internal Electronic Disability Collection System; or (3) upon the completion of the current PRA process, a new online, entirely web-based system called the i454. This new web-based modality will provide recipients a new platform for submitting information to increase accessibility, and enhance automation. In this information collection request, we are soliciting comment on the new i454.

The respondents are Title II or Title XVI disability recipients or their representatives.

**Type of Request:** Revision of an OMB-approved information collection.

<table>
<thead>
<tr>
<th>Modality of completion</th>
<th>Number of respondents</th>
<th>Frequency of response</th>
<th>Average burden per response (minutes)</th>
<th>Estimated total annual burden (hours)</th>
<th>Average theoretical hourly cost amount (dollars)</th>
<th>Average wait time in field office or for teleservice centers (minutes)</th>
<th>Total annual opportunity cost (dollars)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSA–454- BK (paper version)</td>
<td>189,350</td>
<td>1</td>
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<td>189,350</td>
<td>$10.95</td>
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<td>Electronic Disability Collect System (EDCS)</td>
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<td>270,500</td>
<td>10.95</td>
<td>24</td>
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<tr>
<td>i454 (Internet)</td>
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<td>60</td>
<td>81,150</td>
<td>10.95</td>
<td>**</td>
<td>888,593</td>
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<tr>
<td>Totals</td>
<td>541,000</td>
<td></td>
<td></td>
<td>541,000</td>
<td>10.95</td>
<td>35</td>
<td>7,938,094</td>
</tr>
</tbody>
</table>

*We based this figure on the average DI payments based on SSA’s current FY 2021 data [https://www.ssa.gov/legislation/2021FactSheet.pdf].

**We based this figure on the average FY 2021 wait times for field offices, based on SSA’s current management information data.

***This figure does not represent actual costs that SSA is imposing on recipients of Social Security payments to complete this application; rather, these are theoretical opportunity costs for the additional time respondents will spend to complete the application. There is no actual charge to respondents to complete the application.

Dated: August 12, 2021.

Naomi Sipple,
Reports Clearance Officer, Social Security Administration.

FOR FURTHER INFORMATION CONTACT:
Direct requests for additional information regarding the collection listed in this notice, including requests for copies of the proposed collection instrument and supporting documents, to Kim Makle, Program Manager, U.S. Department of State, CA/PPT/S/PMO, 44132 Mercure Cir., P.O. Box 1199, Sterling, VA 20166–1199. You must include the DS form number (DS–4194), information collection title, and the OMB control number in any correspondence.

**Estimated Number of Responses:** 47,094.

**Average Time per Response:** 10 minutes.

**Total Estimated Burden Time:** 7,849 hours.

**Frequency:** Information is requested only when an applicant submits the form to obtain a benefit.

**Obligation to Respond:** Required to Obtain or Retain a Benefit.

We are soliciting public comments to permit the Department to:

- Evaluate whether the proposed information collection is necessary for the proper functions of the Department.
- Evaluate the accuracy of our estimate of the time and cost burden for this proposed collection, including the validity of the methodology and assumptions used.
- Enhance the quality, utility, and clarity of the information to be collected.
- Minimize the reporting burden on those who are to respond, including the use of automated collection techniques or other forms of information technology.

Please note that comments submitted in response to this Notice are public record. Before including any detailed personal information, you should be aware that your comments as submitted, including your personal information, will be available for public review.

**Abstract of Proposed Collection**

The form created by this information collection (DS–4194) will be used to request authentications services from the Authentications Office of the U.S. Department of State in the United States.
Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

SUMMARY: In accordance with the Paperwork Reduction Act of 1995, FAA invites public comments about our intention to request the Office of Management and Budget (OMB) approval of a new information collection. The Federal Register Notice with a 60-day comment period soliciting comments on the following collection of information was published on March 21, 2021.

DATES: Written comments should be submitted by September 17, 2021.

ADDRESSES: Written comments and recommendations for the proposed information collection should be sent within 30 days of publication of this notice to www.reginfo.gov/public/do/PRAMain. Find this particular information collection by selecting “Currently under 30-day Review—Open for Public Comments” or by using the search function.

Public Comments Invited: You are asked to comment on any aspect of this information collection, including (a) Whether the proposed collection of information is necessary for FAA’s performance; (b) the accuracy of the estimated burden; (c) ways for FAA to enhance the quality, utility and clarity of the information collection; and (d) ways that the burden could be minimized without reducing the quality of the collected information. The agency will summarize and/or include your comments in the request for OMB’s clearance of this information collection.

FOR FURTHER INFORMATION CONTACT: Barbara Hall at (940) 594–5913, or by email at: Barbara.L.Hall@faa.gov.

SUPPLEMENTARY INFORMATION:
OMB Control Number: 2120–0746.
Title: Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

Form Numbers: There are no FAA forms associated with this generic information collection.

Type of Review: Renewal of a generic information collection.

Background: The information collection activity will garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration’s commitment to improving service delivery. By qualitative feedback we mean information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. 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. Such data uses 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 fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

Respondents: Approximately 110,000 Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.

Frequency: Once per request.

Estimated Average Burden per Response: 10 minutes.

Estimated Total Annual Burden: 18,330 hours.