

Assistance, Inspections, Investigations, And Followup

Headquarters, Department of the Army
Relationships With The Inspector General

Applicability. This memorandum applies to Headquarters, Department of the Army and its field operating agencies.

Proponency and exceptions. The proponent of this memo is The Inspector General (TIG). TIG has the authority to approve exceptions to this memo which are consistent with controlling law and regulation. TIG may delegate this authority in writing to a division chief within the proponent agency who holds the rank of colonel or the civilian equivalent. The approval authority will coordinate all questions regarding the scope of authority to approve exceptions with HQDA (DAJA-AL) WASH DC 20310-2200.

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*This DA memorandum supersedes CSR 20-1, 10 July 1984.

1. Purpose

This memorandum prescribes responsibilities, policies, and procedures for the Office of The Inspector General (OTIG) and describes the organizational relationships between the OTIG and Headquarters, Department of the Army (HQDA).

2. References

a. Required publications.

(1) AR 1-201, Army Inspection Policy. (Cited in paras 4d, 8a, and 8i.)

(2) AR 20-1, Inspector General Activities and Procedures. (Cited in paras 6a, 8a, and 12a.)

(3) AR 36-2, Audit Reports and Followup. (Cited in paras 4c, 10a, 11a, 11c, 11d, and 12b.)

(4) AR 37-1, Army Accounting and Fund Control. (Cited in para 4c.)

(5) AR 195-2, Criminal Investigation Activities. (Cited in para 9c.)

(6) AR 381-10, U.S. Army Intelligence Activities. (Cited in para 4c.)

(7) DA Memo 360-1, Headquarters, Department of the Army Public Affairs Program. (Cited in para 12a.)

(8) DODD 5505.6, Investigation of Allegations Against Senior Officials of the Department of Defense. (Cited in paras 4c and 9b.)

b. Related publications.

(1) AR 10-5, Department of the Army.

(2) AR 10-14, U.S. Army Inspector General Agency.

(3) AR 385-10, Army Safety Program.

(4) DA Memo 36-1, Release of U.S. Army Audit Agency Reports.

(5) DA Memo 340-15, Staff Action Process and Correspondence Policies.

(6) Memorandum of Understanding Between The Inspector General of the Army and Chief, National Guard Bureau.

3. Explanation of abbreviations and terms

Abbreviations and special terms used in this memorandum are explained in the glossary.

4. Responsibilities

a. The Secretary of the Army (SA); the Under Secretary of the Army (USofA); the Chief of Staff, United States Army (CSA); and the Vice Chief of Staff of the Army (VCSA) will direct TIG to conduct inspections and investigations.

b. The Director, Executive Communications and Control, (HQDA (DAEC-CA)) will, on behalf of the inspection directing authority, task required actions and designate a lead staff organization to coordinate and monitor corrective actions taken as a result of a Department of the Army Inspector General (DAIG) inspection.

c. TIG will--

(1) Serve as the inspector general (IG) for HQDA and National Capital Region (NCR) field operating agencies (FOAs) (if the FOAs have no detailed IG).

(2) Conduct command review and verification of DAIG inspection findings with HQDA elements.

(3) Furnish inspection findings and recommendations and reports to appropriate HQDA elements.

(4) Review and approve Department of the Army (DA) level regulatory guidance which mandates the conduct of an inspection.

(5) Serve as the component designated official for the reporting of allegations against senior officials in accordance with DODD 5505.6.

(6) Forward information of a criminal nature developed as a subsidiary matter during investigations to the U.S. Army Criminal Investigation Command.

(7) Serve as the Army's followup official and manage the Army's followup system.

(8) Investigate allegations involving apparent violations of the Antideficiency Act which involve members of the

Office of the Assistant Secretary of the Army (Financial Management) (ASA(FM)) in accordance with AR 37-1, and other allegations when directed by the SA, USofA, or CSA.

(9) Provide HQDA elements a periodic summary of U.S. General Accounting Office (GAO) and Department of Defense Inspector General (DODIG) announcements; GAO, DODIG, and U.S. Army Audit Agency (USAAA) reports; and DODIG requests for followup status.

