

C. PCT 1597 April 21, 2020

Madam, Sir,

PCT Office Feedback Survey 2018 - 2019

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 2018 - 2019" regarding services provided to your Office by the International Bureau of the World Intellectual Property Organization (WIPO).

The "PCT Office Feedback Survey 2018 - 2019" consists of an on-line questionnaire regarding a variety of PCT services provided by the International Bureau of WIPO.

The Annex to this circular is a 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 of WIPO in 2018 and 2019. The responses will be used to identify PCT services within the International Bureau of WIPO 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 2020.

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

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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 addresses:

https://www3.wipo.int/opinio/s?s=17388 (for all languages except Arabic), https://www3.wipo.int/opinio/s?s=17503&lang=ar (for Arabic only).

For reference, you can access the results of the PCT Office Feedback Survey 2016 – 2017 that was conducted in 2018, at:

https://www.wipo.int/export/sites/www/pct/en/activity/pct_office_survey_2016_2017.pdf

Replies to this Circular (preferably online or by returning an electronic copy of the filled-in Annex attached to this Circular; an electronic copy of the Annex is available from the WIPO website at https://www.wipo.int/export/sites/www/pct/en/circulars/2020/1597.pdf) should be returned by May 29, 2020, by email to Mr. Ken-Ichiro Natsume, Senior Director, PCT Legal and International Affairs Department at: pcticd@wipo.int. For clarifications, please contact Mr. Allal Aloui, Head, PCT Technical Cooperation Section, at the same email address.

Yours sincerely,

John Sandage

Deputy Director General

Enclosure: Annex - PCT Office Satisfaction Survey 2020

Annex to Circular C. PCT 1597

PCT Office Satisfaction Survey 2020

The objective of this survey is to get feedback from IP Offices about PCT activities conducted in 2018 and 2019 in order to help the World Intellectual Property Organization (WIPO) to improve cooperation and service delivery regarding the following:

- I. PCT international cooperation activities;
- 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.

All replies will be treated confidentially. Any personal information provided by those responding to this questionnaire will only be used for the purpose of this survey.

Should you need further information or clarification, please contact us at pcticd@wipo.int, indicating "PCT Office Satisfaction Survey 2020" in the subject field.

I. PCT International Cooperation Activities

1.	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?

		Neither			Don't
Very		satisfied nor		Very	know/Not
satisfied	Satisfied	dissatisfied	Dissatisfied	dissatisfied	applicable

2. How satisfied are you with the following aspects of PCT trainings and seminars?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Substantive expertise of speakers						
Clarity of Presentation(s)						
Clarity of the course materials						
Relevance of the trainings/seminars to your activities						

3. How satisfied are you with the following aspects of PCT legal assistance?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Substantive expertise of PCT legal staff						
Language skills of PCT staff						
Provision of assistance in an organised and streamlined way						
Politeness and friendliness of PCT legal staff						
Pro-activeness in resolving your issue						
Accuracy of information provided						
Confidence in how well your request related to PCT legal assistance was handled						
Provision of assistance within established timeframe						
Efforts to understand your issue or request						
Accessibility of the relevant PCT legal staff						
Clarity of information provided						
Relevance of information and assistance provided						

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

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Substantive expertise of PCT technical cooperation staff						
Language skills of PCT technical cooperation staff						
Provision of assistance in an organised and streamlined way						
Politeness and friendliness of PCT staff						
Accuracy of information provided						
Confidence in how well your request related to PCT technical (IT) cooperation was handled						
Provision of assistance within established timeframe						
Accessibility of the relevant PCT technical cooperation staff						
Clarity of information provided						
Relevance of information and assistance provided						

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

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Substantive expertise of international cooperation on examination related assistance staff						
Language skills of international cooperation on examination related assistance staff						
Provision of assistance in an organised and streamlined way						
Politeness and friendliness of international cooperation on examination related assistance staff						
Consistency of assistance provided						
Accuracy of information provided						
Confidence in how well your request for international cooperation on examination related assistance was handled						
Provision of assistance within established timeframe						
Accessibility of the relevant international cooperation on examination related assistance staff						
Clarity of information provided						

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Relevance of information and assistance provided								
If you have selected "Dissatisfied" or "Very dissatisfied" in one or more of the above-mentioned statements, could you please explain?								
Please feel free to add activities.	l any commer	nts or sugges	tions regardin	g PCT intern	ational coop	eration		
II. PCT IT Tools a	and Online S	ervices						
6. Overall, how satisf eSearchCopy, ePC services, PCT-SAF	ied are you w CT web servic	rith PCT IT to						
		Neither atisfied nor lissatisfied □	Dissatisfied	Very dissatisf □	knov ied appl	on't w/Not icable □		
7. How satisfied are you with the following PCT IT tools and online services ?								
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable		
ePCT receiving Office functions								

