



Billing Code: 5001-06

DEPARTMENT OF DEFENSE

Office of the Secretary

[Docket ID: DoD-2013-OS-0127]

Proposed Collection; Comment Request

AGENCY: Defense Finance and Accounting Service (DFAS), DoD.

ACTION: Notice.

In compliance with Section 3506(c)(2)(A) of the *Paperwork Reduction Act of 1995*, the DFAS announces a proposed public information collection and seeks public comment on the provisions thereof. Comments are invited on: (a) whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden of the proposed information collection; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the information collection on respondents, including through the use of automated collection techniques or other forms of information technology.

DATES: Consideration will be given to all comments received by [insert date 60 days from date of publication of this notice in the Federal Register].

ADDRESSES: You may submit comments, identified by docket number and title, by any of the following methods:

- Federal eRulemaking Portal: <http://www.regulations.gov>. Follow the instructions for submitting comments.

- Mail: Federal Docket Management System Office, 4800 Mark Center Drive, East Tower, Suite 02G09, Alexandria, VA 22350-3100.

Instructions: All submissions received must include the agency name, docket number and title for this Federal Register document. The general policy for comments and other submissions from members of the public is to make these submissions available for public viewing on the Internet at <http://www.regulations.gov> as they are received without change, including any personal identifiers or contact information.

FOR FURTHER INFORMATION CONTACT: To request more information on this proposed information collection or to obtain a copy of the proposal and associated collection instruments, please write to the Defense Finance and Accounting Services -IN, 8899 E. 56th Street, Indianapolis, IN 46249-0201 ATTN: Joseph Fietze. He can be reached via e-mail at joseph.fietze@dfas.mil or by phone at (317) 212-5689.

TITLE; ASSOCIATED FORM; AND OMB NUMBER: Customer Satisfaction Surveys-Generic Clearance, OMB Number 0730-0003.

NEEDS AND USES: The information collection requirement is necessary to determine the kind and quality of services DFAS customers want and expect, as well as their satisfaction with DFAS' existing services. With the cooperation of the Office of Personnel Management (OPM), DFAS conducts annual Customer Satisfaction Surveys of various customer populations, expected to number 10 separate surveys per year, administered during May of each year. In addition, with the cooperation of Defense Information Systems Agency (DISA), DFAS maintains ongoing Interactive Customer Experience (ICE) comment cards available for as needed customer comments. DFAS expects to maintain 60 external comment cards per year for the duration of the license.

AFFECTED PUBLIC: Individuals or Households, Businesses or other For-Profit, Not-For-Profit institutions, Federal Government, and State, Local or Tribal Governments.

ANNUAL BURDEN HOURS: 30,667/yr (92,000 over 3 yrs)

NUMBER OF RESPONDENTS: 230,000/yr (690,000 over 3 yrs)

RESPONSES PER RESPONDENT: 1/yr (3 over 3 yrs)

AVERAGE BURDEN PER RESPONSE: 8 minutes

FREQUENCY: On Occasion

SUPPLEMENTARY INFORMATION:

Summary of Information Collection

DFAS will conduct a variety of customer satisfaction surveys via multiple methods (internet, telephone and paper/pencil administration). If the customer feedback activities were not conducted, DFAS would not only be in violation of E.O. 12862, but would also not have the knowledge necessary to provide the best service possible and provide unfiltered feedback from the customer for process improvement activities. The information collected provides information about customer perceptions and can help identify agency operations that need quality improvement, provide early detection of process or system problems, and focus attention on areas where customer service and functional training or changes in existing operations will improve service delivery.

Dated: July 30, 2013.

Aaron Siegel,
Alternate OSD Federal Register
Liaison Officer,
Department of Defense.

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