

**U. S. NUCLEAR REGULATORY COMMISSION**

**Agency Information Collection Activities: Proposed Collection; Comment Request**

**AGENCY:** U. S. Nuclear Regulatory Commission (NRC)

**ACTION:** Notice of pending NRC action to submit an information collection request to OMB and solicitation of public comment.

**SUMMARY:** The NRC is preparing a submittal to OMB for review of information collections under the provisions of the Paperwork Reduction Act of 1995 (44 U.S.C. Chapter 35).

**Information pertaining to the requirement to be submitted:**

1. The title of the information collection: Generic Customer Satisfaction Survey
2. Current OMB approval number: None
3. How often the collection is required: Occasionally

4. Who is required or asked to report: Voluntary reporting by the public and NRC licensees
5. The number of annual respondents: 1225
6. The number of hours needed annually to complete the requirement or request: 306
7. Abstract: Voluntary customer satisfaction surveys will be 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 customer needs. Each survey will be submitted to OMB for its review.

Submit, by (insert date 60 days after publication in the Federal Register), comments that address the following questions:

1. Is the proposed collection of information necessary for the NRC to properly perform its functions? Does the information have practical utility?
2. Is the burden estimate accurate?

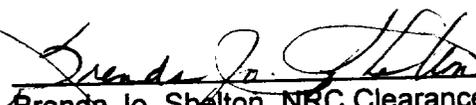
3. Is there a way to enhance the quality, utility, and clarity of the information to be collected?
  
4. How can the burden of the information collection be minimized, including the use of automated collection techniques or other forms of information technology?

A copy of the draft supporting statement may be viewed free of charge at the NRC Public Document Room, 2120 L Street, NW (lower level), Washington, DC. OMB clearance requests are available at the NRC worldwide web site (<http://www.nrc.gov/NRC/PUBLIC/OMB/index.html>). The document will be available on the NRC home page site for 60 days after the signature date of this notice.

Comments and questions about the information collection requirements may be directed to the NRC Clearance Officer, Brenda Jo. Shelton, U.S. Nuclear Regulatory Commission, T-6 E6, Washington, DC 20555-0001, by telephone at 301-415-7233, or by Internet electronic mail at [BJS1@NRC.GOV](mailto:BJS1@NRC.GOV).

Dated at Rockville, Maryland, this 28<sup>th</sup> day of February 2000.

For the Nuclear Regulatory Commission.

  
Brenda Jo. Shelton, NRC Clearance Officer  
Office of the Chief Information Officer

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Brenda Jo. Shelton, NRC Clearance Officer  
Office of the Chief Information Officer

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