

Peace Corps
Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery
Justification for No Material/NonSubstantive Change
OMB Control No. 0420-0545

The Peace Corps proposes to make a change to the Peace Corps Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery, OMB Control Number: 0420-0545, Expiration Date: 9/30/2017. The change reflects additional collections that the agency will be conducting that will increase the number of respondents by 18,064 per year and burden hours by 3,011 hours per year. The changes are nonsubstantive and, as a result, do not require approval under the Paperwork Reduction Act, 44 U.S.C. 3501 *et seq.*

This collection of information is necessary to enable the Agency to garner customer and stakeholder feedback in an efficient, timely manner. The information collected from our customers and stakeholders will help ensure that users have an effective, efficient, and satisfying experience with the Agency's programs. The Agency will collect, analyze, and interpret information gathered through this generic clearance to identify strengths and weaknesses of current services and make improvements in service delivery based on feedback. The solicitation of feedback will target areas such as: timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on the Agency's services will be unavailable.

The proposed increase in burden to the generic collection is needed for additional collections to make sure the Agency's processes are effective and customer friendly. The Agency is changing several of our business processes and wants to make sure the changes are meeting Peace Corps commitment to improving service delivery.