



# Inspector General

## Process for Closing Discrepancies in the Discrepancy Tracking System (DTS)



NATIONAL HEADQUARTERS CIVIL AIR PATROL  
Maxwell Air Force Base, Alabama

## Contents

<b>Preface .....</b>	<b>3</b>
<b>Overview .....</b>	<b>3</b>
<b>Definitions.....</b>	<b>3</b>
<b>Training Objectives .....</b>	<b>4</b>
<b>1) Process for Closing CI Discrepancies.....</b>	<b>4</b>
<b>2) Role of the CI Discrepancy Verification Team Member .....</b>	<b>4</b>
<b>3) Steps for the Wing to respond to a discrepancy .....</b>	<b>6</b>
<b>4) Steps for Verification Team Member to Recommend Closing a Discrepancy .....</b>	<b>9</b>
<b>5) How a Wing Knows Its CI Discrepancies Have All Been Closed .....</b>	<b>12</b>
<b>6) How to View Closed CI Discrepancies, Past CI / SUI Reports .....</b>	<b>14</b>
<b>Attachment 1 .....</b>	<b>15</b>

## Preface

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Members use this guide to complete training for the Discrepancy Tracking System (DTS).

Training in the DTS is self-paced and intended to take place on-the-job and through self-study. This document guides members through that training and is designed to help them learn to function effectively using the DTS.

## Overview

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Users of the DTS will be able to learn the job through self-study. If further assistance is needed, students may contact the Wing or Region Inspector General, the CAP Inspector General (CAP/IG), or the NHQ Inspector General Coordinator.

## Definitions

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**Discrepancy Tracking System (DTS)** – The application which lists and tracks compliance inspection discrepancies. It is found on the eServices web page under the Inspector General link.

**Knowledge Base** - Contains examples of all potential discrepancies for access by CI team members when:

- 1) Writing the discrepancy
- 2) The wing responds to the discrepancy
- 3) The verification team member recommends closure

CAP/IGI and CAP-USAF/IG in conjunction with the CAP regulation OPRs will keep the CAP Knowledge based current and complete.

If a new discrepancy is identified during a CI the CI team will contact CAP/IGI and CAP-USAF/IG to get a draft of the new discrepancy entry. CAP/IGI and CAP-USAF/IG will work with the CAP regulation OPR to ensure the discrepancy entry is accurate and then have it posted to Knowledgebase.

The CAP Knowledgebase DOES NOT REPLACE REGULATIONS/POLICY. It provides the practical steps to help ensure compliance as well as how to get back into compliance. Therefore, CAP Regulation OPRs, CAP/IGI and CAP-USAF/IG must ensure the Knowledgebase stays in sync with regulations/policy changes and current practices.

**Verification Team** – The primary verification team members are the Region IGs, NHQ/WFAs-Finance and CAP-USAF LR/LGs-Inventory. To ensure command involvement in the process the CAP Region CC, CV, CAP-USAF LR/CC, DO, and ADOs all have verification team member access to DTS.

## **Training Objectives**

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- 1) Understand the process for closing CI discrepancies
- 2) Understand the role of the CI discrepancy verification team member
- 3) Understand the role of the CAP Regulation OPRs, CAP/IGI and CAP-USAF/IG in the process
- 4) Understand the steps for a wing to respond to a discrepancy
- 5) Understand the steps for a CI discrepancy verification team member to recommend a CI discrepancy be closed
- 6) Understand how a wing knows all of its CI discrepancies have been closed
- 7) Understand how to review closed CI discrepancies, past SUIs and CI reports

### **1) Process for Closing CI Discrepancies**

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The steps below are a snapshot of the closure process for discrepancies in the DTS. Detailed steps are outlined on pages below.

- CI is completed and discrepancies are loaded into the DTS
- Wings enter their reply and supporting documentation (if needed) on each discrepancy
- Verification team member reviews wing's reply and supporting documentation (if needed) and either recommends closure or asks for clarification/more information or additional documentation
- If the verification team member needs more information or additional documentation he/she notes this and the request goes back to the wing
- If the verification team member recommends closure the request goes to the CAP IG and CAP-USAF IG
- If verification team member recommends closure the CAP IG and CAP-USAF IG review the verification team member's comments and either close the discrepancy or respond back with any needed information/documentation.

