

CBP before embarking on travel to the United States. CBP proposes to revise this collection of information by adding a data field for "Country of Birth" to ESTA and to CBP Form I-94W.

ESTA can be accessed at [http://www.cbp.gov/xp/cgov/travel/id\\_visa/esta/](http://www.cbp.gov/xp/cgov/travel/id_visa/esta/). Samples of CBP Forms I-94 and I-94W can be viewed at <http://www.cbp.gov/linkhandler/cgov/toolbox/forms/arrival.ctt/arrival.pdf> and [http://www.cbp.gov/linkhandler/cgov/toolbox/forms/visa\\_waiver.ctt/visa\\_waiver.pdf](http://www.cbp.gov/linkhandler/cgov/toolbox/forms/visa_waiver.ctt/visa_waiver.pdf).

**Current Actions:** This submission is being made to revise this collection of information by adding a data field for "Country of Birth" to ESTA and to CBP Form I-94W, with no change to the burden hours. There are no proposed changes to CBP Form I-94.

**Type of Review:** Revision.

**Affected Public:** Individuals, Carriers, and the Travel and Tourism Industry.

**I-94 (Arrival and Departure Record):**

**Estimated Number of Respondents:** 14,000,000.

**Estimated Number of Total Annual Responses:** 14,000,000.

**Estimated Time per Response:** 8 minutes.

**Estimated Total Annual Burden Hours:** 1,862,000.

**Estimated Total Annualized Cost on the Public:** \$84,000,000.

**I-94W (Nonimmigrant Visa Waiver Arrival/Departure):**

**Estimated Number of Respondents:** 100,000.

**Estimated Number of Total Annual Responses:** 100,000.

**Estimated Time per Response:** 8 minutes.

**Estimated Total Annual Burden Hours:** 13,300.

**Estimated Total Annualized Cost on the Public:** \$600,000.

**Electronic System for Travel Authorization (ESTA):**

**Estimated Number of Respondents:** 18,900,000.

**Estimated Number of Total Annual Responses:** 18,900,000.

**Estimated Time per Response:** 15 minutes.

**Estimated Total Annual Burden Hours:** 4,725,000.

If additional information is required contact: Tracey Denning, U.S. Customs and Border Protection, Regulations and Rulings, Office of International Trade, 799 9th Street, NW., 5th Floor, Washington, DC 20229-1177, at 202-325-0265.

Dated: July 18, 2011.

**Tracey Denning,**

*Agency Clearance Officer, U.S. Customs and Border Protection.*

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## DEPARTMENT OF HOMELAND SECURITY

### U.S. CUSTOMS AND BORDER PROTECTION

#### Agency Information Collection Activities: Drawback Process Regulations

**AGENCY:** Department of Homeland Security, U.S. Customs and Border Protection.

**ACTION:** 30-Day Notice and Request for Comments; Extension of an Existing Information Collection: 1651-0075.

**SUMMARY:** U.S. Customs and Border Protection (CBP) of the Department of Homeland Security will be submitting the following information collection request to the Office of Management and Budget (OMB) for review and approval in accordance with the Paperwork Reduction Act: Drawback Process Regulations (CBP Forms 7551, 7552 and 7553). This is a proposed extension of an information collection that was previously approved. CBP is proposing that this information collection be extended with no change to the burden hours. This document is published to obtain comments from the public and affected agencies. This proposed information collection was previously published in the **Federal Register** (76 FR 19120) on April 6, 2011, allowing for a 60-day comment period. One comment was received. This notice allows for an additional 30 days for public comments. This process is conducted in accordance with 5 CFR 1320.10.

**DATES:** Written comments should be received on or before August 24, 2011.

**ADDRESSES:** Interested persons are invited to submit written comments on this proposed information collection to the Office of Information and Regulatory Affairs, Office of Management and Budget. Comments should be addressed to the OMB Desk Officer for Customs and Border Protection, Department of Homeland Security, and sent via electronic mail to [oir\\_submission@omb.eop.gov](mailto:oir_submission@omb.eop.gov) or faxed to (202) 395-5806.

