

REQUEST FOR RECORDS DISPOSITION AUTHORITY (See Instructions on reverse)		LEAVE BLANK (NARA use only)	
		JOB NUMBER N1-49-00-02	
TO: NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NWML) WASHINGTON, DC 20408		DATE RECEIVED 04/27/00	
1. FROM: (Agency or establishment) Department of the Interior		NOTIFICATION TO AGENCY In accordance with the provisions of 44 U.S.C. 3303a the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	
2. MAJOR SUBDIVISION Bureau of Land Management			
3. MINOR SUBDIVISION Information Resources Management			
4. NAME OF PERSON WITH WHOM TO CONFER Wendy W. Spencer	5. TELEPHONE (303) 236-6642	DATE <i>8/2/00</i> ARCHIVIST OF THE UNITED STATES <i>[Signature]</i>	
6. AGENCY CERTIFICATION I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached <u>1</u> page(s) are not now needed for the business of this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies,			
<input checked="" type="checkbox"/> is not required; <input type="checkbox"/> is attached; or <input type="checkbox"/> has been requested.			
DATE 4/13/00	SIGNATURE OF AGENCY REPRESENTATIVE <i>Wendy W. Spencer</i>	TITLE <i>BLM Records Officer</i>	
7. ITEM NO.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)
	Schedule 14 - Information Services Records Public Commendation, Complaint and Comment Correspondence Files Items 5a-c (attached)		

8/3/00 Copy to Agency, NWML, NR, NWML/EB
 115-109 NSN 7540-00-634-4064 STANDARD FORM 115 (REV. 3-91)

Schedule 14 - Information Services Records

Item	Record Series Description	Disposition Authority
5	PUBLIC COMMENDATION, COMPLAINT AND COMMENT FILES [1120]. Confidentiality: Non-public record category 3. Location: All. Exclusions: Those records on the basis of which investigations were made or administrative action taken and those incorporated into individual personnel records (Schedule 1).	
	a. Correspondence. Includes letters of commendation, complaint, criticism, and suggestion and replies thereto. Also includes customer comment cards and feedback received during customer focus group sessions.	TEMPORARY. Cutoff EOFY. Destroy 1 year after cutoff or after being incorporated into program plans and customer feedback mechanisms, whichever is longer. Pending NARA Job No. N1-49-00-##, 14/5a.
	b. Customer Service Plans, Surveys, and Reports (final versions).	TEMPORARY. Cutoff EOFY in which finalized. Destroy 5 years after cutoff. Pending NARA Job No. N1-49-00-##, 14/5b.
	c. Electronic Versions of Public Commendation, Complaint, and Comment Files Created by Electronic Mail and Wordprocessing Applications.	TEMPORARY. Delete when file copy is generated and added to a recordkeeping system or when no longer needed for reference or updating. Pending NARA Job N1-49-00-##, 14/5c.