

December 28, 2015

MEMORANDUM TO: Stephen D. Dingbaum
Assistant Inspector General for Audits
Office of the Inspector General

FROM: William M. Dean, Director */RA MEvans For/*
Office of Nuclear Reactor Regulation

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

This memorandum is in response to your memorandum dated September 28, 2015, regarding the Office of the Inspector General (OIG) Audit, OIG-14-A-12, "Survey of NRC's Support Provided to Resident Inspectors" (Agencywide Documents Access and Management System Accession Number ML15271A025) and OEDO-15-00694. The Office of Nuclear Reactor Regulation is providing a status update on the open recommendations. If you have any questions, please contact Mr. Scott Morris of my staff.

Enclosure:
Status of Recommendations

CONTACT: Scott A. Morris, NRR/DIRS
(301) 415-1004

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ADAMS Accession No.: ML15350A171; Pkg: ML15272A257

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DATE	12/16/2015	12/17/2015	12/17/2015	12/21/2015	12/28/2015

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**Survey of NRC's Support Provided to Resident Inspectors
OIG-14-A-12**

Status of Recommendations

Recommendation 1:

Identify a formal mechanism for obtaining Resident Inspectors' (RIs') perspectives regarding support issues.

Status:

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 (<http://nrr10.nrc.gov/rop-digital-city/>) 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.

Completion Date: 01/31/2016

Point of Contact: Scott Morris, 301-415-1004

Recommendation 2:

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

Enclosure

Status:

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]

Completion Date: 01/31/2016

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