



General Secretariat (SG)

Ref. CL-17/01 – SG/BDT/ SURVEY-RP Geneva, 4 January 2017

- Administrations of ITU Member States
- Resolution 99 (Rev. Busan, 2014)
- ITU Sector Members, Associates, and Academia
- Regional and International Organizations

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Subject: **Satisfaction Survey on the International Telecommunication Union Regional Presence**

Dear Sir/Madam,

In order to continue providing a high standard of service to its Membership through its regional and area offices, the International Telecommunication Union (ITU) is undertaking a satisfaction survey on the ITU's regional presence.

The main objective of this survey is to evaluate the effectiveness of the ITU regional presence on the basis of Resolution 25 (Rev. Busan, 2014) and its annex. This involves an assessment of the level and quality of the services provided, the effectiveness of the network of ITU regional and area offices, including their activities and services to the Membership, as well as their collaboration with regional telecommunications organizations.

A Report, including the preliminary results of this survey, will be presented to Council at its 2017 session. As instructed by Resolution 25 (Rev. Busan, 2014), an updated version of the Report will be presented to the Council session in 2018. The reason for undertaking this survey in advance of the deadline is to allow ITU to take any action required based on the results of the survey.

The survey can be found online at: <http://www.itu.int/en/ITU-D/Pages/surveys/ITU-satisfaction-survey-on-the-regional-presence.aspx> and the deadline for completion is **Thursday 16 February 2017**.

Mr Yushi Torigoe, Deputy to the Director, Telecommunication Development Bureau (BDT), is at your disposal should you require further information. Tel: +41 22 730 5784, Fax: +41 22 730 5484, E-mail: Yushi.Torigoe@itu.int.

I look forward to your active participation in this exercise.

Yours faithfully,

(original signed)

Houlin Zhao
Secretary-General

cc: ITU Regional and Area Offices