



SMALL BUSINESS ADMINISTRATION

Reporting and Recordkeeping Requirements under OMB Review

AGENCY: Small Business Administration.

ACTION: 30-Day Notice.

SUMMARY: The Small Business Administration (SBA) is seeking approval from the Office of Management and Budget (OMB) for the information collection described below. In accordance with the Paperwork Reduction Act and OMB procedures, SBA is publishing this notice to allow all interested members of the public an additional 30 days to provide comments on the proposed collection of information.

DATES: Submit comments on or before [INSERT DATE 30 DAYS AFTER THE DATE OF PUBLICATION IN THE FEDERAL REGISTER]

ADDRESSES: Written comments and recommendations for this information collection request should be sent within 30 days of publication of this notice to www.reginfo.gov/public/do/PRAMain. Find this particular information collection request by selecting “Small Business Administration”; “Currently Under Review,” then select the “Only Show ICR for Public Comment” checkbox. This information collection can be identified by title and/or OMB Control Number.

FOR FURTHER INFORMATION CONTACT: You may obtain a copy of the information collection and supporting documents from the Interim Agency Clearance Officer at Shauniece.Carter@sba.gov; (202) 921-2198, or from www.reginfo.gov/public/do/PRAMain

SUPPLEMENTARY INFORMATION:

The Disaster Assistance Customer Service Center (CSC) will conduct a brief survey of customers to determine their satisfaction with the services received from the CSC and the Field Operations Centers (FOC). The survey will be conducted via automated phone applications, email through a web-based application, or on occasion, live interviews with trained specialists. The survey results will help the SBA enhance its delivery of critical financial assistance to disaster survivors.

Solicitation of Public Comments:

Comments may be submitted on (a) whether the collection of information is necessary for the agency to properly perform its functions; (b) whether the burden estimates are accurate; (c) whether there are ways to minimize the burden, including through the use of automated techniques or other forms of information technology; and (d) whether there are ways to enhance the quality, utility, and clarity of the information.

OMB Control 3245-0370.

Title: Disaster Assistance Customer Satisfaction Survey.

Description of Respondents: Disaster customers with inquiries concerning the disaster loan program.

Form Number: SBA Form 2313 CSC/FOC.

Total Estimated Annual Responses: 32,400.

Total Estimated Annual Hour Burden: 2,689.2.

Shauniece Carter

Interim Agency Clearance Officer

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