

Program and Budget Committee

Fortieth Session
Geneva, June 15 to 19, 2026

INTERNAL OVERSIGHT DIVISION VALIDATION OF THE WIPO PERFORMANCE REPORT 2024/25

prepared by the Secretariat

1. The Validation Report on the WIPO Performance Report (WPR) has been prepared by the Internal Oversight Division (IOD) to provide support to ensure the reliability and authenticity of the WPR for 2024/25 (document WO/PBC/40/6). The Validation Report provides IOD's main findings, conclusions, and recommendations from the validation exercise.

2. The following decision paragraph is proposed.

3. The Program and Budget Committee (PBC) took note of the "Internal Oversight Division (IOD) Validation Report of the WIPO Performance Report 2024/25" (document WO/PBC/40/7).

[IOD Validation Report follows]

LIST OF ACRONYMS

ERs	Expected Results
IOD	Internal Oversight Division
PBC	Program and Budget Committee
PD	Performance Data
PI	Performance Indicator
TLS	Traffic Light System
WIPO	World Intellectual Property Organization
WPR	WIPO Performance Report

IOD VALIDATION OF THE WIPO PERFORMANCE REPORT (WPR) 2024/25

BACKGROUND

1. The World Intellectual Property Organization (WIPO) Member States approve the Organization's biennial Program of Work and Budget through the WIPO General Assembly¹. Each year, WIPO Sectors conduct self-assessments and report on performance, with results consolidated into the WIPO Performance Report (WPR) based on an approved performance framework. This report by the Internal Oversight Division (IOD) presents the validation of the WPR for the 2024/25 biennium, in line with IOD's 2026 Oversight Plan.

2. The validation of PIs is conducted over a two-biennium cycle, with 50 per cent of PIs and corresponding PD tested in each biennium. During the previous WPR validation exercise², IOD reviewed the first half of the indicators. In the current exercise—the second biennium of the cycle — IOD validated the remaining 50 per cent, as well as 12 new PIs introduced in the 2024/25 biennium. This approach ensures that all indicators are assessed once every two biennia.

OBJECTIVES

3. The objectives of this validation were to:

- (a) verify the accuracy of performance data (PD) and performance indicators (PIs) reported in the 2024/25 WPR; and
- (b) follow up on the implementation status of recommendations from previous validation reports, based on documentary and other corroborative evidence.

CRITERIA, METHODOLOGY, AND SCOPE

4. The validation criteria for the PIs for the 2024/25 biennium were streamlined, with a primary focus on the accuracy³ of performance data and the accuracy of the self-assessed level of achievement of performance targets. The IOD validation involved verifying and reviewing the PIs and PD reported in individual WPR submissions by Sectors. As part of this process, relevant documentation was reviewed and, where necessary, additional supporting data, details, and clarifications were requested. The validation fieldwork was conducted between March 17, 2026, and April 17, 2026.

VALIDATION RESULTS AND CONCLUSION

5. The 47 performance data items (Annex I) validated by IOD were presented accurately, and the level of achievement under the Traffic Light System (TLS) was appropriately self-assessed in the WPR. The validation results are presented in Figure A below.

¹ A/64/11 https://www.wipo.int/edocs/mdocs/govbody/en/a_64/a_64_11.pdf

² WO/PBC/37/8 https://www.wipo.int/meetings/en/doc_details.jsp?doc_id=630465

³ Is the data correct and reliable compared to the source?

