PCT Office Feedback Survey 2010

Report of results

INDEX

I. Introduction

Aiming to assess the level of satisfaction with the PCT services provided by the International Bureau during 2010, the PCT Office Feedback Survey 2010, hereafter "the Survey", was addressed to 147 Offices in their capacities as receiving Office, International Searching Authority, International Preliminary Examining Authority and/or designated or elected Office under the Patent Cooperation Treaty (PCT), inviting their participation in the Survey regarding services provided to Offices by the International Bureau[1].

The Survey consisted of an on-line questionnaire[2] in the 6 UN languages, regarding 6 areas of PCT services provided by the International Bureau:
- PCT international cooperative activities;
- Organization of the meetings of PCT administrative bodies;
- PCT IT tools;
- PCT international applications processing service;
- PCT document availability; and
- PCT translation service.

A copy of the entire questionnaire (PDF printable version, in English only) was furnished with the Survey to help Offices understand the questionnaire structure and facilitate internal coordination prior to an individual submitting the response.

The responses have been analyzed to assess the Office perception, in the form of satisfaction ratings, of PCT services and to provide valuable input for improving the services. It is intended that part of the Survey results is utilized as a performance indicator in the Program Performance Report for the next biennium 2012/2013. 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.

---

[1] C.PCT 1289

[2] The Opinio software hosted by the WIPO Information and Communication Technology Department's Internet Services Section was used to present the questionnaire on-line.

II. Summary

Overall, of a possible maximum 147 Offices, 65 responded to the Survey (more than 40% of the total). To provide a general summary, the responses to the "Overall satisfaction" question regarding each of the six areas are shown in the following table (the rating average excludes the "Not applicable" (N/A) responses):

Table 1

Overall satisfaction:	Totally (5)	Highly (4)	Satisfied (3)	Partially satisfied (2)	Dissatisfied (1)	N/A	Rating average
Cooperative activities	10	13	7	2	1	32	3.9
IT Tools	7	21	23	4	0	10	3.6
Meetings	12	24	18	5	1	5	3.7
Operations	11	27	22	1	0	4	3.8
Document availability	14	23	25	1	0	2	3.8
Translation	9	15	21	2	0	18	3.7

In all areas the "Overall satisfaction" rating averages are between "Satisfied" and "Highly satisfied". The general satisfaction in each of the six areas can also be assessed using the percentage of satisfied responses ("Totally satisfied", "Highly satisfied" and "Satisfied") from the entire set of responses:

Table 2

Service area	Satisfaction percentage (excluding N/A)	Satisfaction percentage (including N/A)
Cooperative activities	91	46
IT Tools	93	78
Meetings	90	83
Operations	98	92
Document availability	98	95
Translation	96	69

III. Respondents

The chart below shows the responding Offices by geographic region:
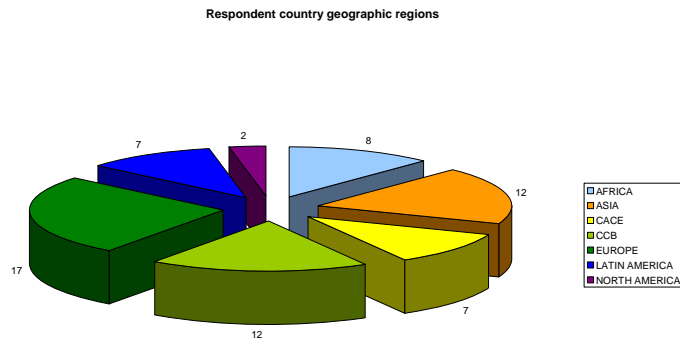
Respondent country geographic regions

Figure 1

The 65 respondents represent, globally, a broad distribution of Offices.

IV. 2010 results

The overall set of satisfaction results[3] is represented in the chart below:

