

PAPERWORK REDUCTION ACT SUBMISSION

Please read the instructions before completing this form. For additional forms or assistance in completing this form, contact your agency's Paperwork Clearance Officer. Send two copies of this form, the collection instrument to be reviewed, the Supporting Statement, and any additional documentation to: **Office of Information and Regulatory Affairs, Office of Management and Budget, Docket Library, Room 10102, 725 17th Street NW, Washington, DC 20503.**

1. Agency/Subagency originating request U.S. Nuclear Regulatory Commission		2. OMB control number <input checked="" type="checkbox"/> a 3150 - 0197 <input type="checkbox"/> b. None	
3. Type of information collection (check one) <input type="checkbox"/> a New collection <input checked="" type="checkbox"/> b Revision of a currently approved collection <input type="checkbox"/> c. Extension of a currently approved collection <input type="checkbox"/> d Reinstatement, without change, of a previously approved collection for which approval has expired <input type="checkbox"/> e Reinstatement, with change, of a previously approved collection for which approval has expired <input type="checkbox"/> f Existing collection in use without an OMB control number		4. Type of review requested (check one) <input checked="" type="checkbox"/> a Regular <input type="checkbox"/> c. Delegated <input type="checkbox"/> b. Emergency - Approval requested by (date):	
		5. Will this information collection have a significant economic impact on a substantial number of small entities? <input type="checkbox"/> a Yes <input checked="" type="checkbox"/> b No	
		6 Requested expiration date <input checked="" type="checkbox"/> a Three years from approval date <input type="checkbox"/> b. Other (Specify):	
7. Title Generic Customer Satisfaction Surveys and NRC Form 671, Request for Review of A Customer Satisfaction Survey Under Generic Clearance			
8. Agency form number(s) (if applicable) NRC Form 671, Request for Review of A Customer Satisfaction Survey Under Generic Clearance			
9. Keywords Survey, generic clearance, accountability			
10 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.			
11. Affected public (Mark primary with "P" and all others that apply with "X") <input checked="" type="checkbox"/> a. Individuals or households <input type="checkbox"/> d. Farms <input checked="" type="checkbox"/> b. Business or other for-profit <input checked="" type="checkbox"/> e. Federal Government <input type="checkbox"/> c. Not-for-profit institutions <input checked="" type="checkbox"/> f. State, Local or Tribal Government		12. Obligation to respond (Mark primary with "P" and all others that apply with "X") <input checked="" type="checkbox"/> a. Voluntary <input type="checkbox"/> b. Required to obtain or retain benefits <input type="checkbox"/> c. Mandatory	
13. Annual reporting and recordkeeping hour burden a. Number of respondents <u>1,727</u> b. Total annual responses <u>1,727</u> 1. Percentage of these responses collected electronically <u>0.0</u> % c. Total annual hours requested <u>386</u> d. Current OMB inventory <u>313</u> e. Difference <u>73</u> f. Explanation of difference 1. Program change _____ 2. Adjustment <u>73</u>		14. Annual reporting and recordkeeping cost burden (in thousands of dollars) a. Total annualized capital/startup costs \$ _____ b. Total annual costs (O&M) \$ _____ c. Total annualized cost requested \$ _____ d. Current OMB inventory \$ _____ e. Difference \$ _____ f. Explanation of difference 1. Program change \$ _____ 2. Adjustment \$ _____	
15. Purpose of information collection (Mark primary with "P" and all others that apply with "X") <input type="checkbox"/> a. Application for benefits <input type="checkbox"/> e. Program planning or management <input checked="" type="checkbox"/> b. Program evaluation <input type="checkbox"/> f. Research <input type="checkbox"/> c. General purpose statistics <input type="checkbox"/> g. Regulatory or compliance <input type="checkbox"/> d. Audit		16. Frequency of recordkeeping or reporting (check all that apply) <input type="checkbox"/> a Recordkeeping <input type="checkbox"/> b. Third-party disclosure <input checked="" type="checkbox"/> c. Reporting <input checked="" type="checkbox"/> 1. On occasion <input type="checkbox"/> 2. Weekly <input type="checkbox"/> 3. Monthly <input type="checkbox"/> 4. Quarterly <input type="checkbox"/> 5. Semi-annually <input type="checkbox"/> 6. Annually <input type="checkbox"/> 7. Biennially <input type="checkbox"/> 8. Other (describe)	
17. Statistical methods Does this information collection employ statistical methods? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		18. Agency contact (person who can best answer questions regarding the content of this submission) Name <u>Tremaine U. Donnell</u> Phone: <u>301 - 415 - 6258</u>	

19. Certification for Paperwork Reduction Act Submissions

On behalf of this Federal agency, I certify that the collection of information encompassed by this request complies with 5 CFR 1320.9.

NOTE: The text of 5 CFR 1320.9, and the related provisions of 5 CFR 1320.8 (b) (3), appear at the end of the instructions. *The certification is to be made with reference to those regulatory provisions as set forth in the instructions.*

The following is a summary of the topics, regarding the proposed collection of information, that the certification covers:

- (a) It is necessary for the proper performance of agency functions;
- (b) It avoids unnecessary duplication;
- (c) It reduces burden on small entities;
- (d) It uses plain, coherent, and unambiguous terminology that is understandable to respondents;
- (e) Its implementation will be consistent and compatible with current reporting and recordkeeping practices;
- (f) It indicates the retention periods for recordkeeping requirements;
- (g) It informs respondents of the information called for under 5 CFR 1320.8 (b) (3):
 - (i) Why the information is being collected;
 - (ii) Use of information;
 - (iii) Burden estimate;
 - (iv) Nature of response (voluntary, required for a benefit, or mandatory);
 - (v) Nature of extent of confidentiality; and
 - (vi) Need to display currently valid OMB control number;
- (h) It was developed by an office that has planned and allocated resources for the efficient and effective management and use of the information to be collected (see note in Item 19 of the instructions);
- (i) It uses effective and efficient statistical survey methodology; and
- (j) It makes appropriate use of information technology.

If you are unable to certify compliance with any of these provisions, identify the item below and explain the reason in Item 18 of the Supporting Statement.

Signature of Authorized Agency Official	Date
Signature of Senior Official or designee <i>Brenda Jo. Shelton</i> Brenda Jo. Shelton, NRS Clearance Officer, Office of the Chief Information Officer	Date <i>4/16/03</i>