



PCT Office Feedback Survey Report 2022-2023

December 2024

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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 the following PCT activities and services provided in 2022 and 2023 biennium:

- I. PCT international cooperation activities:
 - PCT trainings and seminars
 - PCT legal assistance
 - PCT technical (IT) cooperation
 - 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

The main objectives of this PCT Office Feedback Survey were to:

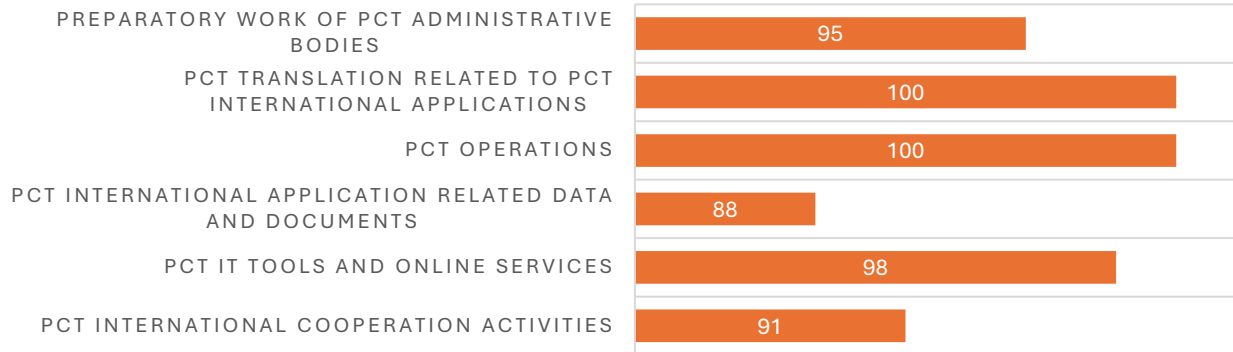
- Define two performance indicators of the PCT:
 - (1) Level of satisfaction of Offices and international Authorities with PCT-related cooperation activities, and
 - (2) Satisfaction of Offices with patent examination related activities.
- Assess PCT Member States' level of satisfaction with the PCT services provided by the International Bureau of WIPO during the 2022 and 2023 biennium,
- Identify PCT services and activities where respondents indicated that they would like improvements to be implemented.

In the **2022-2023**, out of **157** PCT Member States, **Fifty-five (55)** respondents completed the PCT Office Feedback Survey, three more countries than the previous PCT Office Survey.

All ten PCT publication languages were used to respond to the questionnaire, **54%** of the responses were received in English, **13%** in Spanish and **9%** in Russian.

All six PCT activities and services received high satisfaction ratings from IP Offices, with an average of **95%** ranging from **88%** to **100%**:

OVERALL LEVEL OF SATISFACTION

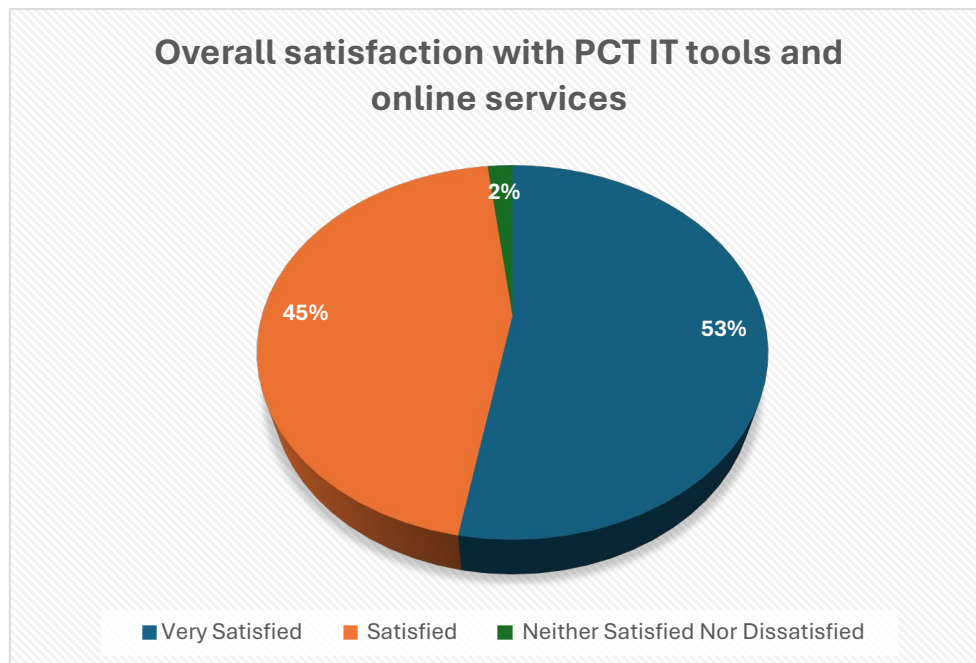


Overall, most of the Offices were very satisfied or satisfied with the following aspects:

- clarity and relevance of the information and assistance provided
- substantive expertise and politeness of the PCT staff
- accessibility, reliability and responsiveness of the PCT staff
- language skills

These positive results indicate a strong sense of satisfaction and approval with each of the PCT activities and services.

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



All the international authorities who responded to the questionnaire indicated that they were very satisfied with the organization of the meetings, on the other hand they renewed their requests, like in previous years, to make the documents available to them sufficiently in advance and in the right languages to be able to carry out internal consultations and make decisions before attending the meetings.

In general, the high level of satisfaction expressed by the respondents from **Fifty-five (55)** countries shows that the International Bureau continued to provide excellent services and support to IP Offices in the **2022-2023 biennium**:

Overall level of satisfaction by Offices in the last three surveys:

	2022-2023	2020-2021	2018-2019
PCT International Cooperation Activities	91%	100 %	95%
PCT IT Tools and Services	98%	98%	98%
PCT Data and Documents Availability	88%	98%	98%
PCT Operations Services	100%	94%	96%
PCT Translation Services	100%	100%	92%
PCT Administrative Bodies	95%	92%	89%
Average	95%	97%	94.7%

The survey results have shown that the majority of the 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.

Over the past **six (6)** years, the number of IP Offices responding to the questionnaire has remained stable (around one third of the total number of PCT members). To increase the number of respondents and the quality of their responses, the IB is investigating better ways to enhance the survey questionnaire by ensuring that the questions are clear, concise and easy to understand, avoiding any potential confusion or misinterpretation.

The next PCT Office Feedback Survey will be launched in the **first quarter of 2026**. Offices are encouraged to provide their feedback or submit their questions and suggestions, using the PCT International Cooperation Division generic mailbox pct.icd@wipo.int.

Introduction

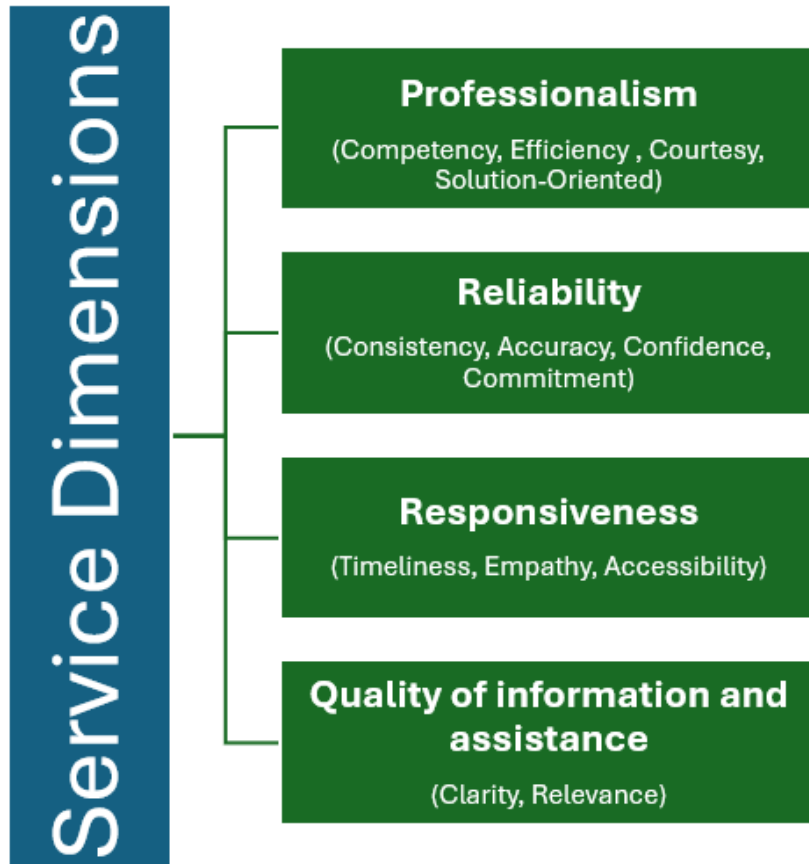
In April 2024, the PCT International Cooperation Division (PCTICD) conducted the **PCT Office Feedback Survey 2022-2023** to gather feedback and valuable insights into the experiences and perceptions of PCT Office users worldwide. The survey, administered through an online questionnaire, aimed to assess the level of satisfaction of IP Office users, the effectiveness and efficiency of PCT services provided by the International Bureau of the World Intellectual Property Organization (WIPO) in 2022-2023 biennium and to identify areas for improvement.

This report summarizes the findings of the PCT Office Feedback Survey 2022-2023, which covered the following six PCT activities and services:

- I. PCT international cooperation activities:
 - PCT trainings and seminars
 - PCT legal assistance
 - PCT technical (IT) cooperation
 - 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.

Methodology

The online questionnaire used for this 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 about Professionalism, Reliability, Responsiveness and Quality of information and Assistance as shown in the model below:



- The questionnaire was made available in **ten (10) PCT publication languages**. Respondents could complete the questionnaire online or by downloading an editable version from the WIPO website.
- IP Offices were requested to complete the survey only once by selecting their Office code at the beginning of the questionnaire.
- A triage method (**Yes/No question**) was used in the questionnaire to make sure that only IP Offices that have benefited from certain PCT services and activities respond to some questions. This did not prevent some Offices from responding even if they did not benefit from a given service or activity.

