

compensated, and how might compensation structure and incentives impact the service provided?

6. What customer service obstacles have consumers experienced that have adversely affected their ability to bank?

7. What unique customer service obstacles do immigrants, rural communities, or older consumers experience?

8. What are typical call wait times?

9. How often are calls dropped or disconnected? How often do companies use automated and digital communication channels such as interactive voice response (IVR) systems and online chat functions?

10. Are there any fees associated with customer service or requests for information?

11. What are the most important customer service features or experiences that help produce satisfactory banking relationships between financial institutions and consumers?

12. Please explain the value of consumers having access to the following information pertaining to their accounts:

a. Internal or external communications about an account.

b. A listing of all companies that are provided with information about an account.

c. The purposes for which information about a consumer's account are shared.

d. Any compensation that a depository institution receives for sharing information about an account.

e. Any conditions placed on the use of information about an account.

f. A listing of all companies with authorization to receive automatic or reoccurring payments from an account.

g. Information reviewed or used in investigating a consumer's dispute about an account.

h. Any third-party information used to make account decisions about consumers, including but not limited to consumer reports and credit or other risk scores.

13. What information would be helpful for consumers to obtain from depository institutions in order to improve their banking experience?

14. How have methods of customer engagement changed as a result of the COVID-19 pandemic?

**Rohit Chopra,**

*Director, Consumer Financial Protection Bureau.*

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**BILLING CODE 4810-AM-P**

## **COUNCIL ON ENVIRONMENTAL QUALITY**

[CEQ-2022-0003]

### **Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery**

**AGENCY:** Council on Environmental Quality.

**ACTION:** Notice of information collection; request for comments.

**SUMMARY:** Consistent with the Paperwork Reduction Act of 1995 (PRA), this notice announces that the Council on Environmental Quality (CEQ) will submit an Information Collection Request (ICR) to the Office of Management and Budget (OMB) for review and approval. This notice describes a collection of information on generic clearance for qualitative feedback on agency service delivery. An agency may not conduct or sponsor and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number.

**DATES:** Interested persons are invited to submit comments on or before July 21, 2022.

**ADDRESSES:** You may submit comments, identified by docket number CEQ-2022-0003, by any of the following methods:

- *Federal eRulemaking Portal:* <https://www.regulations.gov>. Follow the instructions for submitting comments.

- *Fax:* 202-456-6546.

- *Mail:* Council on Environmental Quality, 730 Jackson Place NW, Washington, DC 20503.

All submissions received must include the agency name, "Council on Environmental Quality," and the docket number, CEQ-2022-0003. All comments received will be posted without change to <https://www.regulations.gov>, including any personal information provided. Do not submit electronically any information you consider to be private, Confidential Business Information (CBI), or other information, the disclosure of which is restricted by statute.

**FOR FURTHER INFORMATION CONTACT:** To request additional information about this Information Collection Request, please contact Sharmila L. Murthy at 202-395-5750 or [Sharmila.L.Murthy@ceq.eop.gov](mailto:Sharmila.L.Murthy@ceq.eop.gov).

#### **SUPPLEMENTARY INFORMATION:**

CEQ previously published this proposed information collection in the **Federal Register** on March 16, 2022, and allowed 60 days for public comment. 87 FR 14842. CEQ did not

receive any public comments. CEQ notes that the total burden hours have changed since the 60-day notice due to a clerical error. The purpose of this notice is to allow an additional 30 days for public comment.

Pursuant to the Paperwork Reduction Act, 44 U.S.C. 3506(c)(2)(A), CEQ is soliciting comments and information to enable it to: (1) evaluate whether the proposed collection of information is necessary for the proper performance of the functions of CEQ, including whether the information will have practical utility; (2) evaluate the accuracy of CEQ'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 automated collection techniques or other forms of information technology.

*Abstract:* The information collection activity provides a means to garner qualitative stakeholder feedback in an efficient, timely manner. CEQ envisions using surveys and focus groups to enhance customer service, improve product development, target messaging, ensure quality control, engage with stakeholders, and spur innovation. Information gathered will yield qualitative information; the collections will not be designed or expected to yield statistically representative results, but rather to provide insight about the challenges that subsets of stakeholders face. This feedback will provide insights into stakeholder perceptions, experiences and expectations, provide an understanding 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 CEQ and its stakeholders. It also will allow feedback to contribute directly to the improvement of program management and services. The solicitation of feedback will target areas such as timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. CEQ will assess responses to plan and inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from stakeholders on CEQ's services will be unavailable.

CEQ will only submit a collection for approval by OMB under this generic clearance if the collections are voluntary; the collections are low burden for respondents and are low- or no-cost for both the respondents and the Federal Government; the collections are noncontroversial and do not raise issues of concern to other Federal agencies; the collections are targeted to the solicitation of opinions from respondents who have experience with a program or may have experience with a program in the near future; personally identifiable information is collected only to the extent necessary and is not retained; information gathered will be used only internally for general service improvement and program management purposes; information gathered will not be used for the purpose of substantially informing influential policy decisions; and information gathered will yield qualitative information.

