

employee and conceals from the customer the action(s) taken against the employee. The records are to be used solely for statistical purposes and not to track the number of complaints against a given employee, nor will they be used for the purpose of making a determination affecting the employee's employment status.

The notice for the proposed new system of records is being published in its entirety below.

Dated: July 10, 1997.

**Alex Rodriguez,**  
*Deputy Assistant Secretary (Administration).*

**Treasury/IRS 00.003**

**SYSTEM NAME:**

Customer Feedback System—  
Treasury/IRS 00.003.

**SYSTEM LOCATION:**

Internal Revenue Service Centers, National Office, Regional and District Offices, including National Office Chief Counsel Offices, Regional Counsel Offices, and District Counsel Offices, the Martinsburg Computing Center, the Detroit Computing Center, and the Tennessee Computing Center, and Area Distribution Centers.

Area Distribution Center addresses are as follows: the Eastern Distribution Center, 4300 Carolina Avenue, Richmond, VA 23222, the Central Area Distribution Center, 2402 East Empire, Bloomington, IL 61799, and the Western Area Distribution Center, 3041 Sunrise Boulevard, Rancho Cordova, CA 95742. (See IRS Appendix A for other addresses.)

**CATEGORIES OF INDIVIDUALS COVERED BY THE SYSTEM:**

This system consists of records relating to: (1) Individuals (customers) who make complaints and compliments about Internal Revenue Service employees; and, (2) Internal Revenue Service employees who have had complaints and compliments made about them.

**CATEGORIES OF RECORDS IN THE SYSTEM:**

A variety of documents and/or reports reflecting customer feedback on current and former IRS employees and the resolution of that feedback.

**AUTHORITY FOR MAINTENANCE OF THE SYSTEM:**

Sec. 1211 of PL. 104 168, TBOR 2, Reports on Misconduct of IRS Employees.

**PURPOSE(S):**

This system will capture customer feedback, including complaints and compliments. The capture of this data will provide a means to analyze trends

to identify and take corrective action on systemic problems. The data will not be used to affect any rights or benefits of individuals in the records system.

**ROUTINE USES OF RECORDS MAINTAINED IN THE SYSTEM, INCLUDING CATEGORIES OF USERS AND THE PURPOSES OF SUCH USES:**

These records and information in the records may be disclosed to the tax writing Congressional committees. The purpose is to fulfill the requirements of the Taxpayer Bill of Rights 2 (TBOR 2).

**POLICIES AND PROCEDURES FOR STORING, RETRIEVING, ACCESSING, RETAINING, AND DISPOSING OF RECORDS IN THE SYSTEM:**

**STORAGE:**

Paper files and magnetic media.

**RETRIEVABILITY:**

Documents are stored and retrieved by control numbers and by taxpayer name, taxpayer identification number or person to contact. The control number can be determined by reference to the entries for the individual to whom they relate.

**SAFEGUARDS:**

Access is limited to authorized personnel who have a direct need to know. Access controls will not be less than those provided for by the Manager's Security Handbook, IRM 1(16)12 and the Automated Information System Security Handbook, IRM (2)(10)00. This includes the use of passwords and access codes.

**RETENTION AND DISPOSAL:**

Records are maintained in accordance with Records Control Schedule 206 for Service Centers, IRM 1(15)59.26 and Records Control Schedule 301—General Records Schedules, IRM 1(15)59.31.

**SYSTEM MANAGER(S) AND ADDRESS:**

Official prescribing policies and practices—Deputy Commissioner. Officials maintaining the system—Directors of Internal Revenue Service Centers; National, Regional, District Office, Regional Counsels, District Counsels, Associate Chief Counsels, and Area Distribution Center Directors. (See "System Location" above for addresses.)

**NOTIFICATION PROCEDURE:**

This system of records may not be accessed for the purpose of determining if the system contains a record pertaining to a particular individual.

**RECORD ACCESS PROCEDURES:**

This system of records may not be accessed for purposes of inspection or for contest of content of records.

**CONTESTING RECORD PROCEDURES:**

See "Records access procedures" above.

**RECORD SOURCE CATEGORIES:**

Information originates from IRS employees and customer feedback.

**EXEMPTIONS CLAIMED FOR THE SYSTEM:**

This system has been designated as exempt from 5 U.S.C. 552a(c)(3); (d) (1), (2), (3) and (4), (e)(1); (e)(4)(G), (H), and (I); and (f) of the Privacy Act pursuant to 5 U.S.C. 552a(k)(4).

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Billing Code: 4830-01-F

**DEPARTMENT OF THE TREASURY**

**Internal Revenue Service**

**Privacy Act of 1974, as Amended;  
Systems of Records**

**AGENCY:** Internal Revenue Service, Treasury.

**ACTION:** Notice of alterations to three existing Privacy Act systems of records.

**SUMMARY:** The Treasury Department, Internal Revenue Service, gives notice of the proposed alteration to Treasury/IRS 00.001—Correspondence Files and Correspondence Control Files; Treasury/IRS 00.002—Correspondence Files/Inquiries About Enforcement Activities; and Treasury/IRS 22.034—Individual Returns Files, Adjustments and Miscellaneous Documents Files, which are subject to the Privacy Act of 1974, 5 U.S.C. 552a, as amended.

**EFFECTIVE DATE:** July 23, 1997.

**FOR FURTHER INFORMATION CONTACT:** Tom Tiffany, Office of the Taxpayer Advocate, National Office, Internal Revenue Service, at (202) 622-6100.

