

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number 0690-0030)

TITLE OF INFORMATION COLLECTION:

National Telecommunications and Information Administration (NTIA) – Program Offices
Customer Satisfaction Survey

PURPOSE:

NTIA proposes to issue Customer Service Satisfaction Surveys for clients of each of its divisions for services offered over the course of the 2012 fiscal year.

Office of the Assistant Secretary-Provide management services to the Offices of NTIA.

Office of Spectrum Management-Many Federal agencies use radio frequency spectrum to perform vital operations. NTIA manages the Federal government's use of spectrum, ensuring that America's domestic and international spectrum needs are met while making efficient use of this limited resource.

Office of Telecommunications and Information Applications - This office administers grant programs that further the deployment and use of technology in America, laying the groundwork for sustainable economic growth; improved education, public safety, and health care; and the advancement of other national priorities.

Office of International Affairs - This office formulates and promotes national telecommunications and information policies for presentation in multilateral and international organization settings. OIA also engages in advocacy directly with counterparts in foreign governments and the European Union. OIA draws on its extensive policy and technical expertise to support U.S. negotiators and interagency delegations in strategic international forums.

Office of Policy Analysis and Development - This office supports the agency's role as the principal adviser to the President on telecommunications and information policy. OPAD develops, analyzes, and advocates public policies that promote innovation, competition, jobs, and economic growth for the benefit of American businesses and consumers.

Institute for Telecommunication Sciences - ITS provides core telecommunications research and engineering services to promote: 1)Enhanced domestic competition and new technology deployment, 2) Advanced telecommunications and information services, 3) Improved foreign trade opportunities for U.S. telecommunication firms, 4) More efficient use of the radio frequency spectrum.

The Office of Chief Counsel - The office is responsible for the development and administration of the NTIA legal program. OCC provides legal advice and counsel to the Administrator, Deputy Administrator and all components of NTIA with regard to the powers, duties, and responsibilities of the agency; its relationship with other government departments and agencies, Congress, industry, and private organizations; and the development and administration of NTIA policies and programs.

DESCRIPTION OF RESPONDENTS:

Respondents will include Department of Commerce employees, employees of other federal agencies, and private sector companies with whom a particular office has a working relationship.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form
- Usability Testing (e.g., Website or Software)
- Focus Group
- Customer Satisfaction Survey
- Small Discussion Group
- Other: _____

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Marsha MacBride

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Private Sector	108	10 min.	18
State, Local or Tribal	97	10 min	16
Total	205		34

FEDERAL COST: The estimated annual cost to the Federal government is \$0

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Each of the offices of NTIA, mentioned above, will send surveys to clients relevant to the services they provide via an email with a link to the survey.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 Web-based or other forms of Social Media
 Telephone
 In-person
 Mail
 Other, Explain
2. Will interviewers or facilitators be used? Yes No

Please submit all instruments, instructions, correspondences (emails, letters, etc.) to respondents, and scripts as separate documents along with this request document.