

Information Management Service (045A4), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420, (202) 273-8015.

Comments and recommendations concerning this submission should be directed 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. Do not send requests for benefits to this address.

DATES: Comments on the information collection should be directed to the OMB Desk Officer on or before March 4, 1997.

FOR FURTHER INFORMATION CONTACT: Ron Taylor, VA Clearance Officer (045A4), (202) 273-8015.

Dated: February 11, 1997.

By direction of the Secretary.

Donald L. Neilson,

Director, Information Management Service.

[FR Doc. 97-4687 Filed 2-24-97; 8:45 am]

BILLING CODE 8320-01-P

Agency Information Collection: Emergency Submission for OMB Review; Comment Request

AGENCY: Board of Veterans' Appeals, Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: The Board of Veterans' Appeals (BVA), Department of Veterans Affairs, has submitted to the Office of Management and Budget (OMB) the following emergency proposal for the collection of information under the provisions of the Paperwork Reduction Act (44 U.S.C. 3507(j)(1)). The reason for emergency clearance request is that the ongoing survey is essential to the VA's mission. Disruption of the collection of information will harm the BVA's efforts to identify aspects of the service that are most important to our customers. OMB has been requested to act this emergency clearance request by March 11, 1997.

OMB Control Number: 2900-0548.

Title and Form Number: Generic Clearance for the Board of Veterans' Appeals Customer Satisfaction Survey.

Type of Review: Reinstatement, with change, of a previously approved collection for which approval has expired.

Need and Uses: The BVA will conduct the customer satisfaction survey under this generic clearance to implement Executive Order 12862, Setting Customer Service Standards. If the survey was not conducted, BVA would be unable to comply with the

Executive Order, and would not have the information needed to establish standards for the best possible customer-focused service. BVA will use the information gathered to determine where and to what extent services are satisfactory, and where and to what extent they are in need of improvement. The information may lead to policy changes to improve the Board's overall operations. BVA anticipates the survey will identify those aspects of service that are most important to benefit claims appellants.

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.

ADDRESSES: A copy of this submission may be obtained from Ron Taylor, Information Management Service (045A4), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420, (202) 273-8015.

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FOR FURTHER INFORMATION CONTACT: Ron Taylor, VA Clearance Officer (045A4), (202) 273-8015.

Dated: February 11, 1997.

By direction of the Secretary.

Donald L. Neilson,

Director, Information Management Service.

[FR Doc. 97-4688 Filed 2-24-97; 8:45 am]

BILLING CODE 8320-01-P

Agency Information Collection: Emergency Submission for OMB Review; Comment Request

AGENCY: Veterans Benefits Administration, Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: The Veterans Benefits Administration (VBA), Department of Veterans Affairs, has submitted to the Office of Management and Budget (OMB) the following emergency proposal for the collection of information under the provisions of the

Paperwork Reduction Act (44 U.S.C. 3507(j)(1)). The reason for emergency clearance request is that these information collections are essential to the VA's mission. The use of normal clearance procedures is reasonably likely to prevent the VBA from timely conducting the collections of information. OMB has been requested to act this emergency clearance request by March 11, 1997.

OMB Control Number: None assigned.

Title and Form Number: Generic Clearance for the Veterans Benefits Administration Customer Satisfaction Surveys.

Type of Review: New collection.

Need and Uses: VBA will conduct the customer satisfaction surveys under this generic clearance to implement Executive Order 12862, Setting Customer Service Standards. If the surveys were not conducted, VBA would be unable to comply with the Executive Order, and would not have the information needed to establish standards for the best possible customer-focused service. VBA will use the information gathered to determine where and to what extent services are satisfactory, and where and to what extent they are in need of improvement. The information may lead to policy changes to improve VBA's overall operations. Voluntary customer surveys will not be used as substitutes for traditional program evaluation surveys that measure objectives outcomes. In order to maximize the voluntary response rates, the information collection will be designed to make participation convenient, simple, and free of unnecessary barriers.

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

Estimated Annual Burden: 1,494 hours.

a. Lender Survey—303 hours.

b. VA Loan Customer Service

Survey—575 hours.

c. Insurance Customer Survey—216 hours.

d. Vocational Rehabilitation Service-St. Petersburg—100 hours.

e. Customer Survey for VAMC

Outbased Team—200 hours.

f. Pretest-Education Questionnaire—100 hours.

Estimated Average Burden Per Respondent:

a. Lender Survey—20 minutes.

b. VA Loan Customer Service

Survey—15 minutes.

c. Insurance Customer Survey—6 minutes.

d. Vocational Rehabilitation Service-St. Petersburg—15 minutes.

e. Customer Survey for VAMC Outbased Team—10 minutes.

f. Pretest-Education Questionnaire—15 minutes.

Frequency of Response: One-time.

Estimated Total Number of

Respondents: 7,369.

a. Lender Survey—909.

b. VA Loan Customer Service Survey—2,300.

c. Insurance Customer Survey—2,160.

d. Vocational Rehabilitation Service-St. Petersburg—400.

e. Customer Survey for VAMC Outbased Team—1,200.

f. Pretest-Education Questionnaire—400.

ADDRESSES: A copy of this submission may be obtained from Ron Taylor, Information Management Service (045A4), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420, (202) 273-8015.

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Dated: February 11, 1997.

By direction of the Secretary.

Donald L. Neilson,

Director, Information Management Service.

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