

March 15, 2012

DRAFT SUMMARY OF INFORMATION COLLECTION REQUEST

Title: Generic Customer Satisfaction Surveys and NRC Form 671, Request for Review of a Customer Satisfaction Survey under Generic Clearance

Current Burden/Responses: 226 hours/1,261 responses, original request
474 hours/2,313 responses, current totals

Proposed Burden/Responses: 1,529.5 hours/3,488 responses

Burden Attributable to Third Party Collections: n/a

Frequency of Response: On occasion

Number of Respondents: 3,384

Reasons for Changes in Burden/Responses:

The estimated burden increased from 226 hours to 1,529.5 hours, an increase of 1,303.5 hours.

In the last renewal of this collection, the estimated burden was 226 hours and 1,226 responses. However, during the clearance cycle, the NRC conducted more customer satisfaction activities than previously estimated, resulting in a total of 474 hours and 2,313 responses on this information collection in ROCIS.

In the current request, the NRC is increasing the estimated burden for generic customer satisfaction activities to better reflect the current needs of the agency to collect customer satisfaction information. To ensure that the estimate covers all activities in the upcoming three-year clearance period, the agency has increased the estimated number of customer satisfaction information collections from 5 to 20. As a result, the estimated burden increased from 226 hours to 1,529.5 hours, an increase of 1,303.5 hours.

Level of Concurrence: Team Leader
Information Collections Team, Information Services Branch,
Division of Information and Record Services Division
Office of Information Services

Recordkeeping Requirements in Accordance with the Retention Periods for Records Rule
There are no recordkeeping requirements.

Abstract:

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

ADAMS Accession Numbers

SS: ML120750511

FRN: ML120750513

Package: ML120750510