



## OFFICE OF PERSONNEL MANAGEMENT

### Submission for Review: Customer Service Surveys, OMB Control No. 3206-0236

**AGENCY:** U.S. Office of Personnel Management.

**ACTION:** 60-Day Notice and request for comments.

**SUMMARY:** The Office of Personnel Management (OPM) offers the general public and other Federal agencies the opportunity to comment on the information collection request (ICR) 3206-0236, Customer Service Surveys. As required by the Paperwork Reduction Act of 1995, (Pub. L. 104-13, 44 U.S.C. chapter 35) as amended by the Clinger-Cohen Act (Pub. L. 104-106), OPM is soliciting comments for this collection. The Office of Management and Budget is particularly interested in comments that:

1. Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of OPM, including whether the information will have practical utility;
2. Evaluate the accuracy of OPM's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
3. Enhance the quality, utility, and clarity of the information to be collected; and
4. Minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submissions of responses.

**DATES:** Comments are encouraged and will be accepted until [INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER]. This

process is conducted in accordance with 5 CFR part 1320.

**ADDRESSES:** Interested persons are invited to submit written comments on the proposed information collection to the Office of Personnel Management, Office of the Chief Information Officer, 1900 E. Street, NW, Washington, DC 20415, Attention: PRA Officer or sent by email to [pra@opm.gov](mailto:pra@opm.gov).

**FOR FURTHER INFORMATION CONTACT:** A copy of this ICR, with applicable supporting documentation, may be obtained by contacting the Office of Personnel Management, Office of the Chief Information Officer, 1900 E. Street, NW, Washington, DC 20415, Attention: PRA Officer or by email to [pra@opm.gov](mailto:pra@opm.gov)

**SUPPLEMENTARY INFORMATION:** The Office of Personnel Management (OPM) leads Federal agencies in shaping human resources management systems to effectively recruit, develop, manage and retain a high quality and diverse workforce. Customer service surveys are valuable tools to gather information from our customers so we can design and implement new ways to improve our performance to meet their needs. This collection request includes surveys that we currently use or plan to use during the next three years to measure our performance in providing services to meet our customer needs. The survey instruments include direct mail, telephone contact, focus groups and web exit surveys. Our customers include the general public, Federal benefit recipients, Federal agencies and Federal employees. We estimate 911,232 customer service surveys will be completed in the next 3 years. The time estimate varies from 2 minutes to 25 minutes to complete. The estimated burden is 55,587 hours over the next 3 years.

U.S. Office of Personnel Management.

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Katherine Archuleta,  
Director.

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