

Washington, DC 20420. Please refer to "OMB Control No. 2900-0376" in any correspondence.

FOR FURTHER INFORMATION CONTACT: Ann Bickoff at (202) 273-8310.

SUPPLEMENTARY INFORMATION: Under the PRA of 1995 (Public Law 104-13; 44 U.S.C., 3501-3520), Federal agencies must obtain approval from the Office of Management and Budget (OMB) for each collection of information they conduct or sponsor. This request for comment is being made pursuant to Section 3506(c)(2)(A) of the PRA.

With respect to the following collection of information, VHA invites comments on: (1) Whether the proposed collection of information is necessary for the proper performance of VHA's functions, including whether the information will have practical utility; (2) the accuracy of VHA's estimate of the burden of the proposed collection of information; (3) ways to enhance the quality, utility, and clarity of the information to be collected; and (4) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or the use of other forms of information technology.

Title and Form Number: Agent Orange Registry Code Sheet, VA Form 10-9009.

OMB Control Number: 2900-0376.

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

Abstract: The Agent Orange Registry Code Sheet is used to obtain information from veterans during an interview with the examining physician and Agent Orange coordinator or other designated personnel. The information obtained is encoded onto the code sheet and entered into a computerized Agent Orange Registry. The registry provides a mechanism to catalogue prominent symptoms, reproductive health, diagnoses and enables VA to communicate with Agent Orange veterans through newsletters. The newsletter informs veterans of any increased health risks resulting from exposure to dioxin or other toxic agents, research finding or new compensation policies.

Affected Public: Individuals or Households.

Estimated Total Annual Burden: 1,833 hours.

Estimated Average Burden Per Respondent: 20 minutes.

Frequency of Response: On occasion.

Estimated Number of Respondents: 5,500.

Dated: April 27, 2000.

By direction of the Secretary.

Sandra McIntyre,

Management Analyst, Information Management Service.

[FR Doc. 00-12233 Filed 5-15-00; 8:45 am]

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DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0013]

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 June 15, 2000.

FOR FURTHER INFORMATION OR A COPY OF

THE SUBMISSION CONTACT: Denise McLamb, Information Management Service (045A4), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420, (202) 273-8030 or FAX (202) 273-5981. Please refer to "OMB Control No. 2900-0013."

SUPPLEMENTAL INFORMATION:

Title: Application for United States Flag for Burial Purposes, VA Form 21-2008.

OMB Control Number: 2900-0013.

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

Abstract: VA Form 21-2008 is used to gather the necessary information to determine eligibility for issuance of a burial flag to a family member or friend of a veteran.

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 2, 1999 at pages 67629-67630.

Affected Public: Individuals or households, and State, Local or Tribal Government.

Estimated Annual Burden: 162,500 hours.

Estimated Average Burden Per Respondent: 15 minutes.

Frequency of Response: On occasion.
Estimated Number of Respondents: 650,000.

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. 2900-0013" in any correspondence.

Dated: April 27, 2000.

By direction of the Secretary.

Sandra McIntyre,

Management Analyst, Information Management Service.

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DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0227]

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 June 15, 2000.

FOR FURTHER INFORMATION OR A COPY OF

THE SUBMISSION CONTACT: Denise McLamb, Information Management Service (045A4), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420, (202) 273-8030 or FAX (202) 273-5981. Please refer to "OMB Control No. 2900-0227."

SUPPLEMENTARY INFORMATION:

Title: Nation-wide Customer Satisfaction Surveys.

OMB Control Number: 2900-0227.

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

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

services. 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 December 2, 1999 at pages 67627–67629.

Affected Public: Individuals or households.

Prosthetic Patient Satisfaction Survey, VA Form 10-0142B

Year	Number of respondents	Estimated burden hour (minutes)	Estimated annual burden	Frequency of response
2000	27,000	24	10,800	Occasion
2001	27,000	24	10,800	Occasion
2002	27,000	24	10,800	Occasion

Prosthetics Blind Aid Phone Survey, VA Form 10-0142C

Year	Number of respondents	Estimated burden hour (minutes)	Estimated annual burden	Frequency of response
2000	1,900	30	950	Occasion
2001	1,900	30	950	Occasion
2002	1,900	30	950	Occasion

Inpatient Satisfaction Survey—Mental Health Insert Included, VA Form 10-1465-1

Year	Number of respondents	Estimated burden hour (minutes)	Estimated annual burden	Frequency of response
2000	33,600	22.5	12,600	Occasion
2001	33,600	22.5	12,600	Occasion
2002	33,600	22.5	12,600	Occasion

General Outpatient Satisfaction Survey, VA Form 10-1465-3

Year	Number of respondents	Estimated burden hour (minutes)	Estimated annual burden	Frequency of response
2000	48,000	15	12,000	Occasion
2001	48,000	15	12,000	Occasion
2002	48,000	15	12,000	Occasion

General Outpatient Satisfaction Survey, VA Form 10-1465-3.

In addition to the above, VA Form 10-1465-3 will be sent to a selection of Gulf Era Outpatients.

Year	Number of respondents	Estimated burden hour (minutes)	Estimated annual burden	Frequency of response
2000	23,400	15	5,850	Occasion
2001	23,400	15	5,850	Occasion
2002	23,400	15	5,850	Occasion

Spinal Cord Injury Satisfaction Survey, VA Form 10-1465-7

Year	Number of respondents	Estimated burden hour (minutes)	Estimated annual burden	Frequency of response
2000	2,686	30	1,343	Occasion
2001	2,686	30	1,343	Occasion
2002	2,686	30	1,343	Occasion

Home Based Primary Care Satisfaction Survey, VA Form 10-1465-9

Year	Number of respondents	Estimated burden hour (minutes)	Estimated annual burden (hours)	Frequency of response
2000	3,876	15	969	Occasion
2001	3,876	15	969	Occasion
2002	3,876	15	969	Occasion

Nutrition Analysis Satisfaction Survey, VA Form 10-5387

Year	Number of respondents	Estimated burden hour (minutes)	Estimated annual burden (hours)	Frequency of response
2000	137,600	2	4,587	Occasion
2001	137,600	2	4,587	Occasion
2002	137,600	2	4,587	Occasion

Most customer satisfaction surveys will be recurring so that 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 VHA's performance. VHA expects a total annual burden of approximately 49,099 hours in 2000, 2001, and 2002.

The areas of concern to VHA 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 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. 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. 2900-0227" in any correspondence.

Dated: April 25, 2000.

By direction of the Secretary.

Sandra McIntyre,

Management Analyst, Information Management Service.

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