

**PAPERWORK REDUCTION ACT  
CHANGE WORKSHEET**

Agency/Subagency <b>Department of the Treasury Internal Revenue Service</b>		OMB Control Number <b><u>1 5 4 5 - 1 4 3 2</u></b>
<b>Enter only items that change</b>		
	<b>Current Record</b>	<b>New Record</b>
Agency form number(s)	Appeals Customer Satisfaction Survey	Appeals Customer Satisfaction Survey
Annual reporting and recordkeeping hour burden		
Number of respondents	750	3582
Total annual responses	750	3582
Percent of these responses collected electronically	%	%
Total annual hours	137.5 hours	656.7 hours
Difference		519.2
Explanation of difference		The revised sampling plan addresses the need for defensible and actionable results at the category and area levels. By increasing the sample size to approximately 3,500 customers and requiring strategic sampling to achieve a 10% margin of error at 95% confidence for categories within each area, Appeals will be able to determine trends, areas of success, and areas to improve at many more levels.
Program Change Adjustment		
Annual reporting and recordkeeping cost burden (in thousands of dollars)		
Total annualized Capital/Startup costs		
Total annual costs (O&M)		
Total annualized cost requested		
Difference		
Explanation of difference		
Program change Adjustment		

**Other Change\*\***

Signature of Senior Official or  
designee:

Date:

For OIRA Use

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\*\*This form cannot be used to extend an expiration date.  
OMB 83-C

10/95