

public comment on the proposed collection of certain information by the agency. Under the Paperwork Reduction Act (PRA) of 1995, Federal agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information, including each proposed reinstatement, with change, of a previously approved collection for which approval has expired, and allow 60 days for public comment in response to the notice. This notice solicits comments on the information needed to apply for accreditation to represent claimants for benefits before VA and to confer power of attorney on an attorney, agent or individual service organization representative for claim representation purposes.

DATES: Written comments and recommendations on the proposed collection of information should be received on or before January 31, 2000.

ADDRESSES: Submit written comments on the collection of information to Sheldon Bolasny (022D1), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420. Please refer to "OMB Control No. 2900-0018" in any correspondence.

FOR FURTHER INFORMATION CONTACT: Sheldon Bolasny at (202) 273-6321 or FAX (202) 273-6404.

SUPPLEMENTARY INFORMATION: Under the PRA of 1995 (Public Law 104-13; 44 U.S.C., 3501-3520), Federal agencies must obtain approval from the Office of Management and Budget (OMB) for each collection of information they conduct or sponsor. This request for comment is being made pursuant to Section 3506(c)(2)(A) of the PRA.

With respect to the following collection of information, OGC invites comments on: (1) Whether the proposed collection of information is necessary for the proper performance of OGC's functions, including whether the information will have practical utility; (2) The accuracy of OGC's estimate of the burden of the proposed collection of information; (3) Ways to enhance the quality, utility, and clarity of the information to be collected; and (4) Ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or the use of other forms of information technology.

Titles and Form Numbers

a. Application for Accreditation as Service Organization Representative, VA Form 21.

b. Appointment of Individual as Claimant's Representative, VA Form 22a.

OMB Control Number: 2900-0018.

Type of Review: Reinstatement, with change, of a previously approved collection for which approval has expired.

Abstract: VA Form 21 is used to obtain basic information necessary to determine whether an individual may be accredited as a service organization representative for the purposes of representation of claimants before the VA. The information is used to evaluate qualifications, ensure against conflicts of interest, and allow appropriate organization officials to certify the character and qualifications applicants. It is designed to ensure that regulatory standards for accreditation have been met so that claimants for VA benefits have available a pool of qualified claims representatives to assist them in the preparation, presentation, and prosecution of their claims.

VA Form 22a is used by a claimant for VA benefits to confer power of attorney upon an attorney, agent, or individual service organization representative in order that the attorney, agent, or individual representative may represent the claimant in proceedings before VA. Generally, this power of attorney permits VA to release to the attorney, agent, or individual representative records pertinent to the benefit claim. The form contains a release to be completed by the claimant which permits the claimant to authorize or prohibit VA from disclosing medical records specifically protected by 38 U.S.C. 7332.

Affected Public: Individuals and households, Business or other for-profit, Not-for-profit institutions, and State, Local or Tribal Government.

Estimated Annual Burden

- a. VA Form 21—275 hours.
- b. VA Form 22a—2,500 hours.

Estimated Average Burden Per Respondent

- a. VA Form 21—15 minutes.
- b. VA Form 22a—15 minutes.

Frequency of Response: On occasion.

Estimated Number of Respondents:

- a. VA Form 21—1,100.
- b. VA Form 22a—10,000.

Dated: November 2, 1999.

By direction of the Secretary.

Barbara H. Epps,

Management Analyst, Information Management Service.

[FR Doc. 99-31264 Filed 12-1-99; 8:45 am]

BILLING CODE 8320-01-P

DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0017]

Proposed Information Collection Activity: Proposed Collection; Comment Request

AGENCY: Veterans Benefits Administration, Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: The Veterans Benefits Administration (VBA), Department of Veterans Affairs (VA), is announcing an opportunity for public comment on the proposed collection of certain information by the agency. Under the Paperwork Reduction Act (PRA) of 1995, Federal agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information, including each proposed reinstatement, with change, of a previously approved collection for which approval has expired and allow 60 days for public comment in response to the notice. This notice solicits comments on information needed to carry out a Congressional mandated that VA maintain supervision of the distribution and use of VA benefits paid to a fiduciary on behalf of a beneficiary who is incompetent, a minor, or under legal disability.

DATES: Written comments and recommendations on the proposed collection of information should be received on or before January 31, 2000.

ADDRESSES: Submit written comments on the collection of information to Nancy J. Kessinger, Veterans Benefits Administration (20S52), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420. Please refer to "OMB Control No. 2900-0017" in any correspondence.

FOR FURTHER INFORMATION CONTACT: Nancy J. Kessinger at (202) 273-7079 or FAX (202) 275-5947.

SUPPLEMENTARY INFORMATION: Under the PRA of 1995 (Pub. L. 104-13; 44 U.S.C., 3501-3520), Federal agencies must obtain approval from the Office of Management and Budget (OMB) for each collection of information they conduct or sponsor. This request for comment is being made pursuant to Section 3506(c)(2)(A) of the PRA.