Figure A: Results of the validation assessments by Sector

	PI and PD Accuracy	Accuracy of TLS Self-Assessment	Newly Added Pls in WPR 2024/25
Sector	Accurate	Accurate	
Administration, Finance and Management (AFM)	6	6	2
Brands and Designs (BD)	2	2	-
Copyright and Creative Industries (CCI)	3	3	1
Global Challenges and Partnerships (GCP)	3	3	2
IP and Innovation Ecosystems (IE)	8	8	2
Infrastructure and Platforms (IP)	5	5	-
Patents and Technology (PT)	1	1	-
Regional and National Development (RND)	6	6	-
Sector of the Director General (SoDG)	10	10	5
Cross-Sector	3	3	-
Total	47	47	12
2024/25	100%	100%	
2022/23	100%	100%	

FOLLOW UP ON THE STATUS OF THE IMPLEMENTATION OF RECOMMENDATIONS FROM PAST VALIDATION REPORTS

6. There were no pending recommendations from prior reporting periods, and no new recommendations were issued because of the current validation exercise.

ACKNOWLEDGMENT

IOD wishes to thank all relevant WIPO colleagues for their assistance and cooperation during this assignment.

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ANNEX I — VALIDATION FRAMEWORK AND RATINGS (WPR 2024/25)

Criteria:

A – Accuracy
S – Accuracy of TLS Self-Assessment

Assessment Indicator:

	Accurate
	Partially Accurate
	Not Accurate
	Not applicable

ER – Expected Result

TL – Traffic Light System Self-Assessment:

● Fully achieved ● Partially achieved ▲ Not achieved ● Not assessable









ID	Sector	ER	Performance Indicator	Baseline	Target	Performance Data	TL	A	S
1	AFM	2.1	% of treaty notifications that are promptly processed by OLC	95% of treaty notifications processed within 3 days	95% of such notifications processed within 3 days	96% of treaty notifications processed within 3 days	●		
2	AFM	5.2	Automation of the PCT Fee Transfer Service (PCT FTS) (NEW PI)	Roll out of the newly developed PCT FTS platform to participants (0 participants in 2023)	New PCT FTS platform migrated to 100% of participants accounting for > 97.5% of global search fee volume	New PCT FTS platform migrated to 100% of participants accounting for 99% of global search fee volume	●		
3	AFM	5.2	Improved service delivery to external stakeholders (Apdex score)	81% of the measured cloud applications have an Apdex score ≥ 0.6	Apdex score ≥ 0.6 for 80% of applications moved to the cloud	74% of the measured cloud applications have an Apdex score ≥ 0.6	▲		
4	AFM	5.2	Improved service delivery to internal stakeholders (CSAT score) (NEW PI)	Business Sectors satisfied with ICTD services: 93% (2021)	90% of business areas satisfied with IT services provided	84% of users satisfied with services provided by ICTD Service Desk 76% of business teams stakeholders satisfied with the services provided by ICTD teams	● ▲		

ID	Sector	ER	Performance Indicator	Baseline	Target	Performance Data	TL	A	S
5	AFM	5.3	Confirmation of conformity of financial operations to the provisions of the applicable WIPO conventions and treaties, the WIPO Financial Regulations and Rules and IPSAS	An unqualified audit opinion (end 2023)	An unqualified audit opinion	2024: Unqualified audit opinion received. 2025: At the time of publication, the results of the 2025 audit had yet to be received.	●		
6	AFM	5.3	Average air ticket fare	1,528 CHF (2022/23)	Cost increase contained to <10%	1,518 CHF (- 0.7%) (2024/25)	●		
7	BD	3.1	Filing Rate	Madrid System Applications: 64,257 (final) The Hague System Applications: 8,571 (final) Lisbon System International applications: 96	2024: 72,900 2025: 75,000 2024: 9,970 2025: 10,840 80 per year (160 applications for 2024/25)	2024: 65,115 (final) 2025: 64,150 (preliminary) 2024: 9,456 (final) 2025: 10,344 (preliminary) 2024: 22 2025: 58	● ● ▲ ●		
8	BD	4.3	Level of satisfaction of participants in capacity building and training activities on trademarks, industrial designs and geographical indications and related matters	96%	≥ 90% satisfied or very satisfied	96% (response rate 54%)	●		
9	CCI	1.1	No. of unique visitors who accessed WIPO publications	5,118,589 (2022/23)	20% increase (biennium)	9,284,229 (+81%)	●		
10	CCI	4.4	ABC: No. of accessible titles delivered to persons with print disabilities	830,623 (end 2023)	35% increase (biennium)	465,325 in 2024/25 (+56%) (1,295,948 cumulative end 2025)	●		
11	CCI	4.4	No. of creators using WIPO for Creators Platform (NEW PI)	No. of unique visitors engaging on the WIPO for Creators Platform: n/a	155,000 (in 2024/25)	178,917	●		
12	GCP	2.4	No. of permanent observer NGOs engaging in WIPO's work and vice versa	Representatives of 305 permanently accredited NGOs attended 20 WIPO events (2023)	Representatives of 329 permanently accredited NGOs attended 20 WIPO events (end 2025)	Representatives of 332 permanently accredited NGOs attended 22 WIPO events (end 2025)	●		

