

Administration's commitment to improving service delivery. By qualitative feedback we mean information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: The target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior to fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

#### **Total Burden Estimate for the Department of the Treasury**

*Affected Public:* Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.  
*Average Expected Annual Number of activities:* 120.  
*Respondents:* 120,000.  
*Annual responses:* 120,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 120,000.  
*Breakdown of Separate Agency Clearances and Burden Estimates:*

#### **Treasury Departmental Offices 1505-xxxx**

*Average Expected Annual Number of activities:* 40.  
*Respondents:* 40,000.  
*Annual responses:* 40,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 40,000.

#### **Financial Crimes Enforcement Network: 1506-xxxx**

*Average Expected Annual Number of activities:* 10.  
*Respondents:* 10,000.  
*Annual responses:* 10,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 10,000.

#### **United States Mint: 1525-xxxx**

*Average Expected Annual Number of activities:* 10.  
*Respondents:* 10,000.  
*Annual responses:* 10,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 10,000.

#### **Community Development Financial Institutions Fund: 1559-xxxx**

*Average Expected Annual Number of activities:* 10.  
*Respondents:* 10,000.  
*Annual responses:* 10,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 10,000.

#### **Financial Management Service: 1510-xxxx**

*Average Expected Annual Number of activities:* 10.  
*Respondents:* 10,000.  
*Annual responses:* 10,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 10,000.

#### **Alcohol and Tobacco Tax and Trade Bureau: 1513-xxxx**

*Average Expected Annual Number of activities:* 10.  
*Respondents:* 10,000.  
*Annual responses:* 10,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 10,000.

#### **Bureau of Public Debt: 1535-xxxx**

*Average Expected Annual Number of activities:* 10.  
*Respondents:* 10,000.

*Annual responses:* 10,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 10,000.

#### **Internal Revenue Service: 1545-xxxx**

*Average Expected Annual Number of activities:* 20.  
*Respondents:* 20,000.  
*Annual responses:* 20,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 20,000.  
*Departmental Clearance Officer:*  
 Robert Dahl, OCIO, 1750 Pennsylvania Ave., NW., Ste. 11020, Washington, DC 20220; (202) 622-3119.

*OMB Reviewer:* Shagufta Ahmed, Office of Management and Budget, New Executive Office Building, Room 10235, Washington, DC 20503; (202) 395-7873.

#### **Robert Dahl,**

*Treasury PRA Clearance Officer.*

[FR Doc. 2011-5351 Filed 3-8-11; 8:45 am]

**BILLING CODE 4810-25-P**

## **DEPARTMENT OF VETERANS AFFAIRS**

### **Agency Information Collection Activities: Comment Request; Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery**

**AGENCY:** Department of Veterans Affairs, Office Information and Technology (National Cemetery Administration, Veterans Benefit Administration, and Veterans Health Administration).

**ACTION:** 30-Day notice of submission of information collection approval from the Office of Management and Budget and request for comments.

**SUMMARY:** As part of a Federal Government-wide effort to streamline the process to seek feedback from the public on service delivery, Department of Veterans Affairs will submit a Generic Information Collection Request (Generic ICR): "Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery" to OMB for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 *et seq.*).

**DATES:** Comments must be submitted April 8, 2011.

**ADDRESSES:** Submit written comments on the collection of information through <http://www.Regulations.gov>; or to VA's OMB Desk Officer, OMB Human Resources and Housing Branch, New Executive Office Building, Room 10235,

Washington, DC 20503 (202) 395-7316. Please refer to "OMB Control No. 2900-New (Qualitative Feedback)" in any correspondence.

**FOR FURTHER INFORMATION CONTACT:**

Denise McLamb, Enterprise Records Service (005R1B), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420, (202) 461-7485, fax (202) 461-0966 or e-mail [denise.mclamb@va.gov](mailto:denise.mclamb@va.gov). Please refer to "OMB Control No. 2900-New (Qualitative Feedback)".

**SUPPLEMENTARY INFORMATION:**

*Title:* Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

*Abstract:* The information collection activity will garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration's commitment to improving service delivery. By qualitative feedback we mean information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: the target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior fielding the study. Depending on the

degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

The Agency received no comments in response to the 60-day notice published in the **Federal Register** of December 22, 2010 (75 FR 80542).

Below we provide Department of Veterans Affairs projected average estimates for the next three years:<sup>1</sup>

*Type of Review:* New Collection.

*Affected Public:* Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.

*Average Expected Annual Number of activities:* 8.

*Respondents:* 200,000.

*Frequency of Response:* Once per request.

*Average minutes per response:* 30 minutes.

*Burden hours:* 100,000.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget control number.

Dated: March 4, 2011.

By direction of the Secretary.

**Denise McLamb,**

*Program Analyst, Enterprise Records Service.*

[FR Doc. 2011-5327 Filed 3-8-11; 8:45 am]

**BILLING CODE P**

## DEPARTMENT OF VETERANS AFFAIRS

### Agency Information Collection

#### Activities: Comment Request; Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

**AGENCY:** Department of Veterans Affairs, Office Information and Technology, (Administration Offices).

**ACTION:** 30-Day notice of submission of information collection approval from the Office of Management and Budget and request for comments.

**SUMMARY:** As part of a Federal Government-wide effort to streamline

<sup>1</sup> The 60-day notice included the following estimate of the aggregate burden hours for this generic clearance Federal-wide:

*Average Expected Annual Number of activities:* 25,000.

*Average number of Respondents per Activity:* 200.

*Annual responses:* 5,000,000.

*Frequency of Response:* Once per request.

*Average minutes per response:* 30.

*Burden hours:* 2,500,000.

the process to seek feedback from the public on service delivery, Department of Veterans Affairs will submit a Generic Information Collection Request (Generic ICR): "Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery" to OMB for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 *et seq.*).

**DATES:** Comments must be submitted April 8, 2011.

**ADDRESSES:** Submit written comments on the collection of information through <http://www.Regulations.gov>; or to VA's OMB Desk Officer, OMB Human Resources and Housing Branch, New Executive Office Building, Room 10235, Washington, DC 20503 (202) 395-7316. Please refer to "OMB Control No. 2900-New (Qualitative Feedback)" in any correspondence.

**FOR FURTHER INFORMATION CONTACT:**

Denise McLamb, Enterprise Records Service (005R1B), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420, (202) 461-7485, fax (202) 461-0966 or e-mail [denise.mclamb@va.gov](mailto:denise.mclamb@va.gov). Please refer to "OMB Control No. 2900-New (Qualitative Feedback)".

**SUPPLEMENTARY INFORMATION:**

*Title:* Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

*Abstract:* The information collection activity will garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration's commitment to improving service delivery. By qualitative feedback we mean information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative