

The OMB control number and expiration date of OMB approval for each information collection are shown in table 1. Copies of the supporting

statements for the information collections are available on the internet at <https://www.reginfo.gov/public/do/PRAMain>. 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.

TABLE 1.—LIST OF INFORMATION COLLECTIONS APPROVED BY OMB

Title of collection	OMB control No.	Date approval expires
Generic Clearance for Qualitative Data to Support Social and Behavioral Research for Food, Dietary Supplements, Cosmetics, and Animal Food and Feed .....	0910–0891	9/30/2026
Medical Devices—Voluntary Improvement Program .....	0910–0922	9/30/2026
Submission of Petitions: Food Additive, Color Additive (Including Labeling), Submission of Information to a Master File in Support of Petitions, and Electronic Submission Using FDA Form 3503 .....	0910–0016	10/31/2026
Infant Formula Requirements .....	0910–0256	10/31/2026
Biologics License Applications; Procedures & Requirements .....	0910–0338	10/31/2026
Medical Devices; Reports of Corrections and Removals .....	0910–0359	10/31/2026
Customer/Partner Satisfaction Service Surveys .....	0910–0360	10/31/2026
Voluntary National Retail Food Regulatory Program Standards .....	0910–0621	10/31/2026
Expanded Access to Investigational Drugs for Treatment Use .....	0910–0814	10/31/2026
Food Canning Establishment Registration, Process Filing and Recordkeeping for Acidified and Thermally Processed Low-Acid Foods .....	0910–0037	11/30/2026
Color Additive Certification .....	0910–0216	11/30/2026
Reporting and Recordkeeping Requirements for Reportable Food .....	0910–0643	11/30/2026
Prescription Drug Advertisements; Presentation of Advertisements in Television and Radio .....	0910–0686	11/30/2026
Submission to CDRH Allegations of Regulatory Misconduct Associated with Medical Devices .....	0910–0769	11/30/2026
Importation of Prescription Drugs .....	0910–0888	11/30/2026

Dated: December 19, 2023.

**Lauren K. Roth,**

*Associate Commissioner for Policy.*

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**DEPARTMENT OF HEALTH AND HUMAN SERVICES**

[Document Identifier: OS–0990–new]

**Agency Father Generic Information Collection Request; 60-Day Public Comment Request**

**AGENCY:** Office of the Secretary, HHS.

**ACTION:** Notice.

**SUMMARY:** In compliance with the requirement of the Paperwork Reduction Act of 1995, the Office of the Secretary (OS), Department of Health and Human Services, is publishing the following summary of a proposed collection for public comment, Improving Customer Experience (OMB Circular A–11, Section 280 Implementation).

**DATES:** Comments on the ICR must be received on or before February 20, 2024.

**ADDRESSES:** Submit your comments to [Sherrette.Funn@hhs.gov](mailto:Sherrette.Funn@hhs.gov) or by calling (202) 264–0041 and [PRA@HHS.GOV](mailto:PRA@HHS.GOV).

**FOR FURTHER INFORMATION CONTACT:** When submitting comments or requesting information, please include the document identifier 0990-New-60D and project title for reference, to

Sherrette A. Funn, email: [Sherrette.Funn@hhs.gov](mailto:Sherrette.Funn@hhs.gov), [PRA@HHS.GOV](mailto:PRA@HHS.GOV) or call (202) 264–0041 the Reports Clearance Officer.

**SUPPLEMENTARY INFORMATION:** Interested persons are invited to send comments regarding this burden estimate or any other aspect of this collection of information, including any of the following subjects: (1) The necessity and utility of the proposed information collection for the proper performance of the agency’s functions; (2) the accuracy of the estimated burden; (3) ways to enhance the quality, utility, and clarity of the information to be collected; and (4) the use of automated collection techniques or other forms of information technology to minimize the information collection burden.

*Title of the Collection:* Improving Customer Experience (OMB Circular A–11, Section 280).

*Type of Collection:* Father Generic ICR.

*OMB No.:* 0990–XXXX, Office within Office of the Secretary, Assistant Secretary Administration.

*Abstract:* The Department of Health and Human Services, Office of the Secretary, Assistant Secretary Administration is requesting approval by OMB on a new Father Generic Information Collection Request. OMB Circular A–11 Section 280 established government-wide standards for mature customer experience organizations in government and measurement. To

enable Federal programs to deliver the experience taxpayers deserve, they must undertake three general categories of activities: conduct ongoing customer research, gather and share customer feedback, and test services and digital products.

These data collection efforts may be either qualitative or quantitative in nature or may consist of mixed methods. Additionally, data may be collected via a variety of means, including but not limited to electronic or social media, direct or indirect observation (*i.e.*, in person, video and audio collections), interviews, questionnaires, surveys, and focus groups. HHS 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.

The results of the data collected will be used to improve the delivery of Federal services and programs. It will include the creation of personas, customer journey maps, and reports and summaries of customer feedback data and user insights. It will also provide government-wide data on customer experience that can be displayed on [performance.gov](https://www.performance.gov) to help build transparency and accountability of Federal programs to the customers they serve.

Implementation).

