

Press Release

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PRC Issues Final Rules for Complaints and Rate or Service Inquiries

Washington, DC – The Postal Regulatory Commission today issued new regulations for complaints and rate or service inquiries. [Order No. 195](#) is available on the Commission's website, www.prc.gov and has been submitted to the *Federal Register*.

The Postal Accountability and Enhancement Act (PAEA) provided the Commission with enhanced authority to hear and resolve complaints. These rules replace existing regulations and are designed to enhance due process for all concerned parties, while enabling the Commission to process complaints in a more streamlined and efficient manner.

The final rules establish separate treatment for formal complaints and informal rate and service inquiries regarding the Postal Service. The rules for formal complaints clarify procedural requirements and establish a "meet or confer" process to foster informal resolution of issues. The rules also allow the Commission to appoint an investigator as a neutral "fact gatherer" with any findings made public.

The informal process for rate and service inquiries requires basic information so the inquiry can be sent to the Postal Service for appropriate action. The Postal Service will subsequently submit reports to the Commission on their actions to resolve inquiries. Should a systemic pattern be identified through informal rate and service inquiries, a formal proceeding could be initiated by the Commission.

"The rules released today will allow the Commission to focus on issues with broad implications for rates or service; or an unfair competition issues, rather than on issues easily remedied by the Postal Service," said Chairman Dan G. Blair. "I believe these rules will increase the Postal Service's transparency and accountability to the public it serves, and will evolve as we grow more familiar with issues as they arise."

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