

*Estimated Burden Hours per Response:* 0.03 hours per application (approximately 7,064 applications per LAR).

*Estimated Total Burden:* 152,159 hours.

*Clearance Officer:* Marilyn K. Burton, (202) 906-6467, Office of Thrift Supervision, 1700 G Street, NW., Washington, DC 20552.

*OMB Reviewer:* Joseph F. Lackey, Jr., (202) 395-7316, Office of Management and Budget, Room 10235, New Executive Office Building, Washington, DC 20503.

Dated: August 27, 2003

By the Office of Thrift Supervision.

**James E. Gilleran,**

*Director.*

[FR Doc. 03-22334 Filed 8-29-03; 8:45 am]

**BILLING CODE 6720-01-P**

## DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0073]

### 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. 3501-21), 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 and includes the actual data collection instrument.

**DATES:** Comments must be submitted on or before October 2, 2003.

**FOR FURTHER INFORMATION OR A COPY OF THE SUBMISSION CONTACT:** Denise McLamb, Records Management Service (005E3), 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](mailto:denise.mclamb@mail.va.gov). Please refer to "OMB Control No. 2900-0073."

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. 2900-0073" in any correspondence.

### SUPPLEMENTARY INFORMATION:

*Title:* Enrollment Certification, VA Form 22-1999.

(**Note:** A reference to VA Form 22-1999 also includes VA Forms 22-1999-1, 22-1999-2, 22-1999-3, 22-1999-4, 22-1999-5, and 22-1999-6 which contains the same information as VA Form 22-1999.)

*OMB Control Number:* 2900-0073.

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

*Abstract:* Educational institutions and job establishments use VA Form 22-1999 to report information concerning the enrollment or reenrollment into training of veterans, service persons, reservists, and other eligible persons. VA is authorized to make payments in advance if the trainee requests an advance payment. In certain instances, VA is authorized to make a lump sum payment of a claimant's tuition and fees if the trainee requests an accelerated payment. The form serves as the trainee's request for an advance or accelerated payments as well as the educational institutions report to the trainee's enrollment. The information collected on the form is used to determine the amount of educational benefits payable to the trainee during the period of enrollment or training. Without the information, VA would not have a basis upon which to make payment.

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 3, 2003, at page 33227.

*Affected Public:* Business or other for-profit, Not-for-profit institutions, Federal Government, and State, local or Tribal government.

*Estimated Annual Burden:* 137,424 hours.

*Estimated Average Burden Per Respondent:* 10 minutes.

*Frequency of Response:* On occasion.

*Estimated Annual Responses:* 916,160.

*Estimated Number of Respondents:* 8,180.

Dated: August 21, 2003.

By direction of the Secretary:

**Denise McLamb,**

*Program Analyst, Records Management Service.*

[FR Doc. 03-22197 Filed 8-29-03; 8:45 am]

**BILLING CODE 8320-01-P**

## DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0569]

### Proposed Information Collection Activity: Proposed Collection; Comment Request

**AGENCY:** Veterans Benefits Administration, Department of Veterans Affairs.

**ACTION:** Notice.

**SUMMARY:** The Veterans Benefits Administration (VBA) is announcing an opportunity for public comment on the proposed collection of certain information by the agency. Under the Paperwork Reduction Act (PRA) of 1995, Federal agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information, including each proposed revision of a currently approved collection, and allow 60 days for public comment in response to the notice. This notice solicits comments on requirements relating to customer satisfaction surveys.

**DATES:** Written comments and recommendations on the proposed collection of information should be received on or before November 2, 2003.

**ADDRESSES:** Submit written comments on the collection of information to Lynne R. Heltman, Veterans Benefits Administration (245), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420 or e-mail [lynnne.heltman@mail.va.gov](mailto:lynnne.heltman@mail.va.gov). Please refer to "OMB Control No. 2900-0569" in any correspondence.

**FOR FURTHER INFORMATION CONTACT:** Lynne R. Heltman at (202) 273-5440.

**SUPPLEMENTARY INFORMATION:** Under the PRA of 1995 (Pub. L. 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, VBA invites comments on: (1) Whether the proposed collection of information is necessary for the proper performance of VBA's functions, including whether the information will have practical utility; (2) the accuracy of VBA'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:* 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.

*Affected Public:* Individuals or households and, Businesses or other for-profits.

