



Command Policy

CONGRESSIONAL/HIGH-LEVEL INQUIRIES

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

OPR: HQ ARPC/DPSZ (Mr John Egolf) Certified By: HQ ARPC/DPS (Ms Rose Weinrich)
Supersedes ARPCI 90-401, 29 January 1999 Pages: 5
Distribution: F

This instruction prescribes the procedures for responding to Congressional/High-Level Inquiries. It implements AFI 90-401, *Air Force Relations with Congress*. It applies to directorate, division, and branch levels.

SUMMARY OF REVISIONS

This revision incorporates the change of name and office symbols of the Directorate of Personnel Records Management and Services (DS) to the Directorate of Customer Assistance (DPS). Incorporates the method for requesting extension of suspense. Deletes the requirement to prepare slides for the Commanders Staff Meeting. Deletes the requirement for AF Form 1768, **Staff Summary Sheet** when the Director signs the proposed response. Adds the requirement for requests for extensions to be made by e-mail with an explanation for the request. Adds the requirement for ARPC/DPSZ to forward the request for extension to HQ USAF/REPX. Adds the requirement for forwarding the approved proposed response not only by fax, but also by e-mail.

1. Reference. AFI 90-401, *Air Force Relations with Congress*.

★2. Policy. The Management Support Office (DPSZ), Directorate of Customer Assistance, is the Office of Primary Responsibility (OPR) for all Congressional/High-Level Inquiries addressed to ARPC.

3. Procedure:

★3.1 When DPSZ receives a Congressional/High-Level Inquiry, it will be suspended to the appropriate directorate. If more than one directorate is required to take action, DPSZ will designate the directorate that is to be the (OPR), to obtain, consolidate, and prepare the response. The original document and one copy of ARPC Suspense Tracking Sheet, is hand-

carried to the action office by DPSZ along with a copy of the microfiche records. DPSZ keeps one copy of ARPC Suspense Tracking Sheet and a record copy of the correspondence in suspense control. If a different directorate is determined to be the action office, the inquiry must be hand-carried back to DPSZ for rerouting.

★3.2. All written Congressional/High Level Inquiries will be reviewed by DPSZ. Those inquiries that have been clearly misrouted (i.e., Army, ANG, AFRC, active duty issues) will be returned to HQ USAF/REPX by DPSZ. Upon receipt of any other inquiry which the action office determines to be misrouted, that office will forward by e-mail to DPSZ (1) why ARPC cannot respond to the subject issue, (2) an organization/address to which inquiry should be rerouted. DPSZ will forward the e-mail/message to AF/REPX to clear the suspense for ARPC.

★3.3 When required, DPSZ will obtain the military personnel records from the National Personnel Records Center, (NPRC), prior to forwarding the inquiry to the OPR.

★3.4. The action office prepares a reply, coordinates it with all directorates with an interest in the matter and hand-carries the following to DPSZ by the suspense date.

★3.4.1. Proposed response to Congressional/High-Level Inquiry in the appropriate format signed by the Director/Deputy Director or in their absence, a designated representative (**Attachment 1**).

★3.4.2. Original inquiry document.

★3.4.3. AF Form 1768 (**Attachment 2**). The AF Form 1768 is required only when the proposed response is signed by the Deputy Director or designated representative. If the proposed response is signed by the Director, the AF Form 1768 is not required. The Director's signature is approval for release.

★3.5. OPR will ensure all inquiries which refer to a law are coordinated with ARPC/JA.

★3.6. Extensions. Unless otherwise indicated, Directorates will be given a 5-workday suspense to respond to all Congressional/High Level Inquiries. To obtain an extension of suspense (date/time) the OPR will e-mail DPSZ with the request for a new suspense date and the reason. DPSZ will in turn forward the message to AF/REPX to notify them of the status and the suspense date change. Should an extension be necessary, the reason must be explained in the AF Form 1768.

4. Responses to HQ USAF/REPX:

★4.1. DPSZ responds to inquiries received from HQ USAF/REPX, by FAX. DPSZ will request an extension from HQ USAF/REPX by e-mail or fax when a suspense cannot be met.

★4.2. DPSZ will review the proposed response for content and format. If all issues are not addressed or response is not in the correct format, DPSZ will return it to the issuing Directorate.

★4.3. Upon receipt of a proposed response, which has been approved for release, DPSZ will fax the proposed response to USAF/REPX and return the file copy to the appropriate

Directorate. Upon receipt of the file copy, the Directorate Secretary will then e-mail the final response letter to DPSZ, who will retransmit to USAF/REPX.

5. Directorate Inquiries:

★5.1. If a Directorate receives a Congressional/High Level Inquiry from another Agency (i.e., AFPC, NPRC, SAF/LL, Congressional Office), the correspondence will immediately be hand-carried to DPSZ. DPSZ will immediately fax copies of the inquiry to HQ USAF/REPX with a target completion date. DPSZ will then process the inquiry in accordance with paragraph 3.

★5.2. Telephone Inquiries: If an inquiry is received by telephone, a memorandum will be prepared, signed by the Director/Deputy Director (or designated representative in their absence) and hand-carried to DPSZ for processing in accordance with paragraph 3.

KIRK A. JAMISON
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Directorate of Communications
and Information

**Attachment 1— LETTER FOR REPLY TO CONGRESSIONAL/HIGH-LEVEL
INQUIRY -OFFICIAL MEMORANDUM**

Attachment 2—AF FORM 1768, STAFF SUMMARY SHEET

Attachment 1
LETTER FOR REPLY TO CONGRESSIONAL/HIGH-LEVEL
INQUIRY -OFFICIAL MEMORANDUM



DEPARTMENT OF THE AIR FORCE
 HEADQUARTERS AIR RESERVE PERSONNEL CENTER

1 May 2001

MEMORANDUM FOR HQ USAF/REPX
 ATTN: (Name, if appropriate)

FROM: (Drafter's Office Symbol, Address)

SUBJECT: Congressional (or High-level) Inquiry (rank, name, SSN)

1. The following is a proposed reply to the inquiry dated, _____, from _____, concerning (rank, name, SSN):

(DOUBLE SPACE REPLY – BUT DO NOT UNDERSCORE)

a. _____

b. _____

2. *This has been coordinated with (insert appropriate office symbol).

3. Action office is: (name, DSN/extension, E-mail).

(Director/Deputy Director, or designated
 representative's signature block)

Attachments:

1. _____

2. _____

NOTE: *If other internal coordination is not appropriate, substitute with this paragraph:
 "Coordination with other staff offices is not required."

**Attachment 2
AF FORM 1768, STAFF SUMMARY SHEET**

STAFF SUMMARY SHEET						
TO	ACTION	SIGNATURE (Surname), GRADE AND DATE	TO	ACTION	SIGNATURE (Surname), GRADE AND DATE	
1	DPSZ	Coord	6	CC	Sig	
2	DPS	Coord	7			
3	CCE	Coord	8			
4	CCR	Coord	9			
5	CV	Coord	10			
SURNAME OF ACTION OFFICER AND GRADE		SYMBOL	PHONE	TITLE	SUSPENSE DATE	
JOHN DOE, GS-12		DPS	6-7777	lk		
SUBJECT						DATE
Congressional or High-Level Inquiry (grade, name, SSN)						20010501
SUMMARY						
<p>1. PURPOSE:</p> <p>2. BACKGROUND:</p> <p>3. RECOMMENDATION: CC approve release of the proposed Memorandum at Tab 1.</p>						
DEPUTY DIRECTOR (or designated representative in their absence)			2 Tabs 1. Proposed Memo to HQ USAF/REPX 2. Congressional Inquiry			