**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 who use our in-office kiosk system for their field office appointments.

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Burden** | **Responses** | **Hours**  | **Costs** |
| Previous | 1,700,000 | 425,000 | 0 |
| New | 4,100,000 | 766,667 | 0 |
| **Difference Change Due to Agency Adjustment** | **2,400,000** | **341,667** | **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 who use the field office kiosk system, which requires us to revise the burden estimates we submitted in 2017.