



**DEPARTMENT OF THE NAVY**  
COMMANDER MILITARY SEALIFT COMMAND  
914 CHARLES MORRIS CT SE  
WASHINGTON NAVY YARD DC 20398-5540

REFER TO:

COMSCINST 5370.4A  
N00I  
12 March 2003

## COMSC INSTRUCTION 5370.4A

Subj: DOD/NAVY/MSC HOTLINE PROGRAM

Ref: (a) SECNAVINST 5370.5A  
(b) SECNAVINST 5430.92A  
(c) Naval Inspector General Investigations Manual, 1995

Encl: (1) Listing of DOD Hotlines  
(2) Investigations Process Flowchart

1. Purpose. To implement the provisions of references (a) and (b) and provide information on the Hotline Program. This instruction is a complete revision and should be read in its entirety.

2. Cancellation. COMSCINST 5370.4.

3. Background. DOD established the Hotline Program in 1979 to provide a confidential means of reporting allegations of fraud, waste and mismanagement of resources. In 1984, DON established a 24-hour Hotline to better serve forces ashore and afloat.

4. Policy

a. It is command policy to manage assigned resources effectively and take aggressive action to correct deficiencies detected through day-to-day business, inspections or audits.

b. The Inspector General (N00I) serves as the eyes and ears of the Commander on all integrity, efficiency and inspection matters and will be the "honest broker" for the staff on all requests for assistance with non-criminal matters.

c. The Hotline provides a means for reporting, confidentially and without threat of reprisal, allegations of impropriety. Full use of the Hotline Program is supported and encouraged. Enclosure (1) provides a list of active Hotlines.

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d. Prompt, responsive and impartial action will be taken to examine all requests for assistance and review in depth all substantive allegations in accordance with applicable laws, regulations and directives. Appropriate corrective action, commensurate with the findings, will be taken. Findings will be reported via the chain of command.

e. The chain of command shall be the primary avenue for review in all cases. Potential users of the Hotline are reminded that they should first pursue established avenues for review/redress where such procedures exist. Examples include the EEO process, grievance procedures, the civilian personnel system, UCMJ, etc. If other avenues of review are being pursued, a Hotline review will not be initiated until the results of the ongoing process are known. At that time, the Inspector General will review the case to ensure that due process was rendered. The Hotline Program is intended to supplement established procedures; however, the Hotline may be used at any time an employee feels that existing avenues of review will not result in fair and impartial action.

## 5. Action

a. COMSC (N00I) will:

(1) Serve as the primary point of contact with the Naval Inspector General (NAVINSGEN) and other DOD/DON activities on all Hotline Program issues.

(2) Immediately refer allegations of criminal action to the Naval Criminal Investigative Service (NCIS) for review.

(3) Refer cases to Area Commanders for review, as appropriate.

(4) Provide widest dissemination of Hotline Program initiatives via the chain of command.

(5) Operate the MSC Hotline and provide assistance to command personnel as requested.

(6) Acknowledge receipt of all requests for assistance when the complainant's identity is known.

(7) Periodically brief the Commander on all open Hotline cases.

(8) Track cases referred by COMSC to the Area Commanders for action.

b. Area Commanders will:

(1) Conduct investigations as directed, adhering to reference (c) procedures and enclosure (2) process.

(2) Review requests for assistance received directly from subordinate activities via the chain of command.

(3) Refer cases received from higher authority to COMSC for review and coordination.

(4) Provide timely response to investigation tasking. When assigned deadlines cannot be met, one verbal request for an extension will be granted. Follow-on requests for extensions must be made in writing, and include the reason for the delay and the estimated time of completion. Written requests must be received at least 1 week prior to the assigned deadline.

//S//  
D. L. BREWER III

Distribution:  
COMSCINST 5215.5  
List I (Case A, B, C)  
SNDL 41B (MSC Area Commanders)

Copy to:  
NAVINGEN

## **LIST OF DOD HOTLINES**

### Defense Hotline

Call Toll Free: 1-800-424-9098

Write: Defense Hotline  
The Pentagon  
Washington, DC 20301-1900

### Navy Hotline

Call Toll Free: 1-800-522-3451

Commercial: 202-433-6743

DSN: 288-6743

Write: The Naval Inspector General  
ATTN: NAVY HOTLINE  
1014 N Street, SE  
Suite 100  
Washington Navy Yard, DC 20374-5006

### MSC Hotline

Write: Commander, Military Sealift Command  
ATTN: Code N00I  
914 Charles Morris Court, SE  
Washington Navy Yard, DC 20398-5540

