



UNITED STATES
NUCLEAR REGULATORY COMMISSION
WASHINGTON, D.C. 20555-0001

**OFFICE OF THE
INSPECTOR GENERAL**

February 4, 2016

MEMORANDUM TO: Victor M. McCree
Executive Director for Operations

FROM: Stephen D. Dingbaum */RA/*
Assistant Inspector General for Audits

SUBJECT: STATUS OF RECOMMENDATIONS: SURVEY OF NRC'S
SUPPORT PROVIDED TO RESIDENT INSPECTORS
(OIG-14-A-12)

REFERENCE: DIRECTOR, OFFICE OF NUCLEAR REACTOR
REGULATION, MEMORANDUM DATED
DECEMBER 28, 2015

Attached is the Office of the Inspector General's analysis of recommendations 1 and 2 as discussed in the agency's response dated December 28, 2015. Based on this response, recommendations 1 and 2 are closed. All recommendations for this audit are now closed.

If you have questions or concerns, please call me at 415-5915 or Paul Rades, Team Leader, at 415-6228.

Attachment: As stated

cc: W. Dean, NRR
F. Brown, OEDO
B. Pham, OEDO
J. Jolicoeur, OEDO
EDO_ACS Distribution Resource

Audit Report

SURVEY OF NRC'S SUPPORT PROVIDED

TO RESIDENT INSPECTORS

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Status of Recommendations

Recommendation 1: Identify a formal mechanism for obtaining Residents' perspectives regarding support issues.

Agency Response

Dated December 28, 2015: As described in the status update provided by the agency to the Office of the Inspector General (OIG) on July 15, 2015, the redesigned Reactor Oversight Process (ROP) Digital City website was officially launched in August 2015. As part of this effort, the internal "Contact Us" form was created to provide a formal mechanism for obtaining RIs' perspectives regarding support issues. To institutionalize and promote the use of this mechanism, the staff:

- (1) formalized the Communication Role in a Job Guide ML15355A076;
- (2) revised Inspection Manual Chapter (IMC) 0307, "Reactor Oversight Process Self-Assessment Program," (ML15216A347) and its Appendix A, "Reactor Oversight Process Self-Assessment Metrics," (ML15218A532) dated November 23, 2015, to document the process and establish a metric to ensure that feedback received is being addressed; and
- (3) will publish an article about the Internal "Contact Us" Form in the January 2016 edition of the U.S. Nuclear Regulatory Commission (NRC) Inspector Newsletter.

In the OIG memorandum dated September 28, 2015, the OIG noted that this recommendation will be closed when the agency (1) demonstrates that the Resident Support category under the "Contact Us" tab within the ROP Digital City Web site has been adequately communicated to all the RIs and (2) finalizes and implements the draft job guide for the communications lead and the draft plan to add a metric for the "Contact Us" submissions to the ROP self-assessment process. These actions will be completed as noted above.

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Status of Recommendations

Recommendation 1 (cont.):

OIG Analysis:

The agency's proposed actions meet the intent of the recommendation. OIG reviewed the job guide (ML15355A076) and noted that the responsibilities of the communication program lead adequately include resolving issues received through the internal "Contact Us" form on the ROP Digital City Website including issues related to Resident support. OIG also reviewed the revisions made to Inspection Manual Chapter 0307 related to metrics established to measure the internal "Contact Us" form feedback response effectiveness. OIG noted that one of the metrics directly referred to responses for Resident support issues. OIG also reviewed the January 2016 edition of the NRC's Inspector Newsletter and noted there was an article describing the internal "Contact Us" form and the issue categories available including Resident support. Given the work the agency has done to ensure Resident support issues are adequately addressed, this recommendation is closed.

Status:

Closed.

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Status of Recommendations

Recommendation 2:

Take measures to ensure that the roles and responsibilities for existing support systems for Residents' needs and concerns are communicated and understood by the appropriate management and staff, and are effectively executed.

Agency Response

Dated December 28, 2015: The NRC staff continues to assert that adequate guidance currently exists that provides sufficient evidence that specific roles and responsibilities for existing support systems for RIs' needs and concerns are being effectively communicated, and to ensure that effective management attention and oversight are being maintained. Nonetheless, the staff agrees that certain enhancements to documented guidance should also be implemented. As such, the staff is implementing a revision to IMC 2515, "Light-Water Reactor Inspection Program – Operations Phase," Section 2515-11, "Inspector Policy," to include a specific subsection describing regional management roles and responsibilities in ensuring that existing feedback mechanisms or venues include opportunities for resident inspectors to communicate support needs or concerns. Specifically, the following subsection will be added to Section 2515-11 of IMC 2515:

11.07 Regional Division Management and Resident Inspector Support. Regional management must ensure that adequate feedback mechanisms or venues, such as routine phone calls, emails, and site visits, include opportunities for resident inspectors to communicate support needs or concerns. [C5]

OIG Analysis:

The agency's proposed actions meet the intent of the recommendation. OIG contacted the IMC 2515 owner

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Status of Recommendations

Recommendation 2 (cont.):

responsible for updating the IMC and confirmed that Section 11.07 was incorporated into a draft of IMC 2515. OIG also contacted NRR management and confirmed that the amendment had been approved and will be issued no later than February 5, 2016. OIG agrees that management has taken the appropriate measures to identify, communicate, and execute the roles and responsibilities for Resident support and therefore this recommendation is closed.

Status:

Closed.