

SUPPORTING STATEMENT - PART A

Verification of Eligibility for Burial in a National Cemetery – OMB Number 2900-0232

Summary of Changes from Previously Approved Collection

- Title of the collection remains the same: Verification of Eligibility for Burial in a National Cemetery Revisions to the instrument, VA Form 40-4962: 1) removing 'WWI' as an option under Period of Service and 2) Changing 'Korean' to 'Korea' under Period of Service.
- Changes in burden: There is a decrease in burden to a decrease in the Federal Government processing time per response from 45 to 15 minutes which has led to a decrease in the total labor cost to the Federal Government from \$2,844,000 to \$1,412,250.
- NCA received no comments on the 60-day FRN.

1. Need for the Information Collection

Eligibility for burial in a VA national cemetery is established in 38 USC §2402 and §2411. VA requires certain information to verify eligibility for burial in a national cemetery, to schedule interment and to provide services requested by the decedent's family or personal representative. This information is also needed for planning and scheduling cemetery burial services and to provide for specific requests from family members or the personal representative, such as contacts for funeral honors to be performed during committal or memorial services.

2. Use of the Information

The respondents are Veterans, their families and funeral service providers assisting families at time of need for burial arrangements. VA must determine a deceased person's eligibility for burial in a national cemetery when burial is requested. There is one collection instrument which is a form; however, since the request for interment is a time sensitive matter, the collection is typically handled over the phone and the information entered into VA's system of record. The information is used by VA to solicit eligibility information, to make burial arrangements, facilitate interment scheduling and to provide specific services associated with burial requested by a decedents' family or personal representative.

3. Use of Information Technology

In 1996, NCA began using a computer-based system of records called Burial Operations Support (BOSS) to collect decedent and family or personal representative information and provide delivery of the burial benefit. In 2006 NCA went to a centralized call center to take burial applications for all VA national cemeteries. BOSS automation was also extended to support National and State Veteran Cemeteries. BOSS/AMAS operates under System of Record Notice (SORN) 41VA411, 42VA41, and 48VA40B. BOSS is used to collect and maintain information to verify the identity and eligibility of the Veteran or decedent for burial and monument services.

BOSS is also an automated program used to assist in verification and eligibility. In 2019, NCA began using the Memorial Benefits Management System (MBMS) in conjunction with BOSS. MBMS functionality continues to expand and mature; it is intended to eventually replace BOSS/AMAS.

This burial request tool will also provide an alternative means to assist those charged with burial planning to provide information to VA. The information can be collected utilizing an online form request. Information such as personal identifying information, military service records, and other supporting documentation will be entered into an electronic database where a caseworker will review the information for accuracy and completeness.

4. Non-duplication

The information obtained through this collection is unique and is not already available for use or adaptation from another cleared source.

5. Burden on Small Businesses

This information collection does not impose a significant economic impact on a substantial number of small businesses or entities.

6. Less Frequent Collection

This collection occurs once in the life of a Veteran or family member when requesting burial in a VA national cemetery. VA would be unable to properly administer cemetery services, perform interment scheduling or verification of eligibility for burial in a national cemetery without this collection of information. The information is collected on an ad hoc basis, related to the death of a person who is eligible for burial in a national cemetery and, therefore cannot be collected less frequently.

7. Paperwork Reduction Act Guidelines

This collection of information does not require collection to be conducted in a manner inconsistent with the guidelines delineated in 5 CFR 1320.5(d)(2).

8. Consultation and Public Comments

Part A: PUBLIC NOTICE

A 60-Day Federal Register Notice (FRN) for the collection published on Thursday, April 2, 2026. The 60-Day FRN citation is 91 FRN 16811.

No comments were received during the 60-Day Comment Period.

A 30-Day Federal Register Notice for the collection published on Friday, July 10, 2026. The 30-Day FRN citation is 91 FRN 42790.

Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the Federal Register was conducted for this submission.

9. Gifts or Payment

No payments or gifts are being offered to respondents as an incentive to participate in the collection.

10. Confidentiality

A user's personal information will be kept private, in strict accordance with VA privacy policies. Social Security numbers and military service numbers are requested solely to ensure proper identification of records. All respondents will be informed that all submitted material and information falls within the purview of the Privacy Act of 1974 and will be safeguarded in accordance with the applicable System of Records Notice (SORN). The information collection conforms to the Privacy Act of 1974 and is subject to the conditions of disclosure contained therein which provides assurance of privacy to the extent permitted by law. The records are maintained in the system identified as (42VA41), "Veterans and Dependents National Cemetery Interment Records-VA," for use in connection with verification of eligibility for burial in a national cemetery and for statistical data gathering, targeted outreach and utilization trend analysis. Other systems are (41VA41) "Veterans and Dependents National Cemetery Gravesite Reservation Records", for use in connection with verification of eligibility for burial in a national cemetery when making gravesite reservations and for statistical data gathering, targeted outreach and utilization trend analysis. Also included is (48VA40B) "Veterans (Deceased) Headstone or Marker Records", For use in connection with verification of eligibility for burial in a national cemetery and for statistical data gathering, targeted outreach and utilization trend analysis.

11. Sensitive Questions

There are no questions of a sensitive nature. VA may ask demographic information and religious or faith-based beliefs.

