

Office of the Comptroller of the Currency
Chief Counsel's Office
Attn: OCC Comment Processing **1557-0248**
400 7th Street, S.W., Suite 3E-218
Washington D.C. 20219

OMB Number: 1557-0248

Title: OCC Information Collection Renewal - Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

This letter is in response to the Office of the Comptroller of the Currency's (OCC) request for comment concerning the *renewal* of its information collection titled, "Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery." Written comments must be received by February 27, 2026. I appreciate the OCC's request for public comment.

The Notice states that this information collection provides the OCC with a means to solicit qualitative stakeholder feedback in accordance with the government's commitment to improving *service delivery*. The OCC asserts the qualitative feedback provides insights into stakeholder perceptions, experiences, and expectations; provides an early warning of issues with service; and/or focuses attention on areas where communication, training, or changes in operations might improve delivery of services.

Comments

- The OCC should **not** renew this information collection as it appears to be duplicative of information collected in OMB Control #1557-0199.¹ The OCC needs to better describe and differentiate its assorted types of qualitative information collections on *service delivery* so that the public can provide informed comments.
- The Notice is vague and non-descriptive regarding what qualitative information is being collected and from whom.
- The Notice does not provide any information or context on improvements or changes the OCC has made over the years to its service delivery as a result of the qualitative feedback it received.

Given the above, I recommend the OCC **not** renew this information collection in an effort to reduce unnecessary paperwork and respondent burden.

I appreciate the opportunity to comment. I wish the agency the best of luck.

Thank you. Sincerely,

Bill Russell

¹ See Federal Register Vol. 89, No. 16, pages 4600-4602 - OMB Control #1557-0199 - "Examination Survey".