

PWCNORVAINST 5370.5A
Code 09R
01 Feb 1999

PWCNORVA INSTRUCTION 5370.5A

From: Commanding Officer

Subj: HOTLINE POLICY AND PROCEDURES

Ref: (a) SECNAVINST 5370.5A
(b) PWCNORVAINST 5370.3B

Encl: (1) Requirements for Protection of Source

1. Purpose. To publicize policy and procedures on the handling, reporting, and disposition of calls received on the Commander, Naval Base (COMNAVBASE) hotline (444-2273).

2. Cancellation. PWCNORVAINST 5370.5.

3. Information. This instruction has been substantially revised and should be read in its entirety.

4. Background

a. Renewed emphasis is being placed on establishing and publicizing fraud, waste, and abuse prevention programs throughout the Federal Government. Within the Department of the Navy (DON), such programs are special interest items reviewed by the Naval Inspector General.

b. Reference (a) set up the Department of Defense (DOD)/Navy Hotline Program. A hotline is an important part of a fraud, waste, and abuse prevention program. It provides an alternative reporting channel for employees who are reluctant to use the supervisory chain of command.

5. Scope. This instruction applies to all Navy Public Works Center (PWC), Norfolk military and civilian personnel.

6. General

a. Fraud, waste, and abuse are defined as willful or conscious acts that adversely affect the Government's interests. Reference (b) defines these terms in detail and provides examples

of such acts. Fraud, waste, and abuse include, but are not limited to, acts of dishonesty which contribute to a loss or injury to the Government.

b. The COMNAVBASE number is for use by employees who want to report incidents of suspected fraud, waste, or abuse but feel they cannot make the report through the normal supervisory chain of command.

c. Cooperation and assistance from PWC management may be required to investigate and resolve hotline allegations. The Commanding Officer (CO) or Executive Officer (XO) has the final decision authority on disposition of hotline calls.

d. Federal agencies have established hotline telephone numbers as an alternate means for reporting suspicious operations. Use of these hotlines is considered reporting to the proper authority and may be done anonymously. The Department of the Navy (DON) toll-free hotline number is 1-800-522-3451.

7. Action

a. CO or XO will:

(1) Appoint a hotline examiner for each hotline case.

(a) Ensure standards of independence, completeness, timeliness, and accountability are met during the course of an investigation.

(b) Ensure examiners have sufficient seniority, maturity, professional experience and prior non-involvement in the matter under inquiry to inspire complete confidence in the results.

(c) Ensure examiners are officials outside, and independent of the operations involved in the complaint.

(2) Certify closure of cases when investigations and/or remedies are complete.

(3) Sign PWC correspondence responding to external hotlines.

b. Director, Command Evaluation Office (Code 09R) will:

- (1) Maintain the PWC hotline.
- (2) Maintain case files in a locked storage container. Files will be held for two years after a case is closed.
- (3) Provide the CO or XO with transcripts of hotline calls.
- (4) Investigate hotline inquiries and determine if department investigation is more appropriate.

c. Hotline examiners will:

- (1) Ensure they have no conflicts of interest when accepting a hotline assignment.
- (2) Seek assistance of others with special professional or technical skills when warranted.
- (3) Ensure each issue raised initially or developed during an investigation is addressed.
- (4) Maintain confidentiality of the source or suspected source of a hotline complaint.
- (5) Produce timely and thorough reports as directed by the Commanding or Executive Officer.
- (6) Submit response to Code 09R

d. PWC staff

- (1) Shall not interfere in inquiries, and shall cooperate fully with investigators. Investigators will be permitted access to any documents or personnel they deem pertinent to a case.
- (2) Shall ensure that any actions of suspected reprisal or harassment against a known or suspected complainant are immediately investigated and dealt with appropriately.

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8. Distribution. This policy shall be widely publicized and distributed through all available media, including bulletin boards, and through supervisory and employee orientation and training programs.

Distribution (PWCNORVAINST 5216.1E):
PWC Lists 1,2,3 and 5

Stocked by PWCNORVA Code 09D
(475 copies)