NATIONAL SURVEY ACTIVITIES

Year	Number of respondents	Estimated annual burden (hours)	Frequency of response
<b>Survey of Veterans' Satisfaction with the VA Compensation and Pension Claims Process</b>			
2004 .....	24,000	7,290	One-time.
2005 .....	24,000	7,290	One-time.
2006 .....	24,000	7,290	One-time.
<b>Survey of Veterans'/Dependents' and Servicemembers' Satisfaction with the VA Education Claims Process</b>			
2004 .....	2,968	979	One-time.
2005 .....	2,968	979	One-time.
2006 .....	2,968	979	One-time.
<b>Survey of Educational Institution Certifying Officials</b>			
2004 .....	1,000	330	One-time.
2005 .....	1,000	330	One-time.
<b>Survey of Veterans' Satisfaction with the VA Home Loan Guaranty Process</b>			
2004 .....	7,560	1,262	One-time.
2005 .....	7,560	1,262	One-time.
2006 .....	7,560	1,262	One-time.
<b>VA Loan Guaranty Lender Satisfaction Survey</b>			
2004 .....	1,992	498	One-time.
2005 .....	1,992	498	One-time.
2006 .....	1,992	498	One-time.
<b>VA Survey of Veterans' Satisfaction with the Vocational Rehabilitation &amp; Employment Program</b>			
2004 .....	3,300	1,089	One-time.
2005 .....	3,300	1,089	One-time.
2006 .....	3,300	1,089	One-time.
<b>Insurance Customer Surveys</b>			
2004 .....	2,800	280	One-time.
2005 .....	2,800	280	One-time.
2006 .....	2,800	280	One-time.
<b>Undetermined Focus Groups (Targeted population groups are to be decided)</b>			
2004 .....	500	1,000	One-time.
2005 .....	500	1,000	One-time.
2006 .....	500	1,000	One-time.
<b>Telephone Survey</b>			
2004 .....	7,200	1,224	One-time.
2005 .....	7,200	1,224	One-time.
2006 .....	7,200	1,224	One-time.
<b>VA Regional Office-Based Survey Activities—Customer Satisfaction Focus Groups</b>			
2004 .....	600	1,800	One-time.
2005 .....	600	1,800	One-time.

## NATIONAL SURVEY ACTIVITIES—Continued

Year	Number of respondents	Estimated annual burden (hours)	Frequency of response
2006 .....	600	1,800	One-time.
<b>VA Regional Office-Specific Service Improvement Initiatives (Comment Card)</b>			
2004 .....	80,000	6,640	One-time.
2005 .....	80,000	6,640	One-time.
2006 .....	80,000	6,640	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 80,000 comment cards involving a total of 6,640 hours each year for 2004, 2005, and 2006. In addition, VBA expects to distribute written surveys with a total annual burden of approximately 16,052 hours in 2004, 16,382 hours in 2005, and 16,382 hours in 2005. The grand totals for both focus groups, comment cards, and written surveys are: 22,692 hours in 2004, 23,022 hours in 2005, and 23,022 hours in 2006.

Anyone may view the results of previously administered surveys on the internet by going to the following VBA surveys Web site: <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.

Dated: August 15, 2003.

By direction of the Secretary.

**Jacqueline Parks,**

*IT Specialist, Records Management Service.*

[FR Doc. 03-22198 Filed 8-29-03; 8:45 am]

**BILLING CODE 8320-01-P**

## DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900-0154]

### Proposed Information Collection Activity: Proposed Collection; Comment Request

**AGENCY:** Veterans Benefits Administration, Department of Veterans Affairs.

**ACTION:** Notice.

**SUMMARY:** The Veterans Benefits Administration (VBA), Department of Veterans Affairs (VA), is announcing an opportunity for public comment on the proposed collection of certain information by the agency. Under the Paperwork Reduction Act (PRA) of 1995, Federal agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information, including each revision of a currently approved collection and allow 60 days for public comment in response to the notice. This notice solicits comments for information needed to determine veterans, servicepersons and members of the selected reserve eligibility for education benefits.

**DATES:** Written comments and recommendations on the proposed collection of information should be received on or before November 3, 2003.

**ADDRESSES:** Submit written comments on the collection of information to Nancy J. Kessinger, Veterans Benefits Administration (20S52), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420 or e-mail: [irmnkess@vba.va.gov](mailto:irmnkess@vba.va.gov). Please refer to "OMB Control No. 2900-0154" in any correspondence.

### FOR FURTHER INFORMATION CONTACT:

Nancy J. Kessinger at (202) 273-7079 or FAX (202) 275-5947.

**SUPPLEMENTARY INFORMATION:** Under the PRA of 1995 (Pub. L. 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, VBA invites comments on: (1) Whether the proposed collection of information is necessary for the proper performance of VBA's functions, including whether the information will have practical utility; (2) the accuracy of VBA'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:* Application for VA Education Benefits, VA Form 22-1990.

*OMB Control Number:* 2900-0154.

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

*Abstract:* Veterans, servicepersons and members of the selected reserve must complete VA Form 22-1990 to apply for education benefits under chapters 30 and 32 of title 38 U.S.C., chapter 1606 of title 10 U.S.C., and section 903 of Public Law 96-342. The information requested on VA Form 22-1990 is used to determine the applicant's eligibility to education benefits. The form was modified to enact the transfer of chapter 30 benefits to dependents. Under Public Law 107-107, a veteran's spouse or child can apply for chapter 30 benefits that the veteran has transferred to the spouse or child.

*Affected Public:* Individuals or households.