



Department of Defense INSTRUCTION

NUMBER 5030.56

July 17, 2012

Incorporating Change 1, Effective April 15, 2020

USD(P&R)

SUBJECT: DoD Consumer Affairs Program

References: (a) DoD Directive 5030.56, "DoD Consumer Affairs Program," August 12, 1982 (hereby cancelled)
(b) Executive Order 12160, "Providing for Enhancement and Coordination of Federal Consumer Programs," September 26, 1979, as amended

1. **PURPOSE.** This Instruction reissues Reference (a) to establish policy and assign responsibilities for the implementation of the DoD Consumer Affairs Program in accordance with Reference (b).
2. **APPLICABILITY.** This Instruction applies to OSD, the Military Departments, the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of the Inspector General of the Department of Defense, the Defense Agencies, the DoD Field Activities, and all other organizational entities within the DoD (hereinafter referred to collectively as the "DoD Components").
3. **DEFINITION.** For the purposes of this Instruction, the term "consumer" means any individual who uses, purchases, acquires, attempts to purchase or acquire, or is offered or furnished any real or personal property, tangible or intangible goods, services, or credit for personal, family, or household purposes.
4. **POLICY.** It is DoD policy that the needs and interests of consumers shall be considered and addressed in the formulation of DoD policies. Consumer programs shall include, as a minimum, five elements:
 - a. Consumer affairs perspective in the development and review of policies and programs.
 - b. Consumer participation in the development and review of policies and programs.
 - c. Informational materials about DoD responsibilities, services, and procedures.

- d. Education and training about programs for carrying out Federal consumer policy.
- e. Procedures for logging in, investigating, and responding to consumer complaints.

5. RESPONSIBILITIES

a. Assistant Secretary of Defense for Readiness and Force Management. The Assistant Secretary of Defense for Readiness and Force Management, under the authority, direction, and control of the Under Secretary of Defense for Personnel and Readiness, shall serve as the Consumer Affairs Advisor to the Secretary of Defense. In discharging this responsibility, he or she shall:

- (1) Coordinate consumer affairs issues arising within the OSD and DoD Components.
- (2) Participate in the development and review of DoD policies, programs, legislation, and rules on consumer-related issues.
- (3) Serve as the Secretary of Defense's representative on the Consumer Affairs Council established in accordance with Reference (b).

b. Heads of the DoD Components. The Heads of the DoD Components shall:

- (1) Develop consumer affairs programs consistent with this Instruction.
- (2) Address consumer concerns related to their activities.
- (3) Designate one person, on either a part-time or full-time basis, to serve as consumer affairs representative and to handle consumer inquiries and complaints on programs with significant consumer involvement or impact.

6. RELEASABILITY. **Cleared for public release.** This Instruction is available on the Directives Division Website at <https://www.esd.whs.mil/DD/>.

7. SUMMARY OF CHANGE 1. The change to this issuance updates references and removes expiration language in accordance with current Chief Management Officer of the Department of Defense direction.

8. EFFECTIVE DATE. This Instruction is effective July 17, 2012.



Erin C. Conaton
Under Secretary of Defense for
Personnel and Readiness