

DEPARTMENT OF THE TREASURY

ALCOHOL TOBACCO TAX AND TRADE BUREAU

Supporting Statement - Information Collection Request

Customer Service Surveys

Questionnaire – Permit Application Questions, Amended Permit Application Questions, Claims Questions

A. JUSTIFICATION

1. What are the circumstances that make this collection of information necessary and what legal or administrative requirements necessitate the collection?

TTB's performance measures include a goal of taking final action on 80% of all applications within 60 days of receipt of a completed application. TTB also has a performance goal of processing claims with 45 days of receipt of a complete claim, and a goal of processing non-beverage drawback claims within 30 days. TTB will be striving to provide timely, courteous, informative, and effective customer service to the industry members, new permit applicants, and claimants. Each of these types of transactions involve direct interaction with the applicant or claimant, and the most effective way to measure the quality of service provided is to conduct customer surveys via telephone shortly after the application or claim has been acted upon.

2. How, by whom and for what purpose is this information used?

This information is primarily for internal use within the agency, with summary results reportable to the Department or other interested parties. The information is being collected to enable TTB to evaluate the effectiveness of its permit, application, and claims processing programs.

3. To what extent does this collection of information involve the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology? What consideration is given to use information technology to reduce burden?

The surveys will be conducted via telephone interview. The responses will be recorded in a data file for purposes of tracking completion of the surveys and for analysis and summarization.

4. What efforts are used to identify duplication? Why can't any similar information already available be used or modified for use for the purposes described in Item 2 above?

The information gathered is unique and does not duplicate other gathered data.

5. If this collection of information impacts small businesses or other small entities, what methods are used to minimize burden?

The information requested is related to the recent processing of an application or claim by TTB, and the respondent will be a person who was involved in that process as the preparer of documentation and who had been in contact with TTB during the processing. The responses of this person will be extemporaneous and require no added recordkeeping burden. The survey is voluntary and respondents may elect not to participate. TTB finds that the proposed collection would not impose any significant administrative or cost burden on small businesses or other entities.

6. What consequences to Federal program or policy activities and what, if any, technical or legal obstacles to reducing burden will occur if this collection is not conducted or is conducted less frequently?

This is a customer satisfaction survey and the responses are used to improve the quality of work that is being done by our agency. It is used to create a data base to determine problems and issues that need corrected. If it is done less frequently, we would not have sufficient information to identify changes in materials and procedures needed to minimize customers concerns and/or problems. Without continually gathering and analyzing customer contacts we would not be able to improve the level and quality of services provided on an ongoing basis.

7. Are there any special circumstances associated with this information collection?

There are no special circumstances associated with this information collection.

8. What effort was made to notify the general public about this collection of information?

A 60-day Federal Register notice was published for this information collection on Wednesday, November 8, 2006, at 71 FR 65569. The notice solicited comments from the general public. TTB received no comments.

9. What decision was made to provide any payment or gift to respondents, other than reenumeration of contractors or grantees?

No payment or gift is associated with this information collection.

10. What assurance of confidentiality was provided to respondents and what was the basis for the assurance in statute, regulations, or agency policy?

No specific assurance of confidentiality is provided on this information collection; however the confidentiality of taxpayer information collected is protected by 26 U.S.C. 6103 and 5 U.S.C. 552.

11. What justification is there for questions of a sensitive nature?

We ask no questions of a sensitive nature.

12. What is the estimated hour burden of this collection of information?

There is expected to be 2,500 completed surveys taking a maximum of 15 minutes per call for a total burden of 625 hours.

13. What is the estimated total annual cost burden to respondents or recordkeepers resulting from this collection of information?

No cost is associated with this collection. It takes approximately 15 minutes of the respondents' time.

14. What is the annualized cost to the Federal government?

The approximate salary for the percent of time spent on this for the employees involved would be \$50,000.

15. What is the reason for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-I?

There are no program changes or adjustments associated with this collection.

16. Outline plans for tabulation and publication for collections of information whose results will be published.

The results of this collection will not be published.

17. If seeking approval to not display the expiration date for OMB approval of this information collection, what are the reasons that the display would be inappropriate?

We are not seeking approval to not display the expiration date of OMB approval for this collection.

18. What are the exceptions to the certification statement?

There are no exceptions to the certification statement.

B. COLLECTION OF INFORMATION EMPLOYING STATISTICAL METHODS

This collection does not employ statistical methods.