Madam,
Sir,

PCT Office Feedback Survey 2016 - 2017

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 2016 - 2017*” regarding services provided to your Office by the International Bureau of the World Intellectual Property Organization (WIPO).

./ The “*PCT Office Feedback Survey 2016 - 2017*” 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 2016 and 2017. 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 2018. It is the International Bureau’s intention to repeat the survey in two years’ 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-2016-2017>

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 16, 2018.

You can access for reference the results of the PCT Office Feedback Survey 2014 - 2015 which was conducted in 2016, at:

<http://www/pct/en/circulars/2016/1477.pdf>

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

Yours sincerely,



John Sandage
Deputy Director General

Enclosure: Questionnaire

PCT Office Feedback Survey 2016-2017

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 operations team 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: pctid@wipo.int, indicating "2016-2017 PCT Office Feedback" in the subject field.

PCT Office Feedback Survey 2016-2017

English

PCT Cooperative Activities

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

Overall:

Totally satisfied	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Not applicable
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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
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Please rate your satisfaction with PCT legal assistance provided by the International Bureau:

Totally satisfied	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Not applicable
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Please rate your satisfaction with PCT technical (IT) cooperation with the International Bureau:

Totally satisfied	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Not applicable
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Please rate your satisfaction with patent examination related assistance including training:

Totally satisfied	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Not applicable
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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)



PCT Office Feedback Survey 2016-2017

English

PCT Cooperative Activities - please complete this box if you have marked "dissatisfied" above

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

<p>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)</p>



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

PCT Office Feedback Survey 2016-2017

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
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ePCT Applicant portal¹:

Totally satisfied	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Not applicable
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ePCT Office portal¹:

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

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

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

Totally satisfied	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Not applicable
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PATENTSCOPE web site²:

Totally satisfied	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Not applicable
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PATENTSCOPE web services³:

Totally satisfied	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Not applicable
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¹ePCT 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>).

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

³PATENTSCOPE Web services 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, in particular:

- Are there any features which you would particularly like to be offered in the PCT operational IT tools provided for your direct use or for interfacing more effectively with your Office's national systems (where relevant, including IPAS)?
- Are there any aspects of PCT operational IT tools where you would find it beneficial for interfaces to be more closely aligned with those provided for equivalent aspects of integrated payment systems (in particular customer facing), or the Madrid or Hague systems?

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)



PCT Office Feedback Survey 2016-2017

English

PCT IT tools - please complete this box if you have marked "dissatisfied" above

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

<p>PCT cooperative activities (1 - 2)</p> <p>PCT IT tools (3 - 4)</p> <p>Organization of PCT administrative bodies (5 -6)</p> <p>PCT international applications processing service (7 - 8)</p> <p>PCT document availability (9 - 10)</p> <p>PCT translation service (11 - 12)</p>
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PCT Office Feedback Survey 2016-2017

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
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PCT Assembly:

Totally satisfied	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Not applicable
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PCT Working Group:

Totally satisfied	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Not applicable
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PCT Meeting of International Authorities:

Totally satisfied	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Not applicable
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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)



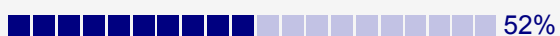
PCT Office Feedback Survey 2016-2017

English

Organization of PCT administrative bodies - complete this box if you marked "dissatisfied" above

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

<p>PCT cooperative activities (1 - 2)</p> <p>PCT IT tools (3 - 4)</p> <p>Organization of PCT administrative bodies (5 -6)</p> <p>PCT international applications processing service (7 - 8)</p> <p>PCT document availability (9 - 10)</p> <p>PCT translation service (11 - 12)</p>
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A PCT Office Feedback questionnaire from the [World Intellectual Property Organization](#)

PCT Office Feedback Survey 2016-2017

English

PCT operations team service

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

Overall:

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

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

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

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

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

Totally satisfied	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Not applicable
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8 Please provide your thoughts and suggestions regarding the PCT operations 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)



PCT Office Feedback Survey 2016-2017

English

PCT operations team service - please complete this box if you marked "dissatisfied" above

Please specify the cause of dissatisfaction regarding the PCT operations team service:

<p>PCT cooperative activities (1 - 2)</p> <p>PCT IT tools (3 - 4)</p> <p>Organization of PCT administrative bodies (5 -6)</p> <p>PCT international applications processing service (7 - 8)</p> <p>PCT document availability (9 - 10)</p> <p>PCT translation service (11 - 12)</p>
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PCT Office Feedback Survey 2016-2017

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
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Timeliness of document availability:

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

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

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

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

Totally satisfied	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Not applicable
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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)



PCT Office Feedback Survey 2016-2017

English

PCT document availability - please complete this box if you marked "dissatisfied" above

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

<p>PCT cooperative activities (1 - 2)</p> <p>PCT IT tools (3 - 4)</p> <p>Organization of PCT administrative bodies (5 -6)</p> <p>PCT international applications processing service (7 - 8)</p> <p>PCT document availability (9 - 10)</p> <p>PCT translation service (11 - 12)</p>
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PCT Office Feedback Survey 2016-2017

English

PCT translation service - please complete this box if you marked "dissatisfied" above

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

<p>PCT cooperative activities (1 - 2)</p> <p>PCT IT tools (3 - 4)</p> <p>Organization of PCT administrative bodies (5 -6)</p> <p>PCT international applications processing service (7 - 8)</p> <p>PCT document availability (9 - 10)</p> <p>PCT translation service (11 - 12)</p>
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Please share any additional comments, information or requests:

THANK YOU

Your feedback is important to the International Bureau of WIPO.

 100%

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