

Justification for a Non-substantive/Non-material Change Request
Internal Revenue Service sss
Collection of Qualitative Feedback on Agency Service Delivery
OMB Control Number 1545-2256

The Internal Revenue Service (IRS) is submitting this change request to increase the bank of burden hours due to a projected increase in the number of customer service surveys. The IRS is increasing the bank of requested burden hours by 475,364 respondents and 74,000 hours, for a total of 500,000 respondents and 84,000 hours.