

DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900–0265]

Agency Information Collection Activity Under OMB Review: Personalized Career Planning and Guidance

AGENCY: Veterans Benefits Administration (VBA), Department of Veterans Affairs (VA).

ACTION: Notice.

SUMMARY: In compliance with the Paperwork Reduction Act (PRA) of 1995, this notice announces that the VBA, 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 and it includes the actual data collection instrument.

DATES: Written comments and recommendations for the proposed information collection should be sent within 30 days of publication of this notice by clicking on the following link www.reginfo.gov/public/do/PRAMain, select “Currently under 30-day Review—Open for Public Comments,” then search the list for the information collection by the Title or “OMB Control No. 2900–0265.”

FOR FURTHER INFORMATION CONTACT: Maribel Aponte, Office of Enterprise and Integration, Data Governance Analytics (008), 810 Vermont Ave. NW, Washington, DC 20006, (202) 266–4688 or email maribel.aponte@va.gov. Please refer to OMB Control No. 2900–0265 in any correspondence.

SUPPLEMENTARY INFORMATION:

Authority: 38 U.S.C. chapter 36.
Title: Personalized Career Planning and Guidance (VA Form 25–8832).
OMB Control Number: 2900–0265.
Type of Review: Revision of a previously approved collection.
Abstract: VA Form 25–8832 is primarily used for the eligibility determination for chapter 36 benefits. If this information is not collected, the eligibility determination for chapter 36 benefit cannot be made. It would affect eligible transitioning Service members, Veterans, and dependents in obtaining educational and vocational counseling. Collection of the information is the only way VA may make a decision in regard to chapter 36 benefits.

VA Form 25–8832 has been updated to include branch of service, component, character of discharge, a question to determine if the applicant is

attending school/training facility, and the form number has changed from VA Form 28–8832 to VA Form 25–8832.

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 at 88 FR 40 on March 1, 2023, pages 13013.

Affected Public: Individuals or households.

Estimated Annual Burden: 2,000.

Estimated Average Burden per Respondent: 15 minutes.

Frequency of Response: One time.

Estimated Number of Respondents: 8,000.

By direction of the Secretary.

Dorothy Glasgow,

VA PRA Clearance Officer, (Alt.), Office of Enterprise and Integration, Data Governance Analytics, Department of Veterans Affairs.

[FR Doc. 2023–09588 Filed 5–4–23; 8:45 am]

BILLING CODE 8320–01–P

DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900–0571]

Agency Information Collection Activity: Customer Satisfaction Surveys

AGENCY: National Cemetery Administration (NCA), Department of Veterans Affairs.

ACTION: Notice.

SUMMARY: National Cemetery Administration (NCA), 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 proposed extension of a currently approved collection, and allow 60 days for public comment in response to the notice. This notice solicits comments on the collection of perceptions of the quality of service afforded by the National Cemetery Administration as judged by next of kin of those interred, or funeral directors who facilitate these interments.

DATES: Written comments and recommendations on the proposed collection of information should be received on or before July 5, 2023.

ADDRESSES: Submit written comments on the collection of information through Federal Docket Management System (FDMS) at www.Regulations.gov or to Mr. Brian Hurley, National Cemetery Administration (42E), Department of Veterans Affairs, 810 Vermont Avenue NW, Washington, DC 20420 or email to Brian.Hurley1@va.gov. Please refer to “OMB Control No. 2900–0571” in any correspondence. During the comment period, comments may be viewed online through FDMS.

FOR FURTHER INFORMATION CONTACT:

Maribel Aponte, Office of Enterprise and Integration, Data Governance Analytics (008), 810 Vermont Ave. NW, Washington, DC 20006, (202) 266–4688 or email maribel.aponte@va.gov. Please refer to “OMB Control No. 2900–0571” in any correspondence.

SUPPLEMENTARY INFORMATION: Under the PRA of 1995, 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, NCA invites comments on: (1) whether the proposed collection of information is necessary for the proper performance of NCA’s functions, including whether the information will have practical utility; (2) the accuracy of NCA’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.

Authority: 44 U.S.C. 3501–3521.

Title: Customer Satisfaction Surveys.

OMB Control Number: 2900–0571.

Type of Review: Revision of a currently approved collection.

Abstract: Improving Customer Service through Effective Performance Management, NCA will conduct surveys to determine the level of satisfaction with existing services among their customers. The surveys will solicit voluntary opinions and are not intended to collect information required to obtain or maintain eligibility for a VA program or benefit. Baseline data obtained through these information collections are used to validate customer service standards.

Affected Public: Individuals and households interring Veterans or eligible dependents, and funeral directors facilitating such interments.

Total Estimated Annual Burden:
26,158 hours.
Frequency of Response: Annually.
Total Estimated Number of Respondents: 56,650.

I. National Cemetery Mail Surveys

*a. National Cemeteries Next of Kin/
Family Member and Funeral Director
Satisfaction Surveys*

Estimated Annual Burden: 14,500
hours.
*Estimated Average Burden per
Respondent:* 30 minutes.
Frequency of Response: Annually.
Estimated Number of Respondents:
29,000.

*b. State or Tribal Veterans Cemeteries
Funeral Director Satisfaction Surveys*

Estimated Annual Burden: 2,000
hours.
*Estimated Average Burden per
Respondent:* 30 minutes.
Frequency of Response: Annually.
Estimated Number of Respondents:
4,000.

*c. State or Tribal Veterans Cemeteries
Next of Kin/Family Member Satisfaction
Surveys*

Estimated Annual Burden: 7,500
hours.

*Estimated Average Burden per
Respondent:* 30 minutes.
Frequency of Response: Annually.
Estimated Number of Respondents:
15,000.

II. Program/Specialized Service Survey

*a. VA Memorial Products Next of Kin/
Family Member and Funeral Director
Satisfaction Surveys*

Estimated Annual Burden: 1,500
hours.
*Estimated Average Burden per
Respondent:* 15 minutes.
Frequency of Response: Annually.
Estimated Number of Respondents:
6,000.

III. National Cemetery Focus Groups

a. Focus Groups With Next of Kin

Estimated Annual Burden: 150 hours.
*Estimated Average Burden per
Respondent:* 3 hours.
Frequency of Response: Annually.
Estimated Number of Respondents:
50.

b. Focus Groups With Funeral Directors

Estimated Annual Burden: 150 hours.
*Estimated Average Burden per
Respondent:* 3 hours.
Frequency of Response: Annually.

Estimated Number of Respondents:
50.

*c. Focus Groups With Veteran Service
Organizations*

Estimated Annual Burden: 150 hours.

*Estimated Average Burden per
Respondent:* 3 hours.

Frequency of Response: Annually.
Estimated Number of Respondents:
50.

IV. National Cemetery Visitor Comment Cards (Local Use)

Estimated Annual Burden: 208 hours.

*Estimated Average Burden per
Respondent:* 5 minutes.

Frequency of Response: Annually.
Estimated Number of Respondents:
2,500.

By direction of the Secretary.

Dorothy Glasgow,

*VA PRA Clearance Officer, (Alt.), Office of
Enterprise and Integration/Data Governance
Analytics, Department of Veterans Affairs.*

[FR Doc. 2023-09592 Filed 5-4-23; 8:45 am]

BILLING CODE 8320-01-P