



ATTACHMENT A

FEDERAL MARITIME COMMISSION (FMC)

Item No.	Description of Item and Proposed Disposition	GRS or Superseded Job Citation	Action Taken (NARA Use Only)
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**OFFICE OF THE SECRETARY (OS)**

**Office of Consumer Affairs and Dispute Resolution Services**

1 **Dispute Resolution Cases and Informal Complaints** files contain correspondence with the FMC by shipping companies and other persons subject to the Shipping Act of 1984 and other applicable Acts and laws relative to shipping disputes, including changes in rates, fares, and discriminatory practices against shippers, carriers, or other persons; correspondence relating to consumer complaints against the practices, methods, operations and rate levels established by those engaged in foreign waterborne commerce; and consumer complaints against cruise lines and the disposition of such complaints. After investigation, cases are concluded by administrative action, formal proceedings, referral to state or Federal authorities, or by achieving voluntary agreement between the parties. [These records are subject to the Privacy Act.]

NC1-358-95-1/1

**DISPOSITION: Temporary.** Cut off file at end of fiscal year in which complaint or request for dispute resolution is concluded; destroy 5 years after cutoff

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	<p><b><u>Complaints and Dispute Resolution Database (CADRS)</u></b>  records informal complaints and requests for dispute resolution received from the shipping public and their resolution. The database is a tool for assigning staff and monitoring the nature and status of complaints and dispute resolutions, and also provides a record of complaints lodged against various companies for reference/historical purposes. The system generates only ad hoc reports. [These records are subject to the Privacy Act ]</p>		
2	<p><b><u>CADRS Master Data Files</u></b> - All data are maintained on-line. Each complaint is assigned a unique 6-digit case number when it is received. A Case Summary Sheet is prepared within the system which includes the following data elements: case number, received date, received how, source, case type, congressional information, complainant name, respondent name, assigned date, acknowledged date, nature of dispute, cargo issues, referred to, resolved, assigned to, amount of recovery, date closed, and last updated by. The records can be searched by all of these data elements.</p> <p><b><u>DISPOSITION: Temporary.</u></b> Cut off record at end of fiscal year in which the complaint or request for dispute resolution is concluded; destroy/delete record 7 years after cutoff, or when no longer needed for reference, whichever is later</p>	New	