

*Public Inspection:* Interested persons may inspect comments at the Public Reference Room, 1700 G St. N.W., from 10:00 a.m. until 4:00 p.m. on Tuesdays and Thursdays or obtain comments and/or an index of comments by facsimile by telephoning the Public Reference Room at (202) 906-5900 from 9:00 a.m. until 5:00 p.m. on business days. Comments and the related index will also be posted on the OTS Internet Site at "www.OTS.treas.gov".

**FOR FURTHER INFORMATION CONTACT:** Patricia D. Goings, Supervision, Office of Thrift Supervision, 1700 G Street, N.W., Washington, DC 20552, (202) 906-5668.

**SUPPLEMENTARY INFORMATION:**

*Title:* De Novo Applications; Savings Associations Holding Company Applications; Fiduciary Powers Applications.

*OMB Number:* 1550-0005, 1550-0015, 1550-0037.

*Form Number:* OTS Forms 138/138E/138-F, Form H-(e), Form 1240.

*Abstract:* To obtain information necessary to determine whether an entity meets the statutory requirements to approve the application request.

*Current Actions:* OTS proposes to renew this information collection with revision.

*Type of Review:* Revision of currently approved collections.

*Affected Public:* Business or For Profit.

*Estimated Number of Respondents:* 80.

*Estimated Time Per Respondent:* 594 hours.

*Estimated Total Annual Burden Hours:* 25,290 hours.

*Request for Comments:* The OTS will summarize comments submitted in response to this notice or will include these comments in its request for OMB approval. All comments will become a matter of public record. The OTS invites comment on: (a) Whether the collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden of the collection of information; (c) ways to enhance the quality; (d) ways to minimize the burden of the collection of information on respondents, including the use of automated collection techniques or other forms of information technology; and (e) estimates of capital or starting costs and costs of operation, maintenance, and purchase of services to provide information.

Dated: October 27, 2000.

**John E. Werner,**

*Director, Information & Management Services Division.*

[FR Doc. 00-28198 Filed 11-01-00; 8:45 am]

**BILLING CODE 6720-01-P**

**INSTITUTE OF PEACE**

**Notice of Meeting**

**AGENCY:** United States Institute of Peace.  
*Date/Time:* Thursday, November 16, 2000, 9 a.m.-5:30 p.m.

*Location:* 1200 17th Street, NW, Suite 200—Conference Room, Washington, DC 20036.

*Status:* Open Session—Portions may be closed pursuant to Subsection (c) of Section 552(b) of Title 5, United States Code, as provided in subsection 1706(h)(3) of the United States Institute of Peace Act, Public Law 98-525.

*Agenda:* November 2000 Board Meeting; Approval of Minutes of the Ninety-Sixth Meeting (September 14, 2000) of the Board of Directors; Chairman's Report; President's Report; Committee Reports; Other General Issues.

*Contact:* Dr. Sheryl Brown, Director, Office of Communications, Telephone: (202) 457-1700.

Dated: October 30, 2000.

**Charles E. Nelson,**

*Vice President for Management and Finance, United States Institute of Peace.*

[FR Doc. 00-28262 Filed 10-31-00; 1:36 pm]

**BILLING CODE 6820-AR-M**

**DEPARTMENT OF VETERANS AFFAIRS**

**[OMB Control No. 2900-0090]**

**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 December 4, 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) 273-8135 or FAX (202) 273-5981. Please refer to "OMB Control No. 2900-0090."

**SUPPLEMENTARY INFORMATION:**

*Title:* Application for Voluntary Service, VA Form 10-7055.

*OMB Control Number:* 2900-0090.

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

*Abstract:* VA Form 10-7055 is used to assist personnel in selection, screening, and placement of volunteers in the nationwide VA Voluntary Service Program.

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 22, 1999 at page 33344.

*Affected Public:* Individuals or households, Not-for-profit institutions.

*Estimated Annual Burden:* 7,500 hours.

*Estimated Average Burden Per Respondent:* 15 minutes.

*Frequency of Response:* One time.

*Estimated Number of Respondents:* 30,000.

Send comments and recommendations concerning any aspect of the information collection to VA's Desk Officer, OMB Human Resources and Housing Branch, New Executive Office Building, Room 10235, Washington, DC 20503 (202) 395-7316. Please refer to "OMB Control No. 2900-0090" in any correspondence.

Dated: September 25, 2000.

By direction of the Acting Secretary.

**Donald L. Neilson,**

*Director, Information Management Service.*

[FR Doc. 00-28073 Filed 11-1-00; 8:45 am]

**BILLING CODE 8320-01-P**

**DEPARTMENT OF VETERANS AFFAIRS**

**[OMB Control No. 2900-0569]**

**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 Veterans Benefit Administration, 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 December 4, 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. 2900-0569."

**SUPPLEMENTARY INFORMATION:**

*Title:* Generic Clearance for the Veterans Benefits Administration Customer Satisfaction Surveys.

*OMB Control Number:* 2900-0569.

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

*Abstract:* VBA administers integrated programs of benefits and services, established by law for veterans and their survivors, and service personnel. 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. VBA

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 VBA 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 July 17, 2000 at pages 44094-44096.

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

**National Survey Activities**

**SURVEY OF VETERANS' SATISFACTION WITH THE VA COMPENSATION AND PENSION CLAIMS PROCESS**

Year	Number of respondents	Estimated annual burden (in hours)	Frequency of response
2001 .....	22,800	5,700	One-time.
2002 .....	22,800	5,700	One-time.
2003 .....	22,800	5,700	One-time.