ID	Sector	ER	Performance Indicator	Baseline	Target	Performance Data	TL	A	S
13	GCP	3.3	No. of countries assisted to access patent information on green technologies available in the public domain with the support of the WIPO GREEN database (NEW PI)	Unique visitors from 82 countries accessed patent information in the WIPO GREEN database (including 59 from Developing countries and LDCs) (2022/23)	Unique visitors from at least 85 countries	Unique visitors from 93 countries accessed patent information in the WIPO GREEN database (including 70 from Developing countries and LDCs)	●		
14	GCP	3.3	No. of tech transfers or access licenses supported by WIPO's global health initiatives, for which the IP component has been facilitated by WIPO (NEW PI)	none	4	None at end 2025	▲		
15	IE	3.1	No. of unique visitors to the IP Statistics Data Center	195,111	20% increase (biennium)	151,928 (-22%)	▲		
16	IE	3.1	No. of unique visitors to WIPO Lex	1,897,444	20% increase (biennium)	3,897,647 (+105%)	●		
17	IE	4.2	No. of unique visitors to the Global Innovation Index websites	2,170,629	20% increase (biennium)	2,752,744 (+27%)	●		
18	IE	4.2	Outreach to relevant Member States concerning missing and outdated data sets (NEW PI)	Not available	100% of countries requesting advice receive advice on GII data, methodology, and/or country performance	100% of 59 countries and 2 regional organizations (ASEAN and OAPI) requesting advice received advice on GII data, methodology, and/or country performance: - Africa: 11 - Arab countries: 10 - Asia and the Pacific: 14 - Latin America and the Caribbean: 12 - Transition countries: 11 - Developed countries: 3	●		
19	IE	4.4	No. of sustainable national TISC networks	49 sustainable national networks (cumulative as at end 2023) Maturity Level 1: 5 Total Maturity Level 2: 32 Total Maturity Level 3, including the provision of value-added services: 12 Total	55 sustainable national networks (cumulative end 2025)	56 sustainable national networks (cumulative as at end 2025) Maturity Level 1: 9 Total Maturity Level 2: 30 Total Maturity Level 3, including the provision of value-added services: 17 Total	●		