(10) Serve as the DA point of contact for:

(a) Receipt, assignment, coordination, and control of all GAO audit and DODIG reports and for the receipt and dissemination of information concerning GAO and DODIG audit, inspection, and non-criminal investigation activities within DA.

(b) DODIG requests for information or assistance and Army IG support (particularly Army augmentation) for DODIG inspections. Requests received by HQDA should be redirected to the OTIG.

(c) HQDA proposed suggestions for future DODIG audits and inspections. HQDA elements should submit suggestions for potential audits or inspections that are in the multiservice or Department of Defense (DOD) arena to HQDA (SAIG-PA). TIG will, in coordination with the ASA(FM), forward these suggestions for audits and inspections to the DODIG.

(11) Receive, assign, coordinate, and control the official command reply process documentation on USAAA audit reports and mediate disagreements between management and USAAA in accordance with procedures contained in AR 36-2, chapter 2.

(12) Coordinate with the Office of the Chief of Legislative Liaison concerning congressional requests for DAIG reports or records.

(13) Provide independent oversight of intelligence activities and sensitive organizations in accordance with Executive Order 12333 and AR 381-10. The General Counsel and The Judge Advocate General will provide advice on the laws, executive orders, regulations, and policies governing intelligence directives.

(14) Provide IG response to correspondence, telephone calls, and visitors referred to the OTIG for action by the Director, Executive Communications and Control and by the Chief, Legislative Liaison.

(15) Provide a single coordinator to manage, monitor, and report audit, inspection, and investigative actions taken on allegations referred to Army by the DOD Hotline.

(16) Provide support to Assistant Secretary of the Army (Research, Development and Acquisition) Program Executive Officers (PEOs) and program managers (PMs) by:

(a) Having on-site IGs render assistance and conduct inquiries on an area basis.

(b) Directing and approving inspections and investigations with the primary focus on PM and PEO issues.

(c) Coordinate on and approve PM or PEO participation in inspections directed by major Army command (MACOM) or major subordinate command commanders with peripheral PM or PEO issues prior to the conduct of the inspections.

(d) Having on-site IGs conduct investigations internal to PM or PEO activities on an area basis at the request of the PMs or PEOs or as directed by TIG. TIG will retain approval authority on all investigations and provide PMs or PEOs the approved results.

d. Principal Officials of HQDA will--

(1) Coordinate regulatory policies that mandate the conduct of any inspection with the OTIG. (See AR 1-201.)

(2) Annually review the inspections required by the Army regulation for which they are proponent. (See AR 1-201.)

(3) Post permanent notices of rights to present complaints (appendixes A and B) on bulletin boards.

(4) Refer requests for IG records or for information from IG records to HQDA (SAIG-ZXR) WASH DC 20310-1718.

(5) Coordinate with the DAIG, in writing, all communications to individuals, agencies, or activities outside DA which refer to reports of inspections, investigations, inquiries, or studies made by IGs at the direction of the SA, USofA, CSA, VCSA, or TIG.

(6) Redirect DODIG requests for inspection and audit followup information, assistance, and Army IG support to the OTIG.

e. All HQDA personnel will forward allegations of impropriety concerning general officers of all components, promotable colonels, and other inspectors general of all components; members of the Senior Executive Service (SES); and other Army civilian employees of comparable rank or position directly to HQDA (SAIG-IN) WASH DC 20310-1746 within 5 days of receipt.

5. Statutory authority

a. Section 3014, title 10, United States Code establishes TIG within the Office of the SA and assigns the OTIG responsibility within HQDA for IG functions.

b. Section 3020, title 10, United States Code states TIG's statutory mission and provides for TIG deputies and assistants.

6. Organization

a. TIG is a confidential representative, that is, an official who must have the total trust of the SA and the CSA. TIG serves on the personal staff of the SA and has direct access to the SA and CSA. TIG commands the U.S. Army Inspector General Agency (USAIGA) and performs the responsibilities outlined in AR 20-1.

b. The OTIG is the HQDA agency that coordinates IG activities. The OTIG includes TIG, two Deputy Inspectors General, the Executive, and the Assistant Executive.

c. USAIGA is an FOA of the OTIG. TIG's operating resources are assigned to USAIGA.

