

and certain other illegal employment practices under titles 5 and 38 of the U.S. Code, affecting current or former Federal employees or applicants for employment, and covered state and local government employees; and (2) the interpretation and enforcement of Hatch Act provisions on political activity in chapters 15 and 73 of title 5 of the U.S. Code.

*Title of Collections:* (1) Form OSC–11, (Complaint of Possible Prohibited Personnel Practice of Other Prohibited Activity); (2) Form OSC–12 (Information about filing a Whistleblower Disclosure with the Office of Special Counsel); (3) Form OSC–13 (Complaint of Possible Prohibited Political Activity (Violation of the Hatch Act)); OMB Control Number 3255–0002, Expiration 02/28/14.

Copies of the OSC Forms 11, 12, and 13 can be found at: [http://www.osc.gov/RR\\_OSCFORMS.htm](http://www.osc.gov/RR_OSCFORMS.htm).

*Type of Information Collection Request:* Approval of previously approved collection of information that expires on February 28, 2014, with no revisions.

*Affected Public:* Current and former Federal employees, applicants for Federal employment, state and local government employees, and their representatives, and the general public.

*Respondent's Obligation:* Voluntary.  
*Estimated Annual Number of OSC Form Respondents:* 3,950.

*Frequency of Use of OSC Forms:* Daily.

*Estimated Average Amount of Time for a Person To Respond Using OSC Forms:* 64 minutes.

*Estimated Annual Burden for the OSC Forms:* 2,899 hours.

*Abstract:* These forms are used by current and former Federal employees and applicants for Federal employment to submit allegations of possible prohibited personnel practices or other prohibited activity for investigation and possible prosecution by OSC.

Dated: April 3, 2014.

**Carolyn N. Lerner,**  
*Special Counsel.*

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**BILLING CODE 7405–01–P**

## PENSION BENEFIT GUARANTY CORPORATION

### Proposed Submission of Information Collection for OMB Review; Comment Request; Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

**AGENCY:** Pension Benefit Guaranty Corporation.

**ACTION:** Notice of intent to request extension of OMB approval.

**SUMMARY:** Pension Benefit Guaranty Corporation (“PBGC”) intends to request that the Office of Management and Budget (“OMB”) extend approval under the Paperwork Reduction Act of 1995 of this collection of information on qualitative feedback on PBGC’s service delivery (OMB Control Number 1212–0066; expires June 30, 2014). This notice informs the public of PBGC’s intent and solicits comments on the proposed information collection. This collection of information was developed as part of a Federal Government-wide effort to streamline the process for seeking feedback from the public on service delivery.

**DATES:** Comments should be submitted by June 10, 2014.

**ADDRESSES:** Comments may be submitted by any of the following methods:

- *Federal eRulemaking Portal:* <http://www.regulations.gov>. Follow the Web site instructions for submitting comments.

- *Email:* [paperwork.comments@pbgc.gov](mailto:paperwork.comments@pbgc.gov).

- *Fax:* 202–326–4224.

- *Mail or Hand Delivery:* Office of General Counsel, Pension Benefit Guaranty Corporation, 1200 K Street NW., Washington, DC 20005–4026 PBGC will make comments submitted in response to this notice available on its Web site at [www.pbgc.gov](http://www.pbgc.gov).

Copies of the collection of information may be obtained without charge by writing to the Disclosure Division of the Office of the General Counsel of PBGC at the above address or by visiting that office or calling 202–326–4040 during normal business hours. (TTY and TDD users may call the Federal relay service toll-free at 1–800–877–8339 and ask to be connected to 202–326–4040.)

**FOR FURTHER INFORMATION CONTACT:** Jo Amato Burns, Attorney, or Catherine B. Klion, Assistant General Counsel, Office of the General Counsel, Pension Benefit Guaranty Corporation, 1200 K Street NW., Washington, DC 20005–4026, 202–326–4024. (For TTY and TDD, call 800–877–8339 and ask to be connected to 202–326–4024.)

#### SUPPLEMENTARY INFORMATION:

*Title:* Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

*Abstract:* The information collection activity will gather qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration’s commitment to

improving service delivery. By qualitative feedback PBGC means information that provides useful insights on perceptions and opinions, but the information requests are not statistical surveys that yield quantitative results that generalizable to the population of interest. This feedback provides insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where changes in PBGC’s communication with the public, training of staff or in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between PBGC and its customers and stakeholders. These collections also allow feedback to contribute directly to the improvement of program management.

The solicitation of feedback targets areas such as: Timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of service offered to the public. If this information were not collected, vital feedback from customers and stakeholders on PBGC’s services would be unavailable.

