

Year	Number of respondents	Estimated annual burden (hours)	Frequency
2000 .....	2,500	420	Twice annually.
<i>National Cemetery System Next of Kin National Customer Satisfaction Survey (Telephone)</i>			
1998 .....	1,500	750	Annually.
1999 .....	1,500	750	Annually.
2000 .....	1,500	750	Annually.
<i>National Cemetery System Potential Customers National Customer Satisfaction Survey (Telephone)</i>			
1998 .....	1,500	750	Annually.
1999 .....	1,500	750	Annually.
2000 .....	1,500	750	Annually.
<i>National Cemetery System Program/Specialized Service Survey (Telephone)</i>			
1998 .....	1,000	250	Annually.
1999 .....	1,000	250	Annually.
2000 .....	1,000	250	Annually.
<i>Office of Management Accountability Report Pilot Evaluation Form</i>			
1998 .....	550	138	Annually.
1999 .....	550	138	Annually.
2000 .....	550	138	Annually.
<i>Office of Inspector General Patient Questionnaire</i>			
1998 .....	1,200	200	Annually.
1999 .....	1,200	200	Annually.
2000 .....	1,200	200	Annually.

Most customer satisfaction surveys will be recurring so that the NCS, OM, and IG can create ongoing measures of performance and to determine how well the agency meets customer service standards. Each collection of information will consist of the minimum amount of information necessary to determine customer needs and to evaluate the organization's performance. The NCS expects to conduct 47 focus groups annually involving a total of 1,410 hours during the approval period. In addition, the NCS expects to conduct telephone surveys with a total annual burden of 1,750 hours. The NCS, OM, and IG will distribute written surveys with a total annual burden of 758 hours.

The areas of concern to the NCS, OM, and IG and their customers may change over time, and it is important to have the ability to evaluate customer concerns quickly. Participation in the surveys and focus groups will be voluntary and the generic clearance will not be used to collect information required to obtain or maintain eligibility for a VA program or benefit. In order to maximize the voluntary response rates, the information collection will be designed to make participation convenient, simple, and free of unnecessary barriers. Baseline data obtained through these information

collections will be used to improve customer service standards. The NCS, OM, and IG will consult with OMB regarding each specific information collection during this approval period.

Send comments and recommendations concerning any aspect of the information collection to VA's OMB Desk Officer, Allison Eydt, OMB Human Resources and Housing Branch, New Executive Office Building, Room 10235, Washington, DC 20503 (202) 395-4650. Please refer to "OMB Control No. 2900-0571" in any correspondence.

Dated: August 20, 1997.

By direction of the Secretary.

**Donald L. Neilson,**

*Director, Information Management Service.*

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**DEPARTMENT OF VETERANS AFFAIRS**

[OMB Control No. 2900-0567]

**Agency Information Collection Activities Under OMB Review**

**AGENCY:** National Cemetery System, Department of Veterans Affairs.

**ACTION:** Notice.

**SUMMARY:** In compliance with the Paperwork Reduction Act (PRA) of 1995 (44 U.S.C. 3501 *et seq.*), this notice announces that the National Cemetery System (NCS), Department of Veterans Affairs, has submitted the collection of information abstracted below to the Office of Management and Budget (OMB) for review and comment. The PRA submission describes the nature of the information collection and its expected cost and burden; it includes the actual data collection instrument.

**DATES:** Comments must be submitted on or before October 14, 1997.

**FOR FURTHER INFORMATION OR A COPY OF THE SUBMISSION CONTACT:** Ron Taylor, Information Management Service (045A4), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420, (202) 273-8015 or FAX (202) 273-5981. Please refer to "OMB Control No. 2900-0567."

**SUPPLEMENTARY INFORMATION:**

*Title:* PMC (Presidential Memorial Certificate) Insert.

*OMB Control Number:* 2900-0567.

*Type of Review:* Extension of a currently approved collection.

*Abstract:* The PMC Program was initiated in March 1962 by President John F. Kennedy to honor the memory of honorably discharged, deceased veterans, and has been continued by all

subsequent Presidents. A PMC is mailed to deceased veterans relatives and friends honoring their military service to our Nation. In most cases involving recent deaths, the local VA regional office originates the process without a request from the next-of-kin. With the automation of the program, the insert will accompany the issuance of the original certificate. The insert provides a convenient method for the recipients of the original PMC to request additional certificates and/or replacement or corrected certificates. The information will be used by the NCS to promptly reissue or provide additional certificates.

