

**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.