

Date: January 31, 2006

SUMMARY OF INFORMATION COLLECTION REQUEST

Title: Generic Customer Satisfaction Surveys

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

Proposed Burden/Responses: 393 hours/1,770 responses

Frequency of Response: On occasion

Number of Respondents: 1,770

Reasons for Changes in Burden/Responses: The estimated burden has increased by 7 hours from the estimated 386 hours to 393 hours because of the addition of one survey which will be conducted in FY 2007 and FY 2009 (ACRS/ACNW Customer Satisfaction Survey). The estimated number of responses also increased, from 1,727 to 1,770 responses. The burden data from the customer satisfaction surveys has been 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 1,770 for the 6 planned surveys, with an average burden per response of 13.25 minutes, resulting in an estimated burden of 393 hours.

Level of Concurrence: Chief
Records, Freedom of Information/Privacy Services Branch
Information, Records and Services Division
Office of Information Services

Recordkeeping Requirements in Accordance with the Retention Periods for Records/Rule:
N/A.

Search of the Information Requirements Control Automated System (IRCAS):

The information to be requested will not duplicate data affecting current programs or data currently provided by the respondents, and is unique to the NRC's effort to update and refine its current programs and processes. No sources of similar information are available and there is no duplication of requirements.

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

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