**SUPPLEMENTARY INFORMATION:** The Internal Revenue Service is making certain changes to Treasury/IRS 00.001—Correspondence Files and Correspondence Control Files; Treasury/IRS 00.002—Correspondence Files/Inquiries About Enforcement Activities. The alterations to each notice are to reflect the aggregating of data from local IRS Problem Resolution Offices to analyze IRS customer service for the purpose of improving IRS service to the public. The alterations also include minor changes to the systems such as adding/deleting locations, adding "Purpose(s)" statements to the system notices, changing the description of the storage, retrievability, and safeguard procedures found in the notices.

These changes will allow the IRS to better evaluate the effectiveness of its internal systems as well as the impact

of the tax law as it relates to problem resolution. The reports to be generated will be more detailed and will provide a holistic view of areas of tax administration that need improvement.

Treasury/IRS 00.001 and Treasury/IRS 00.002 cover individuals who have made a complaint or inquiry concerning a tax matter and who may have a tax liability. These systems are being altered to reflect a greater reliance on electronic storage, assignment, case tracking and management information, as well as the centralization of records. They are also being changed to add the addresses of nationwide area distribution centers that receive requests for IRS forms and publications and to add the address of the new Tennessee Computing Center. In addition, a "Purpose(s)" data element is being added to Treasury/IRS systems 00.001, and 00.002.

Alterations are also being made to Treasury/IRS 22.034—Individual Returns Files, Adjustments and Miscellaneous Documents Files. This system maintains records on taxpayers who have had changes made to their accounts, have had information posted to the Individual Master File or other tax accounting files because of filing a return, applications, or other documents, or as a result of actions initiated by the Service. The alteration being made to this system is to add new district office locations. A "Purpose(s)" data element is also being added to the system of records notice.

The alterations to the three existing systems of records are published below. The systems notices for Treasury/IRS 00.001, Treasury/IRS 00.002, and Treasury/IRS 22.034 were published in their entirety most recently in the **Federal Register** Vol. 60, pages 56777, 56778 and 56782, respectively, November 9, 1995.

Dated: July 10, 1997.

**Alex Rodriguez,**  
*Deputy Assistant Secretary (Administration).*

**Treasury/IRS 00.001**

**SYSTEM NAME:**

Correspondence Files and Correspondence Control Files

**SYSTEM LOCATION:**

Description of the change: Remove the current text and insert the following: "Various offices of the Internal Revenue Service maintain files of correspondence received, including the Eastern Distribution Center, 4300 Carolina Avenue, Richmond, VA 23222; the Central Area Distribution Center, 2402 East Empire, Bloomington, IL

61799; the Western Area Distribution Center, 3041 Sunrise Boulevard, Rancho Cordova, CA 95742; and the Tennessee Computing Center, PO Box 30309, Airport Mail Facility, Stop 76, Memphis, TN 38130. (See IRS Appendix A for addresses of other offices)."

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**PURPOSE(S):**

Often taxpayers choose to communicate with the IRS through correspondence. The ability to access the information when the need arises is paramount to our success as an agency. This system will allow the IRS to quickly access correspondence received from the taxpayers and their representatives and provide a chronological record of what has transpired concerning tax matters.

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**STORAGE:**

Description of the change: Remove the "/or" after "microfiche and."

**RETRIEVABILITY:**

Description of the change: Remove the sentence "No centralized index exists."

**SAFEGUARDS:**

Description of the change: After "IRM 2(10)OO" add the following: ", and the Manager's Security Handbook, IRM 1 (16)12."

**RETENTION AND DISPOSAL:**

Description of the change: Delete "IRM 1(15)59.1" and add "IRM 1(15)59.12."

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**Treasury/IRS 00.002**

**SYSTEM NAME:**

Correspondence Files/Inquiries About Enforcement Activities.

**SYSTEM LOCATION:**

Description of changes: After "(See IRS appendix A for addresses)." add: "Other offices of the Internal Revenue Service maintain files of correspondence received, including the Eastern Distribution Center, 4300 Carolina Avenue, Richmond, VA 23222; the Central Area Distribution Center, 2402 East Empire, Bloomington, IL 61799; the Western Area Distribution Center, 3041 Sunrise Boulevard, Rancho Cordova, CA 95742; and the Tennessee Computing Center, PO Box 30309, Airport Mail Facility, Stop 76, Memphis, TN 38130."

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**PURPOSE(S):**

Often taxpayers choose to communicate with the IRS through correspondence. The ability to access the information when the need arises is paramount to our success as an agency. This system will allow the IRS to quickly access correspondence received from the taxpayers and their representatives and provide a chronological record of what has transpired concerning tax matters.

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**STORAGE:**

Description of the change: Remove the "/or" after "paper records."

**RETRIEVABILITY:**

Description of the change: Remove the sentence "No centralized index exists."

**SAFEGUARDS:**

Description of the change: After "IRM 2(10)OO" add the following: ", and the Manager's Security Handbook, IRM 1 (16)12."

**RETENTION AND DISPOSAL:**

Description of the change: Delete "IRM 1(15)59.1" and add "IRM 1(15)59.12."

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**Treasury/IRS 22.034**

**SYSTEM NAME:**

Individual Returns Files, Adjustments and Miscellaneous Documents Files.

**SYSTEM LOCATION:**

Description of the change: Remove the current text and insert the following: "Internal Revenue Service Centers, District Offices and Federal Record Centers. (See IRS appendix A for addresses.)"

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**PURPOSE(S):**

The purpose of this system is to provide background and supporting documentation for inputs affecting taxpayer account information. Additionally, overpayments retained and transferred against outstanding liabilities from the state in which it occurred will be recorded. This will aid taxpayers in reconciling their account balances with state agencies.

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