To understand the entire process please reviews each step on the pages below. Also, a detailed flow chart is found in the attachment at the end of this document.

### **2) Role of the CI Discrepancy Verification Team Member**

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Verification team members will receive an email when one of their wings has updated a discrepancy in the DTS. However, it is the wing's responsibility to find a verification team member to assist them in closing discrepancies and ensure the discrepancy gets reviewed.

Verification team members will review the Knowledgebase for the discrepancy in question, the regulations, and the wing response to ensure the wing response is adequate. Bottom line, verification team members will not recommend a discrepancy for closure unless they are willing

to defend the response the wing has submitted and that the response meets the published standards.

Verification team members will not use this role to attempt to change regulations/policy with which they disagree. Regulation/policy changes are handled through other channels.

NOTE: For **Finance** discrepancies, only a WFA is authorized to recommend closure.

NOTE: For all non-expendable item and real property discrepancies the LG is authorized to recommend closure.

### 3) Steps for the Wing to respond to a discrepancy

- In eServices select “Inspector General” under your Restricted Apps on the right-hand side of the page
- The following CAP Inspector General logo appears. Select your wing by clicking on the wing name under “Unit.”
- NOTE: Initially only the Wing/CC and Wing/IG have access to this system for the wing so they are the point of contact for all responses at the wing. However the wing web security administrator has the rights to grant other wing members access to the CI discrepancies.

The screenshot displays the CAP Inspector General web application. The browser address bar shows the URL: <https://www.capnhq.gov/CAP.ig/Assessments.Web/Default.aspx>. The page title is "CAP Inspector General". The navigation menu on the left includes sections for "About Inspections", "Inspections", "Responses", "Reports", and "Documentation". The main content area features the CAP Inspector General logo, which is a bald eagle's head inside a circular frame with the text "INSPECTOR GENERAL" and "CIVIL AIR PATROL". Below the logo is a table titled "Open IG Items". A red arrow points to the "Unit" column of this table.

Unit	Type	Start Date	End Date	Status	Cycle	Inspection Report Date	Open Discrepancies
<a href="#">BCLC001</a>	Compliance Inspection	13 Jul 2013	15 Jul 2013	Open	4	Final	33
<a href="#">BCLC001</a>	Compliance Inspection	17 Sep 2011	19 Sep 2011	Open	3	Final	17

After you have selected your wing the following page appears. Find the Inspection Discrepancies area. (NOTE: the headers in the blue bar will sort).

The screenshot shows the 'CAP Inspector General - Inspections' web application. The top navigation bar is blue with white text. Below the navigation bar, there are several filter sections: 'Inspection Type', 'Inspection Start Date', 'Inspection End Date', 'Inspection Cycle', 'Discrepancies', 'Area of Responsibility', 'Discrepancy Status', and 'Discrepancy Type'. A table titled 'Inspection Discrepancies' is displayed below the filters. The table has columns for 'Date', 'Status', 'Discrepancy', 'CAP 10-1', 'CAP 10-1', 'Response', 'Profile', and 'Response'. Two red arrows point to the 'View/Edit Responses' links in the table.

Date	Status	Discrepancy	CAP 10-1	CAP 10-1	Response	Profile	Response
22 Dec 2013	Open	B-Discrepancy [102]: The CAC does not meet at least twice per year, as required by CAPR 10-18 para 7-34. The CAC program was disbanded for several years and was restarted in December 2012.	1	0	0	0	<a href="#">View/Edit Responses</a>
10 Dec 2013	Open	A-Discrepancy - Repeat [81]: HWNG failed to maintain complete records for missions, as required by CAPR 10-5 para 1-21. While nearly all pertinent documents were located, they are filed in various locations and not in a CAPR 123, CAP 02 Mission Folder. A sampling of 14 mission folders resulted in only two mission folders containing all required documents. Mission documents are mixed with other forms by date or aircraft tail number. This deficiency was identified in the reports of the Compliance Inspections conducted in 2005, 2007 and 2009, as well as the January 2009 Staff Assistance Visit.	1	0	0	0	<a href="#">View/Edit Responses</a>
11 Jan 2014	Open	B-Discrepancy - Repeat [12]: Aircraft survival equipment (first aid kits) on both aircraft inspected is not current, in violation of Manual Weight Supplement 1 to CAPR 08-1 para 4c.	1	0	0	0	<a href="#">View/Edit Responses</a>
10 Dec 2013	Open	A-Discrepancy [127]: HWNG does not maintain Aircraft Information Files (AIF) in accordance with CAPR 10-1 para 2-4c and the "Blue Oval Flight Ops" copy of the CAP National website. Aircraft NNR85CV AIF cover page is included indicating due dates instead of dates accomplished.	1	0	0	0	<a href="#">View/Edit Responses</a>

Select the discrepancy you wish to review and click "View/Edit Responses."