ePCT International

Authority functions ePCT Designated

ePCT web services

PATENTSCOPE

Office functions

eSearchCopy

PCT-EDI

portal

		10	ige o			
PATENTSCOPE web services						
PCT-SAFE						
8. How satisfied are y	ou with the fo	ollowing aspe	ects of PCT IT	tools and o	nline service	es?
	Very satisfie		Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/No applicabl
Availability of the PCT tools and online service (24 hours a day/7 days week)	es _					
Available languages of the IT tools and online services						
Ease of use of PCT IT Tools and online service	ce \Box					
Look and feel of the Po	СТ					
If you have selected "E statements, could you Please feel free to add	please expla	in?				
services.	any commen	its of sugges	nions regardin	9 FC1 11 100		
III. PCT Data and9. Overall, how satisfi		•	ion of PCT int	ornational a	onlication ro	latod
data and docume				ornational a	spiication ie	iateu
		Neither atisfied nor dissatisfied □	Dissatisfied	Very dissatisfi □	knov ied appl	on't w/Not icable □

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

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable	
Accuracy of PCT data and documents							
Clarity of data and documents provided							
Relevance of data and documents to your needs							
Ease of access to PCT data and documents via ePCT application and/or web services							
Ease of access to data and documents via PCT-EDI							
Ease of access to data and documents via PATENTSCOPE and/or PATENTSCOPE web services							
Availability of Rule 87 / Article 20 DVD							
If you have selected "Dissatisfied" or "Very dissatisfied" in one or more of the above-mentioned statements, could you please explain?							
Please feel free to add any comments or suggestions regarding the provision of PCT international application related data and documents by the International Bureau.							

PCT Operations Service IV.

11. Overall, how satisfied are you with the services provided by PCT operations?							
Very satisfied Sa □		Neither atisfied nor lissatisfied □	Dissatisfied	Very dissatisf □	kno	on't w/Not icable □	
12. 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?							
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable	
Substantive expertise of PCT operations staff							
Language skills of PCT operations staff							
Provision of assistance in an organised and streamlined way							
Politeness and friendliness of PCT operations staff							
Proactiveness in resolving your issue							
Consistency of assistance provided							
Accuracy and relevance of information provided							
Confidence in how well your request was handled							
Making commitments and respecting them							
Provision of assistance within established timeframe							
Efforts to understand your issue or request							
Clarity of information provided							

Relevance of information and assistance provided						
Accessibility of PCT operations staff						
If you have selected "E statements, could you		•	tisfied" in one	or more of th	e above-men	tioned
Please feel free to add provided by PCT oper		nts or sugges	tions regardin	g your satisfa	action with the	service
V. PCT Translation13. Overall, how satisficinternational applicationinternational preliment	ied are you w ations (titles, inary examin	abstracts, int ation reports)	ernational sea	arch reports,	written opinio	ns and on't
Very satisfied Sat		atisfied nor dissatisfied	Dissatisfied	Very dissatisf		w/Not icable
					I	
14. In your contact(s) v you with the follow Bureau?			•		-	
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Substantive expertise of PCT translation staff						
Provision of the translation in an organized and streamlined way						
Politeness and						

friendliness of PCT

Consistency of the translation provided

translation staff

Accuracy of the translation provided							
Provision of translation within established timeframe							
Efforts to understand your issue or reques							
Clarity of the translation provided							
Relevance of the translation provided							
If you have selected "Dissatisfied" or "Very dissatisfied" in one or more of the above-mentioned statements, could you please explain? Please feel free to add any comments or suggestions regarding PCT translation service. VI. PCT Administrative Bodies 15. 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)?							
Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisf		,	Don't now/Not pplicable	
				1			
16. How satisfied are the PCT Working			spects relate	d to meeting	documents	provided by	
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable	
Provision of documents within established timeframe prior to the meeting							

Availability of documents in the relevant languages			
Clarity of the documents			
Relevance of the information provided in the documents to your needs			

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

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Provision of documents within established timeframe prior to the meeting						
Availability of documents in the relevant languages						
Clarity of the documents						
Relevance of the information provided in the documents to your needs						

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

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Provision of documents within established timeframe prior to the meeting						

Availability of documents in the relevant languages						
Clarity of the documents						
Relevance of the information provided in the documents to your needs						
19. How satisfied are you with the following aspects related to meeting documents provided for the PCT Union Assembly?						
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/Not applicable
Provision of documents within established timeframe prior to the meeting						
Availability of documents in the relevant languages						
Clarity of the documents						
Relevance of the information provided in the documents to your needs						
If you have selected statements, could y			ssatisfied" in d	one or more o	f the above-m	nentioned
Please feel free to a administrative bodie		ments or sugg	gestions regai	ding the prep	aratory work	of PCT

If you have any comments or suggestions related to this PCT survey in general, please share them below.
Contact Information
For follow-up purposes, please indicate below your office contact information.
Office code:
Email address (for the purpose of this survey):
Thank you for taking the time to complete this survey and for sharing your opinion with us.
Your feedback is very valuable.

[End of Annex and of Circular]