Survey Results

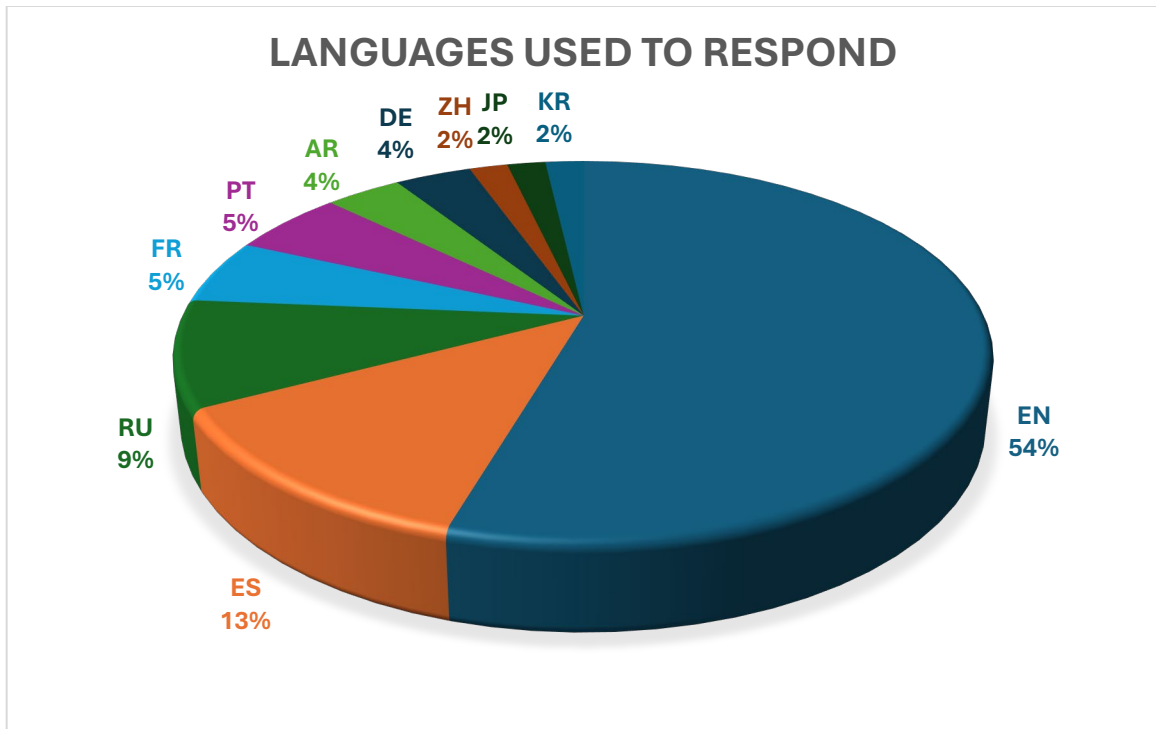
Participants

Fifty-five (55) national and regional IP Offices responded to the questionnaire: **twenty-nine (29)** Offices (over 53%) were from developing countries and **twenty-six (26)** Offices (47%) from developed countries.

89% of the responses were submitted on-line; only **eight (8)** responses among **Fifty-five (55)** were received by email.

Languages

The **Fifty-Five (55)** responses were provided in **ten (10)** languages, over half of them (**54%**) were received in English, **13%** in Spanish and **9%** in Russian:

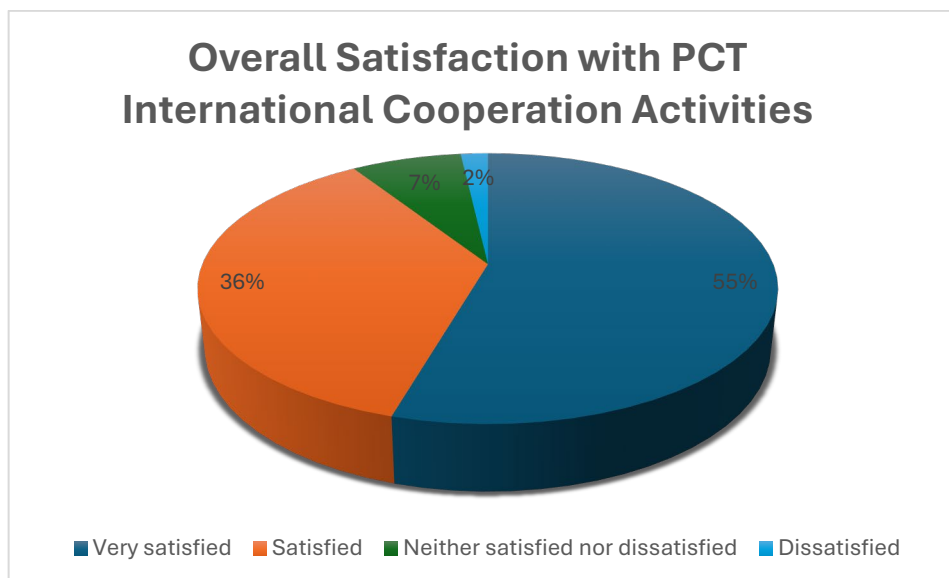


All PCT publication languages were used to respond to the PCT Office Feedback Survey 2022-2023. This is the first time that all ten PCT publication languages are used to fill in the questionnaire compared to previous surveys where a maximum of eight languages were used.

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?

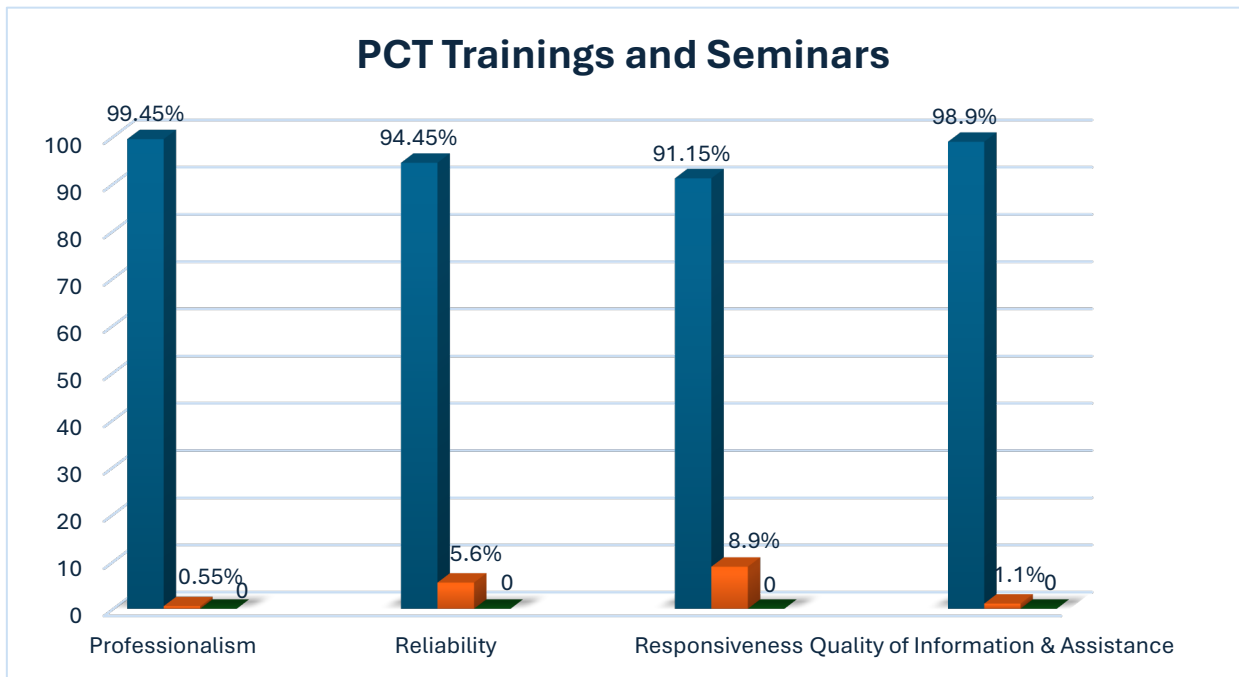
This question aimed to determine the overall level of satisfaction with PCT international cooperation activities. **91%** of IP Offices responding to the questionnaire indicated that they were **very satisfied** and **satisfied** with the PCT international cooperation activities:



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

82% of respondents (**45** Offices out of **55**) confirmed that they benefited from PCT trainings and seminars. As shown in the chart below:

