

expected cost and burden; it includes the actual data collection instrument. In addition, OMB is being requested to:

a. Grant the BVA a 3-year generic clearance approval authority.

b. Allow the BVA 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. 2900-0548."

SUPPLEMENTARY INFORMATION:

Title: Generic Clearance for the Board of Veterans' Appeals Customer Satisfaction Surveys.

OMB Control Number: 2900-0548.

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 BVA 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 BVA 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 32149-32150.

Affected Public: Individuals or households.

Estimated Annual Burden: 400 hours.

Estimated Average Burden Per Respondent: 6 minutes.

Frequency of Response: Annually.

Estimated Number of Respondents: 4,000.

The surveys will consist of no more than 4,000 appellants in whose cases

final Board decisions were issued during the 180-day period immediately preceding the survey or whose appeals have been placed on the Board's docket but have not yet been decided. To facilitate data analysis, three customer categories will be targeted: appeals allowed; appeals denied; and current appeals. The anticipated rate of response is 80%.

The areas of concern to the BVA 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 BVA 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. 2900-0548" in any correspondence.

Dated: September 22, 1997.

By direction of the Secretary.

William T. Morgan,

Program Analyst.

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DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0365]

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. 2900-0365."

SUPPLEMENTARY INFORMATION:

Title and Form Number: Request for Disinterment, VA Form 40-4970.

OMB Control Number: 2900-0365.

Type of Review: Revision of a currently approved collection.

Abstract: Interments made in national cemeteries are permanent and final. Disinterments will be permitted for cogent reasons, and then with prior written authorization only, usually by the Cemetery Director. Approval can be granted when all immediate family members of the decedent, including the person who initiated the interment, give their written consent. An order from a court of local jurisdiction can be accepted in lieu of submitting VA form 40-4970. The form is used to allow a person to request removal of remains from a national cemetery for interment at another location. The information is used for approving or disapproving the disinterment request.

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 page 28755.

Affected Public: Individuals or households.

Estimated Annual Burden: 33 hours.

Estimated Average Burden Per Respondent: 10 minutes.

Frequency of Response: On occasion.

Estimated Number of Respondents: 199.

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. 2900-0365" in any correspondence.

Dated: August 20, 1997.

By direction of the Secretary.

Donald L. Neilson,

Director, Information Management Service.

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

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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.