

securities upon the owner's request; and, to determine entitlement to securities.

Respondents: Individuals or households, Business or other for-profit, Not-for-profit institutions, State, Local or Tribal Government.

Estimated Number of Respondents: 75,000.

Estimated Burden Hours Per Respondent: 7 minutes.

Frequency of Response: On occasion.

Estimated Total Reporting Burden Hours: 8,775 hours.

OMB Number: 1535-0087.

Form Number: None.

Type of Review: Extension.

Title: Payment by Banks and Other Financial Institutions of U.S. Savings Bonds.

Description: Qualified financial institutions are authorized to redeem eligible savings bonds and receive settlement through Federal Reserve Board check collection system.

Respondents: Business or other for-profit, Not-for-profit institutions.

Estimated Number of Respondents: 40,000.

Estimated Burden Hours Per Respondent: 4 seconds.

Frequency of Response: On occasion.

Estimated Total Reporting Burden Hours: 56,356 hours.

OMB Number: 1535-0089.

Form Number: None.

Type of Review: Extension.

Title: Implementing Regulations: Government Securities Act of 1986, as amended.

Description: The regulations require certain government securities brokers/dealers to make and keep certain records concerning government securities activities, to submit financial reports and make certain disclosures to investors-part of customer protection and financial responsibilities.

Respondents: Business or other for-profit.

Estimated Number of Respondents/Recordkeepers: 4,039.

Estimated Burden Hours Per Respondent/Recordkeeper: Varies.

Frequency of Response: On occasion, Monthly, Quarterly, Annually.

Estimated Total Reporting/Recordkeeping Burden Hours: 363,957 hours.

OMB Number: 1535-0104.

Form Number: PD F 2066.

Type of Review: Extension.

Title: Application by Survivors for Payment of Bond or Check Issues Under Armed Forces Leave Act of 1946.

Description: Used by survivors for payment of bonds issued under Armed Forces Leave Act of 1946.

Respondents: Individuals or households.

Estimated Number of Respondents: 400.

Estimated Burden Hours Per Respondent: 30 minutes.

Frequency of Response: On occasion.

Estimated Total Reporting Burden Hours: 200 hours.

OMB Number: 1535-0105.

Form Number: PD F 2481.

Type of Review: Extension.

Title: Application for Recognition as Natural Guardian of Minor Not under Legal Guardianship and Disposition of Securities.

Description: Used by natural guardian of minor to request disposition of securities.

Respondents: Individuals or households.

Estimated Number of Respondents: 25.

Estimated Burden Hours Per Respondent: 10 minutes.

Frequency of Response: On occasion.

Estimated Total Reporting Burden Hours: 5 hours.

Clearance Officer: Vicki S. Thorpe, Bureau of the Public Debt, 200 Third Street, Parkersburg, West VA 26106-1328, (304) 480-6553.

OMB Reviewer: Joseph F. Lackey, Jr., Office of Management and Budget, Room 10235, New Executive Office Building, Washington, DC 20503 (202) 395-7316.

Lois K. Holland,

Treasury PRA Clearance Officer.

[FR Doc. 03-29242 Filed 11-21-03; 8:45 am]

BILLING CODE 4810-39-P

DEPARTMENT OF THE TREASURY

Internal Revenue Service

Privacy Act of 1974, as Amended; System of Records

AGENCY: Internal Revenue Service, Treasury.

ACTION: Notice of proposed new privacy act system of records.

SUMMARY: In accordance with the requirements of the Privacy Act of 1974, as amended, 5 U.S.C. 552a, the Department of the Treasury, Internal Revenue Service, gives notice of a proposed new system of records entitled "Treasury/IRS 00.008—Recorded Quality Review Records."

DATES: Comments must be received no later than December 24, 2003. This new system of records will be effective January 5, 2004 unless the IRS receives comments that would result in a contrary determination.

ADDRESSES: Comments should be sent to the Office of Governmental Liaison and Disclosure, Internal Revenue Service, 1111 Constitution Avenue, NW., Washington, DC 20224. Comments will be made available for inspection and copying upon request in the Freedom of Information Reading Room (1621), at the above address.

FOR FURTHER INFORMATION CONTACT:

Anita Loftin, Senior Policy Analyst, W:CAS 401 West Peachtree Street, NW., Atlanta, Georgia 30308, 404-338-8914 (not a toll-free number).

SUPPLEMENTARY INFORMATION: Our current quality monitoring process does not provide the same opportunity as the proposed system for all calls to be included in the sample selected for quality monitoring. A February 15, 2002 Treasury Inspector General for Tax Administration (TIGTA) review recommended that the IRS institute an automated call recording system that would provide a true random method of selecting calls from the entire population of taxpayer assistance calls. In a follow-up review dated January 16, 2003, TIGTA stated that the planned implementation of call recording will provide the IRS with an important opportunity for improving the effectiveness and efficiency of its quality assurance process and, in turn, would improve the quality of the customer's experience when calling the IRS for assistance. Taxpayers will be notified at the beginning of a call that their call may be monitored or recorded for quality improvement purposes.

The proposed automated call recording system will allow the IRS to improve quality of responses to taxpayers by providing an efficient and effective means of assessing employee performance. Managers may play the recording when discussing the evaluation of the call with the employee. Audio recordings and screen capture images will be kept long enough for the review and discussion process to take place, generally not more than 45 days.

By recording taxpayer calls and tracking employee actions, the IRS will be able to improve its service to the public by providing specific, tangible feedback to employees. The system will automatically keep track of evaluative data and will alert the manager to areas in which the employee needs improvement. As a result, targeted training will be provided to the employee either on-line or in one-on-one coaching sessions. The IRS is currently negotiating the proposed program with representatives of the National Treasury Employees Union.