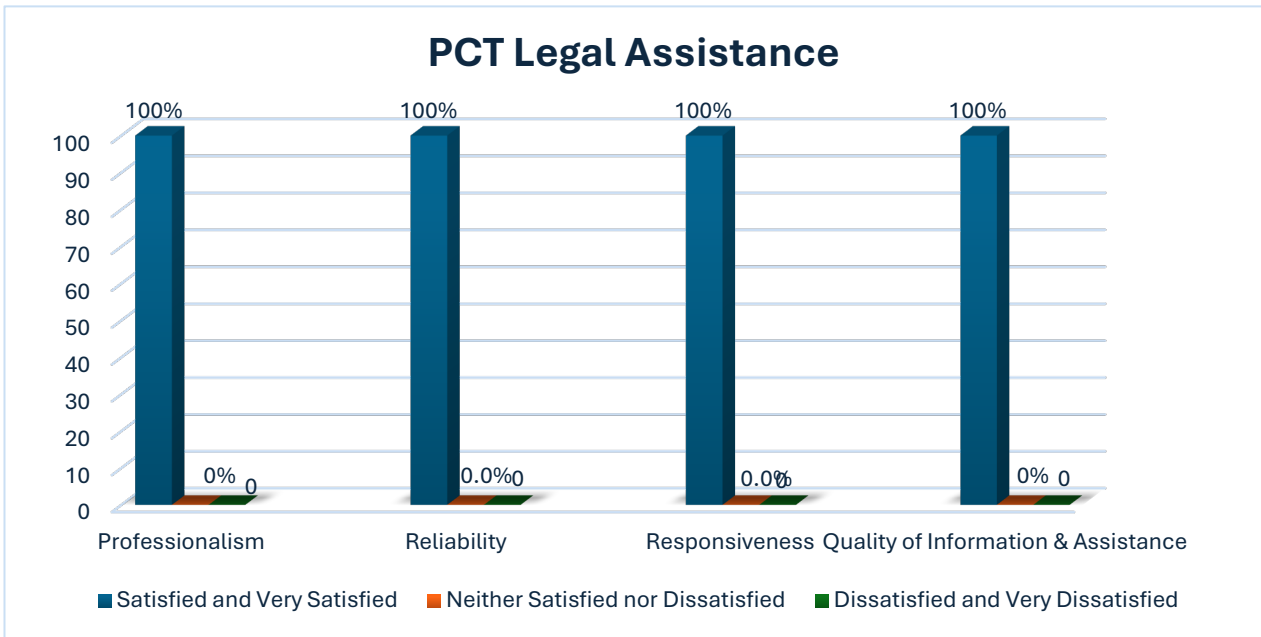
- Almost all respondents (**99.45%**) were **very satisfied and satisfied** with the professionalism of the speakers.
- In relation to responsiveness, around **90%** of the respondents indicated that they were very satisfied or satisfied with the provision of assistance within established time limit and less than **2%** expressed their dissatisfaction about how well their request related to PCT training or seminars was handled.



Some of the respondents, who expressed their dissatisfaction, stressed that they would like to receive more trainings on the PCT system (PCT regulations, examination, RO functions, etc.) and that the online events should not be organized either late evening or early morning their time (e.g. New Zealand). Detailed comments are available in the [Annex I](#) to this report.

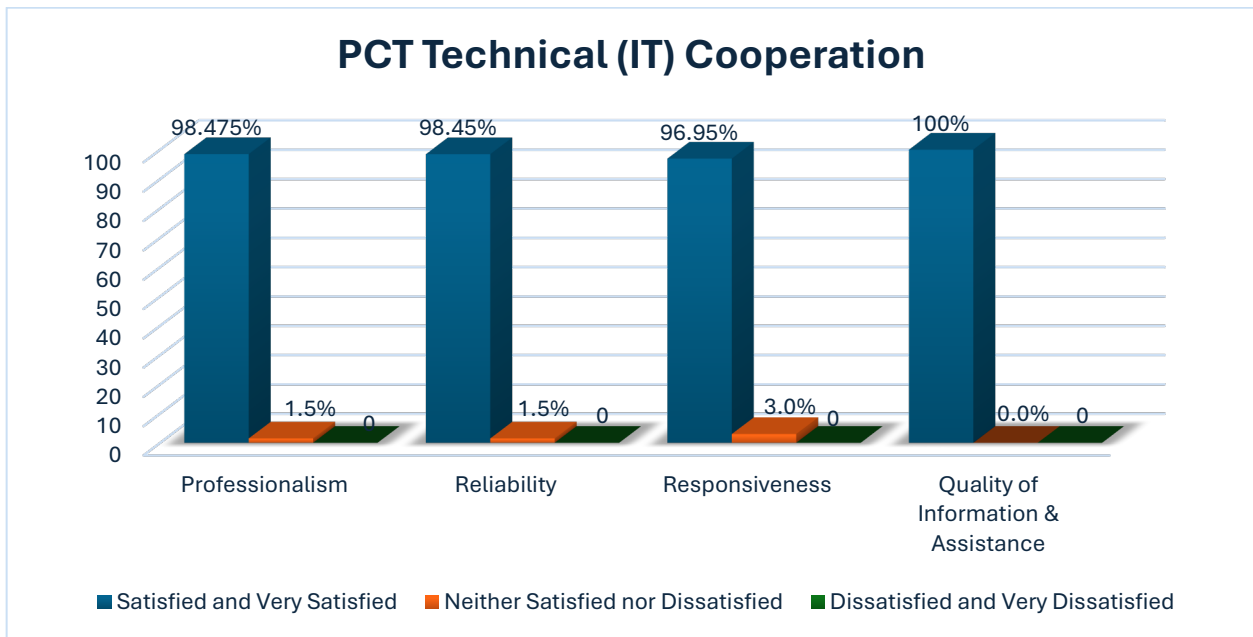
Question - How satisfied are you with the following aspects of PCT Legal Assistance?

54.5% of the respondents confirmed that they benefited from PCT Legal assistance activities. All the respondents (**100%**) indicated that they were **very satisfied** and **satisfied** with all aspects of PCT legal assistance:



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

Thirty-three (33) Offices out of Fifty-five (55) confirmed that they benefited from PCT technical (IT) cooperation activities. More than 98% of respondents rated all aspects of PCT technical (IT) cooperation as **very satisfied** and **satisfied**.



It should be noted that **100%** of respondents indicated they were **very satisfied** and **satisfied** with the following aspects:

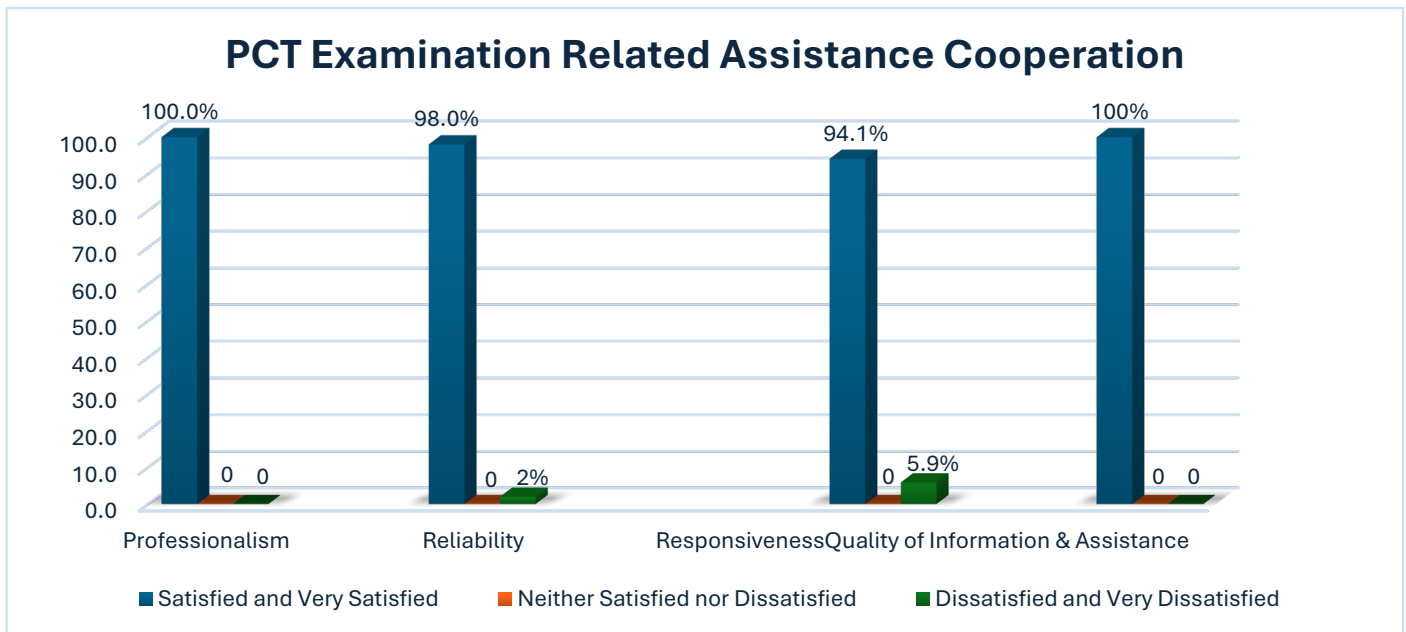
- Provision of assistance in an organized and streamlined way.

- Politeness and friendliness of PCT staff.
- Accuracy of information provided.
- Clarity of information provided.
- Relevance of information and assistance provided.

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

Among **Fifty-five (55)** respondents, **seventeen (17)** (about 31%) confirmed that they benefited from international cooperation on examination related assistance activities. **98%** of respondents rated all aspects of cooperation on patent examination activities as **very satisfied** and **satisfied**.

