

Year	Number of respondents	Estimated annual burden (hours)	Frequency of response
VA Regional Office-Based Focus Groups of Specialized Population Groups (Female Veterans, Minority Veterans, Active Duty Military Personnel, and Separating Active Duty Military Personnel) (NOTE: 2-year surveys)			
1997	60	120	One-time.
1999	60	120	One-time.
Vocational Rehabilitation and Counseling Service Survey (National Survey)			
1999	11,200	5,600	One-time.
Vocational Rehabilitation and Counseling Focus Groups (National Survey)			
1998	300	600	One-time.
1999	300	600	One-time.
VA Loan Customer Service Survey			
1999	18,400	4,600	One-time.
Survey of Educational Institutions			
1999	1,000	250	One-time.
Survey of Veterans Who Filed for an Increase in Their Service-Connected Disability Compensation			
1999	500	167	One-time.
Survey of Veterans and Their Survivors Who Have Been Denied Claims for Service-Connected Disability Compensation or Related Benefits			
1999	500	167	One-time.
Survey of Military Personnel Who Are Separating From Active Duty			
1999	500	167	One-time.
Survey of Veterans Service Officers			
1998	150	50	One-time.
Undetermined Focus Groups (To Assess Issues and Canvass Population Groups Not Yet Identified)			
1998	2,000	4,000	One-time.
1999	2,000	4,000	One-time.

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 62 focus groups involving a total of 2,467 hours during the remainder of 1997; 282 focus groups involving an estimated 6,947 hours in 1998; and 292 focus groups involving an estimated 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. OMB will be requested to grant generic clearance approval for a 3-year period to conduct customer satisfaction surveys and focus groups. 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.

Dated: May 14, 1997.

By direction of the Secretary

Donald L. Neilson,

Director, Information Management Service.

[FR Doc. 97-14665 Filed 6-4-97; 8:45 am]

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DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0073]

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.

DATES: Comments must be submitted on or before July 7, 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. 2900-0073."

SUPPLEMENTARY INFORMATION:

Title and Form Number: Enrollment Certification, VA Form 22-1999.

(Note: A reference to VA Form 22-1999 also includes VA Forms 22-1999-1, 22-1999-2, and 22-1999-3 unless otherwise specified. VA Forms 22-1999-1, 22-1999-2, and 22-1999-3 contain the same information as VA Form 22-1999.)

OMB Control Number: 2900-0073.

Type of Review: Extension of a currently approved collection.

Abstract: The VA is authorized to pay educational benefits to veterans and other persons pursuing approved programs of education under Chapters 30, 32, and 35, Title 38, U.S.C., Chapter 1606, Title 10, U.S.C., and Sections 901 and 903 of Public Law 96-342.

Educational institutions and job training establishments are required to report without delay information concerning the enrollment or reenrollment into training of veterans, service persons, reservists, and other eligible person. In certain cases, VA is authorized to make payments in advance if the trainee requests an advanced payment. The information collected on VA Form 22-1999 is used by the VBA to determine the amount of educational benefits payable to the trainee during the period of enrollment or training and to determine whether the trainee has requested an advanced payment of benefits. Without the information, the VBA would not have a basis upon which to make payment.

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 December 31, 1996 at page 69134.

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

Estimated Annual Burden: 110,344 hours.

Estimated Average Burden Per Respondent: 10 minutes.

Frequency of Response: On occasion (The number of responses per respondent will vary according to the number of trainees who receive VA benefits at the educational institution or job training establishment during a 12-month period).

Estimated Annual Responses: 662,068.

Estimated Number of Respondents: 7,481.

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. 2900-0073" in any correspondence.

Dated: May 19, 1997.

By direction of the Secretary.

William T. Morgan,

Program Analyst.

[FR Doc. 97-14666 Filed 6-4-97; 8:45 am]

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DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0132]

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.

DATES: Comments must be submitted on or before July 7, 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. 2900-0132."

SUPPLEMENTARY INFORMATION:

Title and Form Number: Veteran's Application in Acquiring Specially Adapted Housing or Special Home Adaptation Grant, VA Form 26-4555.

OMB Control Number: 2900-0132.

Type of Review: Extension of a currently approved collection.

Abstract: VA grants for specially adapted housing and special housing adaptations for disabled veterans are authorized under Title 38, U.S.C., 2101(a) and (b). VA Form 26-4555 is used to gather the necessary information to determine the veteran's eligibility to specially adapted housing or the special home adaptation grant.

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 December 31, 1996 at page 69133.

Affected Public: Individuals or households.

Estimated Annual Burden: 133 hours.

Estimated Average Burden Per Respondent: 10 minutes.

Frequency of Response: On occasion.

Estimated Number of Respondents: 800.

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. 2900-0132" in any correspondence.

Dated: May 19, 1997.

By direction of the Secretary:

William T. Morgan,

Program Analyst.

[FR Doc. 97-14667 Filed 6-5-97; 8:45 am]

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DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0051]

Agency Information Collection Activities Under OMB Review

AGENCY: Veterans Benefits Administration, Department of Veterans Affairs.

ACTION: Notice.