



U.S. Department of State

**REQUEST FOR APPROVAL UNDER THE "GENERIC CLEARANCE
FOR THE COLLECTION OF ROUTINE CUSTOMER FEEDBACK"
OMB CONTROL NUMBER: 1405-0193**

Title of Information Collection**Purpose**

To build a 'Contact Us' webpage for Embassy Nairobi's Nonimmigrant Visa section. This will help us to categorize our inbound inquiries in order to offer more prompt service.

Description of Respondents

All inquirers from the general public, visa applicants, sponsors, attorneys, etc. will use this form, which essentially is a structured email template, to contact the Nonimmigrant visa section.

Type of Collection: (Check one)

- | | |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Web site or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input checked="" type="checkbox"/> Other <u>'Contact Us' webpage</u> |

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 (Last, First, MI)

Moore

Forest

C

Title

Vice Consul

Signer Email Address

moorefc@state.gov



Date (mm-dd-yyyy)

08-17-2016

TO ASSIST REVIEW, PLEASE PROVIDE ANSWERS TO THE FOLLOWING QUESTIONS.

Personally Identifiable Information

1. Is personally identifiable information (PII) collected? Yes No
 a. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
 2. If Applicable, has a System of Records Notice 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	Number of Respondents	Participation Time (Minutes)	Burden Hours
Individuals or Households	15,600	1	260.00
Totals	15,600	1	260.00

FEDERAL COST

The estimated annual cost to the Federal government is \$0.00

IF YOU ARE CONDUCTING A FOCUS GROUP, SURVEY, OR PLAN TO EMPLOY STATISTICAL METHODS, 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.

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 MAKE SURE THAT ALL INSTRUMENTS, INSTRUCTIONS, AND SCRIPTS ARE SUBMITTED WITH THE REQUEST.