

Requests for Information from AVS

OMB # 1029-0114

Expiration Date:

08/31/2020

AVSO SERVICES EVALUATION FORM

The Applicant/Violator System Office within the Office of Surface Mining recently provided you with assistance. To help us to assess the quality of our services under the Federal Government Performance and Results Act, please take a few moments to fill out this evaluation form. Your response, which is voluntary and anonymous, will help us to better serve you in the future.

TYPE OF ASSISTANCE WE PROVIDED:

Requests for Information from AVS

(Goal: Provide information within 2 business days following request)

1. Please rate our timeliness:

1= Very Poor

2= Poor

3= Neutral

4= Good

5= Very Good

2. Please rate the quality of our assistance:

1= Very Poor

2= Poor

3= Neutral

4= Good

5= Very Good

3. Please rate our professionalism and courtesy:

1= Very Poor

2= Poor

3= Neutral

4= Good

5= Very Good

4. How can we improve our service to you?

Thank you for your time. Your response will help us improve our service to you. If you have comments or questions regarding this survey, you may contact Danny Brown with the AVS office at 859-260-3929; alternatively, you can reach him by e-mail at drbrown1@osmre.gov.

PAPERWORK REDUCTION ACT STATEMENT

The Paperwork Reduction Act of 1995 (44 U.S.C. 3501) requires us to inform you that: Federal Agencies may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. This information is being collected to better serve you in the future and as part of OSM's performance of its responsibilities under the Government Performance and Results Act. The obligation to respond is voluntary.

Public reporting burden for this form is estimated to average 5 minutes per response, including time for reviewing instructions, gathering and maintaining data, and completing and reviewing the form. Direct comments regarding the burden estimate or any other aspect of this form to the Information Collection Clearance Officer, Office of Surface Mining Reclamation and Enforcement, Room 203 SIB, 1951 Constitution Ave. NW, Washington, DC 20240.

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