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**Billing Code: 5001-06**

**DEPARTMENT OF DEFENSE**

**Office of the Secretary**

**[Docket ID: DoD-2013-OS-0089]**

**Submission for OMB review; comment request**

**ACTION:** Notice.

The Department of Defense has submitted to OMB for clearance, the following proposal for collection of information under the provisions of the Paperwork Reduction Act (44 U.S.C. Chapter 35).

**DATES:** Consideration will be given to all comments received by [insert 30 days from publication of this notice in the Federal Register].

**TITLE, ASSOCIATED FORM AND OMB NUMBER:** Customer Satisfaction Surveys – Generic Clearance; OMB Control Number 0704-0403.

**TYPE OF REQUEST:** Extension

*Surveys Other Than Adhoc Surveys:*

**NUMBER OF RESPONDENTS:** 5,500

**RESPONSES PER RESPONDENT:** 1

**ANNUAL RESPONSES:** 5,500

*Adhoc Surveys:*

**NUMBER OF RESPONDENTS:** 200

**RESPONSES PER RESPONDENT:** 3

**ANNUAL RESPONSES:** 600

*Total:*

**NUMBER OF RESPONDENTS:** 5,700

**ANNUAL RESPONSES:** 6,100

**AVERAGE BURDEN PER RESPONSE:** 6.25 minutes (average)

**ANNUAL BURDEN HOURS:** 636 hours

**NEEDS AND USES:** The information collection requirement is necessary to assess the level of service the DTIC provides to its current customers. The surveys will provide information on the level of overall customer satisfaction as well as on customer satisfaction with several attributes of service that impact the level of overall satisfaction. These customer satisfaction surveys are required to implement Executive Order 12862, “Setting Customer Service Standards.”

Respondents are DTIC registered users who are components of the DoD, military services, other Federal Government Agencies, U.S. Government contractors, and universities involved in federally funded research. The

information obtained by these surveys will be used to assist agency senior management in determining agency business policies and processes that should be selected for examination, modification, and reengineering from the customer’s perspective. These

surveys will also provide statistical and demographic basis for the design of follow-on surveys. Future surveys will be used to assist monitoring of changes in the level of customer satisfaction over time.

**AFFECTED PUBLIC:** Business or other for-profit; Not for Profit Institutions.

**FREQUENCY:** On occasion.

**RESPONDENT'S OBLIGATION:** Voluntary.

**OMB DESK OFFICER:** Ms. Jasmeet Seehra.

Written comments and recommendations on the proposed information collection should be sent to Ms. Jasmeet Seehra at the Office of Management and Budget, Desk Officer for DoD, Room 10236, New Executive Office Building, Washington, DC 20503.

You may also submit comments, identified by docket number and title, by the following method:

- Federal eRulemaking Portal: <http://www.regulations.gov>. Follow the instructions for submitting comments.

*Instructions:* All submissions received must include the agency name, docket number and title for this Federal Register document. The general policy for comments and other submissions from members of the public is to make these submissions available for public viewing on the Internet at <http://www.regulations.gov> as they are received without change, including any personal identifiers or contact information.

**DOD CLEARANCE OFFICER:** Ms. Patricia Toppings.

Written requests for copies of the information collection proposal should be sent to Ms. Toppings at WHS/ESD Information Management Division, 4800 Mark Center Drive, East Tower, Suite 02G09, Alexandria, VA 22350-3100.

Dated: June 21, 2013.

Aaron Siegel,

Alternate OSD Federal Register

Liaison Officer,

Department of Defense.