

# REQUEST FOR RECORDS DISPOSITION AUTHORITY

(See Instructions on reverse)

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

1. FROM (Agency or establishment)

Tennessee Valley Authority

2. MAJOR SUBDIVISION

Facilities Services

3. MINOR SUBDIVISION

Customer Development and Services

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

vfc  
Linda E. Blevins

615-751-2524

LEAVE BLANK (NARA use only)

JOB NUMBER

N1-142-93-17

DATE RECEIVED

9-14-93

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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.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

ARCHIVIST OF THE UNITED STATES

1-26-96

*John W. Paul*

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

9/3/93

*Linda E. Blevins*

Assistant TVA Archivist

7.  
ITEM  
NO.

8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION

9. GRS OR  
SUPERSEDED  
JOB CITATION

10. ACTION  
TAKEN (NARA  
USE ONLY)

Attached are two record series as follows:

1. QUESTIONNAIRES, SURVEYS, AND INTERVIEW SHEETS
2. SUGGESTION SYSTEM RECORDS

1. QUESTIONNAIRES, SURVEYS, AND INTERVIEW SHEETS

Customer Development and Services, Customer Feedback, conducts periodic surveys within TVA to gather feedback on various services provided to TVA employees. The feedback is sometimes used to implement changes to improve services. Examples of the types of services on which surveys are conducted are: Transportation, RIM services, Hotel accommodations, building services, mail services, training, procurement, conference room evaluations, catering, and operations engineering. Some surveys are conducted monthly, some quarterly, and some are one-time special projects. The information gathered is compiled into a report. Similar records were scheduled by NARA job No. II-NNA-399, Item 1.

DISPOSITION

1. Questionnaires, surveys, and interview sheets

Destroy when two years old.

2. Reports

Destroy when five years old.

2. SUGGESTION SYSTEM RECORDS

The suggestion system program titled "Bright Ideas" provides a channel for employees to submit suggestions in TVA. The suggestions relate to ways in which employees can accomplish their work better, quicker, more economically, or safer. Similar records were scheduled by NARA job No. NC1-142-81-5.

DISPOSITION

Destroy when no longer needed for administrative or reference purposes, not to exceed 5 years.