All Satisfaction Questions
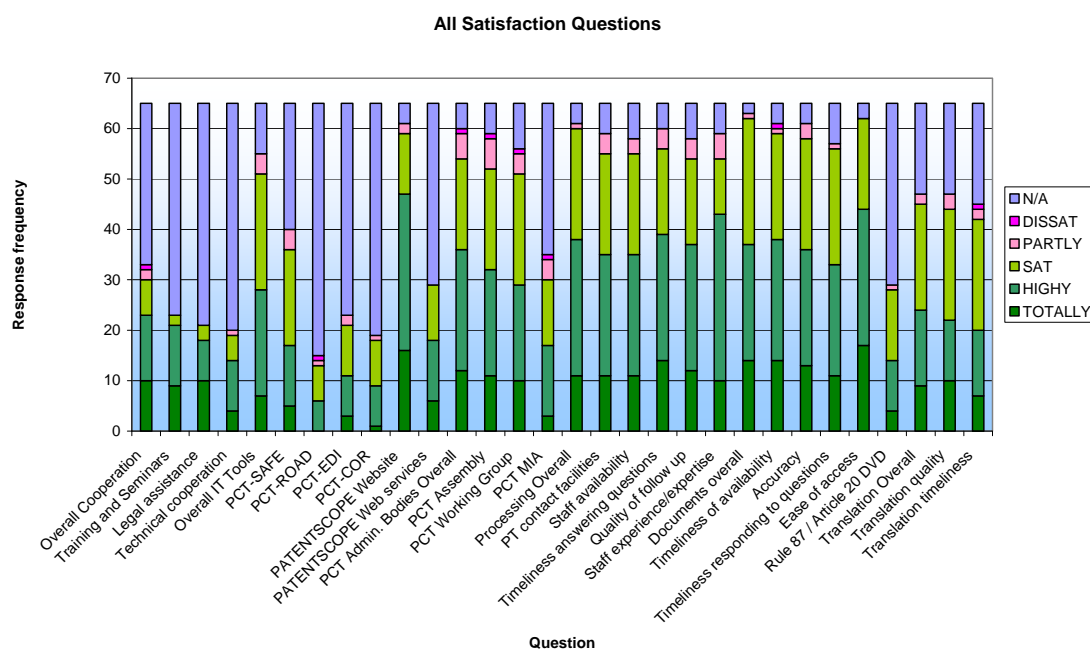
Figure 2

The chart shows that respondents gave services provided by the International Bureau mostly ratings of "Totally satisfied", "Highly satisfied" and "Satisfied", or "Not applicable"; there were few ratings of "Partially satisfied" or "Dissatisfied".

The following sections of this document review the results following the structure of the questions, organized by PCT service area. For each area of service within the PCT the levels of satisfaction are presented, the level of coverage/applicability and the descriptive comments are reviewed.

---

[3] A summary of the survey questions is provided as Annex I, and a review of the results considering geographic regions is presented in Annex II.

IV.(i)   PCT International Cooperation:

Questions

The following questions were asked relating to PCT international cooperation:

Table 3

Question No.	Question text
1	Has your office jointly undertaken any PCT cooperative activities with the International Bureau in the last year?
2	Does your office have a "PCT cooperative work program"?
3	Please rate your overall satisfaction with PCT cooperative activities undertaken with the International Bureau:
4	Please provide your thoughts and suggestions regarding PCT cooperative activities undertaken with the International Bureau:
4a	Please specify the cause of dissatisfaction regarding PCT cooperative activities:
5	Please provide your thoughts and suggestions regarding "PCT cooperative work programs" and plans of activities:
6	As part of PCT cooperative activities, has your office participated, with the International Bureau, in any PCT training and seminar activities in the last year?
7	As part of PCT cooperative activities, has your office consulted the International Bureau for PCT legal assistance (such as seeking advice as to how the implementation of the PCT system affects national practice, or how to respond to questions from applicants) in the last year?
8	As part of PCT cooperative activities, has your office participated, with the International Bureau, in PCT technical (IT) activities in the last year?
9	Please rate your overall satisfaction with PCT training and seminars jointly organized with the International Bureau:
10	Please provide your thoughts and suggestions regarding PCT training and seminars:
10a	Please specify the cause of dissatisfaction with PCT training and seminars:
11	Please rate your overall satisfaction with PCT legal assistance provided by the International Bureau:
12	Please provide your thoughts and suggestions regarding PCT legal assistance:
12a	Please indicate the cause of your dissatisfaction with PCT legal assistance provided by the International Bureau:
13	Please rate your overall satisfaction with PCT technical (IT) cooperation organized with the International Bureau:
14	Please provide your thoughts and suggestions regarding PCT technical (IT) cooperation:
14a	Please specify the cause of dissatisfaction with the PCT technical (IT) cooperation service:

Cooperation Participation

The questions also asked for feedback regarding the level of participation (or the perceived level of coverage) achieved in international cooperation.

Table 4

Question:	Offices (out of the 65)
Offices that responded that they had participated in cooperation activities	33
Offices that have a cooperation plan	11
Offices that responded that they had participated in Training and Seminars	23
Offices that responded that they had participated, in some Legal Assistance	21
Offices that responded that they had participated in IT cooperation activities	20

Satisfaction ratings

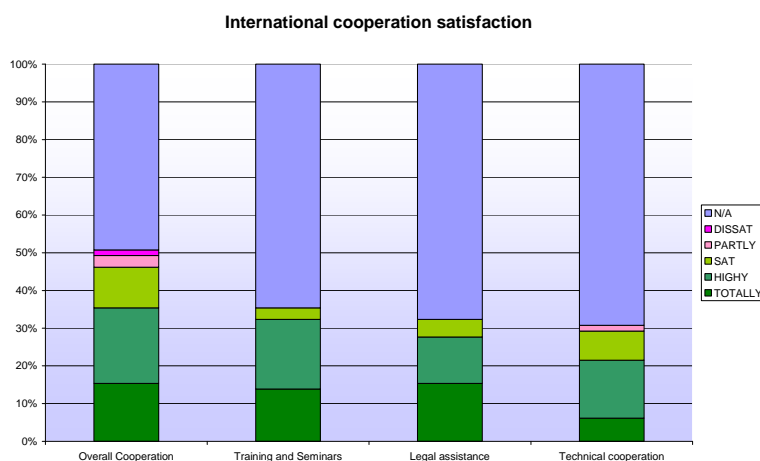The results, including the "Not applicable" responses, are shown on the following chart:

International cooperation satisfaction

Figure 3

The following chart shows the results with the "Not applicable" responses removed:

