

Non-Substantive Change Request

Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery (GSA) (OMB Control Number 3090-0297)

We are re-submitting the request to adjust the usage of the burden hours and number of respondents.

The General Services Administration (GSA) requests 172,411 additional responses and 4,464 additional burden hours under this generic clearance. The current period of approval extends through September 2014. There are insufficient hours to accommodate planned and yet-unknown activities. Our plans include conducting a 4Q satisfaction survey that will require approximately 60,000 responses and 3,000 burden hours. The additional responses and hours request are due to the Agency's increased participation in use of the collection and any other as-of-yet unknown activities. GSA plans to formally resubmit this generic clearance for extension prior to its expiration. This submission will include a request for burden hours sufficient to cover activities anticipated over a three-year period.