

**OFFICE OF PERSONNEL
MANAGEMENT****Submission for Review: Generic
Clearance for Collection of Feedback
on Agency Service Delivery**

AGENCY: Office of Personnel
Management.

ACTION: 60-Day notice of proposed
collection and request for comments.

SUMMARY: The Office of Personnel
Management (OPM) offers the general
public and other Federal agencies the
opportunity to comment on a proposed
collection of information by the Agency.
This process is conducted as part of
OPM's effort to streamline the process to
collect feedback from the public to
support ongoing customer experience
improvement efforts. OPM will seek
feedback from users or possible users of
OPM's various customer services.

DATES: Comments are encouraged and
will be accepted until February 18,
2025.

ADDRESSES: Interested persons are
invited to submit written comments on
the proposed information collection by
one of the following means:

Federal Rulemaking Portal: <http://www.regulations.gov> All submissions
received must include the agency name
and docket number for this **Federal
Register** document. The general policy
for comments and other submissions
from members of the public is to make
these submissions available for public
viewing on the internet at <http://www.regulations.gov> as they are
received without change, including any
personal identifiers or contact
information.

FOR FURTHER INFORMATION CONTACT: A
copy of this information collection
request, with applicable supporting
documentation, may be obtained by
contacting the Office of the Chief
Financial Officer, Office of Personnel
Management, 1900 E Street NW,
Washington, DC 20415, Attention:
Megan Kays, via phone at 202-606-
1918 or via electronic mail to evidence@opm.gov.

SUPPLEMENTARY INFORMATION: Under the
Paperwork Reduction Act (PRA), (44
U.S.C. 3501-3520) Federal Agencies
must obtain approval from the Office of
Management and Budget (OMB) for each
collection of information they conduct
or sponsor. "Collection of information"
is defined in 44 *U.S.C.* 3502(3) and 5
CFR 1320.3(c) and includes Agency
requests or requirements that members
of the public submit reports, keep
records, or provide information to a
third party. Section 3506(c)(2)(A) of the

PRA requires Federal Agencies to
provide a 60-day notice in the **Federal
Register** concerning each proposed
collection of information, including
each proposed extension of an existing
collection of information, before
submitting the collection to OMB for
approval.

The proposed information collections
will seek customer and stakeholder
feedback in an efficient manner to
enable continued, timely customer
experience improvements. This
feedback will provide insights into
customer and/or stakeholder
experiences, expectations, and
perceptions of interactions with OPM
services. The feedback will also serve to
highlight areas that may require
immediate changes. These collections
will streamline OPM's customer
experience improvement efforts by
allowing for ongoing, actionable
communication between OPM and its
customers. If this information is not
collected, timely, vital feedback will
continue to be very difficult to obtain
and will impact the success of OPM's
ongoing customer service
improvements.

These data collection efforts will
solicit feedback on a variety of focus
areas for OPM's customer services,
including topics such as, accuracy, ease
of access/use of a particular service
mechanism, understanding and success
of utilizing a tool or service provided by
OPM, effectiveness, efficiency of
services accessed, and whether or not a
service met expectations. Responses
will be analyzed to inform quality
improvements or to maintain high-
quality, effective services.

Collections may be either qualitative
or quantitative in nature. Collections
will provide information on perceptions
and opinions but will not collect
information that will yield quantitative
results that can be generalized to the
population of study. Additionally, data
may be collected via a variety of means,
including but not limited to,
questionnaires, surveys, interviews, and
focus groups. OPM will collect this
information by electronic means when
possible, as well as by mail and
telephone. OPM will limit its inquiries
to data collections that solicit strictly
voluntary opinions or responses. Steps
will be taken to ensure anonymity of
respondents in each activity covered by
this request. As a general matter,
information collections under this
clearance will not result in any new
system of records containing privacy
information.

Types of collections included in this
generic clearance include, but are not
limited to,

- Program/event/training surveys;
- Focus groups or interviews with
customers, potential customers, or
OPM partners;
- Call center surveys;
- Post-transaction satisfaction surveys;
- Collection of test and pilot data; and
- Web-based opt-in and opt-out pop-up
surveys.

OPM will submit collections for
approval under this generic clearance
only if the collections meet the
following conditions:

- The collections are voluntary;
- The collections are low-burden (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;
- Personally identifiable information
(PII) is collected only to the extent
necessary and is not retained;
- The collections are noncontroversial;
Information gathered will not be used
for the purpose of substantially
informing influential policy
decisions; and
- The collections will not be designed
or expected to yield results that are
generalizable to the population of
study.

Analysis

Agency: Office of Personnel
Management.

Title: Generic Clearance for Collection
of Feedback on Agency Service
Delivery.

OMB Number: 3206-NEW.

Frequency: On occasion, once per
respondent.

Affected Public: Individuals.

Number of Respondents Annually:
283,250.

Estimated Time per Respondent: 2.9
minutes.

Total Annual Burden Hours:
13,508.83.

Office of Personnel Management.

Alexys Stanley,

Federal Register Liaison.

[FR Doc. 2024-29594 Filed 12-16-24; 8:45 am]

BILLING CODE 6325-43-P