DEPARTMENT OF THE TREASURY

ALCOHOL TOBACCO TAX AND TRADE BUREAU

Supporting Statement - Information Collection Request

OMB Control Number - 1513-0124

Various Application, Claim, and EXPO Questionnaires (Generic)

A. <u>JUSTIFICATION</u>

1. What are the circumstances that make this collection of information necessary and what legal or administrative requirements necessitate the collection? Also include the following: Align the information collection to Treasury's Strategic Goals, Line of Business/Sub-function, and IT Investment, if one is used.

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 within 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 service questionnaires via telephone shortly after the application or claim has been acted upon.

Also, TTB hosts an EXPO which is a unique and innovative event during which members of the various regulated industries in a single venue have the opportunity to hear about regulatory developments, learn how to comply with TTB requirements, network with other industry members, and meet with TTB and other Federal and State agency representatives. We plan to host an EXPO every other year and would like feedback on the value of each so we have developed questionnaires to determine what the needs are to make each EXPO a success.

This information collection is aligned with:
Treasury Strategic Goal: Effectively Managed U.S. Government's Finances.
Line of Business/Sub-function: General Government/Taxation Management.
IT Investment: Tax Major Application Systems.

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 other interested parties. The information collected enables TTB to evaluate the effectiveness of its permit application and claims processing programs, as well as its EXPO conferences.

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?

Customer service questionnaires are completed via telephone interview. The responses are recorded in a data file for purposes of tracking completion of the questionnaires and for analysis and summarization. The EXPO questionnaires are handed out and completed at the event; however, there is an opportunity to complete them on our website and mail them in to us.

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 questions asked require an answer that reflects the personal experience of each person responding to the questionnaire. 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?

Our questionnaires are completed by individuals that file applications or claims, or attend TTB EXPOs. TTB finds that the proposed collection would not impose any significant administrative or cost burden on small businesses or other entities. Further, TTB notes that responding to our questionnaires is voluntary.

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?

The 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 correcting. If it is done less frequently, we would not have sufficient information to identify changes in materials and procedures needed to minimize customers concerns, problems, and/or burdens. 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. The EXPO questionnaires are used to improve the usefulness of future events. Without this information, we would be unaware of the participants needs and if their needs are being met.

7. Are there any special circumstances associated with this information collection that would require it to be conducted in a manner inconsistent with OMB guidelines?

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? Summarize the public comments that were received and describe the action taken by the agency in response to those comments.

A 60-day Federal Register notice was published for this information collection on Monday, March 15, 2010, at 75 FR 12329. 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 remuneration 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 for these information collections; no confidential information is being collected.

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?

The total burden hours and responses during this three-year approval period are estimated to be 53,000 and 107,500, respectively. The actual number of questionnaires is unknown at this time. The exact number of different questionnaires, the length of each, the number of responses, and the number of respondents are also unknown at the present time. This estimate is based on our experience from the previous three-year approval period.

13. What is the estimated total annual cost burden to respondents or recordkeepers resulting from this collection of information (excluding the value of the burden hours in Question 12 above?

No cost is associated with this collection.

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. This estimation is based on past experience.

15. What is the reason for any program changes or adjustments?

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 why 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.