ID	Sector	ER	Performance Indicator	Baseline	Target	Performance Data	TL	A	S
20	IE	4.4	No. of national TISC networks with the level of maturity upgraded (NEW PI)	14 (2022/23)	14 in the biennium	15 in the biennium	●		
21	IE	4.4	Level of satisfaction of Technology Transfer entities and other bodies with the services provided by WIPO	98%	≥ 90% satisfied or very satisfied	95% (response rate 98%)	●		
22	IE	4.4	No. of SME support institutions who are using WIPO materials and tools	21	10 additional	25 additional (46 cumulative)	●		
23	IP	2.1	No. of new/revised WIPO Standards	5 revised Standards (2023)	2 revised or new Standards (per year)	2024: 1 new Standard and 8 revised Standards 2025: 7 revised Standards	●		
24	IP	2.2	Engagement in the WIPO Conversations on IP and Frontier Technology	Attendance by stakeholders in 2023 (of which from developing countries and LDCs) - Conversation 7: 125 Member States (87) - Conversation 8: 134 Member States (95)	Attendance from government representatives, enterprises, IP professionals and other stakeholders from at least 110 Member States	Attendance by Stakeholders in 2024/25 (of which from developing countries and LDCs) Conversation 9: 131 Member States (93) Conversation 10: 131 Member States (93) Conversation 11: 125 Member States (87) Conversation 12: 120 Member States (83)	●		
25	IP	3.1	No. of unique visitors to the Global Database Systems - PATENTSCOPE - Global Brand Database (GBD) - Global Design Database (GDD)	PATENTSCOPE: 8,777,349 GBD: 6,796,192 GDD: 864,603 (2022/23)	20% increase (biennium)	PATENTSCOPE: 21,692,331 (+147%) GBD: 9,451,497 (+39%) GDD: 1,966,728 (+127%) (2024/25)	● ● ●		
26	IP	3.1	Level of user satisfaction with WIPO Global Databases	PATENTSCOPE: 81% GBD: 71% GDD: 71%	≥ 85% satisfied or very satisfied	PATENTSCOPE: 89% GBD: 75% GDD: 81%	● ▲ ●		
27	IP	4.5	Average Service Level of IP Offices assisted (ranging from 1 to 5) through the IPAS suite of applications	3.6	≥ 3.5	3.6	●		

ID	Sector	ER	Performance Indicator	Baseline	Target	Performance Data	TL	A	S
28	PT	5.1	Cost of per-word/page of translation	0.40 CHF (2022/23)	Maintain cost per word	0.47 CHF (2024/25)	▲		
29	RND	1.1	No. of unique visitors to the WIPO website and the websites of the External Offices	27,802,067 (2022/23) WAO: 7,368 WBO: 22,624 WOC: Website: 23,868 WeChat: 279,922 unique views of 248 articles Baijahao: 23.8 million unique views of 369 articles WJO: 94,064 WNO: 15,245 WRO: 26,787 WSO: 9,686 (2022/23)	20% increase (biennium)	36,658,116 (+32%) WAO: 32,310 (+339%) WBO: 69,601 (+208%) WOC: Website: 56,450 (+ 137%) WeChat: 338,313 unique views of 342 posts (+21%) Baijahao: 40.1 million unique views of 592 posts (+68%) WJO: 304,552 (+224%) WNO: 227,835 (+1,394%) WRO: 35,065 (+31%) WSO: 85,598 (+784%) (2024/25)	● ● ● ● ● ● ● ●		
30	RND	2.4	Progress on WIPO deliverables for the implementation of the new UN Programme of Action (PoA) 2021-2030 for LDCs	Progress made on the implementation of projects and activities under all 8 focus areas of the WIPO Deliverables for LDCs	Progress on all WIPO deliverables	Progress made on the implementation of projects and activities under all 9 focus areas of the WIPO Deliverables for LDCs	●		
31	RND	4.1	Implementation of topics on IP and Development discussed in the CDIP	CDIP work on IP and Development-related topics implemented in accordance with the agreed agendas of CDIP/30 and CDIP/31.	Implementation of agreed work in accordance with the CDIP agenda	CDIP work on IP and Development-related topics implemented in accordance with the agreed agendas of CDIP/32, CDIP/33, CDIP/34 and CDIP/35.	●		
32	RND	4.3	% of participants who have successfully completed skills-based training programs	82%	≥ 80%	77%	●		
33	RND	4.3	Success rate of participants taking knowledge and skills-based exams of advanced DL courses	83%	≥ 70%	76%	●		

