



BILLING CODE 6355-01-P

CONSUMER PRODUCT SAFETY COMMISSION

[Docket No. CPSC-2011-0014]

Submission for OMB Review; Comment Request-- Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

AGENCY: Consumer Product Safety Commission.

ACTION: Notice.

SUMMARY: As required by the Paperwork Reduction Act of 1995, the Consumer Product Safety Commission (CPSC or Commission) announces that the CPSC has submitted to the Office of Management and Budget (OMB) a request for extension of approval of a collection of information relating to the generic clearance for the collection of qualitative feedback on agency service delivery (OMB No. 3041-0148). In the *Federal Register* of May 3, 2017 (82 FR 20591), the CPSC published a notice announcing the agency's intent to seek an extension of approval of this collection of information. CPSC received no comments in response to that notice.

Therefore, by publication of this notice, the Commission announces that CPSC has submitted to the OMB a request for extension of approval of that collection of information without change.

DATES: Written comments on this request for extension of approval of information collection requirements should be submitted by **[INSERT DATE THAT IS 30 DAYS FROM PUBLICATION OF THIS NOTICE IN THE FEDERAL REGISTER]**.

ADDRESSES: Submit comments about this request by e-mail:

OIRA_submission@omb.eop.gov or fax: 202-395-6881. Comments by mail should be sent to the Office of Information and Regulatory Affairs, Attn: OMB Desk Officer for the CPSC, Office of Management and Budget, Room 10235, 725 17th Street NW, Washington, DC 20503. In

addition, written comments that are sent to OMB also should be submitted electronically at <http://www.regulations.gov>, under Docket No. CPSC-2011-0014.

FOR FURTHER INFORMATION CONTACT: Charu S. Krishnan, Consumer Product Safety Commission, 4330 East West Highway, Bethesda, MD 20814; (301) 504-7221, or by e-mail to: ckrishnan@cpsc.gov.

SUPPLEMENTARY INFORMATION:

Burden Hours

Title: Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

OMB Number: 3041-0148

Type of Review: Renewal of collection

Frequency of Response: On occasion

Affected Public: Individuals and households, businesses and organizations, state, local, or tribal government.

Average Expected Annual Number of Activities: Eight activities, including qualitative surveys, focus groups, customer satisfaction surveys, and usability tests.

Annual Number of Respondents: 1,600

Annual responses: 1,600

Frequency of Response: Once per request

Average minutes per response: 45 minutes per response

Annual Burden hours: 1,200

General Description of Collection: The CPSC will collect, analyze, and interpret information gathered through this generic clearance to identify strengths and weaknesses of current services and make improvements in service delivery based on feedback obtained through these activities.

The solicitation of feedback will target areas such as: timeliness, appropriateness, and accuracy of information; courtesy; efficiency of service delivery; and resolution of issues with service delivery. We will use the responses to plan and inform efforts to improve or maintain the quality of service CPSC offers to the public.

Dated: July 17, 2017

Todd A. Stevenson, Secretary
Consumer Product Safety Commission

[FR Doc. 2017-15279 Filed: 7/20/2017 8:45 am; Publication Date: 7/21/2017]