

C. PCT 1637

February 25, 2022

Madam,
Sir,

PCT Office Feedback Survey 2020-2021

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 2020-2021* regarding services provided to your Office by the International Bureau of the World Intellectual Property Organization (WIPO) in 2020 and 2021.

The aim of this survey is to assess your level of satisfaction with the PCT services provided by the International Bureau of WIPO over the last two years. 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 PCT Program Performance Report to be submitted to WIPO's Program and Budget Committee in 2022.

You are kindly invited to complete the on-line questionnaire, which is available in ten publication languages of the PCT; instructions as well as a copy of an editable version of the questionnaire are located on the first page of the survey, available on this web page: <https://surveys.wipo.int/s3/PCT-Office-Feedback-Survey-2020-2021>. You may use the editable version of the questionnaire to familiarize yourself with the subjects and questions or to receive inputs within your Office before starting to fill in the on-line questionnaire in one of the available languages.

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For reference, you can access the results of the *PCT Office Feedback Survey 2018-2019* that was conducted in 2020 at:

https://www.wipo.int/export/sites/www/pct/en/activity/pct_office_survey_2018_2019.pdf

It is the International Bureau's intention to relaunch the survey in two years' time so as to monitor progress and identify further improvement priorities.

Replies to this Circular, preferably by completing the questionnaire online or by returning an electronic copy, should be returned before April 4, 2022, by email to Ms. Christine Bonvallet, Director, PCT International Cooperation Division, Patents and Technology Sector at: pcticd@wipo.int. Please use the same email address for all questions related to this circular and the online questionnaire of the *PCT Office Feedback Survey 2020-2021*.

Yours sincerely,



Lisa Jorgenson
Deputy Director General
Patents and Technology Sector