

Date: May 2, 2006

SUMMARY OF INFORMATION COLLECTION REQUEST

Title: Generic Customer Satisfaction Surveys and NRC Form 671, Request For Review of a Customer Satisfaction Survey Survey under Generic Clearance (OMB 3150-0197, Final OCP)

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 386 hours to 393 hours because of the addition of one survey (the ACRS/ACNW Customer Satisfaction Survey). The additional survey is expected to increase the number of responses from 1,727 to 1,770 for 6 planned surveys because the ACRS/ACNW survey is expected to generate 43 responses at 10 minutes per response. The average burden per response for all surveys is 13.3 minutes, for a total of 393 hours $([1,770 \text{ responses} \times 13.3 \text{ minutes}] / 60)$.

The burden data obtained 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.

Level of Concurrence: Chief
Records and FOIA/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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