

About Us

The U.S. Postal Service Office of Inspector General (OIG) plays a key role in maintaining the integrity and accountability of America's postal service, its revenue and assets, and its employees. With \$66 billion in revenue, the Postal Service is at the core of a trillion dollar mailing industry that employs more than 8 million people. The 557,000 employees of the Postal Service comprise one of the largest civilian federal workforces in the country.

Delivering more than 159 billion pieces of mail last year to 151 million delivery points and operating 32,000 retail and delivery facilities, America's postal system is one of the government's most trusted entities. The OIG, an independent agency within the Postal Service is under the general supervision of nine presidentially-appointed governors. The OIG employs more than 1,100 auditors, investigators, and professional support personnel stationed in more than 100 offices nationwide to meet the challenge of preserving this trust.

Our Mission

The OIG achieves its mission of helping maintain confidence in the postal system and improving the Postal Service's bottom line through independent audits and investigations. Audits of postal programs and operations help to determine whether the programs and operations are efficient and cost effective. Investigations help prevent and detect fraud, theft, and misconduct, and have a deterrent effect on postal crimes.

Contact Us

To report alleged violations of laws, rules, or regulations; employee misconduct; waste of funds; theft; fraud; abuse of authority; or danger to public health and safety that involves U.S. Postal Service employees and contractors, contact us through our Hotline:

By mail:

USPS OIG

**Attention: OIG Hotline
1735 North Lynn Street
Arlington, VA 22209-2020**

By phone:

1-888-USPS-OIG

By e-mail:

Hotline@uspsoig.gov

By TTY for the hearing impaired:

1-866-OIG-TEXT

For further information, visit:

www.uspsoig.gov



***Promoting Integrity and Accountability
in America's Postal System***

Discover the Office of Inspector General



 **UNITED STATES
POSTAL SERVICE**



Fiscal Year 2011 — Summary of Activities

AUDIT

| | |
|--|---------------------|
| Reports issued..... | 306 |
| Significant recommendations issued..... | 219 |
| Total reports with financial impact..... | 68 |
| Funds put to better use..... | \$73 billion |
| Questioned costs..... | \$2.5 billion |
| Revenue impact..... | \$2.3 billion |
| TOTAL | \$78 billion |

INVESTIGATIONS

| | |
|--|-----------------|
| Investigations completed..... | 3,790 |
| Arrests/Informations/Indictments..... | 1,367 |