100% of respondents expressed their full satisfaction with the professionalism (e.g., substantive expertise on examination) and the quality of information and assistance provided (e.g., relevance and clarity of the information):

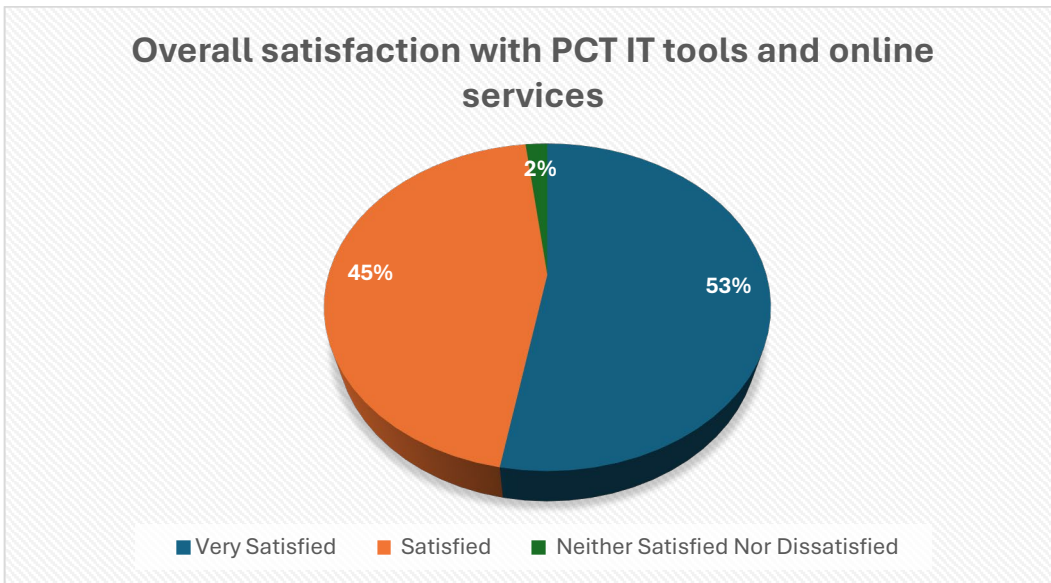


II. PCT IT Tools and Online Services

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

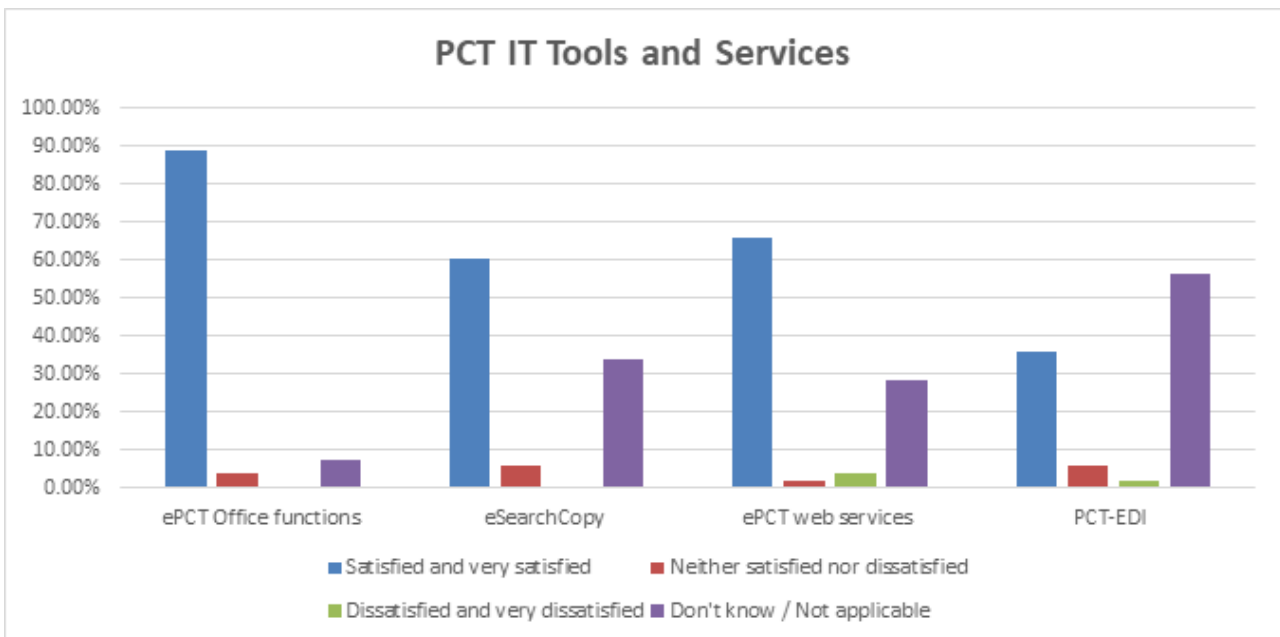
More than **96%** of the respondents confirmed that their IP Office is using at least one of the PCT IT tools and online services.

As 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. Overall, the level of satisfaction of Offices that benefited from ePCT Office functions was around **89%**:



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 2022 and 2023:

PCT IT tools and online services

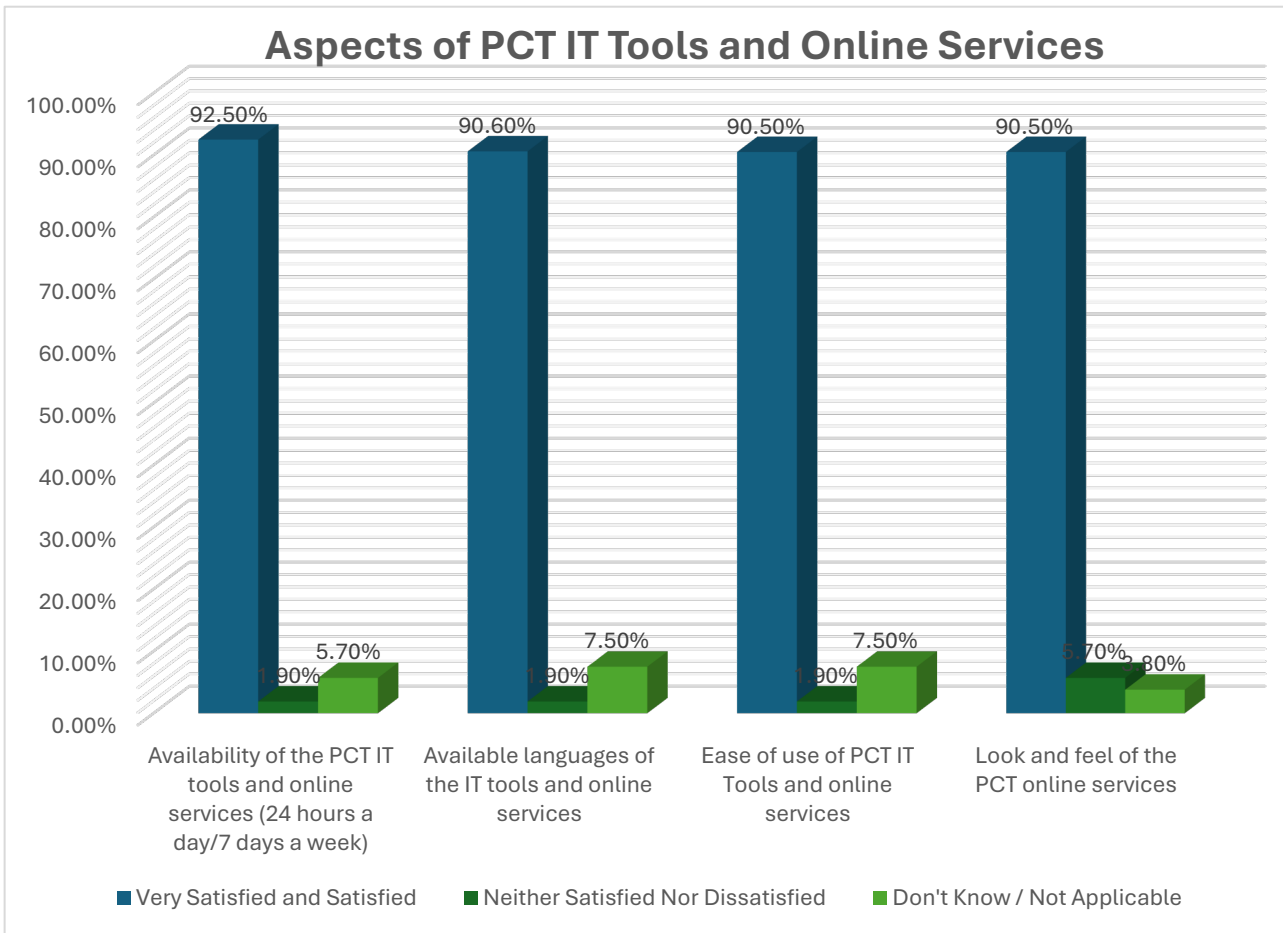
Tools / Services	Satisfied and very satisfied	Neither satisfied nor dissatisfied	Dissatisfied and very dissatisfied	Don't know / Not applicable
ePCT Office functions	88.7%	3.8%	0%	7.5%
eSearchCopy	60.4%	5.7%	0%	34%
ePCT web services	66%	1.9%	3.8%	28.3%
PCT-EDI	35.9%	5.7%	1.9%	56.6%

As shown in the table above, the values of “Don’t know / Not applicable” were particularly high for PCT-EDI (**more than 56%**), ePCT Web Services (**28%**) and eSearchCopy (**34%**). This could be explained by the fact that:

- These three tools are not visible to Office users (no user interface)
- or
- Respondents did not know whether their respective Offices were using such tools (e.g. around **34%** of respondents selected “Don’t Know or Not Applicable” for eSearchCopy even though it has already been deployed in all Offices.

