

REQUEST FOR RECORDS DISPOSITION AUTHORITY

(See Instructions on reverse)

TO: NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIRA)
WASHINGTON, DC 20408

1. FROM (Agency or establishment)

Department of the Treasury

2. MAJOR SUBDIVISION

Internal Revenue Service

3. MINOR SUBDIVISION

Taxpayer Ombudsman - Problem Resolution Program

4. NAME OF PERSON WITH WHOM TO CONFER 5. TELEPHONE

Sandra J. Myers

202-535-3936

7. BLANK (NARA use only)

JOB NUMBER
NI-58-95-3

DATE RECEIVED
FEB 13 1996

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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.

DATE
6-25-96

ARCHIVIST OF THE UNITED STATES
John W. Carter

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 ___ 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,

is not required; is attached; or has been requested.

DATE	SIGNATURE OF AGENCY REPRESENTATIVE	TITLE
<i>2-7-96</i>	<i>Bobbie DeCarminis</i>	IRS Records Officer

7. ITEM NO.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)
	<p>Records Control Schedule 210 (formerly Records Control Schedule 1279)</p> <p>The records covered in this schedule are created and accumulated by the Taxpayer Ombudsman's Problem Resolution Program (PRP).</p> <p>One major purpose of PRP is to provide taxpayers with an advocate within the Service who has ready access to the official with the overall responsibility for the function of a district, service center, or regional operation. The other major purpose of PRP is to enable the Service to identify organizational, procedural and systemic problems, and to recommend corrective action, where and when needed.</p>	(New items)	

JUN 28 1996 *M. W.* Copy to: Agency
NWT

Records Control Schedule 210 for the Problem Resolution Program

Item No.	Description of Records	Authorized Disposition
1.	Problem Resolution Records and Correspondence (Job No. NC1-58-81-12, Item 1(1)).	BESTROY 1 year after the end of the fiscal year in which the case was closed.
2.	Problem Resolution Statistical Reports	
	(1) PRP Statistical Data (Form 6016) (Job No. NC1-58-81-12, Item 1(2)).	BESTROY 2 years after the end of the fiscal year for which the report was prepared.
	(2) Problem Resolution Office Management Information System (PROMIS) Reports	
	(a) Reports 1G/1S (Quarterly) (Job Number N1-58-88-1, Item 2) 1. National Office	BESTROY 5 years after the end of the fiscal year for which the report is prepared.
	2. Regional Office	BESTROY 3 years after the end of the fiscal year for which the report is prepared.

NOTE: Stricken items indicate that the disposition authorization has not changed.

Records Control Schedule 210 for the Problem Resolution Program

Item No.	Description of Record	Authorized Disposition
	3. District Office/Service Center	DESTROY 2 years after the end of the fiscal year for which the report is prepared.
	(b) Reports 1C/1S (weekly and monthly), 2A, 2F, and 3	DESTROY when 1 week old or when no longer needed for reference not to exceed one year.
	(c) Reports 4, 4C, 5 and 6 (Job No. N1-58-88-1, Item 2)	
	1. National Office	DESTROY 5 years after the end of the fiscal year for which the report is prepared.
	2. Regional Office/District Office/Service Center	DESTROY when 3 months old or when no longer needed for reference not to exceed 1 year.
	(3) PRP Case Identification Tracking System Reports and Related Worksheets	DESTROY 2 years after the end of the fiscal year in which the report was prepared.
3.	Problem Resolution Time Report (Form 6172) (Job No. NC1-58-81-12, Item 1(3)).	DESTROY 2 years after the end of the fiscal year for which the report was prepared.
4.	Quarterly Narrative Reports (Job No. NC1-58-81-12, Item 1(4)).	
	(1) National Office	DESTROY 5 years after the end of the fiscal year for which the report is prepared.

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Item No.	Description of Record	Authorized Disposition
	(2) Regional Office	DESTROY 3 years after the end of the fiscal year for which the report is prepared.
	(3) District Office/Service Center	DESTROY 2 years after the end of the fiscal year for which the report is prepared.
5.	PRP System Change Requests (Form 5391 and Form 6807) (Job No. NC1-58-81-12, Item 1(5).	DESTROY 1 year after the end of the fiscal year during which the final action is taken.
6.	PRP Trip Reports, Functional Review Reports, and Feedback Memoranda (Job No. NC1-58-81-12, Item 1(6).	DESTROY 2 years after the end of the fiscal year during which the report is prepared.
7.	Photocopies of Sampled Correspondence Qualifying for PRP In PRP Case Identification Tracking System	Destroy 1 year after the end of the fiscal year in which the photocopy was made.

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Records Control Schedule 210 for the Problem Resolution Program

Item No.	Description of Record	Authorized Disposition
8.	<p>National and Regional Advocacy Project Reports (1982 to Present). These reports are developed in the National Office and the field. They result in recommendations to improve taxpayer burden which are forwarded to the Taxpayer Ombudsman for approval and implementation. <i>Arranged alphabetically by subject, thereunder chronological.</i></p> <p>Volume: 2.5 c.f. Annual Accumulation: .50 inches</p>	<p>PERMANENT.</p> <p>CUTOFF at the end of the calendar year in which the report was prepared.</p> <p>TRANSFER to NARA when 20 years old or when no longer needed for administrative, audit, legal or other operational purposes, whichever is sooner.</p>
9.	<p>Annual Report to Congress (1990 to present). This report is prepared to provide Congress with information on major initiatives impacting taxpayers, recommendations to reduce taxpayer burden and advocacy actions taken. Topics include information on tax forms and publications, processing tax returns and payments, toll-free services, taxpayer education, Problem Resolution Program, compliance initiatives, and quality improvement. <i>Arranged chronologically.</i></p>	

Records Control Schedule 210 for the Problem Resolution Program

Description of Record	Authorized Disposition
(1) Record Copy of Final Report.	PERMANENT.
Volume: 1.5 Inches Annual Accumulation: .25"	CUTOFF at the end of the calendar year.
	TRANSFER to NARA when 20 years old or when no longer needed for administrative, audit, legal or other operational purposes, whichever is sooner.
(2) Working Papers (also known as the "Proof Book"), maintained by the Taxpayer Ombudsman. Working papers include all related documentation, correspondence, IRM citations, test results, pertaining to issues described in the final report.	CUTOFF at the end of the calendar year.
	DESTROY when 10 years old or when no longer needed for administrative, audit, legal or other operational purposes, whichever is sooner.

NOTE: Stricken Items Indicate that the disposition authorization has not changed.