

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

*Estimated Annual Burden:* 417 hours.

*Estimated Average Burden Per*

*Respondent:* 10 minutes.

*Frequency of Response:* On occasion.

*Estimated Number of Respondents:* 2,500.

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. 2900-0262" in any correspondence.

Dated: August 11, 2000.

By direction of the Acting Secretary.

**Donald L. Neilson,**

*Director, Information Management Service.*

[FR Doc. 00-22898 Filed 9-6-00; 8:45 am]

**BILLING CODE 8320-01-P**

## DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0524]

### Agency Information Collection Activities Under OMB Review

**AGENCY:** Office of Security and Law Enforcement, 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 Office of Security and Law Enforcement, 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 10, 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. 2900-0524."

#### SUPPLEMENTARY INFORMATION:

*Title and Form Number:* VA Police Officer Pre-Employment Screening Checklist, VA Form 0120.

*OMB Control Number:* 2900-0524.

*Type of Review:* Reinstatement, without change, of a previously approved collection for which approval has expired.

*Abstract:* Each VA medical center has authority to hire its own VA police officers. Prior to employment of a qualified applicant, each facility is required to conduct an FBI arrest record inquiry and to contact listed former employers for a determination of any adverse performance or suitability information. VA Form 0120 is completed by each VA facility human resources office and serves as the record of pre-employment screening to determine the qualifications and suitability of the applicant. The Office of Security and Law Enforcement reviews each completed form and authorizes the VA police badge set issuance only in those instances where screening documentation is satisfactorily accomplished. The form serves as a standard means of ensuring the completion of the pre-employment process.

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 March 27, 2000 at page 16244.

*Affected Public:* State, Local or Tribal Government, and Business or other for-profit.

*Estimated Annual Burden:* 300 hours.

*Estimated Average Burden Per Respondent:* 10 minutes.

*Frequency of Response:* On occasion.

*Estimated Number of Respondents:* 1,800.

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. 2900-0524" in any correspondence.

Dated: August 15, 2000.

By direction of the Acting Secretary.

**Donald L. Neilson,**

*Director, Information Management Service.*

[FR Doc. 00-22899 Filed 9-6-00; 8:45 am]

**BILLING CODE 8320-01-P**

## 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 Administration (NCA), Office of Financial Management (OFM), 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.

**DATE:** Comments must be submitted on or before October 10, 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. 2900-0571."

#### SUPPLEMENTARY INFORMATION:

*Title:* Generic Clearance for the National Cemetery Administration, Office of Financial 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 NCA, OFM, 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 NCA, OFM, 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 20, 2000 at pages 38319-38321.

*Affected Public:* Individuals or households, Business or other for-profit and State, Local or Tribal Government.

*Listing of Survey Activities:* The following list of activities is a compendium of customer satisfaction survey plans by the NCA, OFM, 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 substitute or propose 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 NCA, OFM, 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 (in hours)	Frequency
<b>I. National Cemetery Administration</b>			
<b>Focus Groups with Next of Kin (10 participants per group/3 hours each session)</b>			
2001 .....	50	150	5 Groups Annually.
2002 .....	50	150	5 Groups Annually.
2003 .....	50	150	5 Groups Annually.
<b>Focus Groups with Funeral Directors (10 participants per group/3 hours each session)</b>			
2001 .....	50	150	5 Groups Annually.
2002 .....	50	150	5 Groups Annually.
2003 .....	50	150	5 Groups Annually.
<b>Focus Groups with Veterans Service Organizations (10 participants per group/3 hours each session)</b>			
2001 .....	50	150	5 Groups Annually.
2002 .....	50	150	5 Groups Annually.
2003 .....	50	150	5 Groups Annually.
<b>Visitor Comments Cards (2,500 respondents/5 minutes per response)</b>			
2001 .....	2,500	208	Annually.
2002 .....	2,500	208	Annually.
2003 .....	2,500	208	Annually.
<b>Next of Kin National Customer Satisfaction Survey (Mail to 10,000 respondents/30 minutes per response)</b>			
2001 .....	10,000	5,000	Annually.
2002 .....	10,000	5,000	Annually.
2003 .....	10,000	5,000	Annually.
<b>Funeral Directors National Customer Satisfaction Survey (Mail to 1,000 respondents/30 minutes per response)</b>			
2001 .....	1,000	500	Annually.
2002 .....	1,000	500	Annually.
2003 .....	1,000	500	Annually.
<b>Veterans-At-Large National Customer Satisfaction Survey (Mail to 5,000 respondents/30 minutes per response)</b>			
2001 .....	5,000	2,500	Annually.
2002 .....	5,000	2,500	Annually.
2003 .....	5,000	2,500	Annually.
<b>Program/Specialized Service Survey (Mail to 1,000 respondents/30 minutes per response)</b>			
2001 .....	1,000	500	Annually.
2002 .....	1,000	500	Annually.
2003 .....	1,000	500	Annually.
<b>II. Office of Financial Management</b>			
<b>Accountability Report Pilot Evaluation Form (550 respondents/150 minutes per response)</b>			
2001 .....	550	138	Annually.
2002 .....	550	138	Annually.
2003 .....	550	138	Annually.
<b>III. Office of Inspector General</b>			
<b>Patient Questionnaire (1,200 respondents/10 minutes per response)</b>			
2001 .....	1,200	200	Annually.
2002 .....	1,200	200	Annually.

Year	Number of respondents	Estimated annual burden (in hours)	Frequency
2003 .....	1,200	200	Annually.

Most customer satisfaction surveys will be recurring so that NCA, OFM, and IG can create and maintain ongoing measures of performance and to determine how well VA meets customer service standards. Each collection of information will consist of the minimum amount of information necessary to determine customer needs and to evaluate each organization's performance. NCA expects to conduct 15 focus groups annually involving a total of 450 hours during the approval period. In addition, NCA expects to conduct mail surveys with a total annual burden of 8,000 hours and will

distribute comment cards with a total annual burden of 208 hours. NCA also plans to conduct mail surveys with customers of specific programs (e.g. Headstones and Markers, Presidential Memorial Certificates, State Veterans Cemeteries) to determine levels of service satisfaction. Program specific surveys are estimated at 500 burden hours annually during the approval period. OFM and IG will distribute written surveys with a total annual burden of 338 hours.

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. 2900-0571" in any correspondence.

Dated: August 21, 2000.

By direction of the Acting Secretary:

**Donald L. Neilson,**

*Director, Information Management Service.*

[FR Doc. 00-22900 Filed 9-6-00; 8:45 am]

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