The screenshot shows the CAP HQ website with a list of discrepancies. The URL is https://www.capnhq.gov/CAP/igAssessments/Web/Assessments2.aspx?AID=45&Ord=163. The list includes several discrepancies with details on their status and response counts. A red arrow points to the 'View/Edit Responses' link for the discrepancy with ID 56.

D-6 Public Affairs	(B-Discrepancy) [35]: The PAO does not meet periodically with key media representatives, as required by CAPR 190-1 para 7b(2).	21 Jan 2014	Open	B-Discrepancy	1	0	<a href="#">View/Edit Responses</a>
D-6 Public Affairs	(B-Discrepancy) [56]: HWNG has not submitted an annual Public Relations Plan to HQ CAP/PA, required by CAPR 190-1 para 7a. The last copy of a plan provided by HWNG to HQ CAP was dated January 2011. While on site, the PAO provided a new plan dated July 2013 and indicated that it has been submitted to HQ CAP. Verification of HQ CAP/PA receipt of the plan is required in order to close this discrepancy.	21 Jan 2014	Open	B-Discrepancy	1	0	<a href="#">View/Edit Responses</a>
D-6 Public Affairs	(B-Discrepancy) [57]: Subordinate units do not submit annual Public Relations Plans to the HWNG PAO, as required by CAPR 190-1 para 7a.	21 Jan 2014	Open	B-Discrepancy	1	0	<a href="#">View/Edit Responses</a>
D-6 Public Affairs	(A-Discrepancy) [53]: Subordinate units do not submit annual Crisis Communication Plans to the HWNG PAO, as required by CAPR 190-1 para 7a(3).	21 Jan 2014	Open	A-Discrepancy	2	0	<a href="#">View/Edit Responses</a>
E-1 Commander	(A-Discrepancy) [77]: Two required MOUs (Hawaii State and Kauai County) are not current and HWNG has not submitted a statement of reasons through its region commander to CAP/CC with a copy to NHQ/GC.	21 Jan 2014	Open	A-Discrepancy	3	0	<a href="#">View/Edit Responses</a>
E-1 Commander	(A-Discrepancy) [78]: HWNG does not have a current memorandum of understanding (MOU) with the State or any counties as specified by CAPR 111-2 para 3a(2), but are executing missions funded by the State and the County of Kauai (tsunami training). HWNG has not submitted a statement of reasons for not having a current MOU through its region commander to the CAP National Commander, with a copy to NHQ/GC. The MOUs are being coordinated through the wing and HQ CAP.	21 Jan 2014	Open	A-Discrepancy	4	0	<a href="#">View/Edit Responses</a>

The following screen appears. Select “Add Response.”

