



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

**OFFICE OF THE
INSPECTOR GENERAL**

May 1, 2014

MEMORANDUM TO: Mark A. Satorius
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: DEPUTY EXECUTIVE DIRECTOR FOR REACTOR AND
PREPAREDNESS PROGRAMS MEMORANDUM DATED
APRIL 15, 2014

Attached is the Office of the Inspector General's analysis and status of recommendations 1 and 2 discussed in the agency's response dated April 15, 2014. Based on this response, recommendations 1 and 2 are resolved. Please provide an updated status of the resolved recommendations by September 30, 2014.

If you have questions or concerns, please call me at 415-5915 or R.K. Wild, Team Leader, at 415-5948.

Attachment: As stated

cc: M. Galloway, OEDO
K. Brock, OEDO
J. Arildsen, OEDO
C. Jaegers, OEDO
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M. Johnson, OEDO
E. Leeds, NRR

Audit Report

SURVEY OF NRC'S SUPPORT PROVIDED

TO RESIDENT INSPECTORS

OIG-14-A-12

Status of Recommendations

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

Agency Response
Dated April 15, 2014:

The staff currently conducts a Reactor Oversight Process (ROP) self-assessment that includes assessments of RI experience. The staff will enhance this self-assessment to include RI support needs and concerns. This will establish a formal mechanism to efficiently obtain information through an existing process. Areas for improvement that are identified will be referred to the appropriate supporting organizations for resolution. The staff will assess resolution of RI support issues for effectiveness after implementation in future ROP self-assessments.

The staff is now pursuing computer support solutions for RIs to address those specific issues stated in the report concurrently with changes to the ROP self-assessment process.

Estimated Completion Date: December 31, 2014
Contact: Ho Nieh, NRR/DIRS

OIG Analysis: The proposed actions meet the intent of the recommendation. OIG will close this recommendation when the agency modifies and OIG reviews the Reactor Oversight Process (ROP) self-assessment for inclusion of an implemented, formal mechanism for obtaining Resident Inspector's (RIs') perspectives regarding support issues, as well as documentation as to how the staff assessed resolution of RI support issues identified by the ROP self-assessment process.

Status: Resolved.

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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 April 15, 2014:

As stated in the Office of Nuclear Reactor Regulation's (NRR) comments to the Office of Inspector General (OIG), pertaining to the draft report on the support provided to RIs (Agencywide Documents Access and Management System Accession Number ML13337A619), there are currently numerous meetings and communication opportunities available to RIs to communicate support needs at several management levels.

The OIG survey did indicate that some RIs feel that the agency is not meeting their support needs in technical or administrative areas; the staff recognizes that it can enhance support for RIs. To facilitate enhancements, the expectations and roles for RI support will be communicated to both staff and managers during available meetings and communications opportunities. The established meetings with RIs occur frequently (often daily). Staff will provide specific refresher training to management and staff in the NRR Division of Operating Reactor Licensing, and to attendees at the regional counterparts meetings.

There are also multiple resources available to the RIs to obtain support. These resources include general Web sites, inspector-specific Web sites, and the Inspector Newsletter.

The survey results obtained by the OIG indicated that the majority of RIs are satisfied with support that they now receive.

Audit Report

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TO RESIDENT INSPECTORS

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Status of Recommendations

Estimated Completion Date: 12/31/2014

Contact: Ho Nieh, NRR/DIRS

Recommendation 2 (cont.):

OIG Analysis:

The proposed actions meet the intent of the recommendation. This recommendation will be closed upon OIG receipt and review of sufficient documentation showing: (1) the expectations and roles for RI support have been communicated to both staff and managers and that it has been demonstrated that staff and managers understand their roles and responsibilities, and (2) agency implementation of refresher training, including development of the lesson plan, learning objectives, training duration, and a list of trainees who received the training.

Status:

Resolved.