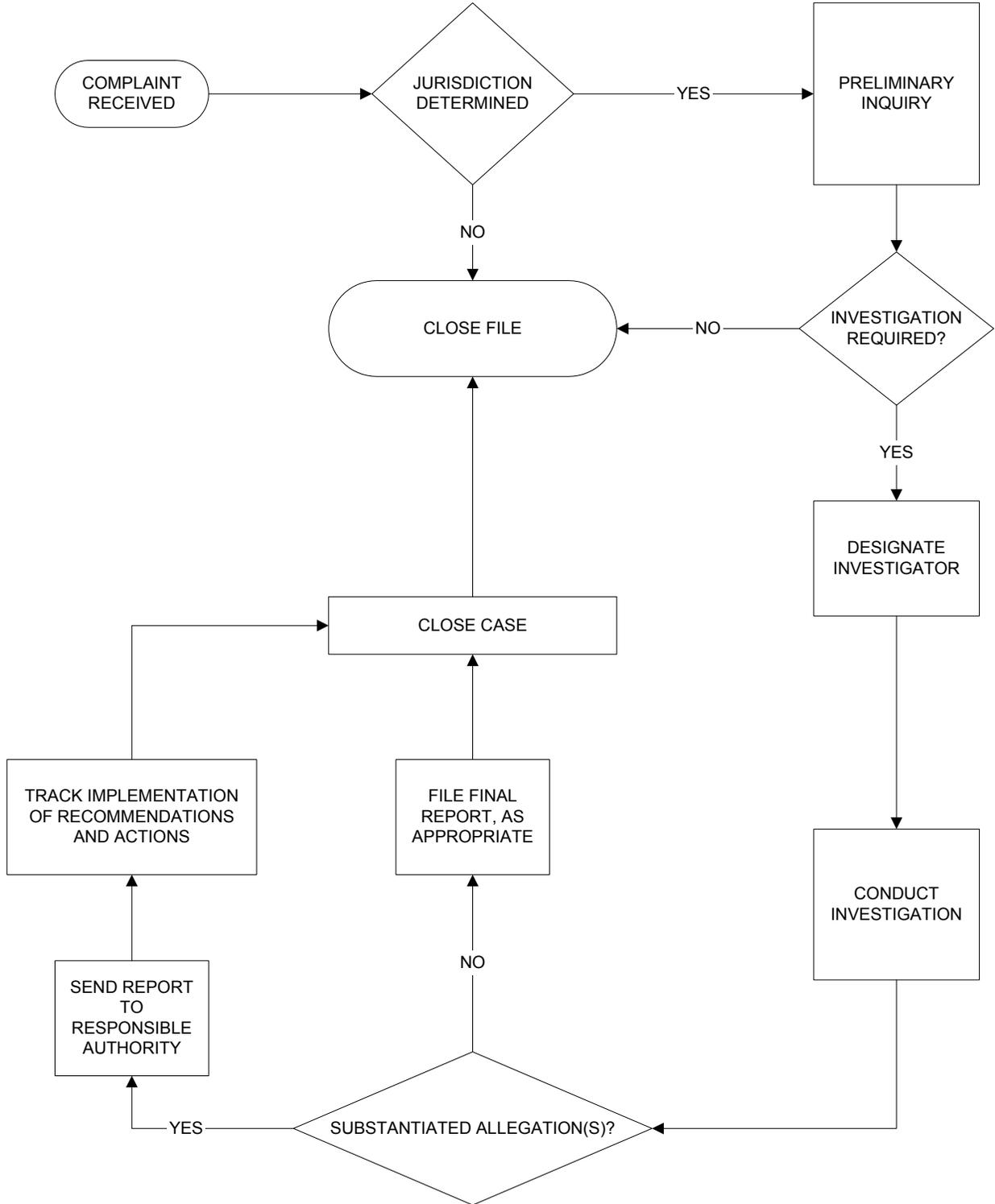
### DETAIL LIST OF HOTLINES

<http://www.lifelines2000.org/assistance/hotlines.asp>

MID-LEVEL

INVESTIGATIONS FLOWCHART

CRITICAL PROCESS



RESPONSIBLE AUTHORITIES ARE THOSE PEOPLE WHO HAVE THE AUTHORITY TO TAKE OR DIRECT CORRECTIVE, REMEDIAL, OR DISCIPLINARY ACTION

Process Owner  
 COMSC code N001a  
 tel:202-685-6278  
 DSN 325-6278