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

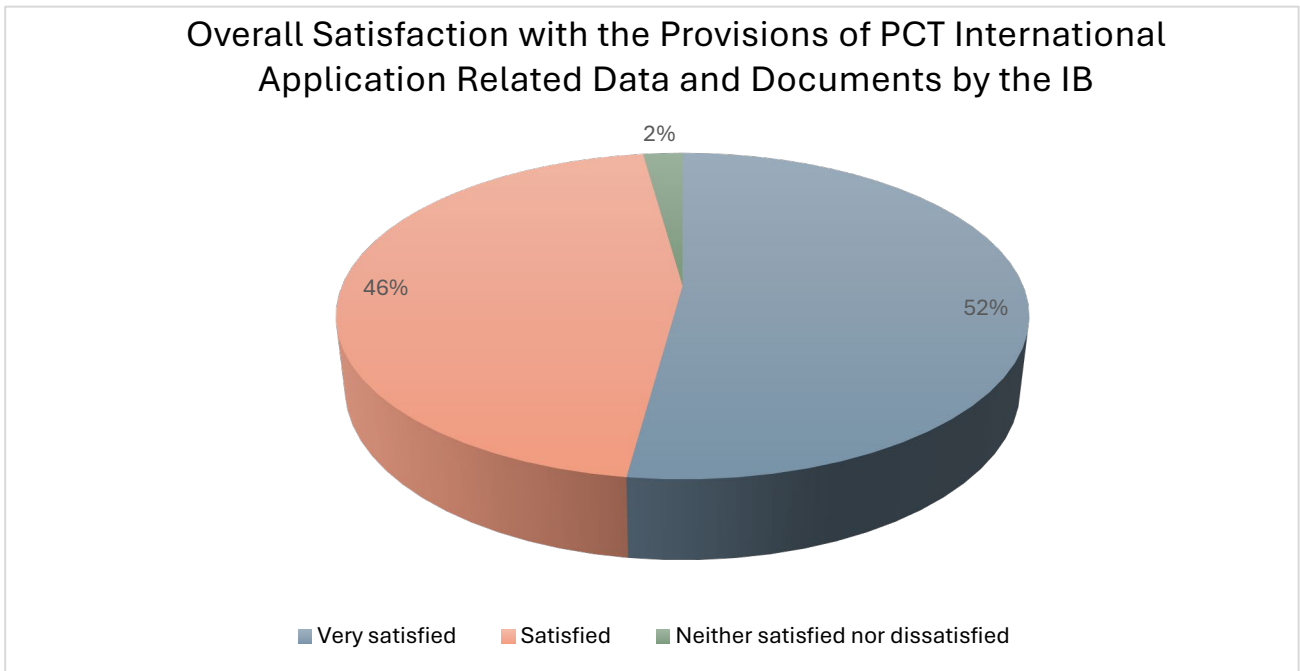
More than **92%** of the respondents were **satisfied and very satisfied** with the availability of PCT IT tools and online services, and around **91%** highly appreciated other aspects related to IT tools such as ease of use, look and feel, and available languages:



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?

Forty-six (46) IP Offices confirmed that their Offices exchanged PCT data and documents with the IB in 2022-2023. Ninety-Eight percent (**98%**) of them were **very satisfied and satisfied** with the provision of PCT international application related data and documents. Only **one** Office responded, *“Neither satisfied nor dissatisfied”*:



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

This level of satisfaction among the respondents remains unchanged over the last four years. More than **98%** of the Offices that are exchanging data and documents with the IB confirmed their satisfaction about the relevance, accuracy and clarity of data and documents provided by the IB.

However, as previously mentioned under PCT IT Tools, the underlying reasons for the high number of responses under 'Dissatisfied and very dissatisfied' for PCT-EDI or PCT eServices lies in the fact that a large number of Offices do not use the given services or have expressed dissatisfaction because the "Don't know/Not applicable" category was not available to rate this service:

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

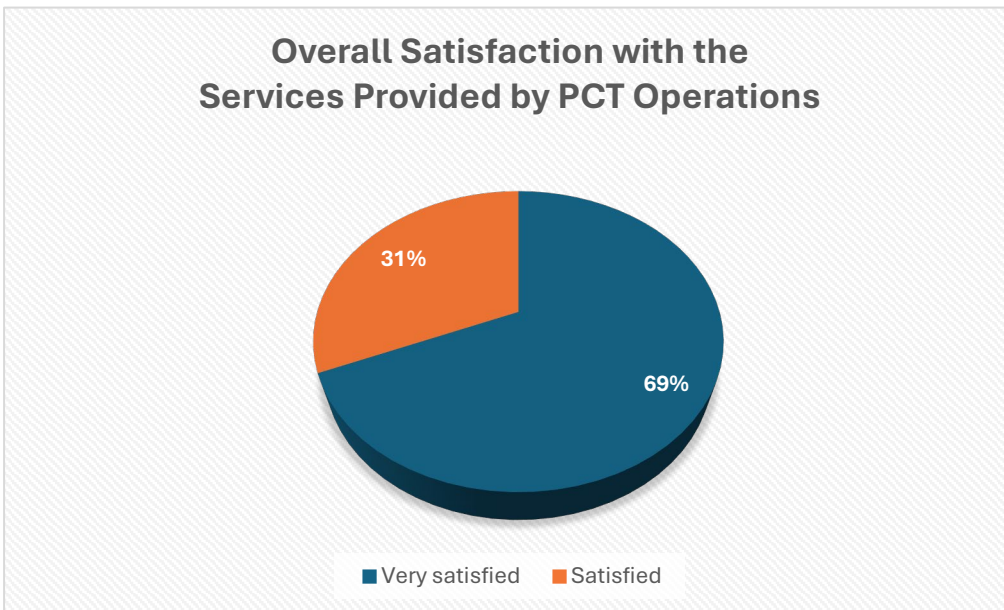
	Satisfied and very satisfied	Neither satisfied nor dissatisfied	Dissatisfied and very dissatisfied
Ease of access to PCT data and documents via ePCT application	86.90%	2.20%	10.90%
Ease of access to PCT data and documents via PCT-EDI	47.80%	4.30%	47.80%

Ease of access to PCT data and documents via ePCT web services	71.80%	2.20%	26.10%
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IV. PCT Operations Service

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

Thirty-five (35) IP Offices (64% of the respondents) confirmed that they benefited from services provided by PCT Operations and all of them (100%) were very satisfied and satisfied with the overall services provided by PCT Operations:



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?

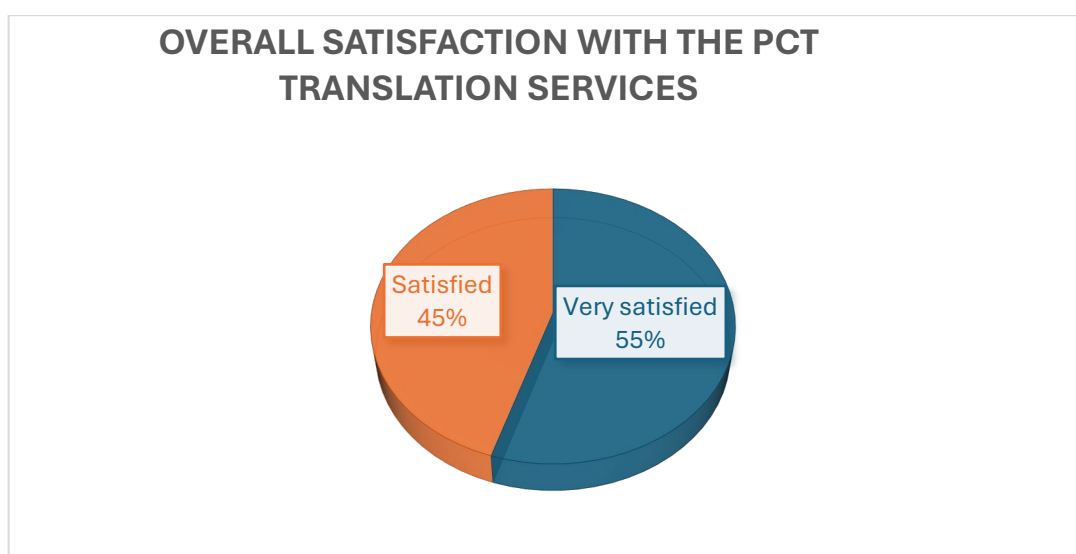
The majority of the respondents (between 97% and 100%) indicated that they were very satisfied and satisfied with the four service dimensions related to PCT Operations:

PCT Operations Services	Very satisfied and satisfied
Substantive expertise of PCT Operations staff	100%
Language skills of PCT Operations staff	97%
Provision of assistance in an organized and streamlined way	97%
Politeness and friendliness of PCT Operations staff	100%
Proactiveness in resolving your issue	94%

Accuracy and relevance of information provided	100%
Confidence in how well your request was handled	97%
Provision of assistance within established timeframe	94%
Efforts to understand your issue or request	97%
Clarity of information provided	97%
Relevance of information and assistance provided	100%
Accessibility of PCT Operations staff	97%

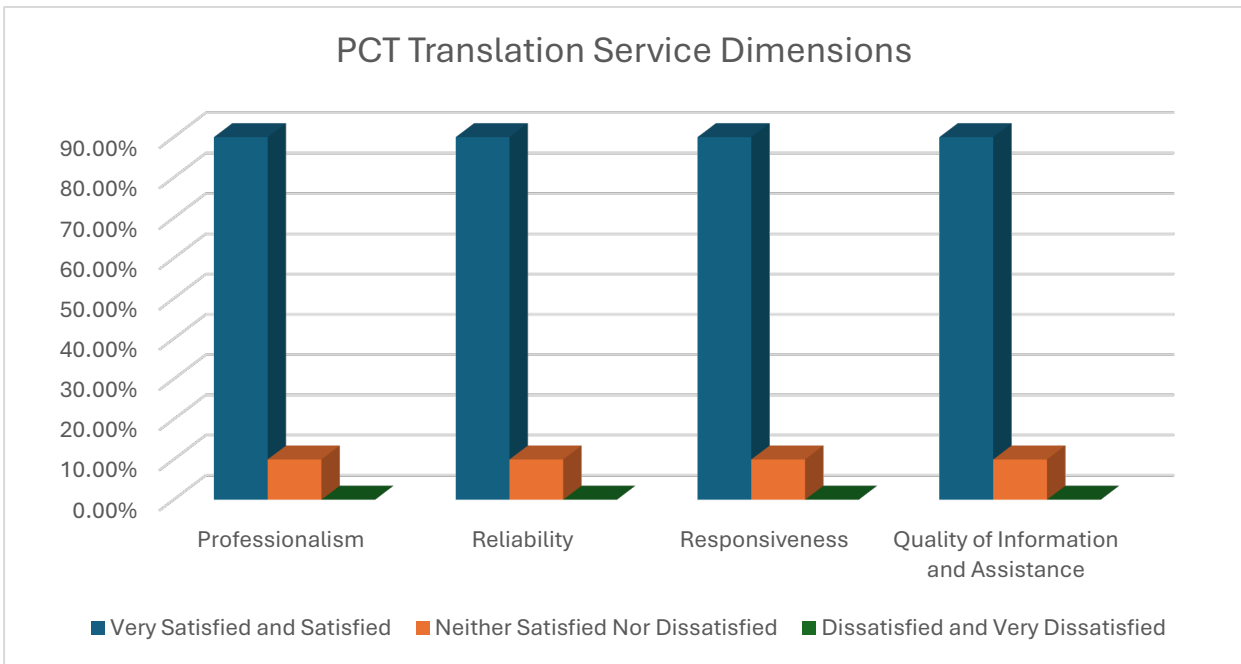
V. PCT Translation Service

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)?



