

**Catina Conner,**  
*Acting Reports Clearance Officer, Centers for  
 Disease Control and Prevention.*  
 [FR Doc. 2011-17410 Filed 7-11-11; 8:45 am]  
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## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### Food and Drug Administration

[Docket No. FDA-2011-N-0019]

#### Agency Information Collection Activities; Submission for Office of Management and Budget Review; Comment Request; Customer/Partner Service Surveys

**AGENCY:** Food and Drug Administration,  
HHS.

**ACTION:** Notice.

**SUMMARY:** The Food and Drug  
Administration (FDA) is announcing  
that a proposed collection of  
information has been submitted to the  
Office of Management and Budget  
(OMB) for review and clearance under  
the Paperwork Reduction Act of 1995.

**DATES:** Fax written comments on the  
collection of information by August 11,  
2011.

**ADDRESSES:** To ensure that comments on  
the information collection are received,  
OMB recommends that written  
comments be faxed to the Office of  
Information and Regulatory Affairs,  
OMB, *Attn:* FDA Desk Officer, FAX:

202-395-7285, or e-mailed to  
*oira\_submission@omb.eop.gov*. All  
 comments should be identified with the  
 OMB control number 0910-0360. Also  
 include the FDA docket number found  
 in brackets in the heading of this  
 document.

#### FOR FURTHER INFORMATION CONTACT:

Jonna Capezzuto, Office of Information  
 Management, Food and Drug  
 Administration, 1350 Piccard Dr., PI50-  
 400B, Rockville, MD 20850, 301-796-  
 3794,  
*Jonnalynn.Capezzuto@fda.hhs.gov*.

**SUPPLEMENTARY INFORMATION:** In  
 compliance with 44 U.S.C. 3507, FDA  
 has submitted the following proposed  
 collection of information to OMB for  
 review and clearance.

#### Customer/Partner Service Surveys (OMB Control Number 0910-0360)- Extension

Under section 903 of the Federal  
 Food, Drug, and Cosmetic Act (21 U.S.C.  
 393), FDA is authorized to conduct  
 research and public information  
 programs about regulated products and  
 responsibilities of the agency. Executive  
 Order 12862, entitled, "Setting  
 Customer Service Standard," directs  
 Federal agencies that "provide  
 significant services directly to the  
 public" to "survey customers to  
 determine the kind and quality of  
 services they want and their level of  
 satisfaction with existing services." FDA  
 is seeking OMB clearance to conduct a

series of surveys to implement  
 Executive Order 12862. Participation in  
 the surveys is voluntary. This request  
 covers customer/partner service surveys  
 of regulated entities, such as food  
 processors; cosmetic drug, biologic and  
 medical device manufacturers;  
 consumers; and health professionals.  
 The request also covers "partner" (State  
 and local governments) customer  
 service surveys.

FDA will use the information from  
 these surveys to identify strengths and  
 weaknesses in service to customers/  
 partners and to make improvements.  
 The surveys will measure timeliness,  
 appropriateness and accuracy of  
 information, courtesy and problem  
 resolution in the context of individual  
 programs.

FDA estimates conducting 15  
 customer/partner service surveys per  
 year, each requiring an average of 15  
 minutes for review and completion. We  
 estimate respondents to these surveys to  
 be between 100 and 10,000 customers.  
 Some of these surveys will be repeats of  
 earlier surveys for purposes of  
 monitoring customer/partner service  
 and developing long-term data.

In the **Federal Register** of January 13,  
 2011 (76 FR 2395), FDA published a 60-  
 day notice requesting public comment  
 on the proposed collection of  
 information. No comments were  
 received on the information collection.

FDA estimates the burden of this  
 collection of information as follows:

TABLE 1—ESTIMATED ANNUAL REPORTING BURDEN <sup>1</sup>

Type of survey	Number of respondents	Number of responses per respondent	Total annual responses	Average burden per response	Total hours
Mail, telephone, web-based .....	20,000	1	20,000	0.25 (15 min.)	5,000

<sup>1</sup> There are no capital costs or operating and maintenance costs associated with this collection of information.

Dated: July 6, 2011.  
**Leslie Kux,**  
*Acting Assistant Commissioner for Policy.*  
 [FR Doc. 2011-17416 Filed 7-11-11; 8:45 am]  
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## DEPARTMENT OF HEALTH AND HUMAN SERVICES

### Food and Drug Administration

[Docket No. FDA-2011-N-0494]

#### Agency Information Collection Activities; Proposed Collection; Comment Request; Data To Support Communications To Educate Consumers on How To Safely Purchase Drugs Online

**AGENCY:** Food and Drug Administration,  
HHS.

**ACTION:** Notice.

**SUMMARY:** The Food and Drug  
 Administration (FDA) is announcing an  
 opportunity for public comment on the

proposed collection of certain  
 information by the Agency. Under the  
 Paperwork Reduction Act of 1995 (the  
 PRA), Federal Agencies are required to  
 publish notice in the **Federal Register**  
 concerning each proposed collection of  
 information and to allow 60 days for  
 public comment in response to the  
 notice. This notice solicits comments on  
 a generic clearance on "Data to Support  
 Communications to Educate Consumers  
 on How to Safely Purchase Drugs  
 Online." This data collection will obtain  
 baseline knowledge of the Internet  
 users' knowledge, attitudes, and  
 practices with regard to online  
 pharmacies, and then will collect  
 ongoing data for tracking changes in  
 knowledge, attitudes, and practices as a