

1995, Federal agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information, including each proposed revision of a currently approved collection, and allow 60 days for public comment in response to the notice.

**DATES:** Written comments and recommendations on the proposed collection of information should be received on or before September 28, 2021.

**ADDRESSES:** Submit written comments on the collection of information through Federal Docket Management System (FDMS) at [www.Regulations.gov](http://www.Regulations.gov) or to Nancy J. Kessinger, Veterans Benefits Administration (20M33), Department of Veterans Affairs, 810 Vermont Avenue NW, Washington, DC 20420 or email to [nancy.kessinger@va.gov](mailto:nancy.kessinger@va.gov). Please refer to “OMB Control No. 2900–0171” 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), 1717 H Street NW, Washington, DC 20006, (202) 266–4688 or email [maribel.aponte@va.gov](mailto:maribel.aponte@va.gov). Please refer to “OMB Control No. 2900–0171” 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, 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.

*Authority:* Section 903 of Public Law 96–342, and the Omnibus Diplomatic Security and Antiterrorism Act of 1986.

*Title:* Application for Individualized Tutorial Assistance

*OMB Control Number:* 2900–0171.

*Type of Review:* Revision of a currently approved collection.

*Abstract:* VA uses the information collected to determine eligibility and payment for tutorial assistance. Without the information on this form, VA would be unable to determine the applicant’s eligibility for tutorial assistance.

*Affected Public:* Individuals and households.

*Estimated Annual Burden:* 2,571 hours.

*Estimated Average Burden per Respondent:* 30 minutes.

*Frequency of Response:* Once Annually.

*Estimated Number of Respondents:* 5,143.

By direction of the Secretary.

**Maribel Aponte,**

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

[FR Doc. 2021–16321 Filed 7–29–21; 8:45 am]

**BILLING CODE 8320–01–P**

## DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900–0876]

### Agency Information Collection Activity Under OMB Review: Clearance for A–11 Section 280 Improving Customer Experience Information Collection

**AGENCY:** Veterans Experience Office, Department of Veterans Affairs.

**ACTION:** Notice.

**SUMMARY:** In compliance with the Paperwork Reduction Act (PRA) of 1995, this notice announces that the Veterans Experience Office, 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 to [www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). Find this particular information collection by selecting “Currently under 30-day Review—Open for Public Comments” or by using the search function. Refer to “Clearance for A–11 Section 280 Improving Customer Experience Information Collection” in any correspondence.

**FOR FURTHER INFORMATION CONTACT:** Maribel Aponte, Office of Enterprise and Integration, Data Governance Analytics (008), 1717 H Street NW,

Washington, DC 20006, (202) 266–4688 or email [maribel.aponte@va.gov](mailto:maribel.aponte@va.gov). Please refer to “OMB Control No. 2900–0876” in any correspondence.

### SUPPLEMENTARY INFORMATION:

*Authority:* 44 U.S.C. 3501–21.

*Title:* Clearance for A–11 Section 280 Improving Customer Experience Information Collection.

*OMB Control Number:* 2900–0876.

*Type of Review:* ICR Revision.

*Abstract:* This ICR Revision seeks to enhance and expand the scope of the “burden hours” associated with the Department of Veterans Affairs customer experience data collection system from 625,000 to 1,750,000. “Burden Hours” are defined as the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information in a survey or other associated data collection instrument. In layman’s terms, burden relates to the time it takes a respondent to complete and submit a customer satisfaction survey or questionnaire. VA, when it submitted the original Clearance for A–11 Section 280 Improving Customer Experience Information Collection, calculated total the Burden needed based on the number of Customer Satisfaction surveys under management (43 in calendar year 2020) and our informed estimate of growth in number of surveys under management. As a result of unexpectedly strong and robust need (and corresponding requests) for new customer experience surveys by VA customers (stakeholders and partners), VA has already reached 94 surveys under management and anticipate to reach 130 or 140 by the end of Fiscal Year 2022. This anticipated FY22 growth, and per our models for growth from now until our current ICR expires in March, 2023, directly translates into a corresponding need for an increase in associated “burden hours” from 625,000 to 1,750,000 to accommodate the current and future demand. This action is necessary now so that our ICR remains in good standing and VA does not exceed our approved burden hour grand total approved figure and risk being in non-compliance of our approved ICR.

General Background on our Customer Experience data collection listening tools Whether seeking a loan, Social Security benefits, Veterans benefits, or other services provided by the Federal Government, individuals and businesses expect Government customer services to be efficient and intuitive, just like services from leading private-sector organizations. Yet the 2016 American Consumer Satisfaction Index and the

2017 Forrester Federal Customer Experience Index show that, on average, Government services lag nine percentage points behind the private sector. A modern, streamlined and responsive customer experience means: Raising government-wide customer experience to the average of the private sector service industry; developing indicators for high-impact Federal programs to monitor progress towards excellent customer experience and mature digital services; and providing the structure (including increasing transparency) and resources to ensure customer experience is a focal point for agency leadership. To support this, OMB Circular A-11 Section 280 established government-wide standards for mature customer experience organizations in government and measurement. To enable Federal programs to deliver the experience taxpayers deserve, they must undertake three general categories of activities: Conduct ongoing customer research, gather and share customer feedback, and test services and digital products.

