



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, 13TH SUSTAINMENT COMMAND (EXPEDITIONARY)
BUILDING 39009, SUPPORT AVENUE
FORT HOOD, TEXAS 76544

**COMMAND POLICY
NUMBER 7**

AFVG-CG

8 FEB 11

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Dial-the-13CG Program Policy

1. **PURPOSE:** To prescribe procedures for responding to Dial-the-13CG inquiries
2. **APPLICABILITY:** Headquarters, 13th Sustainment Command (Expeditionary) and all subordinate units.
3. **BACKGROUND:**
 - a. Dial-the-13CG (287-13CG) is a direct line to the Commanding General, 13th ESC. It provides members of this command and their family members an opportunity to share observations, concerns, or complaints. Callers will hear a recording and be instructed to leave their name, phone number, and a short message.
 - b. The Dial-the-CG program is not intended to circumvent or replace the chain of command. The Dial-the-13CG line is another tool for commanders and leaders to identify issues that concern members of this command.
4. **PROPONENT:** The proponent for this policy is the ACofS, G1.
5. **POLICY:**
 - a. G1 maintains the 287-13CG phone and answering machine and checks it for messages each duty day. The G1 staff will transcribe the answering machine message and then send it out to the appropriate brigade or battalion commander. The G1 will provide the Secretary of the General Staff a daily reading file of inquiries received for review and oversight. A reading and response file will be compiled as required and forwarded to the Commanding General for review and comment.
 - b. The commander of the unit to which the complaint is directed will provide a written response with the signature block of the appropriate commander.
 - (1) The battalion commander will normally sign Dial-the-13CG responses. Under no circumstances will a Dial-the-13CG response be signed at less than battalion level.
 - (2) If the inquiry concerns the chain of command of a battalion within a brigade, the brigade commander will sign the response. Deputy Commander, 13th ESC will sign responses for inquiries concerning separate battalions.
 - (3) If the inquiry concerns a brigade commander, the CG or the DCO will sign the response.

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c. When responding to a Dial-the-13CG inquiry, follow these guidelines:

(1) All inquiries require an immediate telephone call from the responding unit to the Dial-the-13CG caller to assure the caller that the message was received and to verify the information within the complaint.

(2) If the inquiry is initiated by a civilian who does not work for the military, a formal letter will be written and signed by the appropriate brigade or battalion commander. If initiated by a Soldier or DOD civilian, a formal memorandum is used.

(3) Begin each response with the sentence, "The Commanding General of the 13th Sustainment Command (Expeditionary) has asked me to respond to your (state inquiry)." The body will address and answer all of the caller's concerns and issues. Conclude the response with "I hope this adequately answers your concerns. Thank you for calling the Dial-the-13CG assistance line.

(4) Use a polite, non-bureaucratic tone. Be specific but do not saturate your response with regulations, policies, or unnecessary detail.

(5) The brigade or battalion commander will mail the response directly to the caller and furnish a copy to the G1, 13th ESC by the suspense date. Suspense date will be three days after the receipt of the inquiry. G1 will circulate the written response via the CG's reading file.

6. EXPIRATION: This policy supersedes Command Policy Memorandum 11, dated 1 May 2008 and remains in effect until superseded or rescinded.



TERENCE J. HILDNER
BG, USA
Commanding

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