

SUPPORTING STATEMENT JUSTIFICATION FOR CONSUMER COMPLAINT MONITORING SYSTEM

1. Circumstances Making Collection Of Information Necessary:

This is a request for a revision of an approved information collection, which addresses the Consumer Complaint Monitoring System (CCMS) web portal.

The Food Safety and Inspection Service (FSIS) has been delegated the authority to exercise the functions of the Secretary as provided in the Federal Meat Inspection Act (FMIA) (21 U.S.C. 601 et seq.), the Poultry Products Inspection Act (PPIA) (21 U.S.C. 451 et seq.), and the Egg Products Inspection Act (EPIA) (21 U.S.C. 1031 et seq.). These statutes mandate that FSIS protect the public by ensuring that meat and poultry products are safe, wholesome, and properly labeled.

FSIS tracks consumer complaints about meat, poultry, and egg products. Consumer complaints are usually filed because food made the consumer sick, caused an allergic reaction, was not properly labeled (misbranded), or contained a foreign object. The Agency uses a web portal to capture consumer complaint information.

2. How, By Whom and Purpose Information Is To Be Used:

The following is a discussion of the information collection activities.

CCMS Web Portal

The Consumer Complaint Monitoring System (CCMS) web portal is used primarily to track consumer complaints regarding meat, poultry, and egg products. Consumer complaints may lead at times to the recall of products. The web portal allows for this information to be collected 24 hours a day, 7 days a week.

3. Use Of Improved Information Technology:

Under the E-Gov Act, 2002, firms may submit data electronically. Records may be maintained electronically provided that appropriate controls are implemented to ensure the integrity of the electronic data.

4. Efforts To Identify Duplication:

No FSIS office, USDA agency, or any other Government agency requires information relating to consumer complaints for meat, poultry, and egg products. There is no available information that can be used or modified.

5. Methods To Minimize Burden On Small Business Entities:

The data is submitted by individual consumers.

6. Consequences If Information Were Collected Less Frequently:

To conduct the information collections less frequently will reduce the effectiveness of the meat, poultry, and egg products inspection program.

7. Circumstances That Would Cause The Information Collection To Be Conducted In A Manner:

- **requiring respondents to report information to the agency more often than quarterly;**
- **requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it;**
- **requiring respondents to submit more than an original and two copies of any document;**
- **requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years;**
- **in connection with a statistical survey, that is not designed to produce valid and reliable results that**

- can be generalized to the universe of study;
- requiring the use of a statistical data classification that has not been reviewed and approved by OMB;
- that includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use; or
- requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.

All information collection activities in this submission are consistent with the guidelines listed above. There are no special circumstances that require the collection of information to be inconsistent with 5 CFR 1320.6.

8. Consultation With Persons Outside The Agency:

In accordance with the Paperwork Reduction Act, FSIS published a 60-day notice (89 FR 26857) in the *Federal Register* on April 16, 2024, requesting comments regarding this information collection request. The Agency received no comments. FSIS also contacted three members of the public with knowledge about submitting consumer complaints: Emily Downes, 2 minutes; Kamthorn Clary, less than 5 minutes; and Jake Schneider, 2 minutes. Based on their input, the Agency is making no change to the estimated time for completion of a consumer complaint.

9. Payment or Gifts to Respondents:

Respondents will not receive any gifts or payments.

10. Confidentiality Provided To Respondents:

No assurances other than routine protection provided under the Freedom of Information Act have been

provided to respondents.

11. Questions Of A Sensitive Nature:

The applicants are not asked to furnish any information of a sensitive nature.

12. Estimate of Burden

The total burden estimate for the paperwork requirements associated with this information collection is 750 hours.

CCMS Web Portal

The Agency estimates that 3,000 consumers will respond one time taking 15 minutes to submit a consumer complaint through its web portal for an annual total of 3,000 responses and 750 burden hours.

CCMS WEB PORTAL

Type of Establish-Ment	No. of Respon-dents	No. of Responses per Respondent	Total Annual Responses	Time for Response in Mins.	Total Annual Time in Hours
Consumers	3,000	1	3,000	15	750

The cost to the respondents is estimated at \$42,270 annually. The Agency estimates that it will cost respondents \$56.36 an hour, including fringe benefits, in fulfilling these information collection requirements. Respondents will spend an annual total of 750 hours and \$42,270. The hourly rate for the respondents was attained

from the Department of Labor Bureau of Labor and Statistics wage data, May, 2023.

13. Capital and Start-up Cost and Subsequent Maintenance

There are no capital and start-up costs and subsequent maintenance burdens.

14. Annual Cost To Federal Government:

The cost to the Federal Government for these information collection requirements is \$7,769 annually. The costs arise primarily from the time spent by FSIS staff at the GS 11/12 level analyzing the information in the CCMS. The Agency estimates a cost of \$51.79 per hour, including fringe benefits for its personnel time.

15. Reasons For Changes In Burden:

There is no change in the estimated burden.

16. Tabulation, Analyses And Publication Plans:

There are no plans to publish the data for statistical use.

17. OMB Approval Number Display:

FSIS will display the OMB approval number and expiration date on any publication or document relating to activities under this information collection.

18. Exceptions to the Certification:

There are no exceptions to the certification. This information collection accords with the certification in item

19 of the OMB 83-I.