

information collections are essential to the VA's mission and the use of normal clearance procedures is reasonably likely to prevent the VA from timely conducting the collections of information in a timely manner. OMB is requested to act on this emergency clearance request by March 24, 1997.

*OMB Control Number:* None assigned.

*Title and Form Number:* Generic Clearance for the VA Central Office Customer Satisfaction Surveys.

*Type of Review:* New collection.

*Need and Uses:* The NCS, OSDBU, OM, and IG 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, VA 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. VA 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 VA's overall operations. In addition, 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 collections 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:* 528 hours.

a. NCS: Cemetery Visitor Comment Card Survey—208 hours.

b. OSDBU: Survey of Results Veteran Owned Business Conference—17 hours.

c. OSDBU: Small Business Customer Survey—63 hours.

d. OM: Accountability Report Pilot Evaluation Report—138 hours.

e. IG: Patient Questionnaires—100 hours

*Estimated Average Burden Per Respondent:*

a. NCS: Cemetery Visitor Comment Card Survey—5 minutes.

b. OSDBU: Survey of Results Veteran Owned Business Conference—2 minutes.

c. OSDBU: Small Business Customer Survey—15 minutes.

d. OM: Accountability Report Pilot Evaluation Report—15 minutes.

e. IG: Patient Questionnaires—10 minutes.

*Frequency of Response:*

a. NCS: Cemetery Visitor Comment Card Survey—Annually.

b. OSDBU: Survey of Results Veteran Owned Business Conference—Annually.

c. OSDBU: Small Business Customer Survey—Annually.

d. OM: Accountability Report Pilot Evaluation Report—On occasion.

e. IG: Patient Questionnaires—One-time.

*Estimated Total Number of Respondents:*

a. NCS: Cemetery Visitor Comment Card Survey—2,500.

b. OSDBU: Survey of Results Veteran Owned Business Conference—500.

c. OSDBU: Small Business Customer Survey—250.

d. OM: Accountability Report Pilot Evaluation Report—550.

e. IG: Patient Questionnaires—600.

**ADDRESSES:** A copy of this submission may be obtained from Ron Taylor, VA Clearance Officer (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 20, 1997.

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

Dated: February 18, 1997.

By direction of the Secretary.

Donald L. Neilson,

Director, Information Management Service.

[FR Doc. 97-6301 Filed 3-12-97; 8:45 am]

BILLING CODE 8320-01-P

---

**Agency Information Collection: 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 proposal for the collection of information under the provisions of the Paperwork Reduction Act (44 U.S.C. Chapter 35).

*OMB Control Number:* 2900-0215.

*Title and Form Number:* Request for Information to Make Direct Payment to Child Reaching Majority, VA Form Letter 21-863.

*Type of Review:* Extension of a currently approved collection.

*Need and Uses:* The form letter is used to gather the necessary information to determine the address of a child attaining majority and to determine the child's student status. The information is needed to pay a child directly when the child attains majority. VA procedures provide that a competent child who is entitled to benefits in his or her own right should be paid directly upon attaining majority.

*Affected Public:* Individuals or households.

*Estimated Annual Burden:* 3,767 hours.

*Estimated Average Burden Per Respondent:* 10 minutes.

*Frequency of Response:* Generally one-time.

*Estimated Number of Respondents:* 22,600.

**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.

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 April 14, 1997.

**FOR FURTHER INFORMATION CONTACT:** Ron Taylor, Information Management Service (045A4), (202) 273-8015.

Dated: February 18, 1997.

By direction of the Secretary.

Donald L. Neilson,

Director, Information Management Service

[FR Doc. 97-6402 Filed 3-12-97; 8:45 am]

BILLING CODE 8320-01-P

---

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

**AGENCY:** Veterans Benefits Administration, Department of Veterans Affairs.

**ACTION:** Notice.

**SUMMARY:** The Veterans Benefits Administration (VBA), Department of