International cooperation satisfaction
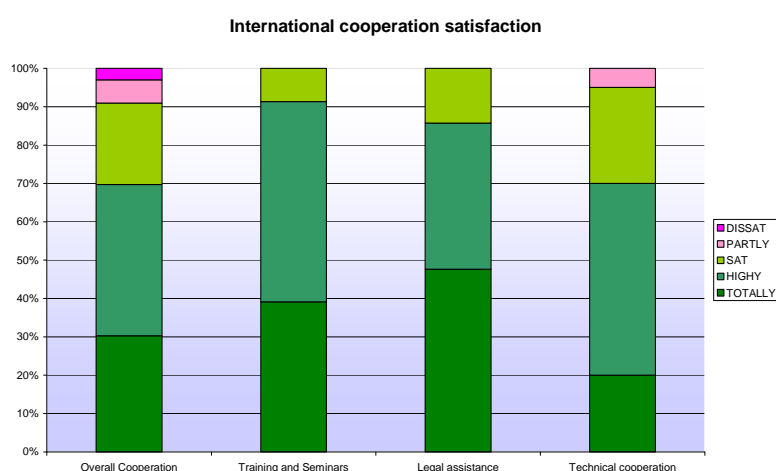
Figure 4

The responses to the satisfaction questions above show a good level of satisfaction (Figure 4). When considered with the numbers of "Not applicable" responses[4], it can be concluded that the coverage, in terms of cooperation activities, is limited to a subset of Offices, probably in the region of 30-40%.

The following table shows the PCT international cooperation response data:

---

[4] The questions were structured so that once the respondent has answered "No" to question 1 (joint undertaking of PCT Cooperative activities), the following questions (numbers 3-14) were not asked; this may have caused a higher N/A response rate for the satisfaction questions in the remainder of this section of the survey (i.e. even if the Office had contacted the International Bureau for legal assistance the question is not asked (and N/A is implied) once the response of "No" has been entered for question 1).

Table 5

Question	Overall Cooperation	Training and Seminars	Legal assistance	Technical cooperation
Totally satisfied	10	9	10	4
Highly satisfied	13	12	8	10
Satisfied	7	2	3	5
Partially satisfied	2	0	0	1
Dissatisfied	1	0	0	0
Not applicable	32	42	44	45
TOTAL RESPONSES	65	65	65	65
Not applicable percentage	49.2	64.6	67.7	69.2
Satisfaction rating (1-5)	3.9	4.3	4.3	3.9

Comments regarding "Dissatisfied" ratings

Weak participation at meetings regarding the PCT was given as a reason for the rating of "Dissatisfied".

PCT International cooperation comments

General comments and suggestions regarding PCT cooperative activities (question 4)

The comments received generally reflect a perception of a good level of cooperation; there were two specific suggestions, one asking that the International Bureau asks developing countries what they need, and the second suggesting that the International Bureau should provide an inter-office coordination service for the benefit of the entire intellectual property community.

Training and seminars comments (question 10)

There were a significant number of comments remarking on the high quality and positive nature of PCT training and seminar events, and from at least seven Offices requests for increases in the volume of training events (relating to training and seminars provided not only to Offices, but also to applicants, agents, etc.). The comments also indicated that the training and seminar events are particularly useful following changes to the PCT Regulations; there were also requests for an expanded curriculum prepared for training new Member States, especially with respect to 'step by step' procedures.

Legal assistance comments (question 12)

The comments regarding legal assistance can be split into two general themes; on the one hand, the Offices were grateful for a prompt and helpful level of assistance, and on the other, Offices would like there to be additional information available, or a simplification in the legal framework, to reduce the need for asking for assistance.

Technical (IT) cooperation (question 14)

Some developing country Offices, requested additional assistance in cooperating in the implementation of IT productivity tools, while other comments reflected good cooperation with the International Bureau.

IV.(ii)   IT tools

Questions

The following questions were asked relating to PCT operation IT tools:

<div align="right">Table 6</div>

Question No.	Question text
15	Please rate your satisfaction with the PCT operational processing IT tools:
	Overall:
	PCT-SAFE:
	PCT-ROAD:
	PCT-EDI:
	PCT-COR:
	PATENTSCOPE® web site:
	PATENTSCOPE® XML web services:
16	Please provide your thoughts and suggestions regarding PCT operational processing IT tools:
16a	Please specify the cause of dissatisfaction with PCT operational processing IT tools:

Satisfaction Ratings

The results, including the "Not applicable" responses, are shown on the following chart:
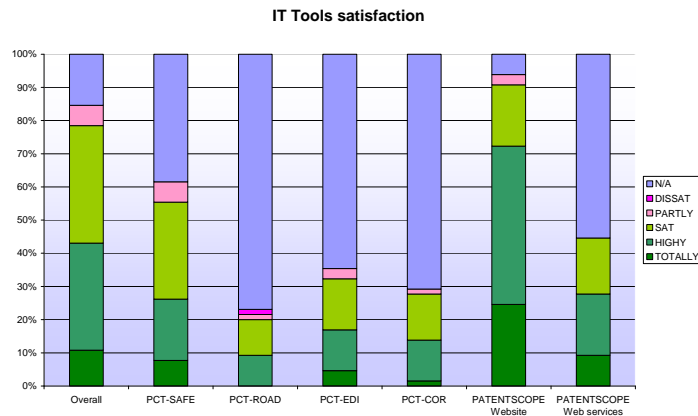

