

## Press Release

August 22, 2008

### **PRC Issues Proposed Rulemaking for Complaints**

Washington, DC - The Postal Regulatory Commission (PRC) today published a Notice of Proposed Rulemaking to update the Commission rules for complaints. This is part of a series of rulemakings initiated by the PRC to fulfill its responsibilities under the Postal Accountability and Enhancement Act (PAEA) (PL 109-435). Comments to the proposed rules are due by October 6, 2008, and reply comments are due by October 27, 2008. The proposed rules are available on the Commission's website, [www.prc.gov](http://www.prc.gov), Docket No. RM2008-3, and will be available in the Federal Register.

"Today's release of the proposed regulations governing the complaint process represents another step in the Commission's work in implementing the Postal Accountability and Enhancement Act. Congress vested the Commission with new authorities to hear and resolve complaints and public feedback on these rules will help strengthen and improve this process," said PRC Chairman Dan G. Blair.

The proposed rules would replace the existing complaint rules and would establish a new two-track system: (1) a complaint track for more formal, legalistic complaints, and (2) a separate more informal track for rate or service inquiries. The rules would also allow the Commission to appoint an investigator to explore issues raised in a complaint or rate or service inquiry filing.

Pending complaints will be considered under the current complaint rules. If the new rules are implemented while a pending case is under consideration, the Commission will issue any necessary procedural rulings to clarify the parties' obligations.

The PAEA imposed a new regulatory structure on the Postal Service which elevated the role that complaints play in providing interested persons a forum for addressing certain issues specified in the law. The proposed rules will increase the accountability and transparency of the Postal Service to the public it serves, and enable the Commission to hear and resolve complaints in a streamlined and efficient manner which provides appropriate due process for all participants.

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*The Postal Regulatory Commission is an independent federal agency comprised of five Presidentially-appointed and Senate-confirmed Commissioners, each serving terms of six years. The Chairman is designated by the President. In addition to Chairman Blair, the other Commissioners are Ruth Goldway, Tony Hammond, Mark Acton, and Nanci Langley.*

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