**Generic Information Collection Plan for the Collection of Qualitative Feedback on Bureau Service Delivery**

**No Material/Nonsubstantive Change Request**

The Consumer Financial Protection Bureau requests that OMB approves the “*Generic Information Collection Plan for the Collection of Qualitative Feedback on Bureau Service Delivery*” information collection (OMB Control No. 3170-0024) for an increase to the maximum allowable burden for use on generic information collection activities.

Currently, OMB Control No. 3170-0024 is approved to maximally allow:

* 80,000 responses (Total Number of Responses)
* 9,000 hours (Total Time Burden)

We are requesting that these respective limits are raised to:

* 250,000 responses (Total Number of Responses)[[1]](#footnote-1)
* 29,000 hours (Total Time Burden)

This request is due to sharply increasing Bureau activities that are and will be implicating OMB Control Number 3170-0024 into the foreseeable future. The Bureau is making no program changes nor changes to the nature of planned activities submitted under OMB Control Number 3170-0024. This request reflects only an increased amount of the sort of Bureau activities for which OMB Control Number 3170-0024 was intended.

1. This response total was selected to closely mirror the proportionality between currently approved response and hourly burden thresholds. [↑](#footnote-ref-1)