Figure 5

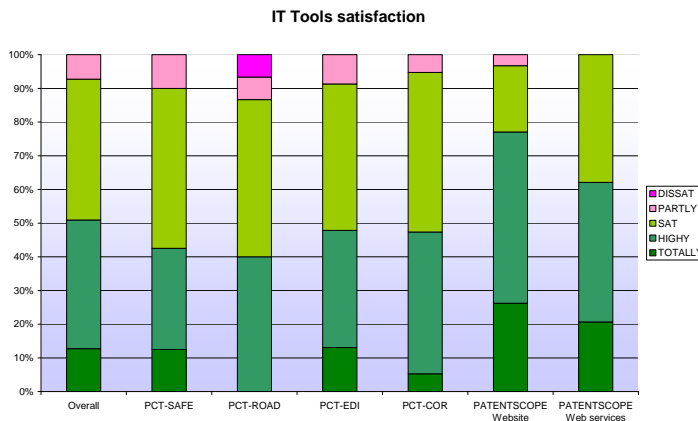The following chart shows the results with the "Not applicable" responses removed:

Figure 6

The following table shows the response data regarding PCT IT tools:

Table 7

Question	Overall	PCT-SAFE	PCT-ROAD	PCT-EDI	PCT-COR	Patentscope Website	Patentscope Web services
Totally satisfied	7	5	0	3	1	16	6
Highly satisfied	21	12	6	8	8	31	12
Satisfied	23	19	7	10	9	12	11
Partially satisfied	4	4	1	2	1	2	0
Dissatisfied	0	0	1	0	0	0	0
Not applicable	10	25	50	42	46	4	36
TOTAL RESPONSES	65	65	65	65	65	65	65
Not applicable percentage	15.4	38.5	76.9	64.6	70.8	6.2	55.4
Satisfaction rating (1-5)	3.6	3.5	3.2	3.5	3.5	4.0	3.8

The satisfaction data shows a strong level of satisfaction with the PATENTSCOPE Web site and the Web services[5], noting that, when responding, some Offices may have confused the two services. A similar issue regarding the data for PCT-ROAD also appears evident from the fact that 15 Offices gave satisfaction ratings, while a much smaller number are using PCT-ROAD in production. The numbers of Offices satisfied with PCT-EDI appears to be a more accurate reflection of actual usage.

Comments regarding "Dissatisfied" ratings

A comment was received expressing dissatisfaction in the use of PCT-ROAD, explaining that technical problems with the system and the system's operational complexity were causing difficulties with its use in the Office's receiving Office.

PCT IT tools comments

Electronic filing

Comments were received requesting that PCT-SAFE be replaced or augmented by on-line e-filing facilities that are entirely hosted within a web browser, enabling e-filing without the need for the download and installation of software, as some applicants may not have the rights to do so. It was also observed that the PCT-SAFE editor (dating from 2004) is not compatible with Windows 7.

PCT forms

Regarding PCT forms, a comment was received requesting the use of XML, specified in a new PCT standard, as the electronic file format for all forms.

DAS

While the Digital Access Service for priority documents (DAS) was not mentioned in the survey, an Office commented that it has received, from users, some negative comments that the procedure is cumbersome.

Implementation Assistance

Regarding PCT IT tools in general, a number of Offices requested further implementation assistance.

---

[5] PATENTSCOPE Web site is a portal site to provide search service for free (http://www.wipo.int/patentscope/en/data/products.html), whereas 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).

IV.(iii)   PCT administrative bodies meeting organization

Questions

The following questions were asked relating to PCT administrative bodies meeting organization:

<div align="right">**Table 8**</div>

Question No.	Question text
17	Please rate your satisfaction with the organization (such as logistics and preparatory work) of the meetings of PCT administrative bodies:
	Overall:
	PCT Assembly:
	PCT Working Group:
	PCT Meeting of International Authorities:
18	Please provide your thoughts and suggestions regarding the organization of PCT administrative bodies:
18a	Please specify the cause of dissatisfaction with the organization of PCT administrative bodies:

Satisfaction Ratings

The results, including the "Not applicable" responses, are shown on the following chart:
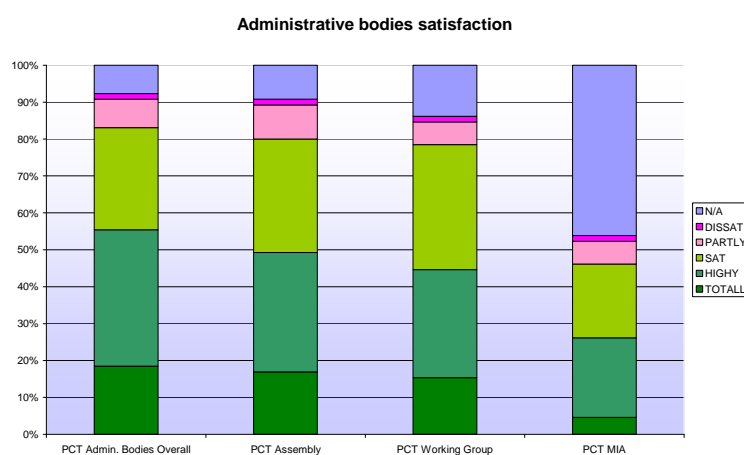