An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The **Federal Register** Notice with a 60-day comment period soliciting comments on this collection of information was published on May 27, 1997 at pages 28756-28757.

*Affected Public:* Individuals or households.

*Estimated Annual Burden:* 925 hours.

*Estimated Average Burden Per Respondent:* 2 minutes.

*Frequency of Response:* On occasion.

*Estimated Number of Respondents:* 27,740.

Send comments and recommendations concerning any aspect of the information collection to VA's OMB Desk Officer, Allison Eydt, OMB Human Resources and Housing Branch, New Executive Office Building, Room 10235, Washington, DC 20503 (202) 395-4650. Please refer to "OMB Control No. 2900-0567" in any correspondence.

Dated: August 20, 1997.

By direction of the Secretary.

**Donald L. Neilson,**

*Director, Information Management Service.*

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**DEPARTMENT OF VETERANS AFFAIRS**

[OMB Control No. 2900-0569]

**Agency Information Collection Activities Under OMB Review**

**AGENCY:** Veterans Benefits Administration, Department of Veterans Affairs.

**ACTION:** Notice.

**SUMMARY:** In compliance with the Paperwork Reduction Act (PRA) of 1995 (44 U.S.C. 3501 et seq.), this notice announces that the Veterans Benefits

Administration (VBA), Department of Veterans Affairs, has submitted the collection of information abstracted below to the Office of Management and Budget (OMB) for review and comment. The PRA submission describes the nature of the information collection and its expected cost and burden; it includes the actual data collection instrument. In addition, OMB is being requested to:

- a. Grant the VBA a 3-year generic clearance approval authority.
- b. Allow the VBA to establish a maximum number of annual burden hours against which burden will be charged for each survey actually used.
- c. Allow for the submission of a summary of objectives, specific burden estimates, and all final or near final survey instruments covered by the generic clearance for inclusion in the OMB public docket prior to their use.

**DATES:** Comments must be submitted on or before October 14, 1997.

**FOR FURTHER INFORMATION OR A COPY OF THE SUBMISSION CONTACT:** Ron Taylor, Information Management Service (045A4), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420, (202) 273-8015 or FAX (202) 273-5981. Please refer to "OMB Control No. 2900-0569."

**SUPPLEMENTARY INFORMATION:**

*Title:* Generic Clearance for the Veterans Benefits Administration Customer Satisfaction Surveys.

*OMB Control Number:* 2900-0569.

*Type of Review:* Extension of a currently approved collection.

*Abstract:* The VBA administers integrated programs of benefits and services, established by law for veterans and their survivors, and service personnel. 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. The VBA 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 VBA service delivery by helping to shape the direction and focus of specific programs and services.

An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The **Federal Register** Notice with a 60-day comment period soliciting comments on this collection of information was published on June 5, 1997 at pages 30930-30932.

*Affected Public:* Individuals or households, non-profit organizations, educational institutions, veterans' service organizations, and businesses or other for-profits.

*Listing of Survey Activities:* The following list of activities is a compendium of VBA's customer satisfaction survey plan. 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 VBA substitutes or proposes 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. VBA will conduct periodic reviews of ongoing survey activities to ensure that they comply with the PRA.

*Survey of Veterans' Satisfaction with the VA Compensation & Pension (C&P) Claims Process:* VBA will continue to gauge customer satisfaction levels of those who experience the C&P claims adjudication process.

Year	Estimated average burden per respondent	Estimated annual burden
1997 ..	15 minutes .....	5,700 hours.
1998 ..	15 minutes .....	5,700 hours.
1999 ..	15 minutes .....	5,700 hours.

*VA Compensation & Pension Claims Process Customer Satisfaction Focus Groups:* VBA will conduct 10 focus groups to solicit customer opinion of the C&P claims process. Each of the 10 groups will consist of 20 participants.

Year	Estimated average burden per respondent	Estimated annual burden
1997 ..	2 hours .....	400 hours.
1998 ..	2 hours .....	400 hours.
1999 ..	2 hours .....	400 hours.

*Survey of Veterans' Satisfaction with the VA Education Claims Process:* VBA will conduct surveys to determine the customer satisfaction levels of veterans and their dependents or survivors who are receiving education benefits from VA.

Year	Estimated average burden per respondent	Estimated annual burden
1997 ..	15 minutes .....	1,000 hours.
1998 ..	15 minutes .....	800 hours.