

**Management System:** [Communications and Public Affairs](#)

**Subject Area:** Congressional and Intergovernmental Affairs

## Procedure 2 - Answering Informal Congressional and Intergovernmental Inquiries

**Issue Date:**  
10/17/12

**Lead Subject Matter Expert:**  
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### 1.0 Applicability

This procedure applies to all employees within the Environmental Management Consolidated Business Center (EMCBC) receiving informal questions (telephone, email, letter, in person) from members of congress, congressional staff or state and local elected officials, and their respective staff. At the direction of the site manager, this procedure may be applied to contractors as a professional courtesy in advising EMCBC staff of informal questions received at the project sites. This is commonly referred to as a "heads-up" to assure that all federal staff are aware of these inquiries before, not after, they are closed with the requestor.

### 2.0 Required Procedure

<b>Step 1</b>	The EMCBC or Small/Closure Site receives an informal question.
<b>Step 2</b>	The EMCBC Director/Deputy Director will <i>immediately</i> be notified of the inquiry, with a concurrent heads-up to the Headquarters (HQ) Office of Congressional and Intergovernmental Affairs.
<b>Step 3</b>	The EMCBC Public Affairs or Site Manager/designee: <ul style="list-style-type: none"><li>• Provides real-time response after concurrence is approved by the EMCBC Director/Deputy Director</li></ul>
<b>Step 4</b>	If <i>more than 48 hours</i> is required to close response, the EMCBC Public Affairs Staff/Site Manager or designee provides requestor with interim response that DOE is working the issue.
<b>Step 5</b>	Depending on management direction, the appropriate person to close the response may be the recipient of the question or a higher level EMCBC official, such as a Site Manager or the EMCBC Director (or designee).

### 3.0 References

- None

### 4.0 Records Generated

Records generated through implementation of this procedure are identified as follows, and are maintained by the Office of the Director in accordance with the EMCBC Organizational File Plan:

<b>Records Category Code</b>	<b>Records Title</b>	<b>Responsible Organization</b>	<b>QA Classification (Lifetime or Non-Permanent)</b>
ADM 14-42-B	Public Affairs Informational Correspondence - Inquiries	Office of the Director	N/A