

**BY ORDER OF THE COMMANDER
AIR RESERVE PERSONNEL CENTER**

**AIR RESERVE PERSONNEL CENTER
INSTRUCTION 90-4001**



19 FEBRUARY 2014

Command Policy

**CONGRESSIONAL/HIGH-LEVEL
INQUIRIES**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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OPR: HQ ARPC/DPTG

Certified by: HQ ARPC/DPTG
(Mr. Ramon Roldan)

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This publication implements AFI 90-401, *Air Force Relations with Congress*. This instruction prescribes the procedures and responsibilities for responding to Congressional/High-Level Inquiries. It applies to directorate, division, and branch levels who prepare, manage, review, certify, approve, disseminate and/or use official Air Force publications and forms, including Air Force Reserve and Air National Guard (ANG) units, except where noted otherwise. Ensure that all records created as a result of processes prescribed in this publication are maintained IAW Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). This instruction requires the collection and maintenance of information protected by the Privacy Act of 1974, subject to FOIA requirements. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*.

SUMMARY OF CHANGES

This document is substantially revised and must be completely reviewed.

This revision replaces all references to Inquires and Complaints Office (HQ ARPC/IGO), with Directorate of Personnel Transformation, Operations Division (DPTG). It replaces all references to HQ USAF/REPX with HQ USAF/REI. It redesignates the responding directorate from OPR to action office (Paragraph 3.1). It deletes the requirement to provide microfiche records when a congressional inquiry is hand-carried to the action office (paragraph 3.1). It changes the requirement to obtain military personnel records from the National Personnel Records Center

(NPRC) prior to forwarding the congressional inquiry to the action office (paragraph 3.3). It makes AF Form 1768, *Staff Summary Sheet*, a requirement (paragraph 3.4.1). It changes the format for the proposed response to a congressional inquiry (paragraph 3.4.2). It deletes the requirement to explain an extension in the Staff Summary Sheet (paragraph 3.6). It changes the manner of transmission of a proposed response to AF/RE from fax to e-mail (paragraphs 4.1, 4.4, and 5.1). It adds the requirement to forward proposed response and Staff Summary Sheet to ARPC/CC or CV for coordination and approval ([paragraph 4.3](#)).

1. Reference. AFI 90-401.

2. Policy. The Directorate of Personnel Transformation, Operations Division, is the Office of Primary Responsibility (OPR) for all Congressional/High-Level Inquiries addressed to ARPC.

3. Procedure.

3.1. When DPTG receives a Congressional/High-Level Inquiry, it will be suspended to the appropriate directorate. If more than one directorate is required to take action, DPTG will designate the directorate that is to be the action office 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 DPTG. DPTG 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 or emailed back to DPTG for rerouting.

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

3.3. DPTG will obtain the military personnel records from the National Personnel Records Center, (NPRC) when requested by the action office.

3.4. The action office prepares a reply, coordinates it with all directorates with an interest in the matter and hand-carries or emails to DPTG by the suspense date. AF Form 1768, Staff Summary Sheet signed by the Director/Deputy Director, or in their absence, a designated representative.

3.4.1. Proposed response to Congressional/High-Level Inquiry in the appropriate format ([Attachment 2](#)).

3.4.2. Original inquiry document.

3.5. DPTG will ensure all inquiries are coordinated with ARPC/JA. The office of primary responsibility is encouraged to informally consult with JA prior to drafting the response to assess legal implications.

3.6. Extensions. Unless otherwise indicated, Directorates will be given a 3-workday suspense to respond to all Congressional/High Level Inquiries. To obtain an extension of suspense (date/time) the OPR will e-mail DPTG with the request for a new suspense date and the reason. DPTG will in turn forward the message to AF/REI to request approval for new suspense date change.

4. Responses to HQ USAF/REI.

4.1. DPTG responds to inquiries received from HQ USAF/REI, by e-mail. DPTG will request an extension from HQ USAF/REI by e-mail when a suspense cannot be met.

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

4.3. DPTG will forward proposed response and AF Form 1768 to ARPC/CC or CV for coordination and approval.

4.4. Upon receipt of a proposed response which has been approved for release by the ARPC commander, DPTG will e-mail the proposed response to USAF/REI and return the file copy to the appropriate Directorate.

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 DPTG. DPTG will immediately e-mail copies of the inquiry to HQ USAF/REI with a target completion date. DPTG will then process the inquiry in accordance with **paragraph 3**.

5.2. Telephone Inquiries: Any congressional inquiry received by telephone in the Reserve Personnel Contact Center, or by any office, will be referred to DPTG for processing in accordance with **paragraph 3**.

SAMUEL C. MAHANEY, Brig Gen, USAFR
Commander

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFI 90-401, *Air Force Relations with Congress*, 14 June 2012

AFMAN 33-363, *Management of Records*, 1 March 2008

Adopted Forms

AF Form 1768, *Staff Summary Sheet*, 1 September 1984

AF Form 847, *Recommendation for Change of Publication*, 22 September 2009

Abbreviations and Acronyms

AFI—Air Force Instruction

AFMAN—Air Force Manual

AFPC—Air Force Personnel Center

AFRC—Air Force Reserve Command

ANG—Air National Guard

ARPC—Air Reserve Personnel Center

NPRC—National Personnel Records Center

OPR—Office of Primary Responsibility

Attachment 2**PROPOSED RESPONSE FOR REPLY TO CONGRESSIONAL/HIGH-LEVEL
INQUIRY****PROPOSED RESPONSE FOR CONGRESSMAN PUBLIC
REGARDING CHIEF MASTER SERGEANT BRENDA WHOEVER**

This is in response to your inquiry for CMSgt Brenda Whoever regarding her request for a retired pay application packet.

CMSgt Whoever is eligible to apply for Reserve retired pay under the provision of Title 10, United States Code (U.S.C.), Section 12731, effective on January 7, 2006, her 60th birthday. The Air Reserve Personnel Center Retirement Division normally sends the pay application packet out approximately 4 months prior to the member's 60th birthday. Once we receive the pay application packet, the DFAS pay system allows us to update the retired pay no earlier than 45 days prior to the member's 60th birthday. Since CMSgt Whoever's 60th birthday is in January 2006, her pay forms would normally have been sent to her in September 2005. In fact, the pay application packet was mailed to the member on September 16, 2005.

Once we receive this information back from CMSgt Whoever, we will initiate all actions necessary to ensure she receives her retirement pay on time.