

to "OMB Control No. 2900-0571" in any correspondence.

FOR FURTHER INFORMATION CONTACT: Ronald Cheich at (202) 273-8087.

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, VA invites comments on: (1) Whether the proposed collection of information is necessary for the proper performance of VA's functions, including whether the information will have practical utility; (2) the accuracy of VA'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 National Cemetery Administration (NCA), and the Office of Inspector General (IG) 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. NCA, and IG use 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 VA service delivery by helping to shape the direction and focus of specific programs and services.

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, 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. NCA, 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 (hours) | Frequency |
|--------------------------------------------------------------------------------------------------------------------|-----------------------|---------------------------------|--------------------|
| I. National Cemetery Administration | | | |
| Focus Groups With Next of Kin (10 participants per group/3 hours each session) | | | |
| 2004 | 50 | 150 | 5 Groups Annually. |
| 2005 | 50 | 150 | 5 Groups Annually. |
| 2006 | 50 | 150 | 5 Groups Annually. |
| Focus Groups With Funeral Directors (10 participants per group/3 hours each session) | | | |
| 2004 | 50 | 150 | 5 Groups Annually. |
| 2005 | 50 | 150 | 5 Groups Annually. |
| 2006 | 50 | 150 | 5 Groups Annually. |
| Focus Groups With Veterans Service Organizations (10 participants per group/3 hours each session) | | | |
| 2004 | 50 | 150 | 5 Groups Annually. |
| 2005 | 50 | 150 | 5 Groups Annually. |
| 2006 | 50 | 150 | 5 Groups Annually. |
| Visitor Comments Cards (Local Use) (2,500 respondents/5 minutes per response) | | | |
| 2004 | 2,500 | 208 | Annually. |
| 2005 | 2,500 | 208 | Annually. |
| 2006 | 2,500 | 208 | Annually. |
| Next of Kin National Customer Satisfaction Survey (Mail to 10,000 respondents/30 minutes per response) | | | |
| 2004 | 15,000 | 7,500 | Annually. |
| 2005 | 15,000 | 7,500 | Annually. |
| 2006 | 15,000 | 7,500 | Annually. |
| Funeral Directors National Customer Satisfaction Survey (Mail to 1,000 respondents/30 minutes per response) | | | |
| 2004 | 4,000 | 2,000 | Annually. |
| 2005 | 4,000 | 2,000 | Annually. |
| 2006 | 4,000 | 2,000 | Annually. |
| Veterans-At-Large National Customer Satisfaction Survey (Mail to 5,000 respondents/30 minutes per response) | | | |
| 2004 | 5,000 | 2,500 | Annually. |
| 2005 | 5,000 | 2,500 | Annually. |