

**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](mailto: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**