



UNITED STATES MARINE CORPS

MARINE CORPS BASE
PSC BOX 20004
CAMP LEJEUNE, NORTH CAROLINA 28542-0004

BO 7510.5D
CINSP
OCT 07 2003

BASE ORDER 7510.5D

From: Commanding General
To: Distribution List

Subj: STANDARD OPERATING PROCEDURES FOR THE CAMP LEJEUNE FRAUD,
WASTE, ABUSE, AND CORRUPTION "HOTLINE"

Ref: (a) MCO 7510.5A (NOTAL)

1. Purpose. To establish a "HOTLINE" program for reporting suspected cases of fraud, waste, abuse, and/or corruption, to include energy conservation violations, and to publish the procedures by which concerned individuals at Camp Lejeune can bring these issues to the attention of responsible officials. The "HOTLINE" is concerned primarily with industrial, logistical, facility, energy, financial, contractual, environmental, and manpower issues.

2. Cancellation. BO 7510.5C

3. General. The reference requires commanding generals/commanding officers of Marine Corps field commands to establish local Fraud, Waste, and Abuse "HOTLINE" systems. In order to accomplish this, a direct line of communication must be maintained between responsible officials and concerned individuals within the Camp Lejeune community. The Camp Lejeune Fraud, Waste, and Abuse "HOTLINE" provides this direct line by establishing a means by which individuals can report suspected cases of fraud, waste, abuse, and/or corruption to officials without fear of retribution.

4. Information. The "HOTLINE" is open to all military personnel, civilian employees, and dependents aboard Camp Lejeune.

a. Instances of suspected fraud, waste, abuse, and/or corruption to include energy conservation violations may be submitted by calling or writing the "HOTLINE."

(1) Call-in complaints can be voiced 24 hours a day, seven days a week, by dialing the "HOTLINE" telephone number 451-3928. Call-in complaints from the hearing impaired may be communicated via the Telecommunication Device for the Deaf (TDD) by dialing 451-2999. Detailed instructions on how to report complaints are provided upon calling the "HOTLINE" telephone number(s).

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The "HOTLINE" telephone/TDD will be maintained by the Command Inspector's office.

(2) Write-in complaints can be forwarded by writing to the Commanding General, Attn: Command Inspector, PSC Box 20004, Marine Corps Base, Camp Lejeune, North Carolina 28542-0004.

b. Informants under the DoD "HOTLINE" Program are assured confidentiality, on request, to encourage full disclosure of information without fear of reprisal. Individuals may remain anonymous, although it is desired a means be provided by which officials may contact the caller for further information if necessary.

c. Officials will investigate situations reported via "HOTLINE" to determine if there actually is a case of fraud, waste, abuse, and/or corruption. In order to ensure a thorough investigation, it is requested individuals submitting suspected case of fraud, waste, abuse, and/or corruption provide the following information to the extent possible:

(1) The item, incident, event, or procedure and the reason it is considered to be a case of fraud, waste, abuse, and/or corruption.

(2) The original source of information (i.e., another person, personal observation, etc.).

(3) When the incident occurred, or, if the problem is in an existing operation, the length of time the operation has been in effect (i.e., last Tuesday at 1015 AM, or continuous/on-going for "X" time, etc.).

(4) Where the incident occurred or the location of the operation being conducted.

(5) What organization or individual(s) is believed to be involved.

(6) Identification of caller (name, unit, and phone number) is not required; however, if given it will provide a means of obtaining additional information if needed.

d. Military and civilian personnel matters which are appropriately addressed via the chain of command, Request Mast, and grievance procedures will not be addressed by the "HOTLINE."

5. Utilization. All substantive allegations received through the Marine Corps Base Hotline shall normally be examined within the traditional chain of command structure. In tasking through the chain of command, commanders should be aware of the need for organizational independence from the substance of the hotline complaint. Designated examiners must meet basic selection criteria, e.g., sufficient seniority, maturity, professional experience and prior noninvolvement in the matter under inquiry as if appointed for an informal JAGMAN investigation. The results of each investigation conducted by Marine Corps Base, will be forwarded to the Commanding General via the Command Inspector for review. Information received that is not within the purview of this Order will not be investigated using procedures established for Hotline calls, but will be forwarded to the appropriate officials for information. Information submitted in good faith will be appreciated if the information and resultant investigation does not lead to an actual case of fraud, waste, abuse, and/or corruption.

6. Action

a. The Command Inspector, Marine Corps Base is designated as the responsible staff officer for the administration and coordination of the "HOTLINE" program, to include monitoring the status of allegations from time of initial receipt until final disposition and the submission of results of investigations to the Commanding General, Marine Corps Base.

b. The "HOTLINE" Program will be executed by the Command Inspector's office, Marine Corps Base.

c. Addressees will cooperate fully by investigating or rendering assistance as required during an investigation of reported cases of fraud, waste, abuse, and/or corruption.


W. A. MEIER
Chief of Staff

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