Figure 7

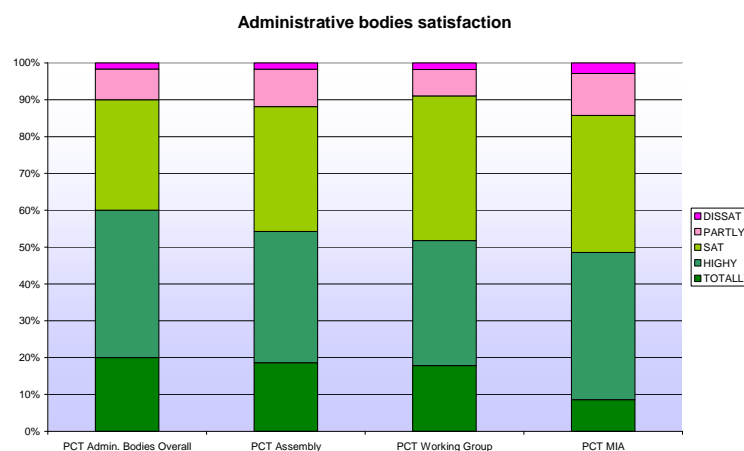The following chart shows the results with the "Not applicable" responses removed:

Figure 8

The following table shows the response data for PCT administrative bodies meeting organization:

Table 9

Question	PCT Admin. Bodies Overall	PCT Assembly	PCT Working Group	PCT MIA
Totally satisfied	12	11	10	3
Highly satisfied	24	21	19	14
Satisfied	18	20	22	13
Partially satisfied	5	6	4	4
Dissatisfied	1	1	1	1
Not applicable	5	6	9	30
TOTAL RESPONSES	65.0	65.0	65.0	65.0
Not applicable percentage	7.7	9.2	13.8	46.2
Satisfaction rating (1-5)	3.7	3.6	3.6	3.4

The percentage of Offices, for which the questions are applicable, responding either "Partly satisfied" or "Dissatisfied" is at a consistent low level across the three annual meetings (see Figure 7), indicating that the administrative bodies are being run in a consistent manner with a good level of satisfaction.

Comments regarding "Dissatisfied" ratings

The rating of "Dissatisfied" was supported by a comment expressing the need for meeting documents to be provided earlier than they are currently provided to allow sufficient time for their review and consideration.

PCT administrative bodies meeting organization comments

Individual comments, responding to the invitations in questions 18 and 18a, are summarized in the table below:

Table 10

Comment (or summary category)	Frequency
Requests for earlier availability of meeting documents	7
Indicating meeting document availability has improved (via informative website)	2
Request for certified copies of PCT rule amendments as soon as possible following meetings	1
Requesting that the Assembly be less politicized	1
Meetings could be planned to avoid conflicts with other meetings (IP5..etc)	1
Request to attend both Assembly and WG as most of the work is done in the WG	1

IV.(iv)   Operational processing

Questions

The following questions were asked relating to the PCT operational processing service:

Table 11

Question No.	Question text
19	Please rate your satisfaction regarding the service provided by the PCT processing team at the International Bureau handling international applications:
	Overall:
	Facilities for contacting the processing team:
	Availability of staff:
	Timeliness of answering questions:
	Quality of follow up:
	Experience/expertise of staff:
20	Please provide your thoughts and suggestions regarding the PCT processing team service:
20a	Please specify the cause of dissatisfaction regarding the PCT processing team service:

Satisfaction Ratings

The results, including the "Not applicable" responses, are shown on the following chart:
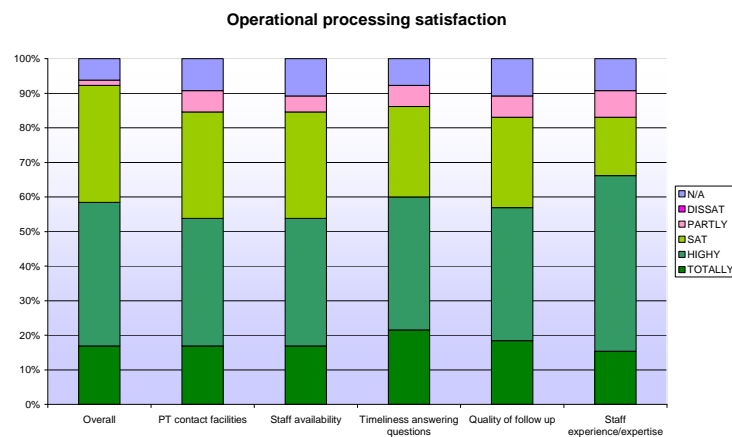

Figure 9

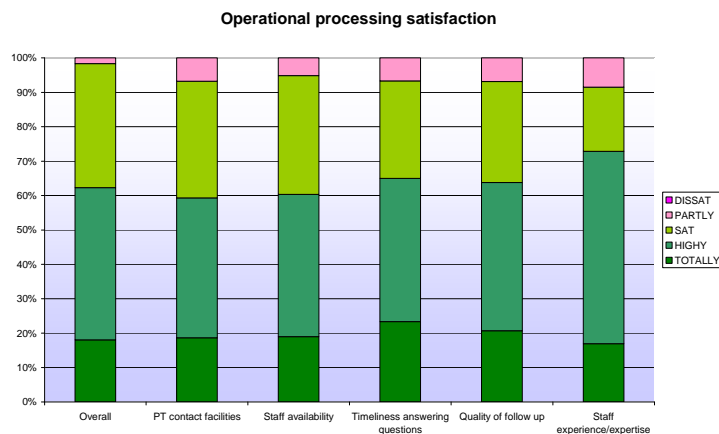The following chart shows the results with the "Not applicable" responses removed:

Figure 10

The following table shows the response data relating to the PCT operational processing service:

Table 12

Question	Overall	PT contact facilities	Staff availability	Timeliness answering questions	Quality of follow up	Staff experience/ expertise
Totally satisfied	11	11	11	14	12	10
Highly satisfied	27	24	24	25	25	33
Satisfied	22	20	20	17	17	11
Partially satisfied	1	4	3	4	4	5
Dissatisfied	0	0	0	0	0	0
Not applicable	4	6	7	5	7	6
TOTAL RESPONSES	65	65	65	65	65	65
Not applicable percentage	6.2	9.2	10.8	7.7	10.8	9.2
Satisfaction rating (1-5)	3.8	3.7	3.7	3.8	3.8	3.8

PCT operational processing comments

There were a significant number of comments expressing satisfaction with the good working relationships between the processing team staff at the International Bureau and the corresponding Office staff.

