

DOE is submitting this change to request an increase of approved burden hours and respondents to the Information Collection Request (ICR) 1910-5160, Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery. When this ICR was originally submitted, the estimated burden hours and respondents were derived from the amount of customer satisfaction surveys DOE produced in the 5 years prior to this new fast track process. Due to a tremendous increase of interest in the fast track process, DOE programs are creating more customer satisfaction surveys than originally anticipated. During the implementation of the new fast track process, agencies were advised to submit their best estimate with the assurance of being able to request for an increase once this process was up and runner. DOE would like to request an increase of respondents from 2,220 to 10,000 and an increase of burden hours from 111,000 to 200,000.