**SUPPLEMENTARY INFORMATION:** U.S. Customs and Border Protection (CBP) encourages the general public and affected Federal agencies to submit written comments and suggestions on proposed and/or continuing information collection requests pursuant to the Paperwork Reduction Act (Pub. L. 104-13). Your comments should address one of the following four points:

(1) Evaluate whether the proposed collection of information is necessary

for the proper performance of the functions of the agency/component, including whether the information will have practical utility;

(2) Evaluate the accuracy of the agencies/components estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;

(3) Enhance the quality, utility, and clarity of the information to be collected; and

(4) Minimize the burden of the collections of information on those who are to respond, including the use of appropriate automated, electronic, mechanical, or other technological techniques or other forms of information.

**Title:** Drawback Process Regulations.

**OMB Number:** 1651-0075.

**Form Number:** CBP Forms 7551, 7552 and 7553.

**Abstract:** The collections of information related to the drawback process are required to implement provisions of 19 CFR, part 191, which provides for a refund of duty for certain merchandise that is imported into the United States and subsequently exported. If the requirements set forth in part 191 are met, claimants may file for a refund of duties using CBP Form 7551, *Drawback Entry*. CBP Form 7552, *Delivery Certificate for Purposes of Drawback*, is used to record a transfer of merchandise from a company other than the importer of record and is also used each time a change to the imported merchandise occurs as a result of a manufacturing operation. CBP Form 7553, *Notice of Intent to Export, Destroy or Return Merchandise for Purposes of Drawback*, is used to notify CBP if an exportation, destruction, or return of the imported merchandise will take place. The information collected on these forms is authorized by 19 U.S.C. 1313(l). The drawback forms are accessible at <http://www.cbp.gov/xp/cgov/toolbox/forms/>.

**Current Action:** This submission is being made to extend the expiration date of this information collection with no change to the burden hours or to the information being collected.

**Type of Review:** Extension (without change).

**Affected Public:** Businesses.

#### CBP Form 7551, Drawback Entry

**Estimated Number of Respondents:** 6,000.

**Estimated Number of Responses per Respondent:** 20.

**Estimated Number of Total Annual Responses:** 120,000.

**Estimated Time per Response:** 35 minutes.

*Estimated Total Annual Burden Hours:* 70,000.

**CBP Form 7552, Delivery Certificate for Drawback**

*Estimated Number of Respondents:* 2,000.

*Estimated Number of Responses per Respondent:* 20.

*Estimated Number of Total Annual Responses:* 40,000.

*Estimated Time per Response:* 33 minutes.

*Estimated Total Annual Burden Hours:* 22,000.

**CBP Form 7553, Notice of Intent to Export, Destroy or Return Merchandise for Purposes of Drawback**

*Estimated Number of Respondents:* 150.

*Estimated Number of Responses per Respondent:* 20.

*Estimated Number of Total Annual Responses:* 3,000.

*Estimated Total Annual Burden Hours:* 1,650.

If additional information is required contact: Tracey Denning, U.S. Customs and Border Protection, Regulations and Rulings, Office of International Trade, 799 9th Street, NW., 5th Floor, Washington, DC 20229-1177, at 202-325-0265.

Dated: July 19, 2011.

**Tracey Denning,**

*Agency Clearance Officer, U.S. Customs and Border Protection.*

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**DEPARTMENT OF THE INTERIOR**

**Office of the Secretary**

**Proposed Renewal of Information Collection: 1090-0008, American Customer Satisfaction Index (ACSI) E-Government Website Customer Satisfaction Survey**

**AGENCY:** National Business Center, Federal Consulting Group, Interior.

**ACTION:** Notice and request for comments.

**SUMMARY:** The Department of the Interior, as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on proposed and/or continuing information collections, as required by the Paperwork Reduction Act of 1995, Public Law 104-13 (44 U.S.C. 3506(c)(2)(A)). Currently, the Federal Consulting Group within the

Department of the Interior is soliciting comments concerning the American Customer Satisfaction Index (ACSI) E-Government Website Customer Satisfaction Survey used by numerous Federal agencies to continuously assess and improve their Web sites.

