

Comment from Government Member Stephanie Tatham on *Identifying and Reducing Burdens in Administrative Processes*  
December 7, 2023

I'd like to move a minor amendment to the OMB draft recommendation for the administrative burden project as shown below. This suggestion is simply to more clearly reflect the distinction between CX research and agency service delivery.

Use of flexibilities under the PRA ~~in order~~ to inform ~~and make it easier for agencies to conduct~~ CX research and to improve agency service delivery ~~in order to make it easier for agencies to conduct CX research.~~