

GENERAL RECORDS SCHEDULE 14

Information Services Records

This schedule covers certain records pertaining to informational services performed by Government agencies in their day-to-day affairs and in their relations with the public, including records created in administering Freedom of Information Act and Privacy Act (FOIA) programs. Except as otherwise specified in individual items, it applies to copies of these records wherever located in an agency. Item 4 applies only to files maintained in the office responsible for the operation of the information activities of the agency or subdivision thereof. Items 11 through 15 describe the files accumulated in carrying out the provisions of the FOIA, and items 21 through 26 describe the files created in administering the provisions of the Privacy Act. Items 31 through 35 cover records created in response to requests for mandatory records declassification.

These records consist of inquiries, replies, and related correspondence; in the case of FOIA, Privacy Act, and mandatory declassification files, appeals and other records; administrative background files for formal information releases, and records relating to inappropriate release of privileged information. Closely related records such as records relating to budget presentation, and printing, duplicating, and distribution are covered by other General Records Schedules. Records created prior to January 1, 1921, must be offered to the National Archives and Records Administration (NARA) before applying this schedule.

Other information services records such as speeches and press releases may have permanent value. As potentially archival records, these series must be scheduled individually so NARA may appraise them. To schedule these and other information services records not included in this schedule, agencies submit a Standard Form (SF) 115, Request for Records Disposition Authority, to NARA.

1. Information Requests Files.

Requests for information and copies of replies thereto, involving no administrative actions, no policy decisions, and no special compilations or research and requests for and transmittals of publications, photographs, and other information literature. **Superseded by GRS 4.2, item 010 (DAA-GRS-2013-0007-0001)**

2. Acknowledgment Files.

Acknowledgment and transmittals of inquiries and requests that have been referred elsewhere for reply. **Superseded by GRS 4.2, item 010 (DAA-GRS-2013-0007-0001)**

3. Press Service Files.

Press service teletype news and similar materials. **Rescinded per GRS Transmittal 27**

4. Information Project Files.

Information service project case files maintained in formally designated information offices.
Superseded by GRS 6.4, item 030 (DAA-GRS-2016-0005-0003)

5. Commendation/Complaint Correspondence Files.

Anonymous letters, letters of commendation, complaint, criticism and suggestion, and replies thereto, EXCLUDING those on the basis of which investigations were made or administrative action taken and those incorporated into individual personnel records. **Superseded by GRS 6.4, item 020 (DAA-GRS-2016-0005-0002) and GRS 6.5, item 010 (DAA-GRS-2017-0002-0001)**

6. Indexes and Check Lists.

Bibliographies, checklists, and indexes of agency publications and releases, EXCLUDING those relating to record sets scheduled as permanent. **Superseded by GRS 6.4, item 030 (DAA-GRS-2016-0005-0003)**

Items 7 through 10. Reserved.

11. FOIA Requests Files.

Files created in response to requests for information under the FOIA, consisting of the original request, a copy of the reply thereto, and all related supporting files which may include the official file copy of requested record or copy thereof.

- a. Correspondence and supporting documents (EXCLUDING the official file copy of the records requested if filed herein).
 - (1) Granting access to all the requested records. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**
 - (2) Responding to requests for nonexistent records; to requesters who provide inadequate descriptions; and to those who fail to pay agency reproduction fees.
 - (a) Request not appealed. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**
 - (b) Request appealed. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**
 - (3) Denying access to all or part of the records requested.
 - (a) Request not appealed. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**
 - (b) Request appealed. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**
- b. Official file copy of requested records. **Rescinded per GRS Transmittal 24**

12. FOIA Appeals Files.

Files created in responding to administrative appeals under the FOIA for release of information denied by the agency, consisting of the appellant's letter, a copy of the reply thereto, and related supporting documents, which may include the official file copy of records under appeal or copy thereof.

- a. Correspondence and supporting documents (EXCLUDING the file copy of the records under appeal if filed herein). **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**
- b. Official file copy of records under appeal. **Rescinded per GRS Transmittal 24**

13. FOIA Control Files.

Files maintained for control purposes in responding to requests, including registers and similar records listing date, nature, and purpose of request and name and address of requester.

- a. Registers or listing. **Superseded by GRS 4.2, item 040 (DAA-GRS-2016-0002-0004)**
- b. Other files. **Superseded by GRS 4.2, item 040 (DAA-GRS-2016-0002-0004)**

14. FOIA Reports Files.

Recurring reports and one-time information requirements relating to the agency implementation of the Freedom of Information Act, EXCLUDING annual reports to the Congress at the departmental or agency level. **Superseded by GRS 4.2, item 070 (DAA-GRS-2013-0007-0006)**

15. FOIA Administrative Files.

Records relating to the general agency implementation of the FOIA, including notices, memoranda, routine correspondence, and related records. **Superseded by GRS 4.2, item 001 (DAA-GRS-2016-0013-0003)**

16 through 20. Reserved.

21. Privacy Act Requests Files.

Files created in response to requests from individuals to gain access to their records or to any information in the records pertaining to them, as provided for under 5 U.S.C. 552a(d)(1). Files contain original request, copy of reply thereto, and all related supporting documents, which may include the official file copy of records requested or copy thereof.

- a. Correspondence and supporting documents (EXCLUDING the official file copy of the records requested if filed herein).
 - (1) Granting access to all the requested records. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**

(2) Responding to requests for nonexistent records; to requesters who provide inadequate descriptions; and to those who fail to pay agency reproduction fees.