**DATES:** Consideration will be given to all comments received by September 23, 2011.

**ADDRESSES:** Written comments may be submitted to the Federal Consulting Group, Attention: Rick Tate, 1849 C St, NW, MS 314, Washington, DC 20240-0001. Comments may also be sent by facsimile to (202) 513-7686, or via e-mail to [Richard\\_Tate@nbc.gov](mailto:Richard_Tate@nbc.gov). Individuals providing comments should reference Website Customer Satisfaction Surveys.

**FOR FURTHER INFORMATION CONTACT:** To request additional information or copies of the form(s) and instructions, please write to the Federal Consulting Group, Attention: Rick Tate, 1849 C St, NW, MS 314, Washington, DC 20240-0001, or call him on (202) 513-7655, or send an e-mail to [Richard\\_Tate@nbc.gov](mailto:Richard_Tate@nbc.gov).

**SUPPLEMENTARY INFORMATION:**

*Title:* American Customer Satisfaction Index (ACSI) E-Government Website Customer Satisfaction Survey.

*OMB Control Number:* 1090-0008.

*Abstract:* The proposed renewal of this information collection activity provides a means to consistently assess, benchmark and improve customer satisfaction with Federal government agency websites within the Executive Branch. The Federal Consulting Group of the Department of the Interior serves as the executive agent for this methodology and has partnered with ForeSee Results, Inc., to offer this assessment to Federal government agencies.

ForeSee Results is a leader in customer satisfaction and customer experience management on the web. It utilizes the methodology of the most respected, credible, and well-known measure of customer satisfaction in the country, the American Customer Satisfaction Index (ACSI). This methodology combines survey data and a patented econometric model to precisely measure the customer satisfaction of website users, identify specific areas for improvement and determine the impact of those improvements on customer satisfaction and future customer behaviors.

The ACSI is the only cross-agency methodology for obtaining comparable measures of customer satisfaction with Federal government programs and/or websites. Along with other economic objectives—such as employment and

growth—the quality of output (goods and services) is a part of measuring living standards. The ACSI's ultimate purpose is to help improve the quality of goods and services available to American citizens, including those from the Federal government.

The ACSI E-Government Website Customer Satisfaction Surveys will be completed subject to the Privacy Act of 1974, Public Law 93-579, December 31, 1974 (5 U.S.C. 522a). The agency information collection will be used solely for the purpose of the survey. The contractor will not be authorized to release any agency information obtained through surveys without first obtaining permission from the Federal Consulting Group and the participating agency. In no case will any new system of records containing privacy information be developed by the Federal Consulting Group, participating agencies, or the contractor collecting the data. In addition, participating Federal agencies may only provide information sufficient to randomly select website visitors as potential survey respondents.

There is no other agency or organization able to provide the information that is accessible through the surveying approach used in this information collection. Further, the information will enable Federal agencies to determine customer satisfaction metrics with discrimination capability across variables. Thus, this information collection will assist Federal agencies in improving their customer service in a targeted manner which will make best use of resources to improve service to the public.

This survey asks no questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

*Current Actions:* Proposed renewal of collection of information.

*Type of Review:* Renewal.

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

*Estimated Number of Respondents:* Participation by Federal agencies in the ACSI is expected to vary as agency websites are added or deleted. However, based on historical records, projected average estimates for the next three years are as follows:

*Average Expected Annual Number of Customer Satisfaction Surveys:* 275.

*Respondents:* 1,375,000.

*Annual responses:* 1,375,000.

*Frequency of Response:* Once per survey.

*Average minutes per response:* 2.5.

*Burden hours:* 57,292 hours.