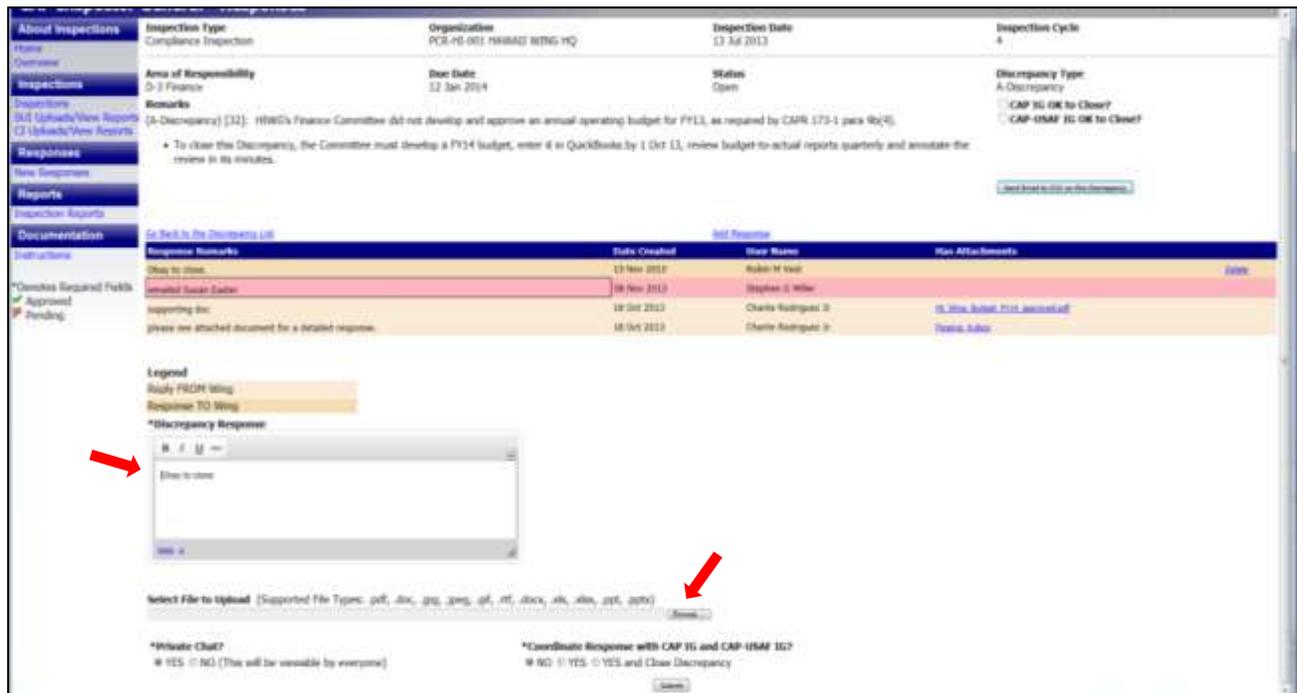


The next screen will have a text box. In the text box, enter your reply to the response. Many discrepancies require attachments to support the discrepancy closure. To upload an attachment click the “Browse” button then select from your computer the file you wish to upload. Once uploaded it will become part of your response and cannot be deleted.

NOTE 1: Although other formats are available, please make every attempt to upload .PDF documents with reduced or web size resolution.

NOTE 2: If possible use the binder feature to combine multiple files before attaching them to the discrepancy.

The last thing you do is click on “Submit” at the bottom of the screen. Once your comment is submitted it appears in the log.



Contact your Region IG, assigned WFA or other verification team members and request they review the wing's response and recommend for closure. At this point they are your partner in the CI discrepancy closure. They can be very valuable in understanding every aspect of the discrepancy to ensure the discrepancy does not reoccur.

Once the verification team member has recommended a discrepancy for closure the CAP/IG and CAP-USAF/IG will review the discrepancy and close it or contact the verification team member and explain what was lacking in the wing's response. This communication will be accomplished using the response functions within the discrepancy closure system.

#### 4) Steps for Verification Team Member to Recommend Closing a Discrepancy

In eServices under your Restricted Apps on the right-hand side of the page select "Inspector General".

The following CAP Inspector General logo appears. Select the wing you wish to review by clicking on the wing name under "Unit."

The screenshot displays the CAP Inspector General web application. The navigation menu on the left includes sections for 'About Inspections', 'Inspections', 'Responses', 'Reports', and 'Documentation'. The central area features the 'INSPECTOR GENERAL CIVIL AIR PATROL' logo, which depicts an eagle's head. Below the logo is a table titled 'Open IG Items' with the following data:

Unit	Type	Start Date	End Date	Status	Code	Inspection Report Delta	Open Discrepancies
<a href="#">PCB-AC-001</a>	Compliance Inspection	13 Jul 2013	15 Jul 2013	Open	4	Final	33
<a href="#">PCB-AC-001</a>	Compliance Inspection	17 Sep 2011	19 Sep 2011	Open	3	Final	17

A red arrow points to the first row of the table, specifically to the 'Unit' column.

After you have selected the wing you are interested in reviewing the following page appears. Find the Inspection Discrepancies area.

