

**REQUEST FOR REVIEW OF A CUSTOMER SATISFACTION SURVEY
UNDER GENERIC CLEARANCE**

TITLE OF SURVEY Freedom of Information Act (FOIA) User Survey			OMB APPROVAL NUMBER 3150 -0197
			REQUESTED RESPONSE DATE 11/02/2011
ESTIMATED NUMBER OF RESPONSES 119	BURDEN HOURS PER RESPONSE .05 hours	TOTAL ESTIMATED BURDEN HOURS 6 hours	ESTIMATED SURVEY COMPLETION DATE

DESCRIPTION AND OBJECTIVES OF SURVEY

The Nuclear Regulatory Commission's Freedom of Information Act (FOIA) Program plays a major role in the NRC's Strategic Plan goal of increasing public confidence. NRC wishes to provide requesters with clear and accurate information about, and a meaningful role in, our regulatory programs. As part of the NRC's effort to ensure customer satisfaction, the attached proposed FOIA User Survey will be used to assess the responsiveness of the NRC's FOIA program and its interaction with the public. All responses will be reviewed to see if the NRC's FOIA program meets the needs and expectations of hte requesters. If warranted, procedures for NRC FOIA staff interaction with requesters may be revised.

The current survey will be sent to all FOIA requesters. The survey was prepared in a simple, user-friedly way, asking only five important but brief questions, and allowing the respondents to provide additional comments if they choose.

This will be an ongoing survey during the clearance period. NRC mails an average of 33 final FOIA responses per month. Over a one-year period, approximately 396 surveys will be mailed with an estimated 30 percent return rate. It is estimated the atit will take about 3 minutes to complete a survey, or a total burden of 6 hours (119 x 3 minutes).

OFFICE CONTACT <i>(Name and Title)</i> Becky Wood, Program Analyst	TELEPHONE NUMBER 301-415-6968
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OIS APPROVAL NRC Clearance Officer	SIGNATURE	DATE
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OMB APPROVAL

SIGNATURE OF OMB OFFICIAL	DATE
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