

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