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Affected Public: 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 15,000 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 4,000 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.
2006	5,000	2,500	Annually.
Program/Specialized Service Survey (Mail to 2,000 Respondents/15 Minutes per Response)			
2004	2,000	500	Annually.
2005	2,000	500	Annually.
2006	2,000	500	Annually.
II. Office of Inspector General			
Patient Questionnaire (1,440 Respondents/10 Minutes per Response)			
2004	1,440	240	Annually.
2005	1,440	240	Annually.
2006	1,440	240	Annually.

Most customer satisfaction surveys will be recurring so that NCA and IG can create and maintain ongoing

measures of performance and to determine how well VA meets customer service standards. Each collection of

information will consist of the minimum amount of information necessary to determine customer needs