The screenshot displays the 'CAP Inspector General - Inspections' web application. The interface includes a left-hand navigation menu with options like 'About Inspections', 'Inspections', 'Responses', 'Reports', and 'Documentation'. The main content area features several filter sections: 'Inspection Type', 'Inspection Start Date', 'Inspection End Date', 'Inspection Cycle', 'Discrepancies', 'Area of Responsibility', 'Discrepancy Status', and 'Discrepancy Type'. Below these filters is a table titled 'Inspection Discrepancies'. A red arrow points to the 'Inspection Discrepancies' section of the table. The table has columns for 'Task', 'Remarks', 'Due Date', 'Status', 'Discrepancy', 'CAP 40-14', 'CAP 40-14', 'Response', 'Profile', and 'Response'. The table lists several discrepancies, including 'B-1 Cablet Program', 'C-5 Operational Rescue Management', 'C-4 Aircraft Management', and 'C-4 Aircraft Management'.

Task	Remarks	Due Date	Status	Discrepancy	CAP 40-14	CAP 40-14	Response	Profile	Response
B-1 Cablet Program	(B-Discrepancy) [12]: The OAC does not meet at least twice per year, as required by CAPR 10-14 para 7-34. The OAC program was dormant for several years and was restarted in December 2012.	22 Dec 2013	Open	B-Discrepancy		1.00	0	0	<a href="#">View/Edit Responses</a>
C-5 Operational Rescue Management	(A-Discrepancy - Repeat) [15]: HONG failed to maintain complete records for missions, as required by CAPR 10-5 para 1-21. While nearly all pertinent documents were located, they are filed in various locations and not in a CAPR 123, CAP 05 Mission folder. A sampling of 14 mission folders resulted in only two mission folders containing all required documents. Mission documents are mixed with other forms by date of aircraft call number. This deficiency was identified in the reports of the Compliance Inspections conducted in 2005, 2005 and 2009, as well as the January 2010 Staff Assistance Visit.	13 Dec 2013	Open	A-Discrepancy - Repeat		1.00	0	0	<a href="#">View/Edit Responses</a>
C-4 Aircraft Management	(A-Discrepancy - Repeat) [12]: Aircraft survival equipment (first aid kits) on both aircraft inspected is not current, in violation of Naval Wings Supplement 1 to CAPR 08-1 para 4c.	11 Jan 2014	Open	A-Discrepancy - Repeat		1.00	0	0	<a href="#">View/Edit Responses</a>
C-4 Aircraft Management	(A-Discrepancy) [17]: HONG does not maintain Aircraft Information File (AIF) in accordance with CAPR 40-1 para 2-4a and the "Star Final Flight Ops" copy of the CAP National website. Aircraft 99888's AIF cover page is mislabeled indicating due dates instead of dates accomplished.	13 Dec 2013	Open	A-Discrepancy		1.00	0	0	<a href="#">View/Edit Responses</a>

Initially the discrepancies are sorted numerically with open discrepancies on the top of the report. You may choose to sort any of the columns by clicking on the active links associated with them. NOTE: Editing is not allowed on closed discrepancies. You may only view closed discrepancies.

Select the discrepancy you wish to review and click “View/Edit Responses.

