

PROGRAM OFFICIAL CERTIFICATION FOR PROPOSED COLLECTION OF INFORMATION

TITLE OF COLLECTION

Generic Clearance for Customer Satisfaction Surveys

I certify that the proposed collection of information --
(Program Official should answer the following questions and certify responses by signing below.)

	YES	NO	N/A
1. Reduces to the extent practicable the burden, including with respect to small entities, using techniques such as; (1) establishing differing timetables or reporting requirements to account for available resources, (2) clarifying, consolidating, or simplifying reporting requirements, and (3) exempting entities from all or part of the information collection requirement.	✓		
2. Is written using plain, coherent, and unambiguous terminology and is understandable to respondents.	✓		
3. Will be implemented in ways consistent and compatible, to the maximum extent practicable, with respondents' existing reporting and recordkeeping practices.	✓		
4. Has been developed by an office that has planned and allocated resources for the efficient and effective management and use of the information, including processing the information in a manner to enhance, where appropriate, the information's utility to agencies and the public.	✓		
5. Uses effective, efficient, and appropriate statistical survey methodology.			✓
6. To the maximum extent practicable, uses information technology to reduce burden and improve data quality, agency efficiency and responsiveness to the public.	✓		
7. Is necessary for NRC to properly perform its functions, and that the information has practical utility.	✓		
8. Is not unnecessarily duplicative of information otherwise reasonably accessible to the agency.	✓		
9. Indicates for each recordkeeping requirement the record retention.			✓
10. Informs potential respondents why the information is being collected; its necessity to the agency's performance; provides an estimate of and request for comment on the burden; indicates whether responses are mandatory, voluntary, or required to obtain a benefit (citing authority); confidentiality (citing authority); and the fact that an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid control number.	✓		

Program Office Official

Brenda Jo Shelton
(Signature)

Date

2/28/2004

Brenda Jo. Shelton

(Type or print name)