(a) Requests not appealed. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**

(b) Requests appealed. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**

(3) Denying access to all or part of the records requested.

(a) Requests not appealed. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**

(b) Requests appealed. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**

b. Official file copy of requested records. **Rescinded per GRS Transmittal 24**

22. Privacy Act Amendment Case Files.

Files relating to an individual's request to amend a record pertaining to that individual as provided for under 5 U.S.C. 552a(d)(2); to the individual's request for a review of an agency's refusal of the individual's request to amend a record as provided for under 5 U.S.C. 552a(d)(3); and to any civil action brought by the individual against the refusing agency as provided under 5 U.S.C. 552a(g).

a. Requests to amend agreed to by agency. Includes individual's requests to amend and/or review refusal to amend, copies of agency's replies thereto, and related materials. **Superseded by GRS 4.2, item 090 (DAA-GRS-2013-0007-0007)**

b. Requests to amend refused by agency. Includes individual's requests to amend and to review refusal to amend, copies of agency's replies thereto, statement of disagreement, agency justification for refusal to amend a record, and related materials. **Superseded by GRS 4.2, item 090 (DAA-GRS-2013-0007-0007)**

c. Appealed requests to amend. Includes all files created in responding to appeals under the Privacy Act for refusal by any agency to amend a record. **Superseded by GRS 4.2, item 090 (DAA-GRS-2013-0007-0007)**

23. Privacy Act Accounting of Disclosure Files. **Now GRS 4.2, item 050 (NC1-64-77-1 item 27)**

24. Privacy Act Control Files.

Files maintained for control purposes in responding to requests, including registers and similar records listing date, nature of request, and name and address of requester.

a. Registers or listings. **Superseded by GRS 4.2, item 040 (DAA-GRS-2016-0002-0004)**

b. Other files. **Superseded by GRS 4.2, item 040 (DAA-GRS-2016-0002-0004)**

25. Privacy Act Reports Files.

Recurring reports and one-time information requirement relating to agency implementation, including biennial reports to the Office of Management and Budget (OMB), and the Report on New Systems at all levels. **Superseded by GRS 4.2, item 070 (DAA-GRS-2013-0007-0006)**

26. Privacy Act General Administrative Files.

Records relating to the general agency implementation of the Privacy Act, including notices, memoranda, routine correspondence, and related records. **Superseded by GRS 4.2, item 001 (DAA-GRS-2016-0013-0003)**

27 through 30. Reserved.

31. Mandatory Review For Declassification Requests Files.

Files created in response to requests for information under the mandatory review provisions of Executive Order 12356 consisting of the original request, a copy of the reply thereto, and all related supporting files, which may include the official file copy of requested records or a copy thereof.

a. Correspondence and supporting documents (EXCLUDING the official file copy of the records if filed herein, and sanitizing instructions, if applicable).

(1) Granting access to all the requested records. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**

(2) Responding to requests for nonexistent records; to requesters who provide inadequate descriptions; and to those who fail to pay agency reproduction fees.

(a) Request not appealed. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**

(b) Request appealed. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**

(3) Denying access to all or part of the records requested.

(a) Request not appealed. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**

(b) Request appealed. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**

b. Official file copy of requested records. **Rescinded per GRS Transmittal 23**

c. Sanitizing instructions. **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**

32. Mandatory Review for Declassification Appeals Files.

Files created in responding to administrative appeals under the mandatory review provisions of Executive Order 12356 and its predecessors for release of information denied by the agency. Files consist of the appellant's letter, a copy of the reply thereto, and related supporting documents, which may include the official file copy of records under appeal or copy thereof.

- a. Correspondence and supporting documents (EXCLUDING the official file copy of the records under appeal if filed herein). **Superseded by GRS 4.2, item 020 (DAA-GRS-2016-0002-0001)**
- b. Official file copy of records under appeal. **Rescinded per GRS Transmittal 24**

33. Mandatory Review for Declassification Control Files.

Files maintained for control purposes in responding to requests, including registers and similar records listing date, nature, and purpose of request and name and address of requester.

- a. Registers or listing. **Superseded by GRS 4.2, item 040 (DAA-GRS-2016-0002-0004)**
- b. Other files. **Superseded by GRS 4.2, item 040 (DAA-GRS-2016-0002-0004)**

34. Mandatory Review for Declassification Reports Files.

Reports relating to agency implementation of the mandatory review provisions of the current Executive order on classified national security information, including annual reports submitted to the Information Security Oversight Office. **Superseded by GRS 4.2, item 030 (DAA-GRS-2016-0002-0002)**

35. Mandatory Review for Declassification Administrative Files.

Records relating to the general agency implementation of the mandatory review provisions of the current Executive order on classified national security information, including notices, memoranda, correspondence, and related records. **Superseded by GRS 4.2, item 030 (DAA-GRS-2016-0002-0002)**

36. Erroneous Release Files.

Files relating to the inadvertent release of privileged information to unauthorized parties, containing information the disclosure of which would constitute an unwarranted invasion of personal privacy. Files contain requests for information, copies of replies thereto, and all related supporting documents, and may include the official copy of records requested or copies thereof.

- a. Files that include the official file copy of the released records. **Superseded by GRS 4.2, item 060 (DAA-GRS-2015-0002-0001)**
- b. Files that do not include the official file copy of the released records. **Superseded by GRS 4.2, item 061 (DAA-GRS-2015-0002-0002)**