

October 21, 2011

MEMORANDUM TO: Chairman Jaczko

FROM: R. W. Borchardt */RA by Darren B. Ash for/*
Executive Director for Operations

SUBJECT: IMPLEMENTATION OF EXECUTIVE ORDER 13571,
“STREAMLINING SERVICE DELIVERY AND IMPROVING
CUSTOMER SERVICE”

On April 27, 2011, the President issued Executive Order (EO) 13571, “Streamlining Service Delivery and Improving Customer Service.” On May 20, 2011, the Office of the General Counsel provided the Commission its opinion of the agency’s obligations with regard to the EO, and on June 13, 2011, the Office of Management and Budget (OMB) issued implementation guidance. The guidance required agencies to identify a senior agency official to be responsible for a customer service plan, to participate in an OMB-led Customer Service Task Force, and to post the agency’s customer service plan to its Open Government Web site. The guidance further required each plan to discuss improvements to three to five key customer service areas and to include a “Signature Initiative” demonstrating the use of technology to improve the customer experience. The Customer Service Task Force’s activities included providing agencies with a template for their plans and arranging for the participating agencies to review each other’s plans.

Darren Ash, Deputy Executive Director for Corporate Management, has been designated as the U.S. Nuclear Regulatory Commission’s (NRC’s) senior agency official. The Office of Information Services (OIS) led the development of the customer service plan in coordination with the agency’s Open Government Advisory Group, composed of representatives from OIS, the Office of the Executive Director for Operations, and the Office of Public Affairs.

In support of its regulatory mission, the NRC’s most frequent interactions are with licensees, industry groups, other State and Federal government entities, and the public. Some of these groups, licensees for example, do not fit the traditional definition of a “customer.” Nevertheless, consistent with the basic intent of the EO, the attached NRC Customer Service Plan describes several initiatives the staff is undertaking to streamline its transactions and interactions with key stakeholder groups. The NRC is focusing on the enhancement of licensing operations, critical interactions with licensees, and public access to regulatory documents.

CONTACT: Francine Goldberg, OIS/FO
301-415-6921

The NRC's Signature Initiative is the Office of Federal and State Materials and Environmental Management Programs' Web-based Licensing System, which will provide an online platform for individuals and organizations to apply for a new license, renew a license, or amend an existing license for the use of radioactive materials.

The plan also covers criminal history background checks, improving information access through smartphone technology, improving the agency's electronic hearing docket, and soliciting customer feedback through a Web-based tool to improve Public Document Room services. As requested in the OMB guidance, the NRC will post the plan to the agency's public Web site on October 24, 2011.

Enclosure:
As stated

cc: Commissioner Svinicki
Commissioner Apostolakis
Commissioner Magwood
Commissioner Ostendorff
SECY
OGC
OCA
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