

**Justification for No Material/Nonsubstantive Change for  
“Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery”**

In April 2012, a typo was discovered in the amount of annual burden hours assigned to this ICR. Only 30 hours were assigned to surveys and the number of respondents was 30,000. That would amount to a survey lasting only 5 seconds per respondent! Therefore, a Change Worksheet, OMB 83-C was submitted in May 2012 to return the number of respondents to 25,000 and increase the annual burden hours to 12,500.