Twenty (20) Offices out of **Fifty-five (55)** (**36%**) 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.

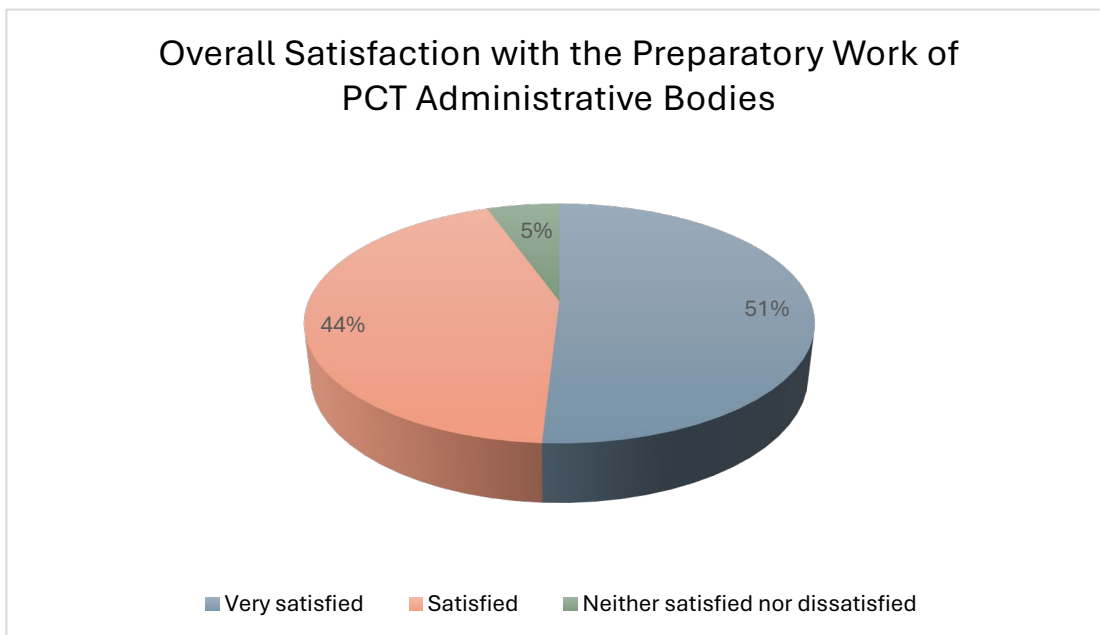
Question - In your contact(s) with WIPO PCT translation staff during the last 24 months, how satisfied are you with the following aspects of the translation service provided by the International Bureau?



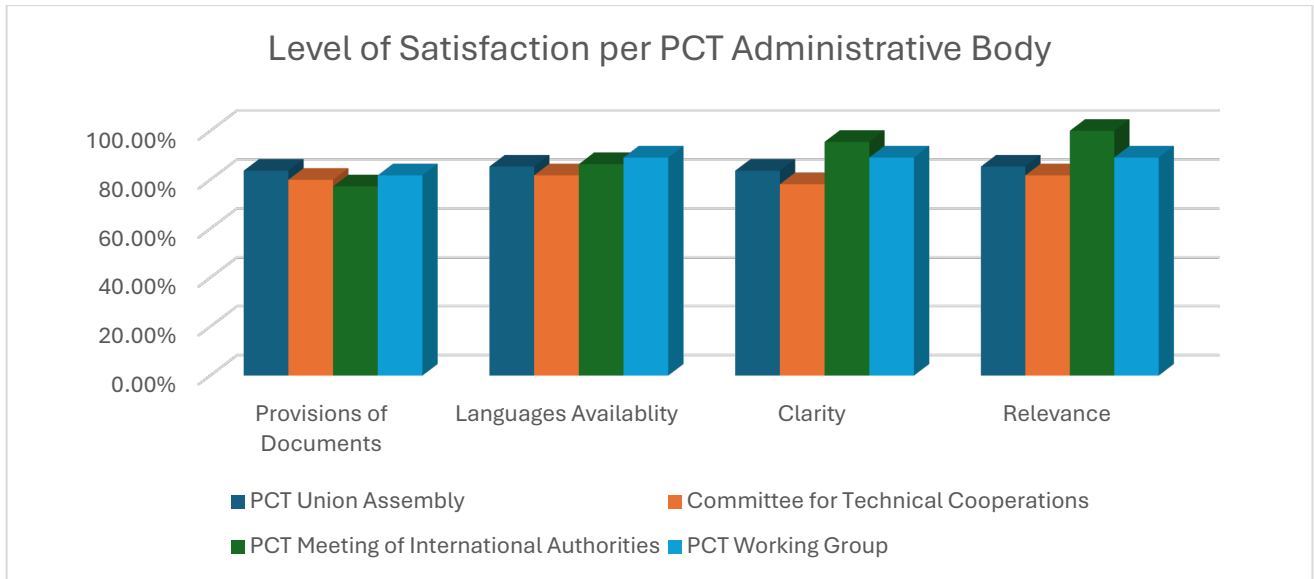
A consistent level of satisfaction (**90%**) across all service dimensions of the translation service provided by the international bureau. Only one IP Offices mentioned that they are Neither satisfied nor dissatisfied with the translation service.

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)?

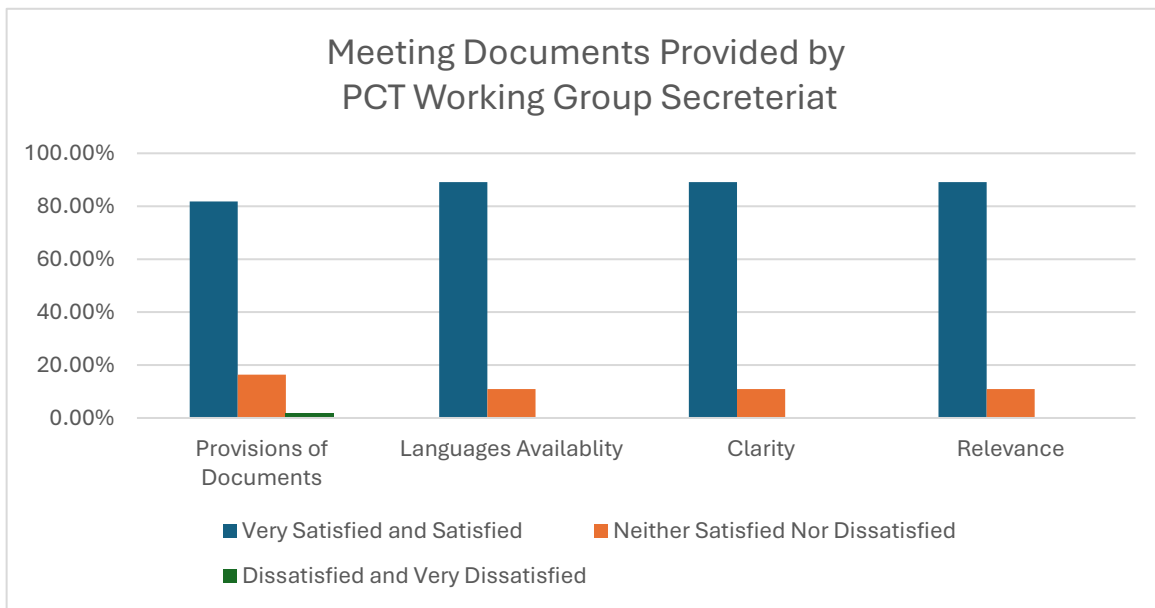


More than **95%** of the respondents (Fifty-two (52) IP Offices) were **very satisfied and satisfied** with the preparatory work of PCT administrative bodies. The remaining **5%** responded “*Neither satisfied nor dissatisfied*”.



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 the established timeframe.