PBGC only submits a collection for approval under this generic clearance if it meets the following conditions:

- The collections are voluntary;
- The collections are low-burden for respondents (based on considerations of total burden hours, total number of respondents, or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;

- The collections are non-controversial and do not raise issues of concern to other Federal agencies;

- Any collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future;

- Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
- Information gathered will be used only internally for general service improvement and program management purposes and is not intended for release outside of the agency;

- Information gathered will not be used for the purpose of substantially informing influential policy decisions; and

- Information gathered will yield qualitative information; the collections will not be designed or expected to yield statistically reliable results or used as though the results are generalizable to the population of interest.

As noted, feedback collected under this generic clearance does not produce results generalizable to the population of interest. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Collections with such objectives require more rigorous designs that address: The target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior to fielding the study.

As a general matter, information collections will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

*Current Action:* Extension of approval for a collection of information (OMB Control Number 1212-0066; expires June 30, 2014).

*Type of Review:* Regular.

*Affected Public:* Individuals and households, businesses and organizations, State, Local or Tribal Government.

*Estimated Annual Number of Respondents:* 1180.

Below are projected average annual estimates for the next three years:

*Average Expected Annual Number of Activities:* Three.

*Average Number of Respondents per Activity (varies by activity):*

- Usability Testing: 40.
- Focus Group: 90 (nine groups of ten respondents).

- Customer Satisfaction Survey: 1050.

*Frequency of Response:* Once per request.

*Annual Responses:* 1,180 (based on one response per respondent).

*Average Time per Response (varies by activity):*

- Two hours per response for Usability Testing and Focus Groups;
- 15 minutes for Customer Satisfaction Survey.

*Burden Hours (varies by activity):*

- Usability Testing, 80 hours.
- Focus Group, 180 hours.
- Customer Satisfaction Survey, 263 hours.

Total: 523 hours.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget control number.

*Request for Comments:* PBGC is soliciting public comments to—

- Evaluate whether the 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 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 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.

Issued in Washington, DC, this 8th day of April 2014.

**Judith Starr,**

*General Counsel, Pension Benefit Guaranty Corporation.*

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**BILLING CODE 7709-02-P**

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## POSTAL SERVICE

### Privacy Act of 1974; System of Records

**AGENCY:** Postal Service™.

**ACTION:** Notice of modification to existing systems of records.

**SUMMARY:** The United States Postal Service® is proposing to modify one General Privacy Act Systems of Records. These updates are being made to facilitate the implementation of a complex, self-service password and to account for the collection of additional data elements including challenge questions, challenge answers, and optional email addresses to be used in the password reset process.

**DATES:** These revisions will become effective without further notice on May 12, 2014 unless comments received on or before that date result in a contrary determination.

**ADDRESSES:** Comments may be mailed or delivered to the Records Office, United States Postal Service, 475 L'Enfant Plaza SW., Room 9431, Washington, DC 20260-1101. Copies of all written comments will be available at this address for public inspection and photocopying between 8 a.m. and 4 p.m., Monday through Friday.

**FOR FURTHER INFORMATION CONTACT:** Matthew J. Connolly, Chief Privacy Officer, Privacy and Records Office, 202-268-8582 or [privacy@usps.gov](mailto:privacy@usps.gov).

**SUPPLEMENTARY INFORMATION:** This notice is in accordance with the Privacy Act requirement that agencies publish their amended systems of records in the **Federal Register** when there is a revision, change, or addition. The Postal Service™ has reviewed these systems of records and has determined that this General Privacy Act System of Records should be revised to modify categories of records in the system and purpose(s).

### I. Background

Currently, Postal Service employees use their Postal Service-issued Employee Identification Number (EIN) and personal identification number (PIN) to access data pertaining to them in postal information systems such as PostalEASE, LiteBlue and other sites that they use EINs and PINs to access. To improve protection of employee privacy by strengthening the authentication process for accessing postal information systems, the Postal Service intends to implement a new, complex, self-service password to replace the existing self-service PIN.

### II. Rationale for Changes to USPS Privacy Act Systems of Records

The system of records 500.000, Property Management Records, is being modified to account for the collection of an employee's challenge questions, challenge answers, and optionally, email addresses. These elements will be provided by the employee, collected during the initial establishment of the password, and will be used to authenticate the user in any subsequent requests by the user to reset his or her password.

### III. Description of Changes to Systems of Records

The Postal Service is modifying one system of records listed below. Pursuant to 5 U.S.C. 552a(e)(11), interested persons are invited to submit written data, views, or arguments on this proposal. A report of the proposed modifications has been sent to Congress and to the Office of Management and Budget for their evaluation. The Postal Service does not expect this amended