



HOUSE COMMITTEE ON **OVERSIGHT AND REFORM** CHAIRWOMAN **CAROLYN B. MALONEY**

Eliminating the Backlog of Veterans' Records Requests at NPRC

Access for Veterans to Records Act

The Access for Veterans to Records Act would help eliminate the current backlog of veterans records requests at the National Personnel Records Center (NPRC), an office of the National Archives and Records Administration (NARA). According to NARA, the backlog currently stands at approximately 515,000 requests. Veterans and their families need these records to access crucial services like healthcare and housing. The pandemic and reduced workforce, combined with the fact that most of these records are not digitized, increased this backlog.

According to NARA, an increase in funding would help the agency update outdated information technology systems, modernize its electronic records archive, and increase the speed and efficiency of NARA's responses to Freedom of Information Act and special access requests for records.

The Access for Veterans to Records Act would:

- Require NARA to submit a plan for eliminating the NPRC backlog to the House Committee on Oversight and Reform and the Senate Committee on Homeland Security and Governmental Affairs within 60 days of the enactment of the bill;
- Require NARA to include target timeframes for reducing the backlog and detailed steps to improve infrastructure and customer service for requestors in a formal plan;
- Authorize \$60 million for NARA to directly address the NPRC backlog by improving response times to veterans' requests for military records, improving cybersecurity, and improving the digitization and preservation of records; and
- Require NARA to submit biannual status updates on the backlog and maintain staffing levels to meet the goal of responding to 90% of requests in 20 days or less.