

(Catalog of Federal Domestic Assistance Program Number 20.205, Highway Planning and Construction. The regulations implementing Executive Order 12372 regarding intergovernmental consultation on Federal programs and activities apply to this program.)

Issued on: March 3, 2011.

**Shawn E. Oliver,**

*Federal Highway Administration,  
Sacramento, California.*

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**BILLING CODE 4910-22-P**

## DEPARTMENT OF THE TREASURY

### Departmental Offices Proposed Collections; Comment Requests

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

**SUMMARY:** The Department of the Treasury, as part of its continuing effort to reduce paperwork burdens, invites the general public and other Federal agencies to comment on a proposed information collection, as required by the Paperwork Reduction Act of 1995, Public Law 104-13 (44 U.S.C. 3506(c)(2)(A)). The Consumer Financial Protection Bureau implementation team is soliciting comments regarding forms for questions, complaints, and other information about consumer financial products and services.

**DATES:** Written comments should be received on or before May 9, 2011 to be assured of consideration.

**ADDRESSES:** Direct all written comments to Andrew Trueblood, Consumer Financial Protection Bureau implementation team, 1801 L Street, NW., Washington, DC 20036.

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information should be directed to Andrew Trueblood in writing at Consumer Financial Protection Bureau implementation team, 1801 L Street, NW., Washington, DC 20036, by telephone at (202) 435-7070, or by e-mail at [andrew.trueblood@treasury.gov](mailto:andrew.trueblood@treasury.gov).

#### SUPPLEMENTARY INFORMATION:

**Title:** Consumer Financial Protection Bureau Consumer Response Intake Fields.

**OMB Control Number:** NEW.

**Abstract:** The Dodd-Frank Wall Street Reform and Consumer Protection Act, Public Law 111-203, Title X, established the Consumer Financial Protection Bureau (CFPB). Among the CFPB's functions is to facilitate the centralized collection of, monitoring of, and response to complaints concerning consumer financial products and

services. In order to collect data about the consumer financial market and facilitate the appropriate routing of, handling of, and response to complaints, questions, and other information concerning consumer financial products and services, the CFPB is developing online and paper intake methods which will have fields for persons to complete. The fields will help document information such as the type of contact; the substance of the complaint, question, or other information; contact information for the person making the contact and/or related persons; information about any subject incident and institution; and identifying information about the consumer or consumer's household.

**Type of Review:** NEW.

**Affected Public:** Individuals and households with questions, complaints, and other information about consumer financial products and services.

**Estimated Number of Respondents:** Approximately 1-3 million per year. CFPB's intake of complaints, questions, and other information relating to consumer financial products and services is a new collection that may centralize intake now performed by existing agencies. As such, the projections of the number of respondents have a high level of uncertainty.

**Estimated Average Time per Respondent:** 10 minutes per response. The time to complete the form will depend on the nature of the contact. Simple feedback may take as little as a few minutes to complete while more complicated complaints could take longer to describe.

**Estimated Total Annual Burden Hours:** Approximately 330,000 burden hours.

**Request for Comments:** Comments submitted in response to this notice will be summarized and/or included in the request for Office of Management and Budget approval. All comments will become a matter of public record. The public is invited to submit written comments concerning: (a) Whether the intake of complaints, questions, and other information relating to consumer financial products and services is necessary for the proper performance of the functions of the Bureau, including whether the information will have practical uses; (b) the accuracy of the above estimate of the burden of the information collection; (c) ways to enhance the quality, usefulness, and clarity of the information to be collected; (d) ways to minimize the reporting and/or record keeping burdens on respondents, including the use of automated collection techniques or

other forms of information technology; (e) estimates of capital or start-up costs of operation, maintenance, and purchase of services to provide information; and (f) specific types of information that would be useful for CFPB to collect through its intake forms, in order to advance the mission of CFPB.

**Robert Dahl,**

*Treasury Departmental Clearance Officer.*

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## DEPARTMENT OF THE TREASURY

### Submission for OMB Review; Comment Request

March 3, 2011.

