

SUPPLEMENTARY INFORMATION:

Title: Voluntary Customer Surveys to Implement E.O. 12862 Coordinated by the Office of Opinion Research on Behalf of All IRS Operations Functions.

OMB Number: 1545-1432.

Abstract: This is a generic clearance for an undefined number of customer satisfaction and opinion surveys and focus group interviews to be conducted over the next three years. Surveys and focus groups conducted under the generic clearance are used by the Internal Revenue Service to determine levels of customer satisfaction, as well as determining issues that contribute to customer burden. This information will be used to make quality improvements to products and services.

Current Actions: We will be conducting different customer satisfaction and opinion surveys and focus group interviews during the next three years than in the past. At the present time, it is not determined what these surveys and focus groups will be.

Type of Review: Revision of a currently approved collection.

Affected Public: Individuals or households, business or other-for-profit organizations, and farms.

Estimated Number of Respondents: 83,841.

Estimated Time Per Respondent: 5 minutes.

Estimated Total Annual Burden Hours: 7,000.

The following paragraph applies to all of the collections of information covered by this notice:

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection of information displays a valid OMB control number. Books or records relating to a collection of information must be retained as long as their contents may become material in the administration of any internal revenue law. Generally, tax returns and tax return information are confidential, as required by 26 U.S.C. 6103.

Request for Comments

Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. All comments will become a matter of public record. Comments are invited on: (a) Whether the collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden of the collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology; and (e) estimates of capital or start-up costs and costs of operation, maintenance, and purchase of services to provide information.

Approved: February 21, 1997.

Garrick R. Shear,

IRS Reports Clearance Officer.

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UNITED STATES INFORMATION AGENCY**VOA Seeks Private Sector Partners**

AGENCY: United States Information Agency.

ACTION: Notice.

SUMMARY: The Voice of America (VOA) is the United States Government's world-wide broadcasting service and a major component of the U.S. Information Agency's (USIA) International Broadcasting Bureau. VOA has an unparalleled worldwide news gathering service, with more than 22 bureaus around the globe; it produces a wide variety of programming in English and 52 other languages, reaching about 92 million people around the globe; it has a 55-year worldwide reputation for

accuracy and excellence, making it far and away the best known and respected American source of news and information in the world; its music programs have brought and now bring American popular culture to remote areas of the world; millions of people have learned English by listening to the English teaching and Special English programs of VOA; many of its language services, such as the Spanish and Portuguese Services for Latin America (VOA Latin America) now work with hundreds of affiliate stations.

Like other major media enterprises, the VOA is now prepared to explore a variety of possible arrangements with telecommunications/broadcasting corporations. VOA is prepared to accept proposals for joint ventures, corporate underwriting, and other relationships designed to further its mission while reducing the expenditure of taxpayer dollars. The Agency is authorized, pursuant to 22 U.S.C. 1437, to encourage and utilize private agencies' participation, including existing American press, publishing, radio, et al., in carrying out its mission.

Accordingly, the U.S. Information Agency and its International Broadcasting Bureau are seeking private sector partners for its various VOA programs and program services. It is specifically interested in exploring proposals from companies that would like to provide financing for VOA Latin America and/or other components of VOA.

Expressions of interest should be submitted in writing by April 1, 1997, to John G. Busch, Office of Contracts, 301 4th St., S.W., Room M-22, Washington, DC 20547; telephone no. 202-205-5480; fax no. 202-205-5466; or Internet: JBUSCH@USIA.GOV. All correspondence will be considered.

Dated: February 21, 1997.

John G. Busch,

Senior Contracting Officer, Office of Contracts.

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