**SURVEY OF VETERANS' SATISFACTION WITH THE VA EDUCATION CLAIMS PROCESS**

Year	Number of respondents	Estimated annual burden (in hours)	Frequency of response
2001 .....	3,200	800	One-time.
2002 .....	3,200	800	One-time.
2003 .....	3,200	800	One-time.

**SURVEY OF EDUCATIONAL INSTITUTION CERTIFYING OFFICIALS**

Year	Number of respondents	Estimated annual burden (in hours)	Frequency of response
2002 .....	1,000	330	One-time.
2003 .....	1,000	330	One-time.

**LOAN GUARANTY CUSTOMER SATISFACTION SURVEY—VETERAN**

Year	Number of respondents	Estimated annual burden (in hours)	Frequency of response
2001 .....	7,200	1,202	One-time.
2002 .....	7,200	1,202	One-time.
2003 .....	7,200	1,202	One-time.

**LOAN GUARANTY CUSTOMER SATISFACTION SURVEY—LENDER**

Year	Number of respondents	Estimated annual burden (in hours)	Frequency of response
2001 .....	1,000	330	One-time.
2002 .....	1,000	330	One-time.

## LOAN GUARANTY CUSTOMER SATISFACTION SURVEY—LENDER—Continued

Year	Number of respondents	Estimated annual burden (in hours)	Frequency of response
2003 .....	1,000	330	One-time.

## VOCATIONAL REHABILITATION &amp; EMPLOYMENT PROGRAM SURVEY

Year	Number of respondents	Estimated annual burden (in hours)	Frequency of response
2001 .....	10,800	2,700	One-time.
2002 .....	10,800	2,700	One-time.
2003 .....	10,800	2,700	One-time.

## INSURANCE CUSTOMER SURVEYS

Year	Number of respondents	Estimated annual burden (in hours)	Frequency of response
2001 .....	2,800	280	One-time.
2002 .....	2,800	280	One-time.
2003 .....	2,800	280	One-time.

## UNDETERMINED FOCUS GROUPS

Year	Number of respondents	Estimated annual burden (in hours)	Frequency of response
2001 .....	500	1,000	One-time.
2002 .....	500	1,000	One-time.
2003 .....	500	1,000	One-time.

## NATIONAL TELEPHONE SURVEY

Year	Number of respondents	Estimated annual burden (in hours)	Frequency of response
2001 .....	7,200	1,224	One-time.
2002 .....	7,200	1,224	One-time.
2003 .....	7,200	1,224	One-time.

## VA REGIONAL OFFICE-BASED CUSTOMER SATISFACTION FOCUS GROUPS

Year	Number of respondents	Estimated annual burden (in hours)	Frequency of response
2001 .....	600	1,800	One-time.
2002 .....	600	1,800	One-time.
2003 .....	600	1,800	One-time.

## VA REGIONAL OFFICE-SPECIFIC SERVICE IMPROVEMENT INITIATIVES (COMMENT CARD)

Year	Number of respondents	Estimated annual burden (in hours)	Frequency of response
2001 .....	139,200	11,554	One-time.
2002 .....	139,200	11,554	One-time.
2003 .....	139,200	11,554	One-time.

Most customer satisfaction surveys will be recurring so that VBA 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 VBA's performance. VBA expects to conduct an estimated 100 focus groups and receive up to 139,200 comment cards involving a total of 14,354 hours each year for 2001, 2002, and 2003. In addition, VBA expects to distribute written surveys with a total annual burden of approximately 12,236 hours in 2001, 12,566 hours in 2002, and 12,566 hours in 2003. The grand totals for both focus groups, comment cards, and written surveys are: 26,590 hours in 2001, 26,920 hours in 2002, and 26,920 hours in 2003.

Anyone may view the results of previously administered surveys on the internet by going to the following VBA surveys website: <http://www.vba.va.gov/surveys/>.

The areas of concern to VBA 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, focus groups and to send out comment cards. Participation in the surveys, focus groups, and comment cards 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. VBA 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 Desk Officer, OMB Human Resources and Housing Branch, New Executive Office Building, Room 10235, Washington, DC 20503 (202) 395-7316. Please refer to "OMB Control No. 2900-0569" in any correspondence.

Dated: September 25, 2000.  
By direction of the Acting Secretary.

**Donald L. Neilson,**  
*Director, Information Management Service.*  
[FR Doc. 00-28074 Filed 11-1-00; 8:45 am]  
**BILLING CODE 8320-01-P**

**DEPARTMENT OF VETERANS AFFAIRS**

[OMB Control No. 2900-0570]

**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 December 4, 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. 2900-0570."

**SUPPLEMENTARY INFORMATION:**

*Title:* Generic Clearance for the Veterans Health Administration Customer Satisfaction Surveys.

*OMB Control Number:* 2900-0570.

*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 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. The **Federal Register** Notice with a 60-day comment period soliciting comments on this collection of information was published on July 17, 2000, at pages 44096 and 44097.

*Affected Public:* Individuals or households.

**Listing of Survey Activities**

*I. Special Emphasis Programs*

The following list of activities is a compendium of customer satisfaction survey plans by VHA. Different special emphasis programs will be surveyed annually; however, program selections have not been made for FYs 2001-2003. Burden hours for the out-years are based on FY 2000 estimates.

Year	Number of respondents	Estimated annual burden (in hours)	Frequency
2001 .....	10,000	2,500	Annually.
2002 .....	10,000	2,500	Annually.
2003 .....	10,000	2,500	Annually.

*II. Local Facilities Surveys*

Year	Number of respondents	Estimated annual burden (in hours)	Frequency
2001 .....	120,000	20,000	Annually.
2002 .....	120,000	20,000	Annually.
2003 .....	120,000	20,000	Annually.