

## Reporting Incomplete or Misfiled Electronic Documents

Although we make every effort to maintain an accurate representation of the file for each 21E disposal site, occasionally you may find a document misfiled (i.e., the RTN for the document does not match the RTN for the site) or a file that should be available online cannot be found. These discrepancies are most commonly associated with older (pre-2009) documents submitted on paper and subsequently scanned for online viewing.

There are several reasons why MassDEP's electronic files may be incomplete or missing documents/information, including:

- The document may be filed under an associated or linked RTN.
- The document may be filed under an unrelated RTN due to a filing error before or during the scanning process.
- The document may have been removed from the file prior to scanning, and an electronic version was never created.
- The document may have been discarded prior to scanning, pursuant to the Commonwealth's records retention rules. (The record retention rules identify types of documents that do not have to be retained based on content, age and other factors.)
- The document of interest may not have actually been submitted to MassDEP.

Should you encounter missing or misfiled documents in BWSC's Searchable Sites, MassDEP encourages you to notify us at [bwsc.edep@state.ma.us](mailto:bwsc.edep@state.ma.us) and the information will be forwarded to the appropriate Regional office. Please include the following information:

### For Misfiled Documents:

- Disposal site RTN where you encountered the document;
- The correct RTN (usually from the document itself) where it *should* be filed;

- The name of the misplaced file; and
- The web address (URL) of the document.

For Missing Documents:

- Disposal site RTN for the missing document;
- The name (e.g., “Phase 2 Report”) and date of the missing document;
- A brief description of why you believe the document should be online (e.g., “The Response Action Outcome document for the site references a March 14, 1997 IRA Completion Statement for the site, but the IRAC isn’t online.”)

MassDEP does retain some files in hardcopy. If the document of interest is available, it can be scanned and uploaded to the online site file upon discovery. However, since rescanning may not happen immediately, you are advised to request an appointment at the appropriate regional office to review the files in person for any review that is time-sensitive.