

State office; or designated private agency office.

The goal of FGIS and the official inspection, grading, and weighing system is to provide timely, high quality, accurate, consistent, and professional service that facilitates the orderly marketing of grain and related commodities. To accomplish this goal and in accordance with Executive Order 12862, FGIS is seeking feedback from customers to evaluate the services provided by the official inspection, grading, and weighing programs.

Title: Survey of Customers of the Official Inspection, Grading, and Weighing Programs (Grain and Related Commodities).

OMB Number: 0580-0018.

Expiration Date of Approval: May 31, 2003.

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

Abstract: The collection of information using a voluntary customer service survey will provide all paying customers of FGIS and the official inspection, grading, and weighing programs an opportunity to evaluate, on a scale of one to five, the timeliness, cost-effectiveness, accuracy, consistency, and usefulness of services and results, and the professionalism of employees. Customers will also have an opportunity to indicate what new or existing services they would use if such services were offered or available.

FGIS needs to have a more formal means of determining customers' expectations or the quality of service that is delivered. To collect this information, FGIS proposes to distribute, over a 3-year period, a voluntary customer service survey. The initial survey instrument will consist of nine questions. Subsequent survey instruments will be tailored to earlier responses. The information collected from the survey will allow FGIS to ascertain customers' satisfaction with existing services, compare results from year to year, and determine what new services customers desire. The customer service survey consists of one document

comprised of nine questions where customers assess the timeliness, cost-effectiveness, accuracy, consistency, and usefulness of services and results, and the professionalism of employees. Some examples of survey questions include the following: "I receive results in a timely manner," "Official results are accurate," and "Inspection personnel are knowledgeable." These survey questions will be assessed using a one to five rating scale with responses ranging from "strongly disagrees" to "strongly agrees" or "no opinion." Customers are also asked for which product they primarily request service, and what percentage of their product is officially inspected. There is also space available on the survey for the customer to provide a response to the following statement: "I would use the following new/existing service if they were offered/available."

By obtaining information from customers through a voluntary customer service survey, FGIS could continue to improve services and service delivery provided by the official inspection, grading, and weighing programs to meet or exceed customer expectations.

Estimate of Burden: Public reporting burden for this collection of information is estimated to average 10 minutes (*i.e.*, 0.167 hours) per response.

Respondents: The primary respondents will be the direct paying customers of FGIS and the official inspection, grading, and weighing programs.

FY 2003: Estimated Number of Respondents: 1,875 (*i.e.*, 2,500 total customers times 75% response rate = 1,875).

Frequency of Responses: 1.

Estimated Annual Burden: 313 hours. (1,875 responses times 0.167 hours/response = 313 hours).

FY 2004: Estimated Number of Respondents: 1,875.

Frequency of Responses: 1.

Estimated Annual Burden: 313 hours.

FY 2005: Estimated Number of Respondents: 1,875.

Frequency of Responses: 1.

Estimated Annual Burden: 313 hours.

Copies of this information collection can be obtained from Tess Butler, Grain Inspection, Packers and Stockyards Administration, FGIS, at (202) 720-7486.

Comments: Comments are invited on: (a) Whether the collection of the information is necessary for the proper performance of the functions of FGIS, including whether the information will have a practical utility; (b) the accuracy of FGIS' estimate of the burden, including the validity of the methodology and assumptions used; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to 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.

Comments should be addressed to Tess Butler, as referenced above. All responses to this notice will be summarized and included in the request for OMB approval. All comments will also become a matter of public record.

Dated: February 26, 2003.

Donna Reifschneider,

Administrator, Grain Inspection, Packers and Stockyards Administration.

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DEPARTMENT OF COMMERCE

Economic Development Administration

Notice of Petitions by Producing Firms for Determination of Eligibility To Apply for Trade Adjustment Assistance

AGENCY: Economic Development Administration (EDA), Commerce.

ACTION: To give all interested parties an opportunity to comment.

Petitions have been accepted for filing on the dates indicated from the firms listed below.

LIST OF PETITION ACTION BY TRADE ADJUSTMENT ASSISTANCE FOR PERIOD JANUARY 23, 2003-FEBRUARY 21, 2003

Firm name	Address	Date petition accepted	Product
Victoria Vogue, Inc	90 Southland Drive, Bethlehem, PA 18017.	02/07/03	Powder puffs, sponges, brushes, eye shadow applicators, bath sponges and other cosmetic and beauty accessories.
Hardinge, Inc	One Hardinge Drive, Elmira, NY 14902.	02/03/03	Metal cutting machine (CNC) tools (lathes/turning machines).
Lauraville Specialty Products	122 North Genesee Street, Geneva, NY 14456.	02/07/03	Encapsulated labels.