

**Justification for Non-Substantive Changes  
Paperwork Reduction Act Generic Information Collection Submissions for  
“Generic Clearance for the Collection of Qualitative Feedback on Agency Service  
Delivery”**

**OMB No. 0960-0788**

At the instruction of ROCIS help desk contact person, we are submitting this change request to correct the Generic Clearance Request number of hours requested and hours used.

**The total burden on ROCIS** should be as follows:

Total Burden Actually Used for Information Collections Under Currently Approved ICR:	0	0	0
Total Burden Approved for Information Collections Under Currently Approved ICR:	4812504	438375	0
<b>Total Burden Actually Left for Information Collections Under Currently Approved ICR:</b>	<b>4812104</b>	<b>438308</b>	<b>0*</b>
Total Burden Actually Requested for Information Collections Under Currently Approved ICR:	4812504	438375	0

ROCIS incorrectly lists burden as follows:

Total Burden Actually Used for Information Collections Under Currently Approved ICR:	4812504	438375	0
Total Burden Approved for Information Collections Under Currently Approved ICR:	4812504	438375	0
Total Burden Actually Left for Information Collections Under Currently Approved ICR:	0	0	0
Total Burden Actually Requested for Information Collections Under Currently Approved ICR:	0	0	0

This is the Generic Clearance Information Collection Request or Fast Track Generic Clearance. This collection of information is necessary to enable the agency to garner customer and stakeholder feedback in an efficient, timely manner, in accordance with our commitment to improving service delivery. The information collected from our customers and stakeholders will help ensure that users have an effective, efficient, and satisfying experience with the agency’s programs. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

\*We are also submitting our first information collection (i.e., survey) under this approved ICR. We will use 67 burden hours (see ICI) of the approved total burden under this ICR (0960-0788). This will leave a new total burden “Actually Left for Information Collections Under Currently Approved” as 438,308 hours.