These data collection efforts may be either qualitative or quantitative in nature or may consist of mixed methods. Additionally, data may be collected via a variety of means, including but not limited to electronic or social media, direct or indirect observation (*i.e.*, in person, video and audio collections), interviews, questionnaires, surveys, and focus groups. Veterans Experience Office will limit its inquiries to data collections that solicit strictly voluntary opinions or responses. Steps will be taken to ensure anonymity of respondents in each activity covered by this request.

The results of the data collected will be used to improve the delivery of Federal services and programs. It will include the creation of personas, customer journey maps, and reports and summaries of customer feedback data and user insights. Veterans Experience Office will collect this information by electronic means when possible, as well as by mail, fax, telephone, technical discussions, and in-person interviews. Veterans Experience Office may also utilize observational techniques to collect this information.

Collections will be targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future. For the purposes of this request, “customers” are individuals, businesses, and organizations that interact with a Federal Government agency or program, either directly or via a Federal contractor. This could include

individuals or households; businesses or other for-profit organizations; not-for-profit institutions; State, local or tribal governments; Federal government; and Universities.

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 84 FR 149 on August 2, 2019, pages 37953 and 37954. No comments on this data collection request were submitted by the public.

*Affected Public:* Individuals or Households.

*Estimated Annual Burden:* 1,750,000.

*Estimated Average Burden per*

*Respondent:* Varied, dependent upon the data collection method used. The possible response time to complete a questionnaire or survey may be 2 minutes or up to 2 hours to participate in an interview.

*Frequency of Response:* Varied, dependent upon the data collection method used.

*Estimated Number of Respondents:* 3,500,000.

By direction of the Secretary.

**Maribel Aponte,**

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

[FR Doc. 2021-16224 Filed 7-29-21; 8:45 am]

**BILLING CODE 8320-01-P**

## DEPARTMENT OF VETERANS AFFAIRS

### AR27—Notice of Request for Information on the Department of Veterans Affairs’ Eligibility Considerations for the Veterans Cemetery Grants Program

**AGENCY:** Department of Veterans Affairs.

**ACTION:** Request for information.

**SUMMARY:** State and Tribal veterans’ cemetery grant applicants that seek to participate in the Department of Veterans Affairs (VA) Veterans Cemetery Grants Program (VCGP) must, to qualify for a grant, solely inter and memorialize eligible persons, which includes Veterans and certain family members. Through this request for information, VA seeks comments to help inform VA’s understanding of issues affecting States and Tribal Organizations in meeting burial and other needs of their National Guard and Reservist populations with respect to burial in VA grant-funded cemeteries.

**DATES:** Comments are due by August 30, 2021.

**ADDRESSES:** Comments must be submitted through [www.Regulations.gov](http://www.Regulations.gov) and will be available for public viewing, inspection or copies.

**FOR FURTHER INFORMATION CONTACT:** George Eisenbach, Director, Veterans Cemetery Grants Program, National Cemetery Administration (40), Department of Veterans Affairs, 810 Vermont Avenue NW, Washington, DC 20420, (202) 632-7369 (this is not a toll-free telephone number).

**SUPPLEMENTARY INFORMATION:** VA seeks stakeholder input to improve our understanding of issues impacting States and Tribal Organizations (as those terms are defined in 38 CFR 39.2) in serving their National Guard servicemembers and Reservists. The Secretary seeks information on the questions listed below. Commenters do not need to address each question and should focus on those that relate to their expertise or perspectives. To the extent possible, please clearly indicate which questions you address in your response. We are particularly interested in feedback from States and Tribal Organizations that are participating in VCGP or that are contemplating participation.

Currently for VCGP purposes, a State or Tribal veterans cemetery must be operated solely for the interment of Veterans, their spouses, surviving spouses, minor children, unmarried adult children who were physically or mentally disabled and incapable of self-support, and eligible parents of certain deceased service members, as set out in section 38 CFR 39.10(a). We seek input on the below questions:

- Should VCGP cemeteries be able to inter non-Veteran members of the Reserve components of the U.S. Armed Forces (including members of the Army and Air National Guard of the United States) who otherwise would not be eligible for burial in a VA national cemetery, as well as their spouses and certain dependents? Why or why not?
- If VCGP cemeteries were permitted to inter these individuals, are there any conditions that should be met or certain ways that VA should administer this extension to the program? For example, should grantees pay costs associated with cemetery development, interment, and memorialization relating to the non-Veteran decedents referenced above? Again, we welcome your feedback on these questions.

### Paperwork Reduction Act

This request for information constitutes a general solicitation of