

for Public Comments”, then search the list for the information collection by Title or “OMB Control No. 2900–0571.”

**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](mailto:maribel.aponte@va.gov). Please refer to “OMB Control No. 2900–0571” in any correspondence.

**SUPPLEMENTARY INFORMATION:** 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.

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 published at 88 FR 29180, May 5, 2023.

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. 2023–14292 Filed 7–6–23; 8:45 am]

**BILLING CODE 8320–01–P**

## DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900–0663]

**Agency Information Collection Activity: PayVA (Pay Now Enter Info Page)**

**AGENCY:** Debt Management Center, Department of Veterans Affairs.

**ACTION:** Notice.

**SUMMARY:** Debt Management Center (DMC), 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.

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

**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 Morgen Egesdal, Debt Management Center (189), Department of Veterans Affairs, 1 Federal Drive, Fort Snelling, Minnesota 55111 or email to [morgen.egesdal@va.gov](mailto:morgen.egesdal@va.gov). Please refer to “OMB Control No. 2900–0663” 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](mailto:maribel.aponte@va.gov). Please refer to “OMB Control No. 2900–0663” 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, DMC invites comments on: (1) whether the proposed collection of information is necessary for the proper performance of DMC’s functions, including whether the information will have practical utility; (2) the accuracy of DMC’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:* Public Law 104–13; Public Law 107–347; 31 U.S.C. 3711; 38 U.S.C. 501; 38 U.S.C. 5314.

*Title:* PayVA (Pay Now Enter Info Page).

*OMB Control Number:* 2900–0663.

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

*Abstract:* PayVA (Pay Now Enter Info Page—[pay.va.gov](http://pay.va.gov)) is used by the VA Debt Management Center (DMC) to verify debts that are active at DMC before the indebted person makes a payment. PayVA collects basic debt information from the respondent, and redirects them to [pay.gov](http://pay.gov) (a Department of Treasury website) for online payments. PayVA then collects responses from [pay.gov](http://pay.gov) to verify payment.

*Affected Public:* Individuals and households.

*Estimated Annual Burden:* 31,261 hours.

*Estimated Average Burden per Respondent:* 10 minutes.

*Frequency of Response:* Daily.

*Estimated Number of Respondents:* 187,567.

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. 2023–14341 Filed 7–6–23; 8:45 am]

**BILLING CODE 8320–01–P**

## DEPARTMENT OF VETERANS AFFAIRS

### Privacy Act of 1974: Matching Program

**AGENCY:** Department of Veterans Affairs.

**ACTION:** Notice of a New Computer Matching Program.

**SUMMARY:** Notice is hereby given that the Department of Veterans Affairs (VA) intends to conduct a recurring computer matching program. This will match personnel records of the Department of Defense (DoD) with VA records of benefit recipients under the Montgomery GI Bill—Active Duty, Montgomery GI Bill—Selected Reserve, and the Post-9/11 GI Bill. The goal of these matches is to identify the eligibility status of Veterans,

servicemembers, and reservists who have applied for or who are receiving education benefit payments under the Montgomery GI Bill—Active Duty, Montgomery GI Bill—Selected Reserve, and the Post-9/11 GI Bill. The purpose of the match is to enable VA to verify that individuals meet the conditions of military service and eligibility criteria for payment of benefits determined by VA under the Montgomery GI Bill—Active Duty, Montgomery GI Bill—Selected Reserve, and Post-9/11 GI Bill.

**DATES:** Comments on this match must be received no later than 30 days after date of publication in the **Federal Register**. If no public comment is received during the period allowed for comment or unless otherwise published in the **Federal Register** by VA, the new agreement will become effective a minimum of 30 days after date of publication in the **Federal Register**. If VA receives public comments, VA shall review the comments to determine whether any changes to the notice are necessary. This matching program will be valid for 18 months from the effective date of this notice.

**ADDRESSES:** Comments may be submitted through [www.Regulations.gov](http://www.Regulations.gov) or mailed to VA Privacy Service, 810 Vermont Avenue NW, (005R1A), Washington, DC 20420. Comments should indicate that they are submitted in response to CMA VBA/DoD MGIB and Post 9/11 and SORN 58VA21/22/28. Comments received will be available at [regulations.gov](http://regulations.gov) for public viewing, inspection or copies.

**FOR FURTHER INFORMATION CONTACT:** Eric Patterson, Legislative Strategy, Development and Implementation Chief, Education Service, Veterans Benefits Administration, Department of Veterans Affairs, 810 Vermont Avenue NW, Washington, DC 20420, (202) 461–9830.

**SUPPLEMENTARY INFORMATION:** The authority to conduct this match is found in 38 U.S.C. 3684A(a)(1). The records covered include eligibility records extracted from DoD personnel files and benefit records that VA establishes for all individuals who have applied for and/or are receiving, or have received education benefit payments under the Montgomery GI Bill—Active Duty, Montgomery GI Bill—Selected Reserve, and the Post-9/11 GI Bill. These benefit records are contained in a VA system of records identified as 58VA21/22/28 entitled: Compensation, Pension, Education, and Vocational Rehabilitation and Employment Records—VA, first published in the **Federal Register** at 41 FR 9294 (March 3, 1976), and last amended at 84 FR

61858 (Nov. 8, 2021), with other amendments as cited therein.

This information is required by paragraph 6c of the “Guidelines on the Conduct of Matching Programs” issued by OMB (54 FR 25818), as amended by OMB Circular A–130, 65 FR 77677 (2000), interpreting the provisions of the Privacy Act pertaining to computer matching, as well as those computer matching portions of a revision of OMB Circular No. A–108, Federal Responsibilities for Review, Reporting, and Publication under the Privacy Act (December 23, 2016). The current matching agreement with the Department of Defense (DoD) expires May 25, 2023. The legal authority to conduct this match is 38 U.S.C. 5106, which requires any Federal department or agency to provide VA such information as VA requests for the purposes of determining eligibility for benefits, or verifying other information with respect to payment of benefits. A copy of the notice has been provided to both Houses of Congress and OMB. The matching program is subject to their review.

*Participating Agencies:* This computer match is between the Department of Veterans Affairs (VA) and the Department of Defense (DoD).

*Authority For Conducting the Matching Program:* The authority to conduct this match is the Privacy Act, 5 U.S.C. 552a and 38 U.S.C. 3684A(a)(1).

*Purpose(s):* This agreement establishes the conditions under which the Department of Defense (DoD) agrees to disclose information regarding eligibility to education benefits under the Montgomery GI Bill, Montgomery GI Bill—Selected Reserve and the Post-9/11 GI Bill to the Department of Veterans Affairs (VA). The purpose of this computer matching program between VA and DoD is to verify that individuals meet the conditions of military service and eligibility criteria for payment of benefits determined by VA under three enacted programs.

*Categories of Individuals:* Veterans, Servicemembers, Reservists and Dependents.

*Categories of Records:* Department of Defense (DoD), as the source agency, will provide to VA the eligibility records on DoD individuals consisting of data elements which contains specific data relating to the requirements for eligibility including data on member contribution amounts, service periods, and transfer of entitlement. VA will match on attributes, including Social Security Number (SSN), DoD Electronic Data Interchange Personal Identifier (EDIPI—or VA\_ID), Date-of-Birth, Last Name, and File Identification Number.