

REQUEST FOR REVIEW OF A CUSTOMER SATISFACTION SURVEY UNDER GENERIC CLEARANCE

TITLE OF SURVEY Reactor Oversight Process External Survey			OMB APPROVAL NUMBER 3150 - 0197
			REQUESTED RESPONSE DATE 09/22/2011
NUMBER OF POTENTIAL RESPONSES 30	BURDEN HOURS PER RESPONSE 0.75	TOTAL ESTIMATED BURDEN HOURS 22.5	ESTIMATED SURVEY COMPLETION DATE 11/21/2011

DESCRIPTION AND OBJECTIVES OF SURVEY

The mission of the NRC is to regulate the nation's civilian use of byproduct, source, and special nuclear materials to ensure adequate protection of public health and safety, to promote the common defense and security, and to protect the environment. One way to support this mission is through the implementation of the Reactor Oversight Process (ROP), which is the agency's program to inspect, measure, and assess the safety performance of commercial nuclear power plants and to respond to any decline in performance.

The NRC seeks to achieve continuous improvement of the ROP through the ROP self-assessment process. The CY 2011 ROP self-assessment will rely, in part, on inputs from external stakeholders. The attached voluntary survey is scheduled for this purpose, and a summary of the survey results will be included in the annual ROP self-assessment report to the Commission.

The survey consists of 20 simple statement questions, plus five survey-related questions. Each statement response is structured as a combination of multiple-choice and free-form answers. The total estimated burden is 22.5 hours for approximately 30 responses with an estimated burden of 45 minutes for each response. The survey will last for approximately eight weeks. The survey will be accessible continuously on the Internet until the closing date of the survey.

The survey will be announced to the stakeholders in a Federal Register Notice. In addition, a press release will be issued and surveys will be mailed/mailed to stakeholders to maximize awareness of the survey's availability. The survey is expected to start on or about September 22, 2011, with an expected completion date on or about November 21, 2011. This will ensure on-time submission of the annual ROP self-assessment report to the Commission in early 2012.

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OCIO APPROVAL NRC Clearance Officer	SIGNATURE	DATE
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OMB APPROVAL

SIGNATURE OF OMB OFFICIAL	DATE
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