

**Justification for Non-Substantive Changes for
Generic Information Collection Submissions for
Generic Clearance for the Collection of
Qualitative Feedback on Agency Service Delivery
OMB No. 0960-0788**

Justification for the Non-Substantive Changes

We are increasing the overall ICR burden to account for the submission of a generic clearance request to cover a qualitative customer satisfaction survey for claimants and beneficiaries receiving consultative examinations.

- **Change #1:** We are increasing the burden as follows:

| Burden | Responses | Hours | Costs |
|---|------------------|----------------|--------------|
| Previous | 205,485 | 38,559 | 0 |
| New | 1,700,000 | 425,000 | 0 |
| Difference Change Due to Agency Adjustment | 1,494,515 | 386,441 | 0 |

- **Justification #1:** When we obtained OMB approval on 9/29/17, we did not anticipate any large-scale, qualitative Generic Clearances. However, since then, we have identified the need for the larger-scale, qualitative customer satisfaction survey for the claimants and beneficiaries receiving consultative examinations, which requires us to revise the burden estimates we submitted in 2017.