*Title of Collection:* CEQ Stakeholder Engagement.

*Form Numbers:* None.

*Respondents/affected entities:* Individuals and households; businesses, academic institutions, non-profit groups, and other organizations; or state, Tribal, local, or foreign governments.

*Respondent's obligation to respond:* Voluntary.

*Estimated number of respondents:* 125,000 (over three years).

*Frequency of response:* Once.

*Total estimated burden:* 9,000 hours (over three years). Burden is defined at 5 CFR 1320.03(b).

*Total estimated cost:* There are no annualized capital or operation and maintenance costs.

**Amy B. Coyle,**

*Deputy General Counsel.*

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**BILLING CODE 3325-F2-P**

## DEPARTMENT OF DEFENSE

### Defense Acquisition Regulations System

[Docket Number DARS-2022-0016; OMB Control Number 0704-0478]

### Information Collection Requirements; Defense Federal Acquisition Regulation Supplement (DFARS); Cyber Incident Reporting and Cloud Computing

**AGENCY:** Defense Acquisition Regulations System, Department of Defense (DoD).

**ACTION:** Notice and request for comments regarding a proposed

extension of an approved information collection requirement.

**SUMMARY:** In compliance with the Paperwork Reduction Act of 1995, DoD announces the proposed extension of a public information collection requirement and seeks public comment on the provisions thereof. *DoD invites comments on:* whether the proposed collection of information is necessary for the proper performance of the functions of DoD, including whether the information will have practical utility; the accuracy of the estimate of the burden of the proposed information collection; ways to enhance the quality, utility, and clarity of the information to be collected; and ways to minimize the burden of the information collection on respondents, including the use of automated collection techniques or other forms of information technology. The Office of Management and Budget (OMB) has approved this information collection for use through September 30, 2022. DoD proposes that OMB extend its approval for use for three additional years beyond the current expiration date.

**DATES:** DoD will consider all comments received by August 22, 2022.

**ADDRESSES:** You may submit comments, identified by OMB Control Number 0704-0478, using any of the following methods:

○ *Federal eRulemaking Portal:* <https://www.regulations.gov>. Follow the instructions for submitting comments.

○ *Email:* [osd.dfars@mail.mil](mailto:osd.dfars@mail.mil). Include OMB Control Number 0704-0478 in the subject line of the message.

Comments received generally will be posted without change to <https://www.regulations.gov>, including any personal information provided.

**FOR FURTHER INFORMATION CONTACT:** Ms. Heather Kitchens, telephone 571-296-7152.

#### SUPPLEMENTARY INFORMATION:

*Title and OMB Number:* Safeguarding Covered Defense Information, Cyber Incident Reporting, and Cloud Computing; OMB Control Number 0704-0478.

*Affected Public:* Businesses or other for-profit and not-for-profit institutions.

*Respondent's Obligation:* Required to obtain or retain benefits.

*Type of Request:* Extension of a currently approved collection.

*Number of Respondents:* 2,017.

*Responses per Respondent:* 17.35, approximately.

*Annual Responses:* 34,974.

*Average Burden per Response:* 0.29 hour.

*Annual Burden Hours:* 10,071.

*Reporting Frequency:* On occasion.

*Needs and Uses:* Offerors and contractors must report cyber incidents on unclassified networks or information systems, within cloud computing services, and when they affect contractors designated as providing operationally critical support, as required by statute.

a. The clause at DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting, covers cyber incident reporting requirements for incidents that affect a covered contractor information system or the covered defense information residing therein, or that affects the contractor's ability to perform the requirements of the contract that are designated as operationally critical support and identified in the contract.

b. DFARS provision 252.204-7008, Compliance with Safeguarding Covered Defense Information Controls, requires an offeror that proposes to vary from any of the security controls of National Institute of Standards and Technology (NIST) Special Publication (SP) 800-171 in effect at the time the solicitation is issued to submit to the contracting officer a written explanation of how the specified security control is not applicable or an alternative control or protective measure is used to achieve equivalent protection.

c. DFARS provision 252.239-7009, Representation of Use of Cloud Computing, requires contractors to report that they "anticipate" or do not "anticipate" utilizing cloud computing service in performance of the resultant contract. The representation will notify contracting officers of the applicability of the cloud computing requirements at DFARS clause 252.239-7010 of the contract.

d. DFARS clause 252.239-7010, Cloud Computing Services, requires reporting of cyber incidents that occur when DoD is purchasing cloud computing services.

These DFARS provisions and clauses facilitate mandatory cyber incident reporting requirements in accordance with statutory regulations. When reports are submitted, DoD will analyze the reported information for cyber threats and vulnerabilities in order to develop response measures as well as improve U.S. Government understanding of advanced cyber threat activity. In addition, the security requirements in NIST SP 800-171 are specifically tailored for use in protecting sensitive information residing in contractor information systems and generally reduce the burden placed on contractors by eliminating Federal-centric processes