

*Estimated number of respondents:* 4,960.

*Estimated time per response:* 10 minutes.

*Frequency of response:* On occasion (when respondent writes to MPR requesting information from official military personnel files).

*Estimated total annual burden hours:* 827 hours.

*Abstract:* The information collection is prescribed by EO 12862 issued September 11, 1993, which requires Federal agencies to survey their customers concerning customer service. The general purpose of this data collection is to initially support the business process reengineering (BPR) of the MPR reference service process and then provide MPR management with an ongoing mechanism for monitoring customer satisfaction. In particular, the purpose of the Military Personnel Records (MPR) Customer Satisfaction Survey is to (1) provide baseline data concerning customer satisfaction with MPR's reference service process, (2) identify areas within the reference service process for improvement, and (3) provide MPR management with customer feedback on the effectiveness of BPR initiatives designed to improve customer service as they are implemented. In addition to supporting the BPR effort, the Military Personnel Records (MPR) Customer Satisfaction Survey will help NARA in responding to performance planning and reporting requirements contained in the Government Performance and Results Act (GPRA).

Dated: November 13, 2002.

**L. Reynolds Cahoon,**

*Assistant Archivist for Human Resources and Information Services.*

[FR Doc. 02-29297 Filed 11-18-02; 8:45 am]

**BILLING CODE 7515-01-P**

## **NATIONAL CREDIT UNION ADMINISTRATION**

### **Agency Information Collection Activities: Submission to OMB for Revision to a Currently Approved Information Collections; Comment Request**

**AGENCY:** National Credit Union Administration (NCUA).

**ACTION:** Request for comment.

**SUMMARY:** The NCUA intends to submit the following information collections to the Office of Management and Budget (OMB) for review and clearance under the Paperwork Reduction Act of 1995 (Pub. L. 104-13, 44 U.S.C. Chapter 35). These information collections are

published to obtain comments from the public.

**DATES:** Comments will be accepted until January 21, 2003.

**ADDRESSES:** Interested parties are invited to submit written comments to NCUA Clearance Officer or OMB Reviewer listed below:

*Clearance Officer:* Mr. Neil McNamara, (703) 518-6447, National Credit Union Administration, 1775 Duke Street, Alexandria, Virginia 22314-3428, Fax No. 703-518-6489, E-mail: [mcnamara@ncua.gov](mailto:mcnamara@ncua.gov).

*OMB Reviewer:* Mr. Joseph F. Lackey, (202) 395-4741, Office of Management and Budget, Room 10226, New Executive Office Building, Washington, DC 20503.

**FOR FURTHER INFORMATION:** Copies of the information collection requests, with applicable supporting documentation, may be obtained by calling the NCUA Clearance Officer, Neil McNamara, (703) 518-6447.

**SUPPLEMENTARY INFORMATION:** Proposal for the following collection of information:

*OMB Number:* 3133-0143.

*Form Number:* N/A.

*Type of Review:* Reinstatement, without change, of a previously approved collection for which approval has expired.

*Title:* 12 CFR part 760 Loans in Areas Having Special Flood Hazards.

*Description:* Federally insured credit unions are required by statute and by proposed 12 CFR part 760 to file reports, make certain disclosures and keep records. Borrowers use this information to make valid purchase decisions. The NCUA uses the records to verify compliance.

*Respondents:* All federal credit unions.

*Estimated No. of Respondents/Recordkeepers:* 5,500.

*Estimated Burden Hours Per Response:* 7 minutes.

*Frequency of Response:* Recordkeeping and on occasion.

*Estimated Total Annual Burden Hours:* 101,333.

*Estimated Total Annual Cost:* N/A.

By the National Credit Union Administration Board on November 14, 2002.

**Becky Baker,**

*Secretary of the Board.*

[FR Doc. 02-29365 Filed 11-18-02; 8:45 am]

**BILLING CODE 7535-01-P**

## **NATIONAL CREDIT UNION ADMINISTRATION**

### **Agency Information Collection Activities: Submission to OMB for Revision to a Currently Approved Information Collections; Comment Request**

**AGENCY:** National Credit Union Administration (NCUA).

**ACTION:** Request for comment.

**SUMMARY:** The NCUA intends to submit the following information collections to the Office of Management and Budget (OMB) for review and clearance under the Paperwork Reduction Act of 1995 (Pub. L. 104-13, 44 U.S.C. Chapter 35). These information collections are published to obtain comments from the public.

**DATES:** Comments will be accepted until January 21, 2003.

**ADDRESSES:** Interested parties are invited to submit written comments to NCUA Clearance Officer or OMB Reviewer listed below:

*Clearance Officer:* Mr. Neil McNamara, (703) 518-6447, National Credit Union Administration, 1775 Duke Street, Alexandria, Virginia 22314-3428, Fax No. 703-518-6489, E-mail: [mcnamara@ncua.gov](mailto:mcnamara@ncua.gov).

*OMB Reviewer:* Mr. Joseph F. Lackey, (202) 395-4741, Office of Management and Budget, Room 10226, New Executive Office Building, Washington, DC 20503.

**FOR FURTHER INFORMATION:** Copies of the information collection requests, with applicable supporting documentation, may be obtained by calling the NCUA Clearance Officer, Neil McNamara, (703) 518-6447.

**SUPPLEMENTARY INFORMATION:** Proposal for the following collection of information:

*OMB Number:* 3133-0142.

*Form Number:* N/A.

*Type of Review:* Reinstatement, without change, of a previously approved collection for which approval has expired.

*Title:* 12 CFR 741.6 (c) Requirements for Insurance.

*Description:* Credit Unions that submit late or inaccurate call reports are required to submit a proposal that describes how it will avoid another late or inaccurate report.

*Respondents:* Federally insured credit unions.

*Estimated No. of Respondents/Recordkeepers:* 630.

*Estimated Burden Hours Per Response:* 2 hours.

*Frequency of Response:* Reporting and on occasion.