

DEPARTMENT OF HEALTH AND HUMAN SERVICES**Health Resources and Services Administration****Agency Information Collection Activities: Submission for OMB Review; Comment Request**

Periodically, the Health Resources and Services Administration (HRSA) publishes abstracts of information collection requests under review by the Office of Management and Budget, in compliance with the Paperwork Reduction Act of 1995 (44 U.S.C. Chapter 35). To request a copy of the clearance requests submitted to OMB for review, call the HRSA Reports Clearance Office on (301)-443-1129.

The following request has been submitted to the Office of Management and Budget for review under the Paperwork Reduction Act of 1995:

Proposed Project: The Health Education Assistance Loan (HEAL).

Program: Refinancing Loan Application/Promissory Note (OMB No. 0915-0227)—Revision—The HEAL Program allows borrowers who graduated or separated from school to refinance all of their HEAL loans into one new HEAL loan, often at better rates and terms than their original HEAL loans. The HEAL program originally provided new federally-insured loans to students in schools of allopathic medicine, osteopathic medicine, dentistry, veterinary medicine, optometry, podiatric medicine, pharmacy, public health, graduate students in health administration or clinical psychology through September 30, 1998. Eligible lenders, such as banks, savings and loan associations, credit unions, pension funds, insurance companies, State agencies, and HEAL schools are insured by the Federal

Government against loss due to the borrower's death, disability, bankruptcy, and default. The basic purpose of the program was to assure the availability of funds for loans to eligible students who needed to borrow money to pay for their educational costs.

The HEAL refinancing loan application/promissory note is being used by lenders to refinance borrower's original HEAL loans into one new refinanced loan. Due to the success of this form and desire to reduce application processing time many lenders have automated this form by taking pertinent application information over the telephone and sending the completed form to the borrower for their review and signature.

The estimate of burden for the refinancing loan application/promissory note form per year is as follows:

Type of respondent	Number of respondents	Responses per respondent	Total number of responses	Burden per responses (minutes)	Total burden hours
Applicants	1,850	1	1,850	12	370
Lenders	9	206	1,854	30	927
Total	1,859	3,704	1,297

Written comments and recommendations concerning the proposed information collection should be sent within 30 days of this notice to: John Morrall, Human Resources and Housing Branch, Office of Management and Budget, New Executive Office Building, Room 10235, Washington, DC 20503.

Dated: August 2, 2001.

Jane M. Harrison,

Director, Division of Policy Review and Coordination.

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Office of Management and Budget (OMB) for review and approval. The ICR is entitled "DOI Programmatic Clearance for Customer Satisfaction Surveys." The Department of the Interior (DOI) is soliciting comments on this ICR concerning the development and use of voluntary customer satisfaction surveys to gather input and feedback from the public.

DATES: Please submit written comments by October 9, 2001.

ADDRESSES: Mail or hand carry comments to the Department of the Interior; Office of Policy, Management and Budget; Office of Planning and Performance Management; Attention: Alan Turco; Mail Stop 5258; 1849 C Street, NW., Washington, DC 20240. If you wish to email comments, the email address is: Alan_Turco@os.doi.gov. Reference "DOI Programmatic Clearance for Customer Satisfaction Surveys" in your email subject line. Include your name and return address in your email message and mark your message for return receipt.

FOR FURTHER INFORMATION CONTACT:

Alan Turco, Office of Planning and Performance Management, telephone (202) 219-2257. You may also contact Alan Turco to obtain a copy at no cost of the collection of information that will

be submitted to the Office of Management and Budget.

SUPPLEMENTARY INFORMATION:

Title: DOI Programmatic Clearance for Customer Satisfaction Surveys.

OMB Control Number: 10XX-XXXX.

Abstract: The mission of DOI is to protect and provide access to our Nation's natural and cultural heritage and honor our trust responsibilities to Indian Tribes and our commitments to island communities. DOI's Strategic Plan Overview (FY 2000-2005) lays out five goals: (1) Protect the environment and preserve our Nation's natural and cultural resources; (2) provide recreation for America; (3) manage natural resources for a healthy environment and a strong economy; (4) provide science for a changing world; and (5) meet our trust responsibilities to Indian Tribes and our commitments to island communities. Each bureau has established goals requiring collaboration and communication with the public—our partners and customers. Part of this communication occurs through surveys of the different users and stakeholders of DOI's products and services.

In the spirit of the PRA, DOI is consolidating its ICRs related to customer surveys for DOI offices and bureaus into one programmatic ICR. This single ICR will ease the public

DEPARTMENT OF THE INTERIOR**Office of the Secretary****Office of Planning & Performance Management; Agency Information Collection Activities: Proposed Collection; Comment Request**

AGENCY: Department of the Interior.

ACTION: Notice and request for comment.

SUMMARY: To comply with the requirements of the Paper Reduction Act (PRA) of 1995, we are inviting comments on an information collection request (ICR) that we will submit to the