

Supporting Statement

Justification for: "Voluntary Customer Satisfaction Survey to Implement Executive Order 12862."

- 1. Explain the circumstances that make this collection of information necessary. Identify any legal or administrative requirements that necessitate the collection.**
This survey of customer service is conducted by the Bureau of the Public Debt pursuant to Executive Order 12862.
- 2. Indicate how, by whom and for what purpose is this information used?** The information will be used to determine customer satisfaction levels with current programs and explore ways to meet future needs of customers.
- 3. Describe whether, and to what extent, the collection of information involves 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?** Public Debt has been a leader in e-Gov, providing the public with options for conducting financial transactions online for several years. To provide our customers additional options for submitting information electronically, we are taking the following steps: a technical project team is exploring new options and will select the mechanisms and infrastructure; at the same time, we are reengineering of business processes as a result of reorganizing major business lines.
- 4. Describe efforts are used to identity duplication? Why can't any similar information already available be used or modified for use for the purposes described in Item 2 above?** Duplicate information is not requested.
- 5. If this collection of information impacts small businesses or other small entities, what methods are used to minimize burden?** This collection of information does not impact small business or other small 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?** N/A.
- 7. Is this collection of information conducted in a manner consistent with the guidelines of 5 CFR 1320.6?** The collection of information cannot be conducted less frequently because the collection is initiated for a single purpose.
- 8. What effort was made to notify the general public about this collection of information?** The Bureau's notice was published in the Federal Register on August 23, 2010, Page 51877. No comments were received.
- 9. What decision was made to provide any payment or gift to respondents, other than**

reenumeration of contractors or grantees? N/A

10. **What assurance of confidentiality was provided to respondents and what was the basis for the assurance in statute, regulations, or agency policy?** There is no assurance of confidentiality except as prescribed by law.
11. **What justification is there for questions of a sensitive nature?** There are no questions of a sensitive nature.
12. **What is the estimated hour burden of this collection of information?** The average time needed is 7 minutes per response multiplied by the estimated number of responses (7,000) reflects the total burden of 876 hours.
13. **What is the estimated total annual cost burden to respondents or recordkeepers resulting from this collection of information?** Estimated cost burden to respondents is not available at this time.
14. **What is the annualized cost to the Federal Government?** N/A
15. **What is the reason for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-I?** N/A
16. **For collections of information whose results will be published, outline plans for tabulation and publication.** The results of the collection of this information will not be published for statistical use.
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?** N/A.
18. **What are the exceptions to the certification statement?** N/A