

continuing collections of information in accordance with the Paperwork Reduction Act of 1995 (PRA95) (44 U.S.C. 3506(c) (2)(A)). This program helps to ensure that requested data can be provided in the desired format, reporting burden (time and financial resources) is minimized, collection instruments are clearly understood, and the impact of collection requirements can be properly assessed. Currently, Departmental Management is soliciting comments concerning the proposed extension of the *Customer Satisfaction Surveys and Conference Evaluations Generic Clearance*.

A copy of the proposed information collection request (ICR) can be obtained by contacting the individual listed below in the addresses section of this notice.

**DATES:** Written comments must be submitted to the office listed in the addresses section below on or before March 24, 2003.

The Department of Labor is particularly interested in comments which:

- Evaluate 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;
- Evaluate 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;
- Enhance the quality, utility, and clarity of the information to be collected; and
- 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, e.g., permitting electronic submissions of responses.

**ADDRESSES:** Send comments to Darrin A. King, Office of the Assistant Secretary for Administration and Management, 200 Constitution Avenue, NW., Washington, DC 20210. Mr. King can be reached on 202-693-4129 (this is not a toll free number) or by e-mail at [king-darrin@dol.gov](mailto:king-darrin@dol.gov).

#### **SUPPLEMENTARY INFORMATION:**

##### **1. Background**

The Department of Labor (DOL) conducts a variety of voluntary Customer Satisfaction Surveys of regulated/non-regulated entities, which are specifically designed to gather information from a customer's

perspective as prescribed by E.O. 12862, Setting Customer Service Standards, September 11, 1993. These Customer Satisfaction Surveys provide information on customer attitudes about the delivery and quality of agency products/services and are used as part of an ongoing process to improve DOL programs. This generic clearance allows agencies to gather information from both Federal and non-Federal users.

In addition to conducting Customer Satisfaction Surveys, the Department also includes the use of evaluation forms for those DOL agencies conducting conferences. These evaluations are helpful in determining the success of the current conference, in developing future conferences, and in meeting the needs of the Department's product/service users.

##### **II. Current Actions**

Over the past three years the DOL has conducted more than two dozen Customer Satisfaction Surveys and conference evaluations, which have helped assess the Departments products and services and has led to improvements in areas deemed necessary. Office of Management and Budget approval for this collection of information expires June 30, 2003. DOL proposes to seek continued approval for this collection of information for an additional three years.

*Type of Review:* Extension of a currently approved collection.

*Agency:* Office of the Assistant Secretary for Administration and Management Departmental Management.

*Title:* Customer Satisfaction Surveys and Conference Evaluations Generic Clearance.

*OMB Number:* 1225-0059.

*Affected Public:* Individuals and households; business or other for-profit; not-for-profit institutions; farms; Federal Government; and State, Local, or Tribal Government.

*Total Respondents:* Varies by survey/evaluation; may range from as few as 10 to over 63,750.

*Frequency:* On occasion.

*Total Responses:* Varies by survey/evaluation; may range from as few as 10 to over 63,750.

*Average Time Per Response:* Varies by survey/evaluation with an average of 9.5 minutes per survey and 2.5 minutes per evaluation.

*Total Burden Hours:* 13,500.

*Total Burden Cost (capital/startup):* \$0.

*Total Burden Cost (operating/maintenance):* \$0.

Comments submitted in response to this notice will be summarized and/or

included in the request for Office of Management and Budget approval of the information collection request; they also will become a matter of public record.

Signed at Washington, DC., this 17th day of January, 2003.

**Darrin A. King,**

*Agency Clearance Officer, Office of the Assistant Secretary for Administration and Management.*

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## **DEPARTMENT OF LABOR**

### **Office of the Secretary**

#### **Submission for OMB Review; Comment Request**

January 16, 2003.

The Department of Labor (DOL) has submitted the following public information collection request (ICR) to the Office of Management and Budget (OMB) for review and approval in accordance with the Paperwork Reduction Act of 1995 (Pub. L. 104-13, 44 U.S.C. chapter 35). A copy this ICR, with applicable supporting documentation, may be obtained by calling the Department of Labor. To obtain documentation contact Darrin King at (202) 693-4129 or E-Mail [King-Darrin@dol.gov](mailto:King-Darrin@dol.gov).

Comments should be sent to Office of Information and Regulatory Affairs, Attn: OMB Desk Officer for MSHA, Office of Management and Budget, Room 10235, Washington, DC 20503 ((202) 395-7316), within 30 days from the date of this publication in the **Federal Register**.

The OMB is particularly interested in comments which:

- Evaluate 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;
- Evaluate 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;
- Enhance the quality, utility, and clarity of the information to be collected; and
- 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, e.g., permitting electronic submission of responses.