The Department of the Treasury will submit the following public information collection requirements to OMB for review and clearance under the Paperwork Reduction Act of 1995, Public Law 104-13 on or after the date of publication of this notice. A copy of the submissions may be obtained by contacting the Treasury Department Office Clearance Officers listed. Comments regarding these information collections should be addressed to the OMB reviewer listed and to the Treasury PRA Clearance Officer, Department of the Treasury, 1750 Pennsylvania Avenue, NW., Suite 11020, Washington, DC 20220.

**Dates:** Written comments should be received on or before April 8, 2011 to be assured of consideration.

#### Departmental Offices (DO)

**Summary:** As part of a Federal Government-wide effort to streamline the process to seek feedback from the public on service delivery, the Department of the Treasury has submitted a Generic Information Collection Request (Generic ICR): "Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery" to OMB for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 *et seq.*). Treasury is requesting clearance for eight separate OMB Control Numbers for eight bureaus and offices within the Department. Each clearance will have the same title and purpose, but will be available for use by each bureau under their control number and burden estimate, as detailed below.

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

**Abstract:** 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 to 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.

#### **Total Burden Estimate for the Department of the Treasury**

*Affected Public:* Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.  
*Average Expected Annual Number of activities:* 120.  
*Respondents:* 120,000.  
*Annual responses:* 120,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 120,000.  
*Breakdown of Separate Agency Clearances and Burden Estimates:*

#### **Treasury Departmental Offices 1505-xxxx**

*Average Expected Annual Number of activities:* 40.  
*Respondents:* 40,000.  
*Annual responses:* 40,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 40,000.

#### **Financial Crimes Enforcement Network: 1506-xxxx**

*Average Expected Annual Number of activities:* 10.  
*Respondents:* 10,000.  
*Annual responses:* 10,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 10,000.

#### **United States Mint: 1525-xxxx**

*Average Expected Annual Number of activities:* 10.  
*Respondents:* 10,000.  
*Annual responses:* 10,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 10,000.

#### **Community Development Financial Institutions Fund: 1559-xxxx**

*Average Expected Annual Number of activities:* 10.  
*Respondents:* 10,000.  
*Annual responses:* 10,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 10,000.

#### **Financial Management Service: 1510-xxxx**

*Average Expected Annual Number of activities:* 10.  
*Respondents:* 10,000.  
*Annual responses:* 10,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 10,000.

#### **Alcohol and Tobacco Tax and Trade Bureau: 1513-xxxx**

*Average Expected Annual Number of activities:* 10.  
*Respondents:* 10,000.  
*Annual responses:* 10,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 10,000.

#### **Bureau of Public Debt: 1535-xxxx**

*Average Expected Annual Number of activities:* 10.  
*Respondents:* 10,000.

*Annual responses:* 10,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 10,000.

#### **Internal Revenue Service: 1545-xxxx**

*Average Expected Annual Number of activities:* 20.  
*Respondents:* 20,000.  
*Annual responses:* 20,000.  
*Frequency of Response:* Once per request.  
*Average minutes per response:* 60.  
*Burden hours:* 20,000.  
*Departmental Clearance Officer:*  
 Robert Dahl, OCIO, 1750 Pennsylvania Ave., NW., Ste. 11020, Washington, DC 20220; (202) 622-3119.  
*OMB Reviewer:* Shagufta Ahmed, Office of Management and Budget, New Executive Office Building, Room 10235, Washington, DC 20503; (202) 395-7873.

**Robert Dahl,**

*Treasury PRA Clearance Officer.*

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## **DEPARTMENT OF VETERANS AFFAIRS**

### **Agency Information Collection Activities: Comment Request; Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery**

**AGENCY:** Department of Veterans Affairs, Office Information and Technology (National Cemetery Administration, Veterans Benefit Administration, and Veterans Health Administration).

**ACTION:** 30-Day notice of submission of information collection approval from the Office of Management and Budget and request for comments.

**SUMMARY:** As part of a Federal Government-wide effort to streamline the process to seek feedback from the public on service delivery, Department of Veterans Affairs will submit a Generic Information Collection Request (Generic ICR): "Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery" to OMB for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 *et seq.*).

**DATES:** Comments must be submitted April 8, 2011.

**ADDRESSES:** Submit written comments on the collection of information through <http://www.Regulations.gov>; or to VA's OMB Desk Officer, OMB Human Resources and Housing Branch, New Executive Office Building, Room 10235,