



**DEPARTMENT OF JUSTICE**

**Bureau of Alcohol, Tobacco, Firearms and Explosives**

**[OMB Number 1140-0101]**

**Agency Information Collection Activities; Proposed eCollection eComments Requested;**

**Extension with Change of a Currently Approved Collection; National Firearms Act**

**Division and Firearms and Explosives Services Division Customer Service Survey**

**AGENCY:** Bureau of Alcohol, Tobacco, Firearms and Explosives, Department of Justice.

**ACTION:** 60-day notice.

**SUMMARY:** The Department of Justice (DOJ), Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), will submit the following information collection request to the Office of Management and Budget (OMB) for review and approval in accordance with the Paperwork Reduction Act of 1995. A minor change is being made to the proposed collection OMB 1140-0101 (Firearms and Explosives Services Division (FESD) Customer Service Survey), to include references to the recently established National Firearms Act Division (NFA Division); which was previously a branch in FESD. All survey questions directly relate to customer experience in FESD, NFA Division and their branches. The proposed collection is being published to obtain comments from the public and affected agencies.

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

**FOR FURTHER INFORMATION CONTACT:** If you have additional comments, particularly with respect to the estimated public burden or associated response time, have suggestions, need a copy of the proposed information collection instrument with instructions, or desire any additional information, please contact Erica Payne, National Firearms Act Division, either by mail at 244 Needy Road, Martinsburg, WV 25405, by email at Erica.payne@atf.gov or by telephone at 304-616-4582.

**SUPPLEMENTARY INFORMATION:** Written comments and suggestions from the public and affected agencies concerning the proposed collection of information are encouraged. Your comments should address one or more of the following four points:

- Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
- Evaluate the accuracy of the agency’s estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
- Evaluate whether and if so how the quality, utility, and clarity of the information to be collected can be enhanced; and
- 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 submission of responses.

Overview of this information collection:

- 1 *Type of Information Collection (check justification or form 83):* Extension, with change, of a currently approved collection.
- 2 *The Title of the Form/Collection:* National Firearms Act Division and Firearms and Explosives Services Division Customer Service Survey
- 3 *The agency form number, if any, and the applicable component of the Department sponsoring the collection:*  
  
Form number (**if applicable**): None.  
  
Component: Bureau of Alcohol, Tobacco, Firearms and Explosives, U.S. Department of Justice.
- 4 *Affected public who will be asked or required to respond, as well as a brief abstract:*  
  
Primary: Business or other For-profit.  
  
Other (if applicable): Individuals or Households, Federal Government, and State, Local, or Tribal Government.  
  
Abstract: The purpose of this survey is to gather information about customer service provided to the firearms and explosives industry and government agencies, in order to improve service delivery and customer satisfaction.
- 5 *An estimate of the total number of respondents and the amount of time estimated for an average respondent to respond:* An estimated 18,200 respondents will utilize this survey, and it will take each respondent approximately 5 minutes to complete their responses.

6      *An estimate of the total public burden (in hours) associated with the collection:*

The estimated annual public burden associated with this collection is 1,517 hours

which is equal to: 18,200 (total # of responses) \* .0833333 (5 minutes).

If additional information is required contact: Melody Braswell, Department Clearance Officer,  
United States Department of Justice, Justice Management Division, Policy and Planning Staff,  
Two Constitution Square, 145 N Street NE, 3E.405A, Washington, DC 20530.

Dated: May 23, 2018.

**Melody Braswell,**

*Department Clearance Officer for PRA,*

*U.S. Department of Justice.*

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