7. Assistance

a. Requests from HQDA and NCR FOAs. TIG serves as the IG for HQDA and NCR FOA personnel (if the FOA has no detailed IG). Soldiers, family members, and Army and non-Army civilian employees may submit complaints, allegations, or requests for help in resolving problems to the HQDA (SAIG-AC) WASH DC 20310-1738. The telephone number for complaints is (703) 695-1578. Permanent notices, substantially as shown in appendixes A and B, will be posted on bulletin boards at HQDA activities.

b. Inspector General Action Requests (IGARs). TIG receives many IGARs annually from soldiers, family members, DA civilians, and other sources. Some of these requests come from personnel assigned to HQDA and require resolution by the supervisory chain in their HQDA element. In other cases, staff action is needed to

examine procedural or policy issues or to address allegations of fraud, waste, or abuse. In such cases, the OTIG refers the IGAR to the appropriate HQDA Principal Official for action and reply. The referral document identifies each issue and provides guidance on the kind of information required.

8. Inspections

a. IG inspections.

(1) DAIG inspections and assessments are conducted at the direction of the SA, USofA, CSA, VCSA, or TIG, or as prescribed by law or regulation.

(2) AR 20-1, chapter 5, provides general policy guidance for IG inspections. AR 1-201 prescribes policy and responsibilities for the conduct of inspections in Army organizations.

(3) IG inspections focus on issues to:

(a) Identify substandard performance, determine the magnitude of the deficiency, and seek the root cause.

(b) Pursue systemic issues.

(c) Teach systems, processes, and procedures.

(d) Identify responsibility for corrective action.

(e) Followup to ensure corrective action has been taken.

(f) Spread innovative ideas.

(g) Determine the effectiveness and standardization of the Army's Nuclear and Chemical Surety Program Inspection Systems and provide detailed policy and guidance pertaining to these systems.

b. Issues for inspection. HQDA elements may identify issues for possible inspection by the OTIG. The Secretariat, staff principal, or deputy may request that TIG include these issues for analysis in the DAIG internal process of inspection identification and selection. Requests may be submitted at any time. Each issue submitted should have enough background information to explain it fully. The OTIG will review and analyze these issues for possible inclusion in Army-wide inspections. The systemic inspection process identifies and focuses on issues which have Army-wide impact. While not all

issues can be included in inspections, all are analyzed by the OTIG and entered in the database for consideration.

c. Inspection schedule. Potential inspection issues received from HQDA and MACOMs are integrated with other information sources and then analyzed, synthesized, and assessed against inspection selection criteria and used to schedule potential inspections. Inspections with the highest potential payoff for the Total Army are scheduled; this includes Nuclear and Chemical Management Evaluations that determine management, systemic, or functional problem areas in the Army's nuclear and chemical programs.

d. Requests for inspection augmentees. TIG may request assistance from HQDA to furnish military and civilian employees skilled in functional areas to assist in an inspection or investigation. Expedient processing of these requests is necessary to ensure that the desired functional expertise is available.

e. Review and verification of DAIG inspection findings. Reviewing with inspected activities proposed written findings before they are finalized informs individuals or staff elements concerned that findings are being written and ensures that the findings are factually accurate and include all relevant information. In this process, it is not intended that the inspected activity concur with the conclusions, opinions, or recommendations of the inspector. The process provides the inspected activity the opportunity to ensure that disagreements of fact are either resolved or clearly defined in the findings, that appropriate staff elements have been contacted, and that all essential information is provided to the inspector. Command review and verification is conducted by MACOMs and appropriate HQDA agencies. MACOM review and verification is normally completed prior to review by HQDA. Additionally, agencies should not respond to the command review and verification process with explanations of the findings or potential solutions or corrective actions. HQDA elements should expedite this process to assure the timely turnaround of findings. The command review and verification process:

(1) Verifies that the information in the findings is correct. If all facts cannot be checked, determines whether there is a possibility that some information may be incorrect. Provides additional facts to clarify the issue. (The command review process is not intended to obtain agreement with the judgments and conclusions in the findings, rather to ensure that the findings are factual and accurate.)

