

## Mendiola, Doris

**From:** Adams, Alexander  
**Sent:** Friday, July 31, 2009 4:35 PM  
**To:** Mendiola, Doris  
**Subject:** FW: Suggestion on Paperwork

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-----Original Message-----

**From:** John Bernard [mailto:bernardj@MIT.EDU]  
**Sent:** Thursday, July 02, 2009 12:49 PM  
**To:** Adams, Alexander  
**Subject:** Suggestion on Paperwork

Dear Mr. Adams,

NRC had earlier asked in a public mtg for suggestions on how to speed up the paperwork process for license and amendment reviews. I'm passing along a practice that was recently put into use by DHS to address a similar issue.

As you may know, my wife and I are trying to adopt a child. The process is slow and the paperwork is complex and subject to expiration. Also, the governing regulations keep changing. So, in many respects, adoption paperwork is like that for a tech spec amendment. DHS used to prepare and send formal ltrs for each finding - this created a lot of paperwork to correct even simple errors such as a typo in a birth date. They now allow their people to send (neat) hand-written notes for which no records are kept. The paper on which these are written contains a header informing you that its informal and not archived. These give advice such as "be sure to include the following with your next submission" or "use this email for faster service". If you need to reply, you xerox the hand-written note and send it with your reply so as to remind DHS of what they had told you. NRC might want to consider the same approach for things that don't need to be archived in the ADAMS system. Or you could use email or phone calls. My point is that DHS is giving its employees more leeway in deciding how to interact with the petitioner and thereby making things more efficient.

John

SUNSI Review Complete  
Template = ADM-013

E-RIDS = ADM-03  
Call = M. Voth (MHV)  
A. Adams (AXA)