



## National Institute of Standards and Technology (NIST)

### Information Collection Activities; Submission to the Office of Management and Budget (OMB) for Review and Approval; Comment Request; NIST Generic Request for Customer Service-Related Data Collections

The Department of Commerce will submit the following information collection request to the Office of Management and Budget (OMB) for review and clearance in accordance with the Paperwork Reduction Act of 1995, on or after the date of publication of this notice. We invite the general public and other Federal agencies to comment on proposed, and continuing information collections, which helps us assess the impact of our information collection requirements and minimize the public's reporting burden. Public comments were previously requested via the Federal Register on January 19, 2021 during a 60-day comment period. This notice allows for an additional 30 days for public comments.

*Agency:* National Institute of Standards and Technology (NIST).

*Title:* NIST Generic Request for Customer Service-Related Data Collections.

*OMB Control Number:* 0693-0031.

*Form Number(s):* None.

*Type of Request:* Regular Submission, extension of a current information collection.

*Number of Respondents:* 120,000.

*Average Hours Per Response:* Less than 2 minutes for a response card, 2 hours for focus group participation. The average estimated response time for the completion of a collection instrument is expected to be less than 30 minutes per response.

*Burden Hours:* 15,000.

*Needs and Uses:* NIST conducts surveys, focus groups, and other customer satisfaction/service data collections. The collected information is needed and will be used to determine the kind and the quality of products, services, and information our key customers want

and expect, as well as their satisfaction with and awareness of existing products, services, and information.

*Affected Public:* Business or other for-profit organizations, individuals or households, not-for-profit institutions.

*Frequency:* On occasion.

*Respondent's Obligation:* Voluntary.

*Legal Authority:*

This information collection request may be viewed at [www.reginfo.gov](http://www.reginfo.gov). Follow the instructions to view the Department of Commerce collections currently under review by OMB.

Written comments and recommendations for the proposed information collection should be submitted within 30 days of the publication of this notice on the following website [www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). Find this particular information collection by selecting "Currently under 30-day Review - Open for Public Comments" or by using the search function and entering either the title of the collection or the OMB Control Number 0693-0031.

**Sheleen Dumas,**

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