

(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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## 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