(2) Determines whether the findings should also be reviewed by other agencies or activities and, if so, by whom.

f. Actions upon completion of DAIG inspection or assessment.

(1) Upon completion of an inspection, TIG will summarize the findings and recommendations and, when appropriate, brief the Army senior leadership.

(2) The written inspection report will be forwarded for approval to the authority directing the inspection.

(3) The approved inspection report will be forwarded to HQDA (DAEC-CA), who will, on behalf of the authority directing the inspection, designate a lead HQDA staff organization to accomplish formal taskings of approved recommendations. The lead HQDA staff organization will coordinate, monitor, and report corrective actions taken. When required, the Director, Executive Communications and Control (HQDA (DAEC-DA)) will task the lead HQDA staff organization to provide in-process reviews and/or a final briefing on inspection recommendations, etc., to the Director of the Army Staff. Information copies of all taskers will be provided to the OTIG (HQDA (SAIG-PA)).

(4) The OTIG will periodically review the status of corrective actions with the designated lead staff organization by participating in action officer working groups, colonel level reviews, and general officer steering committees for followup inspection purposes.

g. Distribution of inspection results, recommendations, and reports. HQDA elements will be furnished copies of written inspection results, recommendations, and reports. There will be some reports, however, that due to the nature of the inspection, will receive limited distribution. When a HQDA element is an information addressee, the OTIG will forward the documents directly. Recipients must note and comply with the regulatory dissemination, reproduction, and retention instructions shown on each report.

h. Distribution of "handoffs" from other IG offices. A "handoff" is a finding that is beyond the authority or ability of an inspected command to correct. Findings will be routed through command and/or IG channels to the appropriate higher or lateral headquarters until it reaches the command or agency capable of taking appropriate action. Some handoffs will be forwarded by the OTIG to the appropriate HQDA element. Responses describing the action taken will be sent to the OTIG which will then inform the appropriate IG of the results.

i. Coordination of inspection requirements in Army publications. AR 1-201 designates TIG as the Army proponent for inspection policy. TIG will review and approve DA regulatory guidance which mandates an inspection. HQDA elements will coordinate regulatory policies that mandate an inspection with the DAIG Inspections Division (HQDA (SAIG-ID)). Annually, HQDA staff proponents will review the need for inspections required by Army regulations.

9. Investigations

a. Authority to direct investigations. The SA has authorized TIG to investigate all Army activities. Only the SA, USofA, CSA, VCSA, and TIG may direct DAIG investigations. Members of HQDA elements may request, but not direct, TIG to conduct an investigation.

b. Referral of allegations. Allegations of impropriety concerning active duty or retired general or flag officers, promotable colonels, and inspectors general of all components, members of the SES, or Executive Schedule personnel will be reported directly to the Investigations Division, USAIGA, by a rapid but confidential means within 5 working days of receipt. TIG will immediately report all allegations of misconduct by senior officials who fall under the investigative responsibility of the U.S. Army Criminal Investigation Command (USACIDC) and all allegations of fraud, regardless of whose investigative responsibility they fall under, to USACIDC. TIG will report allegations against senior officials to the DODIG in accordance with DODD 5505.6.

c. Investigative responsibility. USACIDC will normally investigate those felony offenses listed in AR 195-2, appendix B, and similar felony offenses under applicable laws which involve as subjects the senior level personnel mentioned in paragraph 9b. Other offenses involving those senior level personnel as subjects may be investigated by USACIDC if the complexity of the incident so dictates.

d. Exceptions. Exceptions to this division of responsibility for investigation of allegations against senior officials will be approved by TIG and the Commander, USACIDC.

e. Reporting of post-employment violations. TIG will report alleged post-employment violations to The Judge Advocate General and the General Counsel.