The personal information asked on these forms is necessary for statistical data gathering, targeted outreach and utilization trend analysis and to better serve the Veteran and for the effective delivery of burial and memorial benefits. The form collects the applicant's race, ethnicity, date of birth and death, and gender identity information to assist with obtaining demographics information in order to better serve Veterans who may not be aware of our benefits and services. The applicant is informed that the information will be used for statistical purposes only.

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

- 1) Collection Instrument(s)
[Verification of Eligibility for Burial in a National Cemetery]
 - a) Number of Respondents: 150,000
 - b) Number of Responses Per Respondent: 1
 - c) Number of Total Annual Responses: 150,000
 - d) Response Time: 15 minutes
 - e) Respondent Burden Hours: 37,500 hours
- 2) Total Submission Burden (Summation or average based on collection)
 - a) Total Number of Respondents: 150,000
 - b) Total Number of Annual Responses: 150,000
 - c) Total Respondent Burden Hours: 37,500 hours

Part B: LABOR COST OF RESPONDENT BURDEN

- 1) Collection Instrument(s)
[Verification of Eligibility for Burial in a National Cemetery]
 - a) Number of Total Annual Responses: 150,000
 - b) Response Time: 15 minutes
 - c) Respondent Hourly Wage: \$32.66
 - d) Labor Burden per Response: \$8.17
 - e) Total Labor Burden: \$1,224,750.00
- 2) Overall Labor Burden
 - a) Total Number of Annual Responses: 150,000
 - b) Total Labor Burden: \$1,224,750.00

VA cannot make further assumptions about the population of respondents because of the variability of factors such as the educational background and wage potential of respondents. Therefore, NCA uses general wage data to estimate the respondents' costs associated with completing the information collection.

The Bureau of Labor Statistics (BLS) gathers information on full-time wage and salary workers. According to the latest available BLS data, the mean hourly wage is \$32.66 based on the BLS wage code – “00-0000 All Occupations.” This information was taken from the following website: <https://data.bls.gov/oes/#/industry/000000>.

13. Respondent Costs Other Than Burden Hour Costs

There are no annualized costs to respondents other than the labor burden costs addressed in Section 12 of this document to complete this collection.

14. Cost to the Federal Government

Part A: LABOR COST TO THE FEDERAL GOVERNMENT

- 1) Collection Instrument(s)
[Verification of Eligibility for Burial in a National Cemetery]
 - a) Number of Total Annual Responses: 37,500
 - b) Processing Time per Response: 15 minutes
 - c) Hourly Wage of GS-7 Step 5 Program Assistants Processing Responses: \$28.10
 - d) Cost to Process Each Response: \$7.03
 - e) Total Cost to Process Responses: \$263,438
- 2) Collection Instrument(s)
[Verification of Eligibility for Burial in a National Cemetery]
 - f) Number of Total Annual Responses: 37,500
 - g) Processing Time per Response: 15 minutes
 - h) Hourly Wage of GS-8 Step 5 Worker(s) Processing Responses: \$31.12
 - i) Cost to Process Each Response: \$7.78
 - j) Total Cost to Process Responses: \$291,750
- 3) Collection Instrument(s)
[Verification of Eligibility for Burial in a National Cemetery]
 - k) Number of Total Annual Responses: 37,500
 - l) Processing Time per Response: 15 minutes
 - m) Hourly Wage of GS-11 Step 5 Supervisor Processing Responses: \$41.58
 - n) Cost to Process Each Response: \$10.40
 - o) Total Cost to Process Responses: \$389,813
- 4) Collection Instrument(s)
[Verification of Eligibility for Burial in a National Cemetery]
 - p) Number of Total Annual Responses: 37,500
 - q) Processing Time per Response: 15 minutes
 - r) Hourly Wage of GS-12 Step 5 Supervisor Processing Responses: \$49.84
 - s) Cost to Process Each Response: \$12.46
 - t) Total Cost to Process Responses: \$467,250
- 5) Overall Labor Burden to the Federal Government
 - a) Total Number of Annual Responses 150,000
 - b) Total Labor Burden: \$1,412,250

Part B: OPERATIONAL AND MAINTENANCE COSTS

- 1) Cost Categories
 - a) Equipment: \$0
 - b) Printing: \$0

- c) Postage: \$0
- d) Software Purchases: \$0
- e) Licensing Costs: \$0
- f) Other: \$0

2) Total Operational and Maintenance Cost: \$0

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

- 1) Total Labor Cost to the Federal Government: \$1,412,250
- 2) Total Operational and Maintenance Costs: \$0
- 3) Total Cost to the Federal Government: \$1,412,250

15. Reasons for Change in Burden

The burden has decreased since the previous approval due to a decrease in the processing time per response from 45 minutes to 15 minutes which has led to a decrease in the total labor cost to the Federal Government from \$2,844,000.00 previously to \$1,412,250.00.

16. Publication of Results

The results of this information collection will not be published.

17. Non-Display of OMB Expiration Date

We are not seeking approval to omit the display of the expiration date of the OMB approval on the collection instrument.

18. Exceptions to "Certification for Paperwork Reduction Submissions"

We are not requesting any exemptions to the provisions stated in 5 CFR 1320.9.