ID	Sector	ER	Performance Indicator	Baseline	Target	Performance Data	TL	A	S
34	RND	4.4	LDCs: No. of identified and deployed Appropriate Technologies (ATs) addressing development needs	2 ATs identified (none deployed)	4 ATs identified (of which 1 deployed)	4 ATs identified (Bhutan, Cambodia, Lesotho, Malawi)			
35	SoDG	1.1	Reach of WIPO's main social media presences	Total no. of followers: 500,127 - Facebook: 150,084 - Instagram: 14,365 - LinkedIn: 192,286 - Twitter: 142,914 - TikTok: 478 (end 2023)	≥ 600,000 followers across all social media presences at the end of the biennium	Total no. of followers: 613,003 - Facebook: 167,900 - Instagram: 35,844 - LinkedIn: 269,393 - Twitter: 137,666 - TikTok: 2,200 (end 2025)			
36	SoDG	1.1	% of WIPO Flagship Publications for which the Executive Summary is translated into all official UN languages	2023: 100% (6 out of 6)	100%	2024: 100% (7 out of 7) 2025: 100% (7 out of 7)			
37	SoDG	1.1	% of WIPO global publications on substantive IP topics published in 2024/25 and translated into all official UN languages	42% (8 out of 19)	100%	100% (23 out of 23)			
38	SoDG	1.1	% of web-based content available in all official UN languages (NEW PI)	Top level Pages: 94% (125 out of 133 pages) (end 2023) New or updated substantive web-content: 61% Main databases: 83% (5 out of 6)	Top level pages: 100% New or updated substantive web-content: ≥85% Main databases: 100%	Top level pages: 100% (133 out of 133 pages) (end 2025) New or updated substantive web-content: 87% (end 2025) Main databases: 83% (5 out of 6)	  		
39	SoDG	4.1	Progress on the implementation of the WIPO IP Gender Action Plan (IPGAP) and any future revisions (NEW PI)	Engagement in WIPO-driven conversations on IP and gender data collection and analysis: n/a	Engagement from experts and other stakeholders from at least 40 countries	Engagement from experts and other stakeholders from 83 countries: - Africa: 12 - Arab countries: 9 - Asia and the Pacific: 9 - Latin America and the Caribbean: 18 - Transition countries: 17 - Developed countries: 18 (2024/25)			

ID	Sector	ER	Performance Indicator	Baseline	Target	Performance Data	TL	A	S
40	SoDG	5.1	% of WIPO employees who have completed mandatory training on "Working Together Harmoniously" (NEW PI)	93%	100%	100% (end 2025)	●		
41	SoDG	5.1	% of UN SWAP requirements met or exceeded (NEW PI)	56% (2023, UN SWAP 2.0)	UN SWAP 2.0: 70%	UN SWAP 3.0: 44.4%	●		
42	SoDG	5.1	Gender: % of women at P4 to D2 level	P4 – 49.8% P5 – 33.3% D1 – 33.3% D2 – 30.0%	Improvement over the last biennium towards gender equality	P4 – 45.7% P5 – 30.9% D1 – 42.6% D2 – 45.5%	▲ ▲ ● ●		
43	SoDG	5.1	Progress on the implementation of the WIPO Disability Inclusion Strategy (NEW PI)	13% of applicable UNDIS requirements met or exceeded (end 2023)	40% of applicable UNDIS requirements met or exceeded (end 2025)	40% of applicable UNDIS requirements met or exceeded (preliminary, end 2025)	●		
44	SoDG	5.3	No interference and perceived independence by key stakeholders	No interference in IOD's work, as reflected in the annual report: WO/PBC/36/5 and WO/PBC/37/4	No interference	No interference in IOD's work, as reflected in the annual report: WO/PBC/39/5 and WO/PBC/40/4	●		