10. Followup

a. TIG is the Army's audit followup official. Procedures governing the Army Followup Program and Semiannual Reports required by the Inspector General Act of 1978 are in AR 36-2.

b. The OTIG inspects to ensure the quality and effectiveness of command followup programs, performs on-site followup of selected audit and inspection findings and recommendations, and reports on the overall effectiveness of the Army followup system.

11. TIG responsibilities concerning GAO, DODIG, and USAAA audits, inspections, non-criminal investigations, and requests for inspection assistance

a. AR 36-2 prescribes policy and guidance relating to management actions in response to audits by GAO, USAAA, and commercial firms and reports by the DODIG and internal review offices.

b. TIG acts as the DA point of contact for:

(1) Receipt, assignment, coordination, and control of all GAO audit and DODIG reports and for the receipt and dissemination of information concerning GAO and DODIG audit, inspection, and non-criminal investigation activities within DA.

(2) DODIG requests for information or assistance and Army IG support (particularly Army augmentation) for DODIG inspections. Requests received by HQDA should be redirected to the OTIG.

(3) HQDA-proposed suggestions for future DODIG audits and inspections. HQDA elements should submit suggestions for potential audit or inspection areas that are in the multiservice or DOD arena to HQDA (SAIG-PA). TIG will, in coordination with the ASA(FM), forward these suggestions for audits and inspections to the DODIG.

c. The OTIG receives, assigns, coordinates, and controls the official command reply process documentation on USAAA audit reports and mediates disagreements between management and USAAA in accordance with procedures contained in AR 36-2, chapter 2.

d. HQDA elements are required to give special attention to significant or sensitive findings and recommendations in USAAA and GAO audit reports and DODIG reports and to inform the SA, CSA, and others of potentially adverse findings and recommendations. Specific guidance is contained in AR 36-2, chapter 1. The OTIG provides HQDA elements a periodic summary of

GAO and DODIG announcements; GAO, USAAA, and DODIG reports; and DODIG requests for followup status.

12. Access to records

a. Release of, or access to, IG records is governed by AR 20-1, chapter 3. HQDA elements will refer any requests for IG records or information from IG records to the OTIG. Additionally, in accordance with DA Memo 360-1, the Media Relations Division of the Office of the Chief of Public Affairs will be advised of direct requests for IG records from news media.

b. Access to Army records (other than IG records) by GAO and DODIG is governed by AR 36-2, chapters 3 and 4.

13. Requests for and reference to DAIG reports or studies

Communications from HQDA elements to an individual, agency, or activity outside DA will be coordinated in writing with the OTIG when referring to special reports of inspections, investigations, inquiries, or studies made by IGs at the direction of the SA, USofA, CSA, VCSA, or TIG.

Appendix A**Sample Notice of Rights of Soldiers
to Present Complaints or Request Assistance**

MEMORANDUM FOR ALL SOLDIERS AT _____

SUBJECT: Right of Soldiers to Present Complaints or Request Assistance from the Inspector General

1. All soldiers have the right to present complaints, grievances, or requests for assistance to the inspector general (IG). These may include activities the soldier reasonably believes evidence fraud, waste, and abuse.
2. Before visiting the IG, you should consider whether your concerns can be addressed more quickly and simply by referring them to your chain of command first. You do not have to present your concerns to your chain of command before visiting the IG. However, you must obtain permission to be absent from your duties if you wish to visit the IG during your duty hours. You do not have to tell anyone why you want to visit the IG.
3. You may visit or call your local IG at:
NAME: Department of the Army Inspector General
OFFICE HOURS: 0730 - 1600
LOCATION: Room 1D736, The Pentagon
ADDRESS: HQDA (SAIG-AC), The Pentagon, WASH, DC 20310-1738
TELEPHONE: Commercial: (703) 695-1578
DSN: 225-1578
4. If you believe your local IG's response to you is not fair, complete, or in accordance with law and regulation, or if you believe your interests may be jeopardized by visiting your local IG, you may call the Department of Defense Inspector General (DODIG) Hotline. The telephone number is (703) 693-5080.
5. Department of the Army personnel are prohibited from taking any action that restricts you from filing a complaint, seeking assistance, or cooperating with the IG. They are also prohibited from taking any disciplinary or adverse action against you for

filing a complaint, seeking assistance, or cooperating with the IG. However, if you lie or knowingly make false accusations to the IG, you are subject to disciplinary action.

