

Date: April 9, 2003

SUMMARY OF INFORMATION COLLECTION REQUEST

Title: Generic Customer Satisfaction Surveys

Current Burden/Responses: 313 hours/1,250 responses

Proposed Burden/Responses: 386 hours/1,727 responses

Frequency of Response: On occasion

Number of Respondents: 1,727

Reasons for Changes in Burden/Responses: The estimated burden has increased by 73 hours from the estimated 313 hours to 386 hours because in the initial clearance package, no data were available to better forecast the burden. The same was true for the estimated number of responses, which increased by 477 from the initial estimate of 1,250, to the proposed estimate of 1,727 responses. This burden data was used to estimate the burden for the new clearance cycle, and has been a good tool for the agency in providing customer satisfaction. Therefore, the annual responses increased to 1,727 for the 5 planned surveys with an average burden per response of 13.5 minutes, resulting in an estimated burden of 386 hours.

Level of Concurrence: Chief
Records Management Branch
Information, Records and Document Management Division
Office of the Chief Information Officer

Recordkeeping Requirements in Accordance with the Retention Periods for Records/Rule:
Recordkeeping retentions are in accordance with standard record retention periods.

Search of the Information Requirements Control Automated System (IRCAS):
IRCAS was searched, no duplication was found.

Abstract: Voluntary customer satisfaction surveys are used to contact users of NRC services and products to determine their needs, and how the Commission can improve its services and products to better meet those needs. In addition, focus groups will be contacted to discuss questions concerning those services and products. Results from the surveys will give insight into how NRC can make its services and products cost effective, efficient, and responsive to its customers needs. Each survey will be submitted to OMB for its review.

cc: B. St. Mary