Included in the comments were a number of suggestions for possible improvements of the operational processing of international applications:
- the use of Email for forms and validation of official communications;
- the update of the Form IB/306 to allow for transliterated applicant names;
- the update and enhancement of the PCT Receiving Office Guidelines;
- the (optional) transmission of a copy of applicant notifications to receiving Offices to enable the Office to assist the applicant (developing countries); and
- the establishment of an information sharing forum (or facility) for issues relating to formal examination.

IV.(v)   Document availability

Questions

The following questions were asked relating to the PCT operations document service:

Table 13

Question No.	Question text
21	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:
	Timeliness of document availability:
	Accuracy of documents:
	Timeliness of answering questions:
	Ease of document access via PATENTSCOPE®:
	Rule 87 / Article 20 DVD:
22	Please provide your thoughts and suggestions regarding PCT document availability:
22a	Please specify the cause of dissatisfaction regarding PCT document availability from the International Bureau for international applications:

Satisfaction Ratings

The results, including the "Not applicable" responses, are shown on the following chart:
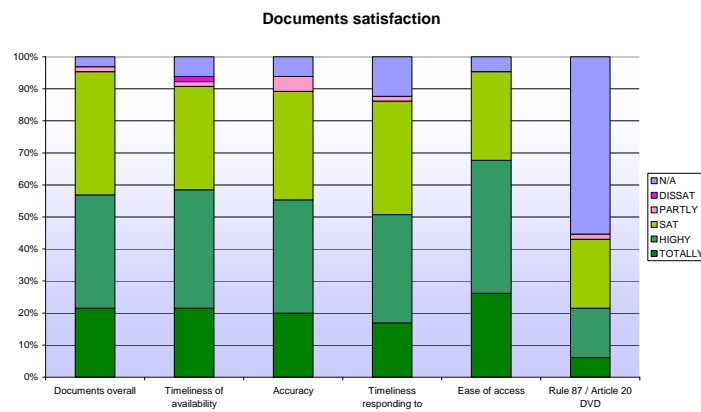

Figure 11

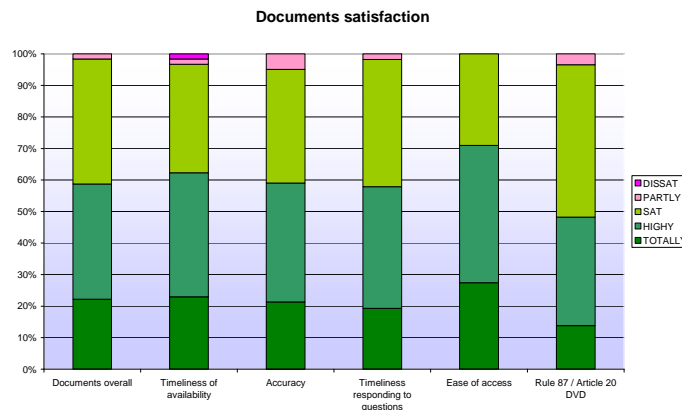The following chart shows the results with the "Not applicable" responses removed:

Figure 12

The following table shows the response data relating to the PCT operations document service:

Table 14

Question	Documents overall	Timeliness of availability	Accuracy	Timeliness responding to questions	Ease of access	Rule 87 / Article 20 DVD
Totally satisfied	14	14	13	11	17	4
Highly satisfied	23	24	23	22	27	10
Satisfied	25	21	22	23	18	14
Partially satisfied	1	1	3	1	0	1
Dissatisfied	0	1	0	0	0	0
Not applicable	2	4	4	8	3	36
TOTAL RESPONSES	65	65	65	65	65	65
Not applicable percentage	3.1	6.2	6.2	12.3	4.6	55.4
Satisfaction rating (1-5)	3.8	3.8	3.8	3.8	4.0	3.6

Documents Service Coverage

The Rule 87 and Article 20 DVD bulk data products are not interesting for all Offices and their use is gradually diminishing, being replaced by on-line data transfer mechanisms as appropriate.

Comments regarding "Dissatisfied" ratings

The timeliness of the availability of certain documents (for example the International Preliminary Report on Patentability(IPRP)) was given as a reason for the rating of "Dissatisfied", as it is perceived that the documents may be made available too late to be considered in national examination.

Document availability comments

There were a significant number of comments expressing satisfaction with the ease of access to documents via PATENTSCOPE, describing the service as "very helpful".

