



PRIVACY, GOVERNMENTAL
LIAISON AND DISCLOSURE

DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
WASHINGTON, DC 20224

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MEMORANDUM FOR ALL DISCLOSURE EMPLOYEES

FROM: Phyllis T. Grimes *Phyllis T. Grimes*
Director, Governmental Liaison, Disclosure and Safeguards

SUBJECT: Interim Guidance on Substantive Action Needed for FOIA Case Processing

This memorandum issues guidance on case processing timeframes for Freedom of Information Act (FOIA) requests, until IRM 11.3.13 is updated. Please ensure that this information is distributed to all affected employees within your organization.

Purpose: This guidance establishes expectations on substantive action taken during FOIA case processing to allow for effective management of FOIA casework inventory and to improve work planning goals and operational oversight.

Background/Source(s) of Authority: IRM 11.3.13, *Disclosure of Information, Freedom of Information Act*, discusses actions taken to process requests pursuant to Section (a)(3) of 5 USC § 552.

Procedural Change: IRM 11.3.13.4(2) will be revised to indicate that Disclosure employees will take substantive initial actions, as soon as possible, to move a FOIA case forward toward completion, based on inventory and other program duties. The within 10 calendar day time frame will be removed to allow an employee and their manager to set appropriate case processing time frames that better incorporate resource commitments, work planning issues, and other inventory balancing factors. IRM 11.3.13.8.3(8) will be revised to indicate that Disclosure employees must review open cases as often as is necessary in order to take appropriate actions to close the case. All activities, delays in processing or other situations must continue to be documented in the case history of the inventory management system.

Effect on Other Documents: This guidance will be incorporated into the *Note* found in IRM 11.3.13.4(2) and into IRM 11.3.13.8.3(8) by December 8, 2018

Effective Date: December 8, 2016

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