

**Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery
OMB Control Number 1910-5160**

Justification for Change

Anticipation of the growing interest of the fast track process was impossible to predict when providing initial estimates for number of respondents and burden hours. Additionally, new requirements such as the DOE 2011 Strategic Plan that emphasizes establishing an operational and adaptable framework that combines the best wisdom of all Department stakeholders to maximize mission success, and the DOE Annual Performance Report that states program assessments and reviews are to evaluate each program's quality and effectiveness, to support program planning and improvement, and to encourage programs to develop directions and manage in ways that reflect the Department's strategic goals, the need for customer satisfaction surveys is rapidly growing. Not only is the need increasing, but so is the target audience since all areas of DOE are required to improve customer service. Based on the number of surveys that have been submitted under the fast track process, the number of developing surveys, and the anticipation of growing interest from program feedback, DOE is requesting an increase to the number of approved respondents.