

# PSC NON-ECT INQUIRY PROCEDURES

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**Introduction** This business process guide provides procedures for responding to quick turn-around inquiries from Congress and from other external organizations received outside of the ECT (Executive Correspondence Tracking) system.

Congressional and other correspondence received via the ECT System is addressed in [PSCINST 5730.1](#).

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**Discussion** DCMS-82 is the lead for all Informal Inquiries (Q&As), Inserts for the Record (IFRs), Background Book Documents (BBDs), Background Book Questions (BBQs), and Questions for the Record (QFRs). DCMS-82 forwards these types of inquiries directly to PSC-BOPS-C for action or via CG-1 for further dissemination to PSC-BOPS-C for action.

It is essential that inquiry responses be coordinated by PSC-BOPS-C for proper command coordination and command cadre awareness.

Response formats vary, but they are typically received via email or on a CG-82 generated form shown on the following pages.

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**Procedure**

<b>Step</b>	<b>Action</b>
1	PSC-BOPS-C reviews and forwards the inquiry to the appropriate PSC division chief via email with the required response date/time.
2	The PSC division chief acknowledges receipt of the inquiry and takes appropriate action.
3	The PSC division chief sends a draft response to PSC-BOPS-C prior to the PSC-BOPS-C established deadline.
4	BOPS-C reviews the inquiry response and briefs the chain-of-command as deemed appropriate.
5	PSC-BOPS-C finalizes PSC's response and forwards to CG-1 and/or DCMS-82, and copies PSC-BOPS in the forwarding email.  Note: PSC-BOPS-C will forward responses directly to CG-1 or DCMS-82 as appropriate as a normal practice on routine and non-controversial issues. Sound judgment will be utilized when higher PSC authority should review the inquiry response prior to it leaving the command.

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For CG-82 use only	Requestor:
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## CENTERED TITLE HERE IN CAPITAL LETTERS

**QUESTION:** <Insert the Question here>

**ANSWER:** Type the answer here, leaving the words “[ANSWER:]”. Ensure your response is consistent with testimony provided during the hearing. Use last year’s QFRs as a reference in answering this year’s question.

Please DO NOT change either the format or the page set up. Use standard wrap-around text and leave one space between paragraphs.

### DHS Guidance:

- Use Times New Roman, 12pt font;
- Answer the question and stop. If you can answer with Yes or No, do so;
- Responses shall be one paragraph (2-3 sentences) or less for most responses;
- Do not provide tables, charts, visuals unless the question specifically requests such information;
- Define all acronyms the first time used;
- Write out Fiscal Year (e.g. not FY), percentage (e.g. not %) and monetary amounts (e.g. \$24 million, not \$24M);
- Use "civilian" dates (e.g., February 29, 2000); and,
- Avoid personal or individual references. It is the Coast Guard or the Department responding, not individuals. Do not use personal pronouns such as "I" or "we".

If the question requires you to create a table, please use the table menu in Word to format your information. Do not use tabs. Table example:

<b>ITEMS</b>	<b>FY03</b>	<b>FY04</b>
Alpha	10	12
Beta	12	14
Charlie	14	16
Delta	16	18
<b>TOTAL</b>	<b>52</b>	<b>60</b>

Program Drafter	Insert Name, Contact #, & Office Symbol
Reviewed by	Insert Name, Contact #, & Office Symbol
CG-821 Program Reviewer	Insert Name & Number, CG-821

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**NOTES/REFERENCE MATERIALS:**

Place information below that you wish all levels of review to be aware of.  
HOWEVER, Information from this point on will not be provided to the DHS, OMB, nor Congress.

**Directorate/Program Notes:**

**CG-82 Notes (why changes were made to question):**

[CLEARANCE SHEET](#) (click to annotate clearance)

**Referenced materials**

	Link
	Link
	Link

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