



General Secretariat (SG)

Ref. CL-21/056 - SG/SGO/SURVEY-RP

Geneva, 30 November 2021

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

Contact: Mr Jeremy Barnes
E-mail: jeremy.barnes@itu.int

Subject: Survey of satisfaction with ITU's regional presence

Dear Sir/Madam,

In order to continue providing a high standard of service to membership through its regional and area offices, the International Telecommunication Union (ITU) is undertaking a survey of satisfaction with 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. Dubai, 2018). 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. The survey is sent to all Member States, Sector Members, Associates, Academia and Regional Telecommunication Organizations.

A Report including the results of this survey will be presented to Council at its 2022 session.

The survey can be found at: <https://www.itu.int/online/mm-new/scripts/s/gensel86>

The deadline for completing the survey is set for **Thursday, 27 January 2022**.

Should you require further information, please contact Mr. Jeremy Barnes, Senior Evaluation Planning and Reporting Officer, Telecommunication Development Bureau (BDT), E-mail address: jeremy.barnes@itu.int.

I look forward to your active participation to this survey of satisfaction with ITU's regional presence

Yours faithfully,

[original signed]

Houlin Zhao
Secretary-General

Copy: ITU Regional and Area Offices