

DRMS-D

February 14, 2002

DEFENSE HOTLINE **REFERRAL** PROGRAM

A. REFERENCES.

1. DLAD 5610.1, Management of the Defense Hotline Program **and the DLA Complaint Program**.
2. **DLAI 5610.1, Investigating Defense Hotline Allegations and DLA Complaints**.
3. DRMS Instruction 5610.1, Defense Hotline Program, dated **December 21, 1998**, (hereby superseded).

B. PURPOSE.

1. Supersedes reference **A3**.

2. This instruction establishes policy for Defense Hotline Referral Complaints within the Defense Reutilization and Marketing Service (DRMS).

C. APPLICABILITY AND SCOPE. This instruction is applicable to Headquarters DRMS and all field activities.

D. DEFINITIONS.

1. Interim Transmittal Letter. A short letter to **DSS-S** used if all the facts are not immediately at hand to completely answer a hotline complaint within the time limit prescribed. (See enclosure 2).

2. Transmittal Letter. A short cover letter to accompany the Completion Report in reply to a Hotline Complaint. (See enclosure 1.)

3. Manhours. Number of hours required by investigating officer to complete investigation and report.

4. Costs. Number of man-hours multiplied by the investigating officers hourly wage, plus any travel required.

E. POLICY.

1. All hotline complaints will be answered as completely as possible.

2. All corrective actions will be completed prior to submittal of the completion report.

3. All hotline complaints will be answered in a timely manner. The proposed response will be in DRMS-**DX** NLT ten (10) workdays prior to **DSS** suspense.

4. Progress Reports will be used when the necessary facts are not immediately available to formulate a complete response. A Progress Report is required even if the Completion Report is awaiting signature.

5. The Office of Command Support (DRMS-**DX**) is the focal point in DRMS for all hotline complaints.

6. DLAI 5610.1 and this Instruction are the official guidance for processing and preparing Defense Hotline Referral Complaints.

7. All Defense Hotline Referral Complaints transmittal letters to DLA will be signed by the Commander (DRMS-D) or Executive Director (DRMS-DD).

8. All transmittal letters, progress reports, and completion reports will be forwarded to DRMS-**DX**, in final format, for signature and transmittal to **DSS**.

F. RESPONSIBILITIES.

1. **The Office of the Commander (DRMS-**DX**)** will:

- a. Assign suspense date.
- b. Notify the action office (by telephone) upon receipt for pick-up or, if outside of Battle Creek, mail the hotline to the appropriate office for reply.
- c. Oversee the processing of the hotline complaint to ensure completion report and transmittal letter is in the Command Office by noon the day it is due.
- d. Maintain official record file of hotline complaints.
- e. Maintain this Instruction in a current status and review it **biennially**.
- f. Provide regulatory guidance and program objectives as needed.

2. DRMS Directorates/International/National will:

- a. Receive hotline complaint from DRMS-**DX**, ensure adequate suspense and control to enable a complete investigation in a timely manner.
- b. Notify DRMS-**DX** within two (2) hours after receipt, if the hotline complaint is not in the proper OPI.
- c. Notify DRMS-**DX** of the name of the individual, with extension number, who will be responsible for conducting the investigation.
- d. Prepare Completion Report and hand-carry to DRMS-**DX**, Room **2-5-52** by noon on the due date. If outside of Battle Creek, email completion report and transmittal letter to DRMS-**DX** at s9d3325@drms.dla.mil.
- e. Prepare a Progress Report (see Encl 1 **DLAI** 5610.1), if all facts are not immediately at hand to completely answer the complaint within the time limits prescribed. The interim transmittal letter will include a date by which a final reply will be provided. (See enclosure 2).
- f. Mark all hotline complaints "FOR OFFICIAL USE ONLY" (FOUO) and handle as such.
- g. Forward to the DRMS-**DX** any hotline complaint regardless of how it was received (unmarked envelope, direct to attention of addressee, etc.) for processing.

G. EFFECTIVE DATE AND IMPLEMENTATION. This publication is effective and shall be implemented upon **signature by the DRMS Executive Assistant**.

H. INFORMATION REQUIREMENTS. DLA Executive Summary is mandated for use by this instruction.

BY ORDER OF THE COMMANDER:

JANINE DES VOIGNES
Executive Assistant

2 Encl

1. Sample Transmittal Letter.
2. Sample Interim Transmittal Letter.

DRMS-**DD**

MEMORANDUM FOR **DSS-S**

SUBJECT: Defense Hotline Referral No. 96-L70191-93007

Reference **DSS-S** letter, dated January 13, **2002**, subject as above.

I have reviewed the subject correspondence. The completion report is attached. Our estimates of the manhours and cost expended in completing the investigation and report are: manhours, 9.5 hours and cost, \$246.38.

If you have questions, the point of contact for hotline complaints is Ms. Janine Des Voignes, **Executive Assistant**, DSN 932-5980.

Attachment

NANCY RHEAUME
Executive Director

SAMPLE

DRMS-DD

MEMORANDUM FOR **DSS-S**

SUBJECT: Defense Hotline Referral No. 96-L70191-93007

Reference **DSS-S** letter, dated January 13, **2002**, subject as above.

Attached is the Defense Hotline Progress Report for the subject Hotline referral. As indicated in the report, we anticipate that the completion report will be submitted by April 13, **2002**.

Attachment

NANCY RHEAUME
Executive Director

SAMPLE