

DEPARTMENT OF VETERANS AFFAIRS**[OMB Control No. 2900-0051]****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 extension of a currently approved collection and allow 60 days for public comment in response to the notice. This notice solicits comments on the information needed to accurately reimburse State Approving Agencies (SAA) for expenses incurred in the approval and supervision of education and training programs.

DATES: Written comments and recommendations on the proposed collection of information should be received on or before August 21, 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. 2900-0051" 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 (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, 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.

Title: Quarterly Report of State Approving Agency Activities, VA Form 22-7398.

OMB Control Number: 2900-0051.

Type of Review: Extension of a currently approved collection.

Abstract: VA has the authority to reimburse SAAs for necessary salary, and fringe and travel expenses incurred in the approval and supervision of education and training programs. VA makes the reimbursement retrospectively on a monthly or quarterly basis after receiving an itemized invoice from SAA supported by visit reports and program documents. VA Form 22-7398 serves as the form for SAAs to request reimbursement. The information is used to ensure that the reimbursements are proper and accurate. Without the report, VA would have no means to compare the efficiency and effectiveness of SAAs.

Affected Public: State, Local or Tribal Governments.

Estimated Annual Burden: 228 hours.

Estimated Average Burden Per

Respondent: 60 minutes.

Frequency of Response: Quarterly.

Estimate Annual Responses: 228.

Estimated Number of Respondents: 57.

Dated: June 2, 2000.

By direction of the Secretary.

Donald L. Neilson,

Director, Information Management Service.

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DEPARTMENT OF VETERANS AFFAIRS**[OMB Control No. 2900-0571]****Proposed Information Collection
Activity: Proposed Collection;
Comment Request****AGENCY:** Department of Veterans Affairs.**ACTION:** Notice.

SUMMARY: The 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

extension of a currently approved collection, 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 involving the National Cemetery Administration (NCA), the Office of Financial Management (OFM), and the Office of Inspector General (IG).

DATES: Written comments and recommendations on the proposed collection of information should be received on or before August 21, 2000.

ADDRESSES: Submit written comments on the collection of information to Ron Taylor, Office of Information and Technology (045A4), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420. Please refer to "OMB Control No. 2900-0571" in any correspondence.

FOR FURTHER INFORMATION CONTACT: Ron Taylor at (202) 273-8135.

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, VA invites comments on: (1) Whether the proposed collection of information is necessary for the proper performance of VA's functions, including whether the information will have practical utility; (2) the accuracy of VA'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: Generic Clearance for the National Cemetery Administration (NCA), the Office of Financial Management (OFM), and the Office of Inspector General (IG) Customer Satisfaction Surveys.

OMB Control Number: 2900-0571.

Type of Review: Extension of a currently approved collection.

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. NCA, OFM, and IG use

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 VA service delivery by helping to shape the direction and focus of specific programs and services.

Affected Public: Individuals or households, business or other for-profit and State, Local or Tribal Government.

Listing of Survey Activities: The following list of activities is a compendium of customer satisfaction survey plans by the NCA, OFM, and IG. The actual conduct of any particular activity listed could be affected by circumstances. A change in, or refinement of, our focus in a specific area, as well as resource constraints could require deletion or substitution of any listed item. If these organizations substitute or propose to add a new

activity that falls under the umbrella of this generic approval, including those activities that are currently in a planning stage, OMB will be notified and will be furnished a copy of pertinent materials, a description of the activity and number of burden hours involved. NCA, OFM, and IG will conduct periodic reviews of ongoing survey activities to ensure that they comply with the PRA.

I. National Cemetery Administration

Year	Number of respondents	Estimated annual burden (in hours)	Frequency
Focus Groups With Next of Kin (10 participants per group/3 hours each session)			
2001	50	150	5 groups annually.
2002	50	150	5 groups annually.
2003	50	150	5 groups annually.
Focus Groups With Funeral Directors (10 participants per group/3 hours each session)			
2001	50	150	5 groups annually.
2002	50	150	5 groups annually.
2003	50	150	5 groups annually.
Focus Groups With Veterans Service Organizations (10 participants per group/3 hours each session)			
2001	50	150	5 groups annually.
2002	50	150	5 groups annually.
2003	50	150	5 groups annually.
Visitor Comments Cards (2,500 respondents/5 minutes per response)			
2001	2,500	208	Annually.
2002	2,500	208	Annually.
2003	2,500	208	Annually.
Next of Kin National Customer Satisfaction Survey (Mail to 10,000 respondents/3 minutes per response)			
2001	10,000	5,000	Annually.
2002	10,000	5,000	Annually.
2003	10,000	5,000	Annually.
Funeral Directors National Customer Satisfaction Survey (Mail to 1,000 respondents/30 minutes per response)			
2001	1,000	500	Annually.
2002	1,000	500	Annually.
2003	1,000	500	Annually.
Veterans-At-Large National Customer Satisfaction Survey (Mail to 5,000 respondents/30 minutes per response)			
2001	5,000	2,500	Annually.
2002	5,000	2,500	Annually.
2003	5,000	2,500	Annually.
Program/Specialized Service Survey (Mail to 1,000 respondents/30 minutes per response)			
2001	1,000	500	Annually.
2002	1,000	500	Annually.
2003	1,000	500	Annually.

II. Office of Financial Management—Accountability Report Pilot Evaluation Form

Year	Number of respondents	Estimated Annual burden (in hours)	Frequency
2001	550	138	Annually.
2002	550	138	Annually.

Year	Number of respondents	Estimated Annual burden (in hours)	Frequency
2003	550	138	Annually.

III. Office of Inspector General—Patient Questionnaire

Year	Number of respondents	Estimated annual burden (in hours)	Frequency
2001	1,200	200	Annually.
2002	1,200	200	Annually.
2003	1,200	200	Annually.

Most customer satisfaction surveys will be recurring so that NCA, OFM, and IG can create and maintain ongoing measures of performance and to determine how well VA meets customer service standards. Each collection of information will consist of the minimum amount of information necessary to determine customer needs and to evaluate each organization's performance. NCA expects to conduct 15 focus groups annually involving a

total of 450 hours during the approval period. In addition, NCA expects to conduct mail surveys with a total annual burden of 8,000 hours and will distribute comment cards with a total annual burden of 208 hours. NCA also plans to conduct mail surveys with customers of specific programs (e.g. Headstones and Markers, Presidential Memorial Certificates, State Veterans Cemeteries) to determine levels of service satisfaction. Program specific

surveys are estimated at 500 burden hours annually during the approval period. OFM and IG will distribute written surveys with a total annual burden of 338 hours.

Dated: May 24, 2000.

By direction of the Secretary.

Sandra McIntyre,

Management Analyst, Information Management Service.

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