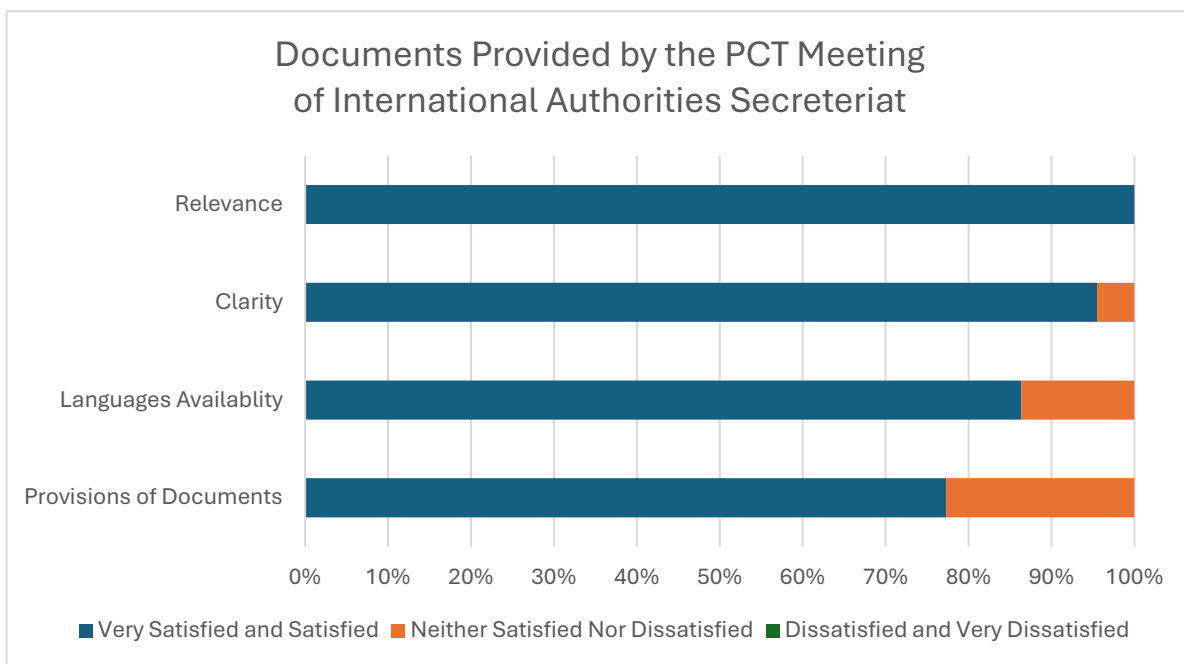
89% of the respondents were **satisfied and very satisfied** about the relevance and clarity of documents, but the question about provision of documents shows that only **82%** of Offices were satisfied with the provisions of documents on time and in the relevant languages. Only one Office

expressed its dissatisfaction about the availability of documents and requested whether working documents could be made available at least one month before the meeting as they need internal consultations (e.g. ministry) before communicating their position about amendments of PCT legal changes and any other important subject related to PCT.

Around **10%** of respondents indicated that they were **neither satisfied nor dissatisfied**.

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

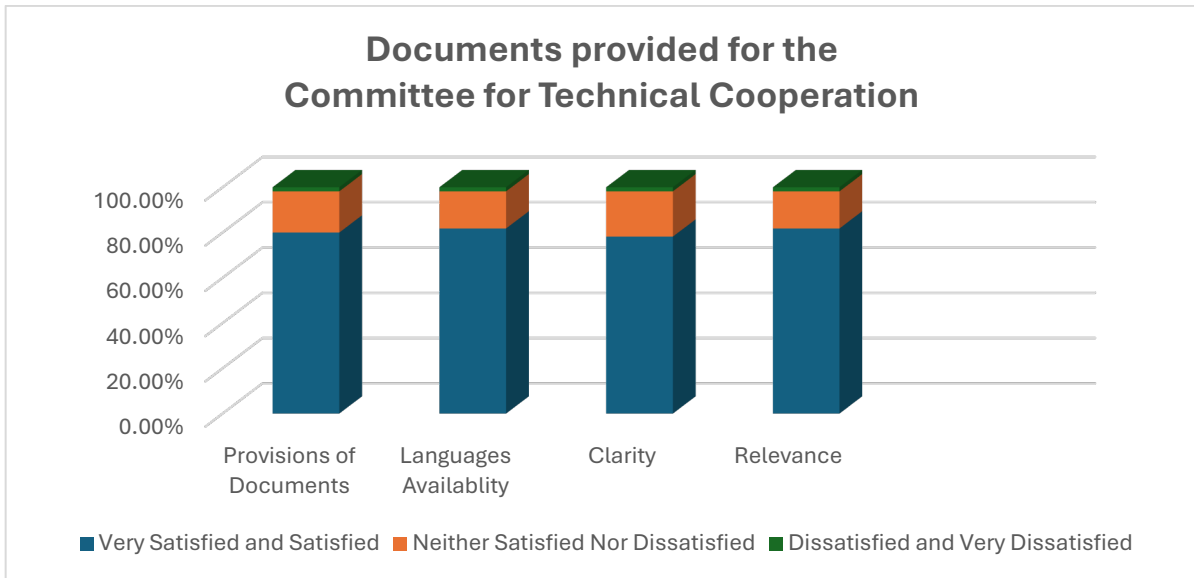
40% of the respondents (twenty-two (22) out of Fifty-five (55)) confirmed that their Office or organization is acting as an International Authority. All of them (**100%**) rated **very satisfied and satisfied** the relevance of meeting documents:



Similar to the results obtained for the PCT Working Group, only one Office would like to see meeting documents published on time and in the right language.

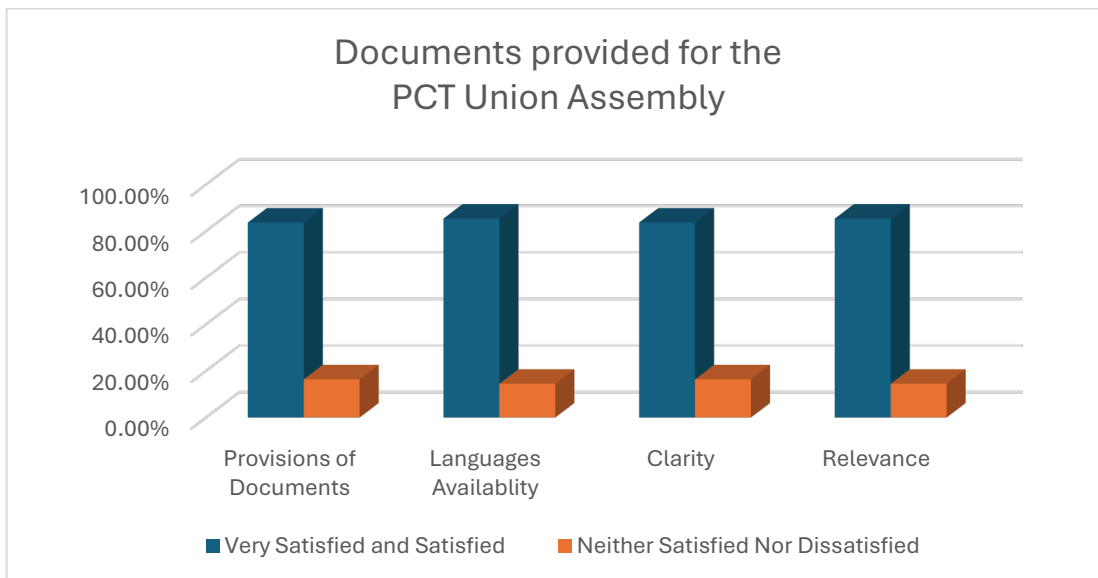
Question - How satisfied are you with the following aspects related to meeting documents provided for the Committee for Technical Cooperation?

More than **80%** of respondents highly appreciated the clarity of the Committee for Technical Cooperation (CTC) documents and **18%** 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?

Like 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.



Most of the respondents (around **85%**) are **satisfied** and **very satisfied** with the clarity and relevance of documents prepared for the PCT Union Assembly.

One Office commented that IB's efforts to ensure a smooth preparation and running of the meetings are greatly appreciated. It is, however, suggested to explore whether additional measures could be adopted to facilitate participants' timely preparation for the meetings, including for internal consultations on, and assessment of the proposals tabled at the meetings. This could include, for example, an earlier publication of the agenda and annotated agenda, and an earlier publication of the meeting documents, especially where the time available overlaps with a major holiday period. Any such measure would certainly lead to even more fruitful discussions at the meetings.

Relevant remarks and suggestions

The most relevant remarks and suggestions provided by respondents concern the following areas:

PCT International Cooperation activities

Some IP Offices would like to receive more trainings on PCT system and examination of amended claims.

PCT webinars are late evening or early morning for Asia-Pacific region.

This can make attending these sessions difficult at times.

PCT International cooperation activities are very satisfactory but technical clarifications are often required.

PCT IT Tools

One office mentioned that they would like to join ePCT but they are unable to switch systems due to payment problems. This has been discussed during technical meetings.

Another office mentioned that there is always room for improvements. Satisfactory information being provided by PCT when required.

We hope that the IB can ensure stable data exchange of the ePCT online service (M2M) and inform IP Offices about service interface updates in advance.

PCT Operations

We would appreciate WIPO's continued efforts in providing prompt responses that would facilitate smooth operations on Receiving Offices' end, for example, clarifications regarding Annex F.

The assistance was great and helpful. All our questions were answered, and we received assistance in solving any problems we encountered.

PCT Team 5 and 6 are always helpful in finding solutions and helping applicants.

We also have monthly procedural meetings which are very useful, not only to solve individual cases but also to discuss procedural improvements.

Comments or suggestions related to this PCT Survey

There are fields in the questionnaire that are mandatory even if they don't apply to us.

Survey questions are very elaborated for proper understanding.

See [Annex I](#) for the full list of comments made by Offices.