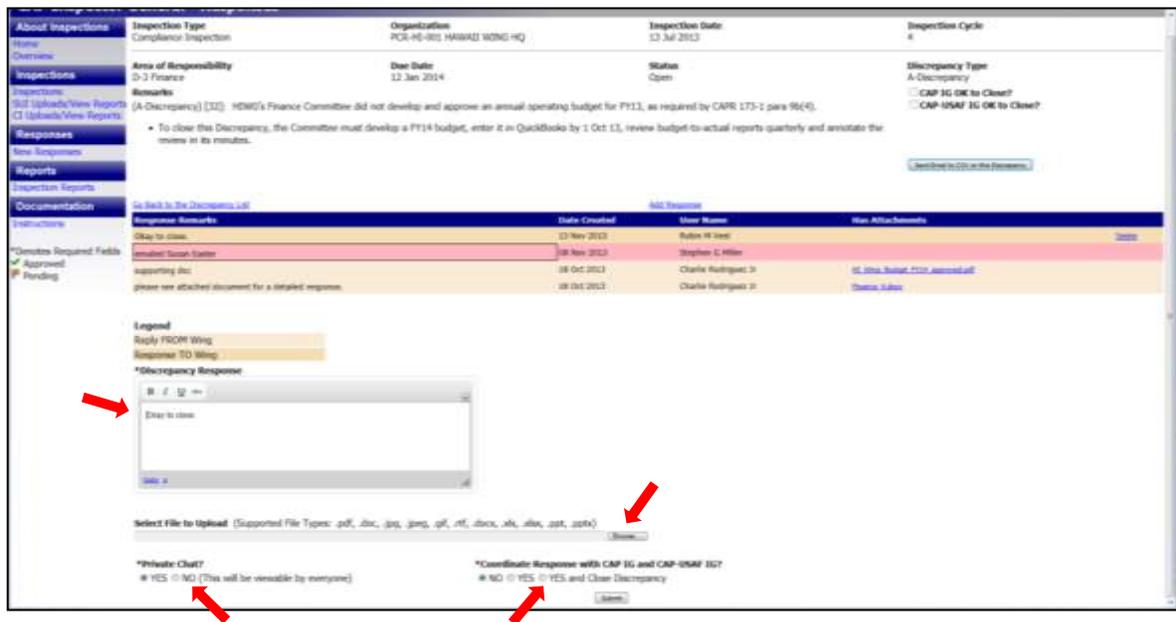


If you do not wish to close the discrepancy, but want to respond back to the wing, select “NO” under “Private Chat?” and “No” under “Coordinate Response with CAP/IG and CAP-USAF/IG”. Your reply will be immediately posted for review by the wing.

If you want your response to be reviewed by the CAP/IG and CAP-USAG/IG before it goes back to the wing, enter your reply in the text box and select: “NO” under “Private Chat?” and “Yes” under “Coordinate Response with CAP/IG and CAP-USAF/IG”.

If you would like to upload an attachment you may browse to select it and upload it as part of your response.

If you select “Yes” under “Private Chat” your response only goes to NHQ IG staff and other NHQ/CAP-USAF staff with access to this module.



Again, if you want your response to be seen by the wing, select “No” under “Private Chat”.

The last thing you do is click on “Submit” at the bottom of the screen. Once your comment is submitted it appears in the log. The CAP/IG and the CAP-USAF/IG will review the response and determine if the discrepancy can be closed.

## **5) How a Wing Knows Its CI Discrepancies Have All Been Closed**

In eServices select “Inspector General” under your Restricted Apps on the right-hand side of the page.

The following CAP Inspector General logo appears. In the far right column the number of open discrepancies can be found. If your wing has closed all discrepancies it will no longer appear on this page.

NOTE: Initially each Wing/CC and Wing/IG has access to the wing’s data in this system. They are the point of contact for all responses at the wing. However the wing web security administrator may grant other wing members access to the CI discrepancies.

**Open IG Items**

Unit	Type	Start Date	End Date	Status	Cycle	Inspection Report Delta	Open Discrepancies
<a href="#">R01-001</a>	Compliance Inspection	13 Jul 2013	15 Jul 2013	Open	4	Final	33
<a href="#">R01-001</a>	Compliance Inspection	17 Sep 2011	19 Sep 2011	Open	3	Final	17

## 6) How to View Closed CI Discrepancies, Past CI / SUI Reports

In eServices select “Inspector General” under your Restricted Apps on the right-hand side of the page.

The CAP Inspector General logo appears.

1) To review closed CI discrepancies (cycle 4 forward) select “Inspection Responses”.

Date	Status	Discrepancy	Date Created	Name	Response
01 Jun 2014	Closed A	Discrepancy	27 Jul 2011	Stephen L. Miller	<a href="#">View</a>
27 Jul 2011	Closed A	Discrepancy	27 Jul 2011	Robert L. Sullivan	<a href="#">View</a>
27 Jun 2013	Closed A	Discrepancy	27 Jun 2013	Robert L. Sullivan	<a href="#">View</a>

A dropdown screen will allow the selection of organization, inspection date and the CI report discrepancies will all be displayed.

2) To review closed CI report select “CI Uploads/View Reports”. A dropdown screen will allow the selection of a CI report to view.

Inspection Type	Inspection Date	File
CI	01 Nov 2010	CI_2010-11-01.pdf

3) To review SUI reports select “SUI Uploads/View Reports”. A dropdown screen will allow the selection of an SUI report to view.

Inspection Type	Inspection Date	File
SUI	28 Aug 2012	SUI_2012-08-28.pdf

# Attachment 1

## CI discrepancy closure

