

Appendix A				
Business Unit (BU) Customer Satisfaction Research (1545-2250)				
Consolidated Burden Hours & Cost Requested for 2025-2028				
BU			Actual	Actual
Control #		Subject of Study	Cost	Burden
368		RCEO Mail Survey	\$520,081	390
402		Field Collection Mail Survey	\$52,743	2,041
403		Field Exam Mail Survey	\$51,743	1,376
407		CSCD Mail	\$121,858	2,688
410		CCE Mail	\$156,571	2,106
412		AUR Mail/Online	\$156,571	1,349
421		CAS Adjustments Mail Survey	\$120,000	854
422		CAS Injured Spouse Mail Survey	\$321,714	125
434		Innocent Spouse Mail	\$156,571	598
437		ACS Support Mail/Online	\$121,858	1,720
439		TEGE Mail	\$207,063	333
439		Determinations	\$207,063	333
		Annual Totals - Cost and Burden	\$2,193,836	13,913
		Three-Year Approved Burden Hours		41,739
		2025-2028 Three-Year Requested Burden Hours		41,739