

By direction of the Secretary.

Donald L. Neilson,

Director, Information Management Service.

[FR Doc. 97-24058 Filed 9-10-97; 8:45 am]

BILLING CODE 8320-01-P

DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0571]

Agency Information Collection Activities Under OMB Review

AGENCY: 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), Office of Management (OM), and Office of Inspector General (IG), Department of Veterans Affairs, have 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:

- Grant the NCS, OM, and IG a 3-year generic clearance approval authority.
- Allow the NCS, OM, and IG 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. 2900-0571."

SUPPLEMENTARY INFORMATION:

Title: Generic Clearance for the National Cemetery System, Office of Management, and Office of Inspector General 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. The NCS, OM, and IG use the customer satisfaction surveys to evaluate customer services as well as customer expectations and desires. The results of this information collection

lead to improvements in the quality of the NCS, OM, and IG service delivery by helping to shape the direction and focus of specific 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 18, 1997 at pages 33153-33155.

Affected Public: Individuals or households; Business or other for-profit.

Listing of Survey Activities: The following list of activities is a compendium of customer satisfaction survey plans by the NCS, OM, 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 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. The NCS, OM, and IG will conduct periodic reviews of ongoing survey activities to ensure that they comply with the PRA.

| Year | Number of respondents | Estimated annual burden (hours) | Frequency |
|---|-----------------------|---------------------------------|---------------------|
| <i>National Cemetery System Focus Groups with Next of Kin (10 participants per group/3 hours each session)</i> | | | |
| 1998 | 150 | 450 | 15 groups annually. |
| 1999 | 150 | 450 | 15 groups annually. |
| 2000 | 150 | 450 | 15 groups annually. |
| <i>National Cemetery System Focus Groups with Funeral Directors (10 participants per group/3 hours each session)</i> | | | |
| 1998 | 150 | 450 | 15 groups annually. |
| 1999 | 150 | 450 | 15 groups annually. |
| 2000 | 150 | 450 | 15 groups annually. |
| <i>National Cemetery System Focus Groups with Veterans Service Organizations (10 participants per group/3 hours each session)</i> | | | |
| 1998 | 150 | 450 | 15 groups annually. |
| 1999 | 150 | 450 | 15 groups annually. |
| 2000 | 150 | 450 | 15 groups annually. |
| <i>National Cemetery System Focus Groups with State Veterans Officers (10 participants per group/3 hours each session)</i> | | | |
| 1998 | 20 | 60 | 2 groups annually. |
| 1999 | 20 | 60 | 2 groups annually. |
| 2000 | 20 | 60 | 2 groups annually. |
| <i>National Cemetery System Visitor Comments Cards</i> | | | |
| 1998 | 2,500 | 420 | Twice annually. |
| 1999 | 2,500 | 420 | Twice annually. |

| 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.

[FR Doc. 97-24059 Filed 9-10-97; 8:45 am]

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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