## ANNUALIZED BURDEN HOUR TABLE

Respondents (if necessary)	Number of respondents	Number of responses per respondents	Average burden hours per response	Total burden hours
Participants in customer interviews .....	500	1	1	500
Participants in focus groups .....	450	1	90/60	675
Participants of feedback surveys .....	2,000,000	1	3/60	100,000
Participants in user testing (rapid) .....	400	1	15/60	100
Participants in user testing (deep dive) .....	200	1	30/60	100
Total .....	2,001,550	.....	.....	101,375

**Sherrette A. Funn,**

*Paperwork Reduction Act Reports Clearance  
Officer, Office of the Secretary.*

[FR Doc. 2023-28283 Filed 12-21-23; 8:45 am]

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### Office of the Secretary

#### Notice and Request for Comments on the Implications of Access and Benefit Sharing (ABS) Commitments/Regimes and Other Proposed Commitments Being Considered Under a WHO Convention, Agreement or Other International Instrument on Pandemic Prevention, Preparedness and Response

**AGENCY:** Office for Global Affairs, Office  
of the Secretary, HHS.

**ACTION:** Notice.

**SUMMARY:** This Request for Comment seeks information from stakeholders, broadly defined, on concepts currently under consideration by parties negotiating a World Health Organization (WHO) Pandemic Preparedness Agreement. It seeks information on how stakeholders' efforts to facilitate response efforts, including the rapid creation and equitable deployment of safe and effective vaccines, diagnostic tests, and treatments, can be advanced or hindered by concepts and commitments under consideration by the negotiating parties as reflected in current negotiating text.

**DATES:** To be assured consideration, written comments must be received by 5 p.m. Eastern time on January 22, 2024. Written comments should be emailed to [OGA.RSVP@hhs.gov](mailto:OGA.RSVP@hhs.gov) with the subject line "Written Comment Re: Implications of Access and Benefit Sharing (ABS) Commitments/Regimes and Other Proposed Commitments in the WHO Pandemic Agreement" by January 22, 2024. Comments received after that date will be considered to the extent practicable.

The Department's policy is to make all comments received from members of the public available for public viewing on the Federal eRulemaking Portal at [www.regulations.gov](http://www.regulations.gov). In this instance, business confidential submissions will also be accepted. Note that relevant comments submitted to [regulations.gov](http://regulations.gov) will be posted without editing and will be available to the public; therefore, business-confidential information should be clearly identified as such and an accompanying redacted version should be submitted for posting on [regulations.gov](http://regulations.gov).

**FOR FURTHER INFORMATION CONTACT:**

Susan Kim, Office for Global Affairs, Office of the Secretary, HHS, Room (639H) Hubert H. Humphrey Building, 200 Independence Avenue SW, Washington, DC 20201, (202) 235-3537.

**SUPPLEMENTARY INFORMATION:**

*Background:* In December 2021, WHO's Member States decided at a Special Session of the World Health Assembly to establish an intergovernmental negotiating body (INB), representing all regions of the world, to draft and negotiate a WHO convention, agreement, or other international instrument on pandemic prevention, preparedness, and response. More information about the INB process can be found here: <https://inb.who.int/home/inb-process>. The INB currently intends to submit its outcome to the Seventy-seventh World Health Assembly in May 2024.

The United States has expressed support for the development of an international instrument to protect the world from pandemic health threats now and in the future, and in a more rapid and equitable manner.

The United States is seeking the following key outcomes in the negotiations:

- Enhance the capacity of countries around the world to prevent, prepare for, and respond to pandemic emergencies and provide clear, credible, consistent information to their citizens.
- Ensure that all countries share data and laboratory samples from emerging

outbreaks quickly, safely, and transparently to facilitate response efforts and inform public health decision making regarding effective disease control measures, including the rapid creation of safe and effective vaccines, diagnostic tests, and treatments.

- Support more equitable and timely access to, and delivery of, vaccines, diagnostic tests, treatments, and other mitigation measures to quickly contain outbreaks, reduce illness and death, and minimize impacts on the economic and national security of people around the world.

*Purpose:* The U.S. Department of Health and Human Services (HHS) and the Department of State are charged with co-leading the U.S. delegation to the Intergovernmental Negotiating Body (INB) to draft and negotiate a WHO convention, agreement or other international instrument on pandemic prevention, preparedness, and response.

This Request for Comments procedure is designed to seek input from stakeholders and subject matter experts to help inform the U.S. government negotiating position, including new approaches, proposals, or concerns with the current version of the negotiating text.

The most recent Negotiating Text of the WHO Pandemic Agreement (Negotiating Text) can be found here: [https://apps.who.int/gb/inb/pdf\\_files/inb7/A\\_INB7\\_3-en.pdf](https://apps.who.int/gb/inb/pdf_files/inb7/A_INB7_3-en.pdf).

Representatives from HHS, State and the Department of Commerce will review written submissions and share them, as appropriate, with staff from other Federal Agencies to inform U.S. Government policy and our international engagements on these issues. U.S. officials may contact individuals making submissions for further information or explanation.

*Respondent information.* Please note the following information is not required but will assist us in contextualizing responses. If possible, in your submission, please include institution or organization name and type; for foreign-based entities, please