ID	Sector	ER	Performance Indicator	Baseline	Target	Performance Data	TL	A	S
45	Cross-Sector	3.2	Unit Cost	<p>PCT Application: 555 CHF</p> <p>Madrid System new/renewed registration: 598 CHF</p> <p>The Hague System new/renewed design: 451 CHF</p>	<p>PCT Application: 565 CHF</p> <p>Madrid New/renewed registration: 576 CHF</p> <p>The Hague New/renewed design: 390 CHF</p>	<p>PCT Application: 548 CHF</p> <p>Madrid System new/renewed registration: 616 CHF</p> <p>The Hague System new/renewed design: 456 CHF</p>	<p>●</p> <p>▲</p> <p>▲</p>		
46	Cross-Sector	4.1	No. of national, sub-regional and regional projects, including those implemented through partnership frameworks, that have achieved their expected benefits or completed important milestones	<p>PT: 4</p> <p>BD: n/a</p> <p>CCI: 4</p> <p>RND: 75</p>	<p>PT: 6 projects in 2024/25</p> <p>BD: 3 projects in 2024/25</p> <p>CCI: 8 projects in 2024/25</p> <p>RND: 80 projects in 2024/25</p>	<p>PT: 6 projects:</p> <ul style="list-style-type: none"> - Africa: 1 - Arab countries: 1 - Asia and the Pacific: 2 - Transition countries: 2 <p>BD: 3 Projects:</p> <ul style="list-style-type: none"> - Africa: 1 - Arab region: 1 - Asia and the Pacific: 1 <p>CCI: 7 projects:</p> <ul style="list-style-type: none"> - Asia and the Pacific (4) - Latin America and the Caribbean (2) - Transition countries (1) <p>RND: 83 projects in:</p> <ul style="list-style-type: none"> - Africa: 12 - Arab countries: 12 - Asia and the Pacific: 22 - Latin America and the Caribbean: 21 - Transition countries: 10 - Developed countries: 6 	<p>●</p> <p>●</p> <p>●</p> <p>●</p>		

ID	Sector	ER	Performance Indicator	Baseline	Target	Performance Data	TL	A	S
47	Cross-Sector	4.2	No. and % of Member States satisfied with the legislative and policy advice provided	<p>Patents and Technology Law: 95%</p> <p>Department for Trademarks, Industrial Designs and Geographical Indications: 100%</p> <p>Copyright: 97%</p> <p>Traditional Knowledge: 100%</p> <p>Building Respect for IP: 100%</p>	<p>≥ 90% satisfied or very satisfied</p> <p>≥ 90% satisfied or very satisfied</p> <p>≥ 90% satisfied or very satisfied</p> <p>≥ 90% satisfied or very satisfied</p> <p>≥ 90% satisfied or very satisfied</p>	<p>Advice provided to 28 Member States: Africa (7); Arab (2); Asia and the Pacific (5); Latin America and the Caribbean (10); Transition countries (4). Satisfaction rate: 99% (response rate 57%)</p> <p>Legislative advice covering 29 specific cases provided to 14 Member States: Africa (5); Arab countries (1), Asia and the Pacific (5); Latin America and the Caribbean (1); Transition countries (2). Satisfaction rate: 99% (response rate 72%)</p> <p>Advice on copyright and related rights provided to 28 Member States and 1 sub-regional group: Africa (10); Arab region (1); Asia and the Pacific (7); Latin America and the Caribbean (6); Transition countries (4); Other (1). Of these, the advice provided to 18 Member States and the sub-regional group included advice on collective management issues: Africa (9); Asia and the Pacific (4); Latin America and the Caribbean (2); Transition countries (3); Other (1) Satisfaction rate: 99% (response rate 81%)</p> <p>Legislative advice provided to 1 Member State: Africa (1) Satisfaction rate: 100%</p> <p>Legislative advice provided to 16 Member States: Africa (4), Asia and the Pacific (5), Latin America and the Caribbean (4), Transition countries (2), Other (1) Satisfaction rate: 100% (response rate: 94%)</p>	<p>●</p> <p>●</p> <p>●</p> <p>●</p> <p>●</p>		

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