[End of Report]

Annex I – Comments made by Offices

The following lists is a compilation of all comments and suggestions provided by the respondents for the PCT Office Feedback Survey 2022 - 2023:

I. PCT international cooperation activities

Office ID	Original comment	Translation
113	Submissions of amended claims made to the Mexican IP Office (CADOPAT) do not receive any form of response. There is also no way proper way to submit said claims under a proper request form. An attempt was made to reach out to them via emails with no response to date.	
23	Hacer curso sobre el uso de la plataforma EPCT, en la región .	A course on using the ePCT platform in our region.
91	Nous souhaitons bénéficier de plus de formations sur le système PCT (règlement d'exécution du PCT, fonctions RO,...)	We would like to receive more training on the PCT system (PCT Regulations, RO functions, etc.).
113	Our Office would benefit greatly if other cooperations were in place to assist with the examination of amended claims.	
159	the only comment is that the PCT webinars are late evening or early morning New Zealand time. Thiis can make attending these sessions difficult at times.	
160	PCT International cooperation activities are very satisfactory whenever technical clarifications are required.	
184	لم يتلقى مكتبنا التدريب الكافي في مجال معالجة الطلبات عبر النظام ePCT الشبكي وتكنولوجيا المعلومات على المنصة الإلكترونية كما أنه لم يتلقى اي تدريب في مجال الفحص كذلك لم يتلقى اي تدريب وفق الإجراءات القانونية للمعاهدة ترجوا اخذ ذلك بنظر الاعتبار.	Our office has not received sufficient training in the processing of applications through the web system and information technology on the ePCT platform. We have not received any training in the field of examination or any training in accordance with the legal procedures of the Treaty... Please take this into account...
204	نرغب في التنسيق للمشاركة في الدورات التي تتيحها المنظمة بما يتعلق في أنظمة الفحص وما يخص أنشطة التعاون الدولي في إطار معاهدة التعاون بشأن البراءات التي سيتم إجرائها خلال عام 2024 في الدول العربية ليستفيد منها موظفي مكتب البراءات السوري، فقد كانت الدورة التدريبية التي أقيمت في جمهورية مصر العربية مفيدة جداً لمكتب البراءات السوري وخاصة المعلومات المقدمة من قبلكم وكامل المساعدة التي يقدمونها للمكتب في إتاحة أي تدريب يحتاجه أو الإجابة على تساؤلاتنا بشأن الطلبات التي يتم استقبالها إلكترونياً	We wish to coordinate with WIPO regarding our participation to the courses provided by the organization on the examination systems and on international cooperation activities under the Patent Cooperation Treaty to be conducted in 2024 in the Arab States so that the staff of the Syrian Patent Office can benefit from them. The training course held in the Arab Republic of Egypt was very useful for the Syrian Patent Office, in particular the information provided by you, and their full assistance to the Office in providing any training needed or answering our questions about applications received electronically.

II. PCT IT tools and online services

Office ID	Original comment	Translation
51	We would like to use ePCT. But are unable to switch due to payment problems. This has been discussed during technical meeting.	
192	(ePCT 웹서비스) 최근 잦은 서비스 장애로 문서 전송 실패 사례 다수발생 (PCT-EDI) 특정 시간대 문서 다운로드 속도 저하 현상	(ePCT web services) Recently, a number of document transmission failures occurred due to frequent service disruptions. (PCT-EDI) Document download speed decreases at certain times.
91	Nous n'utilisons pas ces services : eSearchCopy et Service d'échange de données informatisées (PCT-EDI)	We do not use these services: eSearchCopy and Electronic Data Interchange (PCT-EDI)
126	Always room for improvements!	
160	Satisfactory information being provided by PCT when required.	
177	CNIPA PCT国际流程相关业务依赖ePCT网络服务部署M2M服务、传输PCT申请及eSearchCopy相关业务文件，相关服务总体运行稳定。但是ePCT提供的M2M服务近几个月频出故障，导致传输效率下降，一定程度上影响了业务运行。希望国际局能够保障ePCT在线服务（M2M）的稳定数据交互，在有服务接口更新时提前告知国家局，并继续给予CNIPA在获取相关服务正常运转方面的大力支持。	CNIPA's PCT international procedure-related businesses rely on ePCT network services to deploy the M2M service, transmit PCT applications and eSearchCopy-related business files, and the operation of related services has been overall stable. However, the M2M service provided by ePCT has had frequent failures in recent months, resulting in a reduced transmission efficiency, which has affected business operations to a certain extent. We hope that the International Bureau can ensure stable data exchange of the ePCT online service (M2M), inform the National Office of service interface updates in advance, and continue to fully support CNIPA in receiving relevant services for normal operation.
184	هنالك بعض الأدوات التي لم يتم استخدامها او لا نعلم كيفية استخدامها	Some tools have not been used or we don't know how to use them.
192	(ePCT 웹서비스) 서비스 안정화 요청(잦은 전송 장애) (PCT-EDI) 다운로드 속도에 제한이 있다면 완화 요청	(ePCT web services) Recently, a number of document transmission failures occurred due to frequent service disruptions. (PCT-EDI) Document download speed decreases at certain times.

III. PCT data and documents availability

Provision of PCT international application related data and documents by the International Bureau (e.g. Patentscope, web services, Rule 87, Article 20, Data and documents delivered via PCT-EDI, etc.)

Office ID	Original comment	Translation
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Responses to any comments or suggestions regarding PCT international cooperation activities		
66	Nuestra utilizacion es Patentscope	We use Patentscope.

IV. PCT Operations Services

Office ID	Original comment	Translation
Responses to any comments or suggestions regarding PCT international cooperation activities		
167	We would appreciate WIPO's continued efforts in providing prompt responses that would facilitate smooth operations on Receiving Offices' end, for example, clarifications regarding Annex F.	
192	정정보본(corrected version) 처리시 어떤 서류에 대한 정정보본인지 여부를 확인할 수 있는 업무절차를 마련하면 좋을 것 같습니다.	It would be advisable to establish a work process which allows one, when processing a corrected version, to identify which document it pertains to.
204	المساعدة كانت كبيرة ومفيدة من قبل السيد علال الذي يجيب دوماً على كامل تساؤلاتنا ويقدم المساعدة الممكنة في حل أي مشكلة تصادفنا	The assistance provided by Mr. Allal was significant and helpful, and he always answers all our questions and helps us as much as possible to solve any problem we encounter.
205	PCT Team 5 and 6 are always helpful in finding solutions and helping applicants. We also have monthly procedural meetings which are very useful, not only to solve individual cases but also to discuss procedural improvements.	

V. PCT Translation Services

Office ID	Original comment	Translation
Responses to any comments or suggestions regarding PCT international cooperation activities		
35	The national phase applications are submitted directly to us in hard copies	
184	غالبا ما تكون الوثائق باللغة الإنكليزية ولا توجد ترجمة باللغة العربية خاصة في التعليقات على الوثائق	Documents are often written in English and their translation is not available in Arabic, especially comments on the documents.

VI. PCT Administrative Bodies

Office ID	Original comment	Translation
Explanation of selecting "Dissatisfied" or "Very dissatisfied" in one or more of the above-mentioned statements		

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159	With the need to consult others in our ministry, including our Minister, before taking a position on Regulation amendments, it would be helpful to have documents available at least a month before the meeting	
133	This question is not applicable. Institute for intellectual property of Bosnia and Herzegovina does not participate in the work of the Committee for Technical Cooperation.	
Responses to any comments or suggestions regarding PCT international cooperation activities		
66	Como oficina de Patentes no asistimos a dicha Asamblea, no podría responderle en cuanto a las consultas. Asumo que el nivel es alto por las capacidades que tiene la OMPI	As a patent office, we do not take part in this Assembly so I cannot give a response regarding the questions asked. I presume that the services provided are highly satisfactory given WIPO's competence.
67	Arabic translation of documents often has some clarity and accuracy issues.	
169	会合直前のお忙しい時期に、作業文書の概要を個別にご教示いただくなど様々なサポートをしていただき大変ありがとうございました。しかし、国内の承認プロセスにおいて、十分な時間を確保する必要があるため、今後とも会合資料を余裕をもって提供していただけますと幸いです。	Thank you very much for the various support you provided, such as explaining the overview of the working documents individually, when you had to be very busy just before the meeting. In order to ensure adequate time for the domestic approval process, however, we would appreciate it if you could provide the meeting materials well in advance going forward.
177	1. 为了能够更为充分的内部讨论和完成会议准备程序· 希望能够在会议召开20天前提供会议文件； 2. 想了解一下PCT国际单位会议是否有以六种联合国官方语言提供会议文件的考虑。	1. For a more thorough internal discussion and the meeting preparation process, we hope that meeting documents can be provided 20 days before the meeting; 2. we would like to know whether consideration is given to making meeting documents available in the six official languages of the United Nations for the Meeting of International Authorities Under the PCT.
205	The IB's efforts to ensure a smooth preparation and running of the meetings are greatly appreciated. It is, however, suggested to explore whether additional measures could be adopted to facilitate participants' timely preparation for the meetings, including for internal consultations on, and assessment of the proposals tabled at the meetings. This could include, for example, an earlier publication of the agenda and annotated agenda, and an earlier publication of the meeting documents, especially where the time available overlaps with a major holiday period. Any such measure would certainly lead to even more fruitful discussions at the meetings.	

General comments related to the PCT survey

Office ID	Original comment	Translation
35	We would appreciate a link to all ePCT training videos to enhance our knowledge.	
49	Tenemos una muy buena opinión del equipo de operaciones del PCT, sin embargo a	We have a high opinion of the PCT Operations team, but we notice

	<p>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. 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. También agradeceríamos tener con la suficiente antelación una calendarización de todas las reuniones PCT del año, incluyendo si será online o presencial, ya que eso ayudaría mucho a la planificación y gestión interna.</p>	<p>sometimes that depending on the person dealing with the processing of the application, the requirements asked of both the receiving Office and the applicant/agent are not very practical. We believe that a more judicious approach would be appropriate at times, with greater flexibility in terms of the legal/formal aspects, in order to speed up the processing. Furthermore, we feel that it is important to continue working towards the objective of providing the documents to be discussed in meetings sufficiently in advance so that the delegations have enough time to discuss them internally. We would also appreciate having the calendar of PCT meetings for the coming year sufficiently ahead of time, including information as to whether they will be online or in person, as this would be very helpful for internal planning and management.</p>
66	Existen campos a los que no aplicamos y son obligatorios.	There are fields that do not apply to us but are obligatory.
160	Survey questions are very elaborate for proper understanding.	
184	<p>يحتاج مكتبنا إلى تدريب مكثف بكافة الجوانب ضمن المعاهدة سوا كان في الربط الشبكي ومعالجة طلبات براءات الاختراع أو فحص البراءات خاصة ان العراق انضم حديثا إلى معاهدة التعاون بشأن البراءات ولم يتلقى الدعم الكافي</p>	<p>Our office needs intensive training in all aspects of the Treaty, including in networking, processing patent applications and patent examination, especially since Iraq has recently joined the Patent Cooperation Treaty (PCT) and no adequate support has been received.</p>

[End of Annex I]