

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 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 10, 2001, on pages 63747–63748.  
*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 2002–2004. Burden hours for the out-years are based on FY 2001 estimates (Burden hours per respondent: 15 minutes).

Year	Number of respondents	Estimated annual burden	Frequency
2002 .....	50,000	12,500 hours .....	Annually.
2003 .....	50,000	12,500 hours .....	Annually.
2004 .....	50,000	12,500 hours .....	Annually.

**II. Local Facilities Surveys**

Year	Number of respondents	Estimated annual burden	Frequency
2002 .....	288,780	62,569 hours .....	One-time.
2003 .....	288,780	62,569 hours .....	One-time.
2004 .....	288,780	62,569 hours .....	One-time.

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 to distribute written surveys with a total annual burden of approximately 75,069 hours in FYs 2002, 2003, and 2004 (Burden hours per respondent: 13 minutes).

Send comments and recommendations concerning any aspect of the information collection to VA's OMB 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. 2900-0570" in any correspondence.

Dated: February 8, 2002.  
 By direction of the Secretary.

**Barbara H. Epps,**  
*Management Analyst, Information Management Service.*  
 [FR Doc. 02-4126 Filed 2-20-02; 8:45 am]  
**BILLING CODE 8320-01-P**

**DEPARTMENT OF VETERANS AFFAIRS**

[OMB Control No. 2900-0128]

**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 March 25, 2002.

**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, FAX (202) 273-5981 or e-mail: *denise.mclamb@mail.va.gov*. Please refer to "OMB Control No. 2900-0128."

**SUPPLEMENTARY INFORMATION:**

*Titles:* a. Notice of Lapse—Government Life Insurance, VA Form 29-389.

b. Application for Reinstatement, VA Form 29-389-1.

c. Notice of Past Due Payment, VA Form 29-389e.

*OMB Control Number:* 2900-0128.

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

*Abstract:* The forms are used to inform veterans of their lapsed Government Life Insurance policy; application for reinstatement of insurance and notice of past due insurance payments.

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 November 23, 2001, at pages 58781–58782.

*Affected Public:* Individuals or households.

*Estimated Annual Burden:* 4,943 hours.

- a. VA Form 29-389-3,399 hours.
- b. VA Form 29-389-1-1,060 hours.
- c. VA Form 29-389e-484 hours.

*Estimated Average Burden Per Respondent:*

- a. VA Form 29-389-12 minutes.
- b. VA Form 29-389-1-10 minutes.

c. VA Form 29-389e-15 minutes.  
*Frequency of Response:* On occasion.  
*Estimated Number of Respondents:* 25,288.

- a. VA Form 29-389-16,993.
- b. VA Form 29-389-1-6,359.
- c. VA Form 29-389e-1,936.

Send comments and recommendations concerning any aspect of the information collection to VA's OMB 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. 2900-0128" in any correspondence.

Dated: February 7, 2002.

By direction of the Secretary.

**Barbara H. Epps,**

*Management Analyst, Information Management Service.*

[FR Doc. 02-4127 Filed 2-20-02; 8:45 am]

**BILLING CODE 8320-01-P**

**DEPARTMENT OF VETERANS AFFAIRS**

[OMB Control No. 2900-0605]

**Agency Information Collection Activities Under OMB Review**

**AGENCY:** Office of General Counsel, 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 General Counsel (OGC), 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 March 25, 2002.

**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, FAX (202) 273-5981 or e-mail: *denise.mclamb@mail.va.gov*. Please refer to "OMB Control No. 2900-0605."

**SUPPLEMENTARY INFORMATION:**  
*Title:* Application for Accreditation as a Claims Agent, VA Form 21a.  
*OMB Control Number:* 2900-0605.  
*Type of Review:* Extension of a currently approved collection.  
*Abstract:* Applicants for accreditation as claims agents to represent benefit claimants before VA are required to file VA Form 21a with VA Office of General Counsel to establish initial eligibility for accreditation. The information requested includes basic identifying information, information concerning past representation, military service, employment, criminal activity and mental health and is necessary to establish that statutory and regulatory eligibility requirement; e.g., good character and reputation are met. The form further ensures that VA has the information necessary to make decisions concerning an applicant's potential eligibility for accreditation as a claims agent.

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 November 8, 2001, at pages 56591 and 56592.

*Affected Public:* Individuals or households.

*Estimated Annual Burden:* 15 hours.

*Estimated Average Burden Per Respondent:* 45 minutes.

*Frequency of Response:* On occasion.

*Estimated Number of Respondents:* 20.

Send comments and recommendations concerning any aspect of the information collection to VA's OMB 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. 2900-0605" in any correspondence.

Dated: February 8, 2002.

By direction of the Secretary.

**Barbara H. Epps,**

*Management Analyst, Information Management Service.*

[FR Doc. 02-4128 Filed 2-20-02; 8:45 am]

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**DEPARTMENT OF VETERANS AFFAIRS**

**Medical Research Service Merit Review Committee, Notice of Meetings**

The Department of Veterans Affairs gives notice under the Federal Advisory Committee Act, 5 U.S.C. App., of the following meetings to be held from 8 a.m. to 5 p.m. as indicated below:

Subcommittee for	Date	Location
Surgery .....	March 18, 2002 .....	Holiday Inn Central.
Mental Hlth & Behav Sciences .....	March 18-19, 2002 .....	Holiday Inn Central.
Nephrology .....	March 19, 2002 .....	Holiday Inn Central.
Cardiovascular Studies .....	March 21, 2002 .....	Holiday Inn Central.
Alcoholism & Drug Dependence .....	March 22, 2002 .....	Holiday Inn Central.
Epidemiology .....	March 22, 2002 .....	1400 I St, NW, Ste 400.
Gastroenterology .....	March 25-26, 2002 .....	Holiday Inn Central.
Endocrinology .....	April 4-5, 2002 .....	Marriott Residence Inn.
Neurobiology-C .....	April 5, 2002 .....	Holiday Inn Central.
Respiration .....	April 5, 2002 .....	Holiday Inn Central.
General Medical Science .....	April 8-9, 2002 .....	Holiday Inn Central.
Hematology .....	April 11, 2002 .....	Holiday Inn Central.
Immunology & Dermatology .....	April 11, 2002 .....	Holiday Inn Central.
Oncology .....	April 15-16, 2002 .....	Marriott Residence Inn.
Aging and Clinical Geriatrics .....	April 19, 2002 .....	1400 I St, NW, Ste 400.
Neurobiology-D .....	April 25-26, 2002 .....	Holiday Inn Central.
Infectious Diseases .....	April 29-30, 2002 .....	Holiday Inn Central.
Medical Research Service Merit Review Committee .....	June 6, 2002 .....	Marriott Residence Inn.