



## Office of the Secretary

[Docket No. USDA-2023-0010]

### Notice of Request for Extension and Revision of a Currently Approved Information Collection

**AGENCY:** National Appeals Division, Department of Agriculture.

**ACTION:** Notice and request for comments.

**SUMMARY:** This notice announces the U.S. Department of Agriculture, National Appeals Division's request for an extension and revision to a currently approved information collection for the Customer Service Survey.

**DATES:** Comments on this notice must be received by [insert 60 days after publication in the Federal Register] to be assured of consideration.

**ADDRESSES:** The National Appeals Division invites interested persons to submit comments on this notice. Comments may be submitted by the following method:

Federal eRulemaking Portal: This Web site provides the ability to type short comments directly into the comment field on this Web page or attach a file for lengthier comments. Go to <http://www.regulations.gov>. Follow the on-line instructions at that site for submitting comments.

**FOR FURTHER INFORMATION CONTACT:** Dr. Angela Parham, U.S. Department of Agriculture, National Appeals Division, 1320 Braddock Place, Fourth Floor, Alexandria, Virginia 22314, 703.305.2588

#### SUPPLEMENTARY INFORMATION:

*Title:* National Appeals Division Customer Service Survey.

*OMB Number:* 0503-0007

*Expiration Date of Approval:* January 31, 2024

*Type of Request:* Extension and revision of a currently approved information collection.

*Abstract:* Executive Order 12862, requires Federal Agencies to identify the customers

who are or should be served by the Agency and survey those customers to determine the kind and quality of services they want and level of satisfaction with existing services. Therefore, NAD proposes to extend its currently approved information collection survey.

*Estimate of Burden:* Public reporting burden for this collection of information is estimated to average .17 hours per response.

*Respondents:* Appellants and producers.

*Estimated Number of Respondents:* 1200

*Estimated Number of Responses per Respondent:* 1

*Estimated Total Annual Burden on Respondents:* 272

Comments are invited on: (1) 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; (2) 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; (3) ways to enhance the quality, utility, and clarity of the information to be collected; and (4) ways to minimize the burden of the collection of information on those who are to respond, including the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology. Comments may be sent to Dr. Angela Parham, U.S. Department of Agriculture, National Appeals Division, 1320 Braddock Place, Fourth Floor, Alexandria, Virginia 22314. All comments received will be available for public inspection during regular business hours at the same address.

All responses to this notice will be summarized and included in the request for OMB approval. All comments will become a matter of public record.

**Frank Wood,**

*Director, National Appeals Division.*

