

[FR Doc. 97-22311 Filed 8-21-97; 8:45 am]
BILLING CODE 4310-MR-C

DEPARTMENT OF THE INTERIOR

Bureau of Reclamation

Reclamation Information Collection Activities: Request for Comments

AGENCY: Bureau of Reclamation, Interior.

ACTION: Notice and request for comments.

SUMMARY: The Bureau of Reclamation (Reclamation), as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on proposed and/or continuing information collections as required under the Paperwork Reduction Act of 1995 (44 U.S.C. Chapter 35). Currently Reclamation is soliciting comments about obtaining data for use in the preparation of a report to the President and the Congress on the status of agency implementation of customer service standards as directed by Executive Order 12862.

DATES: Written comments must be submitted to the office listed in the addresses section on or before October 21, 1997.

ADDRESSES: Direct comments on the collection of information to the Bureau

of Reclamation, Director, Program Analysis Office, D-5200, Attention: Mr. Gene Munson, P.O. Box 25007, Denver, Colorado 80225-0007.

FOR FURTHER INFORMATION CONTACT:

For additional information or a copy of the proposed collection of information, contact Mr. Munson at the address under the addresses section of this notice or by telephone at: (303) 236-1061, extension 297.

SUPPLEMENTARY INFORMATION:

Reclamation is prepared to collect Reclamation-wide customer service information in support of Executive Order 12862, and the Government Performance and Results Act of 1993 (GPRA) requirements, and in pursuit of Reclamation's mission to manage, develop, and protect water and related resources in an environmentally and economically sound manner in the interest of the American people. Collection of Reclamation-wide customer service information furthers our bureau's ability to accomplish 3 essential mission objectives, which are driven by 16 strategies identified in our multi-year GPRA-based strategic plan. As part of the Business Practices and Productivity Mission Objective, the Improve Customer Service strategy ensures that the highest quality services are delivered and met through systematically obtaining feedback from our customers.

The fiscal year 1998 data collection is the first assessment and will establish a

baseline of capabilities. The baseline data will be used by Reclamation and its region and area offices to increase service to customers. The initial assessment is the beginning of a cyclical process in which similar assessments will occur in support of required GPRA cycles, identifying improvements over time. The data will enable Reclamation to gauge its business practices in the areas of Reclamation administration and management of its natural resources; contractual arrangements, overhead cost containment, and revenues management; and maintain a standard of quality for service delivery systems. Once the baseline is established, Reclamation will benchmark its business practices against the best in the business and recommendations will be issued for further reengineering of service delivery systems.

Collection of Information

Title: Reclamation-wide Customer Satisfaction Survey.

Type of Review: New.

Abstract: Reclamation is prepared to collect Reclamation-wide customer service information in support of Executive Order 12862 and the GPRA requirements, and in pursuit of Reclamation's mission. Collection of this information will further

Reclamation's ability to establish baseline data for use by Reclamation and its region and area offices to ensure compliance with GPRA and its strategic planning goals as applied to our customers. Additionally, Reclamation will benchmark the collected data against best business practices in future years to further reengineer Reclamation's service delivery systems.

Affected Public: This information collection will affect individuals or households, businesses or others for-profit, not for profit institutions, farms, and State, local or tribal governments in the 17 Western United States who receive Reclamation services.

Frequency: Two times.

Average Time per Response: 15 minutes.

Estimated Number of Respondents: 5,000.

Estimated Burden Hours: 2,500.

Written comments are solicited to; (1) Evaluate whether the proposed data collection is necessary for the proper performance of Reclamation, including whether the information will have practical utility; (2) evaluate the accuracy the Reclamation's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (3) enhance the quality, utility, and

clarity of the information to be collected; and, (4) minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques of other forms of information technology.

Dated: August 18, 1997.

Eluid L. Martinez,

Commissioner.

[FR Doc. 97-22358 Filed 8-21-97; 8:45 am]

BILLING CODE 4310-94-M

DEPARTMENT OF LABOR

Office of the Secretary

Submission for OMB Review; Comment Request

August 19, 1997.

The Department of Labor (DOL) has submitted the following public information collection request (ICR) to the Office of Management and Budget (OMB) for review and approval in accordance with the Paperwork Reduction Act of 1995 (Pub. L. 104-13, 44 U.S.C. Chapter 35). A copy of this ICR, with applicable supporting documentation, may be obtained by

calling the Department of Labor, Departmental Clearance Officer, Theresa M. O'Malley ((202) 219-5096 ext. 143) or by E-Mail to OMalley-Theresa@dol.gov. Individuals who use a telecommunications device for the deaf (TTY/TDD) may call (202) 219-4720 between 1:00 p.m. and 4:00 p.m. Eastern time, Monday-Friday.

Comments should be sent to Office of Information and Regulatory Affairs, Attn: OMB Desk Officer for the Employment Standards Administration, Office of Management and Budget, Room 10235, Washington, DC 20503 ((202) 395-7316), on or before September 22, 1997.

The OMB is particularly interested in comments which:

- Evaluate whether the proposed 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 proposed 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