With respect to the following collection of information, VBA invites comments on: (1) Whether the proposed collection of information is necessary for the proper performance of VBA's functions, including whether the information will have practical utility; (2) The accuracy of VBA's estimate of

the burden of the proposed collection of information; (3) Ways to enhance the quality, utility, and clarity of the information to be collected; and (4) Ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or the use of other forms of information technology.

Titles and Form Numbers:

a. Court Appointed Fiduciary's Account (legal size), VA Form 21-4706
b. Federal Fiduciary's Account, VA Form 21-4706b

c. Court Appointed Fiduciary's Account, VA Form 21-4706c
d. Account Book, VA Form 21-4718

OMB Control Number: 2900-0017.

Type of Review: Reinstatement, with change, of a previously approved collection for which approval has expired.

Abstract: The information is used to audit accounts of fiduciaries and monitor estate supervision issues to include the need for suspension of benefits when warranted.

Affected Public: Individuals or households—Business or other for-profit—Not-for-profit institutions, and State, Local or Tribal Government.

Estimated Annual Burden

a. VA Form 21-4706—2,628 hours.
b. VA Form 21-4706b—4,370 hours.
c. VA Form 21-4706c—2,808 hours.
d. VA Form 21-4718—13,140 hours.

Estimated Average Burden Per Respondent

a. VA Form 21-4706—30 minutes.
b. VA Form 21-4706b—30 minutes.
c. VA Form 21-4706c—30 minutes.
d. VA Form 21-4718—2 hours and 30 minutes.

Frequency of Response: Once annually.

Estimated Number of Respondents

a. VA Form 21-4706—5,256
b. VA Form 21-4706b—8,740
c. VA Form 21-4706c—5,616
d. VA Form 21-4718—5,256.

Dated: November 2, 1999.

By direction of the Secretary:

Barbara H. Epps,

Management Analyst, Information Management Service.

[FR Doc. 99-31265 Filed 12-1-99; 8:45 am]

BILLING CODE 8320-01-P

DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0227]

Proposed Information Collection Activity: Proposed Collection; Comment Request

AGENCY: Veterans Health Administration, Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: The Veterans Health Administration (VHA) is announcing an opportunity for public comment on the proposed collection of certain information by the agency. Under the Paperwork Reduction Act (PRA) of 1995, Federal agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information, including each proposed reinstatement, with change, of a previously approved collection for which approval has expired, and allow 60 days for public comment in response to the notice. This notice solicits comments on the burden estimates relating to customer satisfaction surveys.

The purpose of this submission is to request reinstatement of approval of previously expired data collections. All surveys were previously approved under the Office of Management and Budget (OMB) Control No. 2900-0227. At this time VHA wishes to utilize OMB Control No. 2900-0227 to consolidate all nation-wide surveys under one approval for Headquarters sponsored patient satisfaction surveys. These voluntary customer service surveys meet the requirements of Executive Order 12862, Setting Customer Service Standards.

DATES: Written comments and recommendations on the proposed collection of information should be received on or before January 31, 2000.

ADDRESSES: Submit written comments on the collection of information to Ann Bickoff, Veterans Health Administration (193B1), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420. Please refer to "OMB Control No. 2900-0227" in any correspondence.

FOR FURTHER INFORMATION CONTACT: Ann Bickoff at (202) 273-8310.

SUPPLEMENTARY INFORMATION: Under the PRA of 1995 (Public Law 104-13; 44 U.S.C., 3501-3520), Federal agencies must obtain approval from OMB for each collection of information they conduct or sponsor. This request for comment is being made pursuant to Section 3506(c)(2)(A) of the PRA.

With respect to the following collection of information, VHA invites comments on: (1) Whether the proposed collection of information is necessary for the proper performance of VHA's functions, including whether the information will have practical utility; (2) The accuracy of VHA's estimate of the burden of the proposed collection of information; (3) Ways to enhance the quality, utility, and clarity of the information to be collected; and (4) Ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or the use of other forms of information technology.

Title: Nation-wide Customer Satisfaction Surveys.

OMB Control Number: 2900-0227.

Type of Review: Reinstatement, with change, of a previously approved collection for which approval has expired.

Abstract: Executive Order 12862, Setting Customer Service Standards, requires Federal agencies and Departments to identify and survey its customers to determine the kind and quality of services they want and their level of satisfaction with existing service. VHA uses customer satisfaction surveys to gauge customer perceptions of VA services as well as customer expectations and desires. The results of these information collections lead to improvements in the quality of VHA service delivery by helping to shape the direction and focus of specific programs and services.

Affected Public: Individuals or households.

PROSTHETIC PATIENT SATISFACTION SURVEY, VA FORM 10-0142B

Year	Number of respondents	Estimated burden hour	Estimated annual burden	Frequency of response
2000	27,000	24 (minutes)	10,800	Annual.
2001	27,000	24	10,800	Annual.
2002	27,000	24	10,800	Annual.