



EMPLOYEE AND LABOR RELATIONS GROUP  
Washington, DC 20260

November 18, 1974

Mr. Tony R. Huerta  
Secretary-Treasurer  
National Association of Letter  
Carriers, AFL-CIO  
100 Indiana Avenue N. W.  
Washington, D. C. 20001

Re: Jules Cohen  
Union, New Jersey  
NB-N-2419 (N-48)/V73-2518

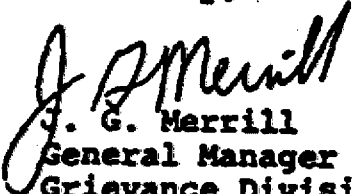
Dear Mr. Huerta:

On October 10, 1974, we met with you to discuss the above-captioned grievance at the fourth step of our contractual grievance procedure.

The matters presented by you as well as the applicable contractual provisions have been reviewed and given careful consideration.

It is evidenced that in this particular case, the customer who complained about the carrier would not grant an interview with the steward. Therefore, the grievance is denied. However, in cases where a customer's complaint, is directly used to affect the wages, hours, and working conditions of an employee, the steward shall be given a reasonable amount of time on-the-clock to interview the customer, if the customer agrees.

Sincerely,

  
J. G. Merrill  
General Manager  
Grievance Division  
Labor Relations Department