6. In accordance with AR 20-1, the IG has a duty to protect confidentiality to the maximum extent possible. This is particularly true when it is specifically requested by persons who ask the IG for help, make a complaint, give evidence, contact or assist an IG during an inspection or investigation, or otherwise interact with an IG.

FOR THE COMMANDER:

(signature)

Appendix B**Sample Notice of Rights of Civilian Employees
to Present Complaints or Request Assistance**

MEMORANDUM FOR CIVILIAN EMPLOYEES AT _____

SUBJECT: Right of Civilian Employees to Present Complaints or
Request Assistance from the Inspector General

1. All civilian employees have the right to present complaints, grievances, or requests for assistance to the inspector general (IG). These may include activities the civilian employee reasonably believes evidence fraud, waste, and abuse.
2. Before visiting the IG, you should consider whether your concerns can be addressed more quickly and simply by referring them to your immediate supervisor first or by using one of the procedures in paragraph 3.
3. Civilian Personnel Regulations prescribe procedures for civilian employees to use in submitting complaints that pertain solely to civilian employment matters. These include complaints on such personnel actions as reductions-in-force, removals, disciplinary measures, and similar actions. If you want to submit this kind of complaint, contact (name and address of local Civilian Personnel Officer) who will give you information about the pertinent regulations and tell you the procedures to follow. However, if you are a member of a recognized bargaining unit and there is a negotiated grievance procedure, you must file your complaints concerning employment matters by following that procedure. If you want to submit a complaint about discrimination in employment because of race, color, religion, sex, age, national origin, or handicap condition, contact (name and address of Equal Employment Opportunity Officer).
4. If you have a complaint about matters other than civilian employment, or a complaint about violations of regulations or procedures in processing complaints about personnel actions, and you feel your complaint has not been resolved by your supervisor, you may visit or call your local IG at:

NAME: Department of the Army Inspector General

OFFICE HOURS: 0730 - 1600

LOCATION: Room 1D736, The Pentagon

ADDRESS: HQDA (SAIG-AC), The Pentagon, WASH, DC 20310-1738

TELEPHONE: Commercial: (703) 695-1578
DSN: 225-1578

5. If you believe your local IG's response to you is not fair, complete, or in accordance with law and regulation, or if you believe your interests may be jeopardized by contacting your local IG, you may call the Department of Defense Inspector General (DODIG) Hotline. The telephone number is (703) 693-5080.
6. You may report complaints about hazardous work conditions (unsafe or unhealthy) by using procedures in AR 385-10, chapter 3.
7. In accordance with AR 20-1, the IG has a duty to protect confidentiality to the maximum extent possible. This is particularly true when it is specifically requested by persons who ask the IG for help, make a complaint, give evidence, contact or assist an IG during an inspection or investigation, or otherwise interact with an IG.
8. Department of the Army personnel are prohibited from taking any action that restricts you from filing a complaint, seeking assistance, or cooperating with the IG. They are also prohibited from taking any disciplinary or adverse action against you for filing a complaint, seeking assistance, or cooperating with the IG. However, if you lie or knowingly make false accusations to the IG, you are subject to disciplinary action.

