

Management System: Communications and Public Affairs

Subject Area: Community Relations/Public Involvement

Procedure – Responding to Public Inquiries

**Issue Date and
Revision Number:**
08/20/13 0

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1.0 Applicability

This information applies to inquiries from stakeholders about the Environmental Management Consolidated Business Center (EMCBC) or its project sites through a variety of channels at the U.S. Department of Energy (DOE) Headquarters (HQ), Field Organizations, and contractor organizations. Responses will be timely and coordinated with the necessary technical staff and/or subject matter experts to ensure the responses are appropriate and accurate. This procedure applies to EMCBC Federal Project Director, EMCBC Contracting Officers, supporting Public Affairs Officer(s), and Small Site Federal Staff involved with public inquiries and or questions.

NOTE: *This procedure only applies to inquiries or questions from the public and/or stakeholders regarding the project site. This procedure does not cover the process for Energy Employees Occupational Illness Compensation Act (EEOICPA,) Freedom of Information Act (FOIA) inquiries nor the Privacy Act. See Office of Chief Counsel Management System Description for those processes.*

2.0 Required Procedure

Step 1	EMCBC Federal Project Directors along with local Public Affairs staff will determine the appropriate office from where response will come: A stakeholder request for information that is simple or general, is handled where it is received. If a request is sensitive or cannot be addressed at the point of reception, that request is forwarded to the EMCBC Office of the Director for review.
Step 2	Community Relations and Public Affairs personnel: <ul style="list-style-type: none">• Handle a simple or general request where it has been received, with notification of EMCBC, Office of the Director about the request and response. When a request is forwarded to the EMCBC Office of the Director, that office determines who will guide the response and coordinate it with appropriate DOE organizations, management and staff, including Congressional and Intergovernmental Affairs and Public

	<p>Affairs.</p> <ul style="list-style-type: none"> • Coordinate and guide the drafting and reviewing the draft response and provide a final draft for review by the Program Office.
Step 3	EMCBC Site Manager approves the final version of the response and Community Relations and Public Affairs personnel provide it to the inquiring stakeholder with copies to appropriate Department personnel.

3.0 References – Forms/Attachments/Exhibits

- None

4.0 Records Generated

Records generated through implementation of this procedure are identified as follows and are maintained by the (originating office or individual) in accordance with the EMCBC Organizational File Plan:

Records Category Code	Records Title	Responsible Organization	QA Classification (Lifetime or Non-Permanent)
ADM 14-42-B	Public Affairs Informational correspondence – Establishing and Developing Relationships with Public and Private Sector	Office of the Director	N/A

*The Records Category Code indicated above is used for Subject Area Document Control Management Procedures only. Any other Subject Area Procedure documents are to be assigned a Records Category Code based on the subject content contained within the document.

EMCBC RECORD OF REVISION

DOCUMENT TITLE: **Responding to Public Inquiries**

If there are changes to the controlled document, the revision number increases by one. Indicate changes by one of the following:

- I Placing a vertical black line in the margin adjacent to sentence or paragraph that was revised.
- I Placing the words GENERAL REVISION at the beginning of the text.

Rev. No.	Description of Changes	Revision on Pages	Date
0	1 st Edition to meet EMCBC MS needs.	N/A	8/20/13