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DEPARTMENT OF VETERANS AFFAIRS

Billing Code 8320-01

[OMB Control No. 2900-0571]

Agency Information Collection (NCA Customer Satisfaction Surveys
(Headstone/Marker)) Activity under OMB Review

AGENCY: National Cemetery Administration, Department of Veterans Affairs

ACTION: Notice.

SUMMARY: In compliance with the Paperwork Reduction Act (PRA) of 1995 (44 U.S.C. 3501-3521), this notice announces that the National Cemetery Administration, Department of Veterans Affairs, will submit the collection of information abstracted below to the Office of Management and Budget (OMB) for review and comment. The PRA submission describes the nature of the information collection and its expected cost and burden; it includes the actual data collection instrument.

DATE: Comments must be submitted on or before [Insert date 30 days after date of publication in the FEDERAL REGISTER].

ADDRESSES: Submit written comments on the collection of information through www.Regulations.gov; or to VA's OMB Desk Officer, OMB Human Resources and Housing Branch, New Executive Office Building, Room 10235, Washington, DC 20503 (202) 395-7316. Please refer to "OMB Control No. 2900-0571" in any correspondence.

FOR FURTHER INFORMATION CONTACT: Crystal Rennie, Enterprise Records Service (005R1B), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420, (202) 632-7492, fax (202) 632-7583 or e-mail crystal.rennie@va.gov. Please refer to “OMB Control No. 2900-0571.”

SUPPLEMENTAL INFORMATION:

Title: Generic Clearance for NCA, and IG Customer Satisfaction Surveys.

OMB Control Number: 2900-0571.

Type of Review: Revision 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. VA will use the data collected to maintain ongoing measures of performance and to determine how well customer service standards are met.

An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number.

The *Federal Register* Notice with a 60-day comment period soliciting comments on this collection of information was published on April 8, 2013, at pages 21008-21009.

Affected Public: Individuals or households.

Estimated Annual Burden: 23,158.

Estimated Average Burden Per Respondent: 5 minutes to 3 hours

Number of Respondents: 51,650.

Frequency of Response: Annually.

DATED: June 21, 2013

By direction of the Secretary:

Crystal Rennie, VA Clearance Officer,
U.S. Department of Veterans Affairs

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