FOR THE COMMANDER:

(signature)

GlossarySection I
Abbreviations

ASA(FM) ----- Assistant Secretary of the Army (Financial Management)

CSA ----- Chief of Staff, United States Army

DA ----- Department of the Army

DAIG ----- Department of the Army Inspector General

DOD ----- Department of Defense

DODIG ----- Department of Defense Inspector General

FOA ----- field operating agency

GAO ----- General Accounting Office

HQDA ----- Headquarters, Department of the Army

IG ----- inspector general

IGAR ----- Inspector General Action Request

MACOM ----- major Army command

NCR ----- National Capital Region

OTIG ----- Office of The Inspector General

PEO ----- Program Executive Officer

PM ----- program manager

SA ----- Secretary of the Army

SES ----- Senior Executive Service

TIG ----- The Inspector General

USAAA ----- US Army Audit Agency

USACIDC ----- U.S. Army Criminal Investigation Command

USAIGA ----- US Army Inspector General Agency

USofA ----- Under Secretary of the Army

VCSA ----- Vice Chief of Staff of the Army

Section II

Terms

adverse action

Any administrative or punitive action that takes away an entitlement, results in an entry or document added to the affected person's official personnel records which could be considered negative by boards or superiors, or permits the affected person to rebut or appeal the action. Adverse action includes "unfavorable information" described in AR 600-37; a Uniform Code of Military Justice action; or, for civilian employees, a "personnel action" as defined in Section 2302, title 5, United States Code or a "disciplinary action" pursuant to AR 690-700, chapter 751.

assistance (IG)

The process of receiving, inquiring into, and responding to complaints, allegations, and requests for help (assistance) that are presented or referred to an IG.

audit

The independent appraisal activity within the Army for the review of financial, accounting, and other operations, as a basis for protective and constructive service to command and management at all levels.

directing authority

An Army official with authority to direct that an IG investigation or inspection be conducted. At DA, directing authorities are SA, CSA, USofA, VCSA, and TIG.

finding

A complete, comprehensive, concise report of a condition found, either good or bad. It is the principal means by which inspectors document problems. Well written and fully substantiated findings assist commanders at all levels to improve the Army.

followup

Action taken to determine whether corrective action has been taken on previous inspection deficiencies. Its aim is to assess whether the corrective action is effective and complete, producing desired results, not causing new problems, economical and efficient, and practical and feasible.

handoff

Administrative procedure that transfers a verified finding which is beyond the authority or ability of the inspecting command to correct from one command or agency IG to another command or agency IG.

inspection (IG)

An inspection conducted by a detailed IG focused on the identification of problems, determination of their root causes, development of possible solutions, and assignment of responsibilities for correcting the problems. Generally, IG inspections focus on issues rather than on units. The scope and content are determined by the commander to whom the IG is assigned.

Inspector General Action Request (IGAR)

A complaint, allegation, or request for help presented or referred to an IG. An IGAR may be submitted in person, over the telephone, through written communication (memorandum or DA Form 1559-R), or through DOD Hotline referral.

inspector general records

Any written or recorded IG work product. These include but are not limited to any correspondence or documents received from a witness or a person requesting assistance; IG reports of inspection, inquiry, and investigation; computer automatic data processing files or data; working papers which qualify as agency records; and DA Form 1559-R when entries are made on either side. IG records may contain documents that were not prepared by IGs. Working papers that qualify as agency records are also IG records.

investigation (IG)

Fact finding examination by a detailed IG into allegations, issues, or adverse conditions to provide the directing authority a sound basis for decisions and actions. IG investigations normally address allegations of wrongdoing by an individual. IG investigations are authorized by written directives. Conduct of IG investigations involves systematic collection and examination of testimony and documents, and may incorporate physical evidence.

records (agency)

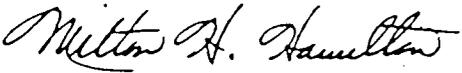
Documents which are created, filed, indexed, or destroyed based on office standing operating procedures (SOP), and which may be circulated to other agency officials for review or use. They differ from personal notes which are used as a memory jogger by the writer only, destroyed at the writer's option, and maintained separately from files kept in accordance with office SOP or indexing system. Personal notes are not subject to release under the Freedom of Information Act.

(SAIG-PA)

By Order of the Secretary of the Army:

GORDON R. SULLIVAN
General, United States Army
Chief of Staff

Official:



MILTON H. HAMILTON
Administrative Assistant to the
Secretary of the Army

Distribution:

Headquarters, Department of the Army and its field operating agencies.