Included in the comments were a number of suggestions for possible improvements of the operational processing of International applications:
- the possible availability of PCT Forms in German;
- the transmission of the Form IB/301 via email;
- more timely availability of some reports (IPRP, Supplementary International Search Report(SISR));
- the update and enhancement of the receiving Office guidelines;
- the (optional) transmission of a copy of applicant notifications to receiving Offices to enable the Office to assist the applicant (developing countries); and
- the correction of some minor issues with the availability of sequence listings via PATENTSCOPE.

IV.(vi)   Translation

Questions

The following questions were asked relating to the PCT operational translation service:

Table 15

Question No.	Question text
23	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:
	Quality of translations:
	Timeliness of translation availability:
24	Please provide your thoughts and suggestions regarding the PCT translation service:
24a	Please specify the cause of dissatisfaction regarding the PCT translation service:

Satisfaction Ratings

The results, including the "Not applicable" responses, are shown on the following chart:

Figure 13

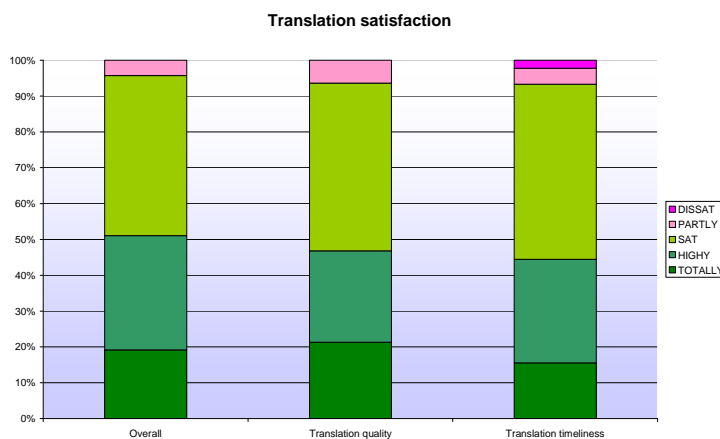The following chart shows the results with the "Not applicable" responses removed:

Figure 14

The following table shows the response data relating to the PCT operational translation service:

Table 16

Question	Overall	Translation quality	Translation timeliness
Totally satisfied	9	10	7
Highly satisfied	15	12	13
Satisfied	21	22	22
Partially satisfied	2	3	2
Dissatisfied	0	0	1
Not applicable	18	18	20
TOTAL RESPONSES	65	65	65
Not applicable percentage	27.7	27.7	30.8
Satisfaction rating (1-5)	3.7	3.6	3.5

Comments regarding "Dissatisfied" ratings

The timeliness of the availability of documents was given as a reason for the rating of "Dissatisfied", as it is perceived that the Office staff requires additional time to repeatedly check as to whether translations are available for an international application.

Operational translation service comments

There were a significant number of comments expressing satisfaction with the quality of translations provided by the International Bureau.

Included in the comments were the suggestions that documents could be additionally made available in Arabic and Russian.

IV.(vii) General End of Survey comments

At the conclusion of the questionnaire, a general question was asked to Offices seeking additional suggestions that had not already been prompted by the more directed questions earlier in the questionnaire.

The comments received concentrated on continued cooperation and requested further information sharing, and in particular requested further training and seminars related to the provision of PCT information.

Other comments related to:
- a request for a "step by step" processing guide;
- a desire for improved national phase entry legal status information;
- a request for receiving Office staff visits to International Searching Authorities; and
- the update of the Russian version of the PCT Regulations and PCT Administrative Instructions.

V.   Conclusions and next steps

In general, the response data indicates that, with regards to questions asking for satisfaction ratings, Offices expressed a certain degree of satisfaction with the PCT services provided by the International Bureau.

The International Bureau will take the detailed response data, particularly the comments provided, into due consideration for improving the PCT services.

Regarding the survey procedure, the use of the Opinio on-line survey tool can be viewed as a success, noting that few of the Offices had any difficulty in using the tool and no negative feedback was received.

The questionnaire will be reviewed and will be re-run, requesting feedback on the PCT services during the calendar year 2011, in early 2012.

[Annex I follows]

Annex I – Survey Questions

The complete set of survey questions in tabular form:

Question No	Question Text
1	Has your office jointly undertaken any PCT cooperative activities with the International Bureau in the last year?
2	Does your office have a "PCT cooperative work program"?
3	Please rate your overall satisfaction with PCT cooperative activities undertaken with the International Bureau:
4	Please provide your thoughts and suggestions regarding PCT cooperative activities undertaken with the International Bureau:
4a	Please specify the cause of dissatisfaction regarding PCT cooperative activities:
5	Please provide your thoughts and suggestions regarding "PCT cooperative work programs" and plans of activities:
6	As part of PCT cooperative activities, has your office participated, with the International Bureau, in any PCT training and seminar activities in the last year?
7	As part of PCT cooperative activities, has your office consulted the International Bureau for PCT legal assistance (such as seeking advice as to how the implementation of the PCT system affects national practice, or how to respond to questions from applicants) in the last year?
8	As part of PCT cooperative activities, has your office participated, with the International Bureau, in PCT technical (IT) activities in the last year?
9	Please rate your overall satisfaction with PCT training and seminars jointly organized with the International Bureau:
10	Please provide your thoughts and suggestions regarding PCT training and seminars:
10a	Please specify the cause of dissatisfaction with PCT training and seminars:
11	Please rate your overall satisfaction with PCT legal assistance provided by the International Bureau:
12	Please provide your thoughts and suggestions regarding PCT legal assistance:
12a	Please indicate the cause of your dissatisfaction with PCT legal assistance provided by the International Bureau:
13	Please rate your overall satisfaction with PCT technical (IT) cooperation organized with the International Bureau:
14	Please provide your thoughts and suggestions regarding PCT technical (IT) cooperation:
14a	Please specify the cause of dissatisfaction with the PCT technical (IT) cooperation service:
15	Please rate your satisfaction with the PCT operational processing IT tools:
	Overall:
	PCT-SAFE:
	PCT-ROAD:
	PCT-EDI:
	PCT-COR:
	PATENTSCOPE® web site:
	PATENTSCOPE® XML web services:
16	Please provide your thoughts and suggestions regarding PCT operational processing IT tools:
16a	Please specify the cause of dissatisfaction with PCT operational processing IT tools:

Question No	Question Text
17	Please rate your satisfaction with the organization (such as logistics and preparatory work) of the meetings of PCT administrative bodies:
	Overall:
	PCT Assembly:
	PCT Working Group:
	PCT Meeting of International Authorities:
18	Please provide your thoughts and suggestions regarding the organization of PCT administrative bodies:
18a	Please specify the cause of dissatisfaction with the organization of PCT administrative bodies:
19	Please rate your satisfaction regarding the service provided by the PCT processing team at the International Bureau handling international applications:
	Overall:
	Facilities for contacting the processing team:
	Availability of staff:
	Timeliness of answering questions:
	Quality of follow up:
	Experience/expertise of staff:
20	Please provide your thoughts and suggestions regarding the PCT processing team service:
20a	Please specify the cause of dissatisfaction regarding the PCT processing team service:
21	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:
	Timeliness of document availability:
	Accuracy of documents:
	Timeliness of answering questions:
	Ease of document access via PATENTSCOPE®:
	Rule 87 / Article 20 DVD:
22	Please provide your thoughts and suggestions regarding PCT document availability:
22a	Please specify the cause of dissatisfaction regarding PCT document availability from the International Bureau for international applications:
23	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:
	Quality of translations:
	Timeliness of translation availability:
24	Please provide your thoughts and suggestions regarding the PCT translation service:
24a	Please specify the cause of dissatisfaction regarding the PCT translation service:
25	Please share any additional comments, information or requests:

[End of Annex I, Annex II follows]

Annex II – Satisfaction by Geographic Region
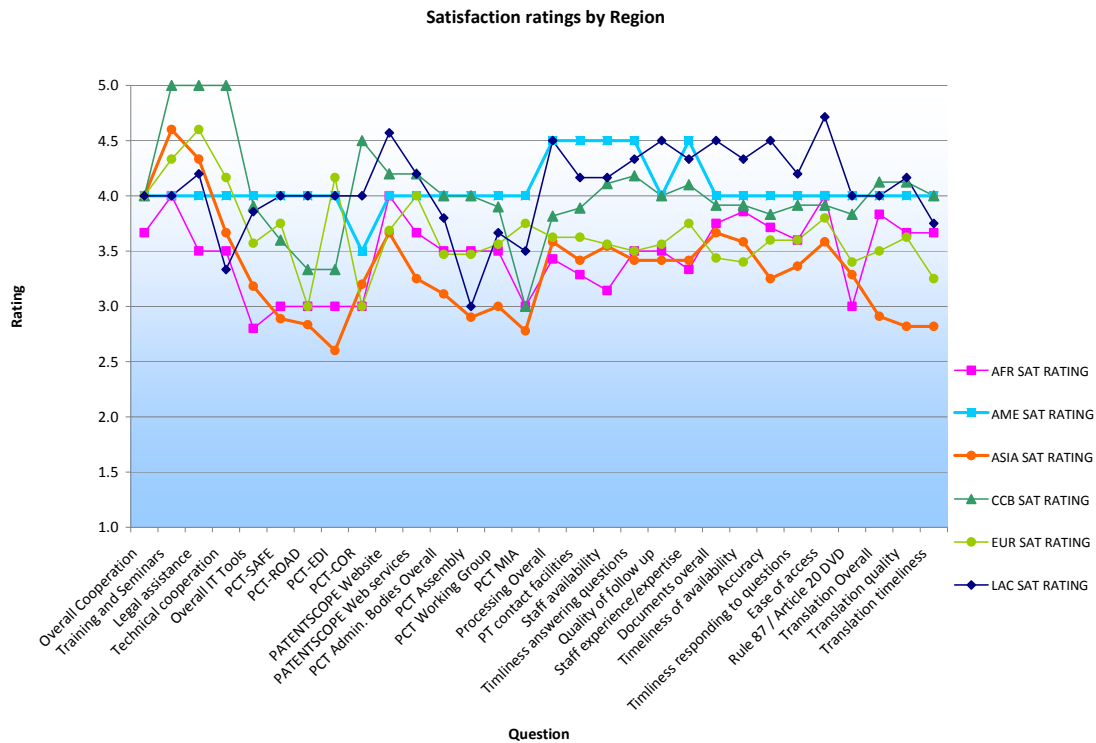
Satisfaction ratings by Region

Figure 15

The chart above shows satisfaction by geographic region. It appears that there is a lower perception of satisfaction at Offices in a geographic region, in comparison with other regions, almost across the entire set of services provided by the PCT. Before drawing any conclusions, regarding this observation, additional data is needed from annual repetitions of this Survey.

[End of Annex II and document]