

Year	Estimated average burden per respondent	Estimated annual burden
1998 ..	2 hours	600 hours.
1999 ..	2 hours	600 hours.

VA Loan Customer Service Survey: VBA plans to develop a new national survey of veterans who apply for VA home loan guaranty benefits.

Year	Estimated average burden per respondent	Estimated annual burden
1999 ..	15 minutes	4,600 hours.

VA Regional Office Specific Service Improvement Initiatives (Comment Card): VBA plans to develop a comment card which would be given to customers to determine what effect service improvement initiatives are having on customer satisfaction.

Year	Estimated average burden per respondent	Estimated annual burden
1997 ..	5 minutes	4,275 hours.
1998 ..	5 minutes	8,550 hours.
1999 ..	5 minutes	8,550 hours.

Survey of Educational Institutions: VBA plans to develop new survey of educational institutions where veterans attend. This survey would gauge the institution's level of satisfaction with their dealings with VA offices.

Year	Estimated average burden per respondent	Estimated annual burden
1999 ..	15 minutes	250 hours.

Survey of Veterans Who Filed for an Increase in their Service-Connected Disability Compensation: VBA plans to develop a new survey to determine customer satisfaction levels of those who have applied for an increase in their service-connected disability compensation.

Year	Estimated average burden per respondent	Estimated annual burden
1999 ..	20 minutes	167 hours.

Survey of Veterans and their Survivors Who Have Been Denied Claims for Service-Connected Disability Compensation or Related Benefits: VBA plans to develop a new survey of veterans and survivors to determine customer satisfaction levels of those who have been denied benefits.

Year	Estimated average burden per respondent	Estimated annual burden
1999 ..	20 minutes	167 hours.

Survey of Military Personnel Who are Separating from Active Duty: VBA plans to develop a new survey intended to gauge customer satisfaction expectations of military personnel as they leave active service.

Year	Estimated average burden per respondent	Estimated annual burden
1999 ..	20 minutes	167 hours.

Survey of Veterans Service Officers: VBA plans to develop a new survey intended to gauge customer satisfaction levels of Veterans Service Officer that work in partnership with VA in service to veterans.

Year	Estimated average burden per respondent	Estimated annual burden
1998 ..	20 minutes	50 hours.

Undetermined Focus Groups: VBA plans to conduct focus groups consisting of specific population groups that have yet to be determined. There will be approximately 200 focus groups of 10 participants.

Year	Estimated average burden per respondent	Estimated annual burden
1998 ..	2 hours	4,000 hours.
1999 ..	2 hours	4,000 hours.

Most customer satisfaction surveys will be recurring so that the VBA 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 VBA's performance. The VBA expects to conduct focus groups involving an estimated burden of 2,467 hours during the remainder of 1997, 6,947 hours in 1998, and 7,067 hours in 1999. In addition, the VBA expects to distribute written surveys with a total annual burden of approximately 13,308 hours in 1997, 17,559 hours in 1998, and 27,683 hours in 1999. The grand totals for both focus groups and written surveys are—15,775 hours in 1997, 24,506 hours in 1998, and 34,750 hours in 1999.

The areas of concern to the VBA and its 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 VBA 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. 2900-0570" in any correspondence.

Dated: August 14, 1997.

By direction of the Secretary.

Donald L. Neilson,

Director, Information Management Service.

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DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0570]

Agency Information Collection Activities Under OMB Review

AGENCY: Veterans Health 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 Health Administration (VHA), 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:

- Grant the VHA a 3-year generic clearance approval authority.
- Allow the VHA to establish a maximum number of annual burden hours against which burden will be charged for each survey actually used.
- 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. 2900-0570."

SUPPLEMENTARY INFORMATION:

Title: Generic Clearance for the Veterans Health Administration Customer Satisfaction Surveys.
OMB Control Number: 2900-0570.

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 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.

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 12, 1997 at pages 32148-32149.

Affected Public: Individuals or households.

Special Emphasis (Different Special Emphasis Programs will be surveyed annually; for example, in 1997, VHA is surveying inpatient and outpatient Persian Gulf Veterans and inpatient and outpatient Spinal Cord Injury patients. Special Emphasis program selections have not been made for FYs 1998-2000. Burden hours for the out-years are based on 1997 estimates.)

Year	Number of respondents	Estimated annual burden (hours)	Frequency of response
1998	46,800	18,200	Annually.
1999	46,800	18,200	Annually.
2000	46,800	18,200	Annually.
<i>Local Facilities Surveys:</i>			
1998	12,000	3,000	One-time.
1999	12,000	3,000	One-time.
2000	12,000	3,000	One-time.

Most customer satisfaction surveys will be recurring so that the VHA 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 VHA's performance. The VHA expects to distribute written surveys with a total annual burden of approximately 21,200 hours in 1998, 1999, and 2000.

The areas of concern to the VHA and its customers may change over time, and it is important to have the ability to evaluate customer concerns quickly. Participation in the surveys 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 VHA 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. 2900-0570" in any correspondence.

Dated: August 13, 1997.

By direction of the Secretary.

Donald L. Neilson,

Director, Information Management Service.

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DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0091]

Agency Information Collection Activities Under OMB Review

AGENCY: Veterans Health 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 Health Administration (VHA), 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. 2900-0091."

SUPPLEMENTARY INFORMATION:

Title and Form Numbers: Application for Medical Benefits, VA Forms 10-10 and 10-10T; Insurance Information, VA Form 10-10I; Financial Worksheet, VA Form 10-10F; and Funeral Arrangements, VA Form 10-2065.

OMB Control Number: 2900-0091.

Type of Review: Revision of a currently approved collection.

Abstract: The OMB approvals for use of these forms is due to expire on August 31, 1997. Many of these forms will be redesigned to meet the requirements of Public Law 104-262, Veterans' Health Care Eligibility Reform Act of 1996. VHA is requesting an extension until such time as these forms