

NATIONAL SURVEY ACTIVITIES—Continued

Year	Number of respondents	Estimated annual burden (hours)	Frequency of response
2006	600	1,800	One-time.
VA Regional Office-Specific Service Improvement Initiatives (Comment Card)			
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.

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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. 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.