

minimum amount of information necessary to determine customer needs and to evaluate VHA's performance.

The areas of concern to VHA 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 and focus groups. Participation in the surveys 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. VHA will consult with OMB regarding

each specific information collection during this approval period.

Affected Public: Individuals or Households.

Estimated Annual Burden: 207,287 hours.

a. Prosthetics Care and Service, VA Form 10-0142b — 7,200.

b. Experiences of Patients Recently Discharged Inpatient, VA Form 10-1465-1 — 35,000.

c. Experiences of Patients Ambulatory Care, VA Form 10-1465-3 — 160,500.

d. Food Service and Nutritional Care Analysis, VA Form 10-5387 — 4,587.

Estimated Average Burden Per Respondent: 23 minutes.

a. Prosthetics Care and Service, VA Form 10-0142b — 24 minutes.

b. Experiences of Patients Recently Discharged Inpatient, VA Form 10-1465-1 — 30 minutes.

c. Experiences of Patients Ambulatory Care, VA Form 10-1465-3 — 30 minutes.

d. Food Service and Nutritional Care Analysis, VA Form 10-5387 — 2 minutes.

Frequency of Response: On occasion.

Estimated Number of Respondents: 546,600.

a. Prosthetics Care and Service, VA Form 10-0142b — 18,000.

b. Experiences of Patients Recently Discharged Inpatient, VA Form 10-1465-1 — 70,000.

c. Experiences of Patients Ambulatory Care, VA Form 10-1465-3 — 321,000.

d. Food Service and Nutritional Care Analysis, VA Form 10-5387 — 137,600.

Dated: February 5, 2003.

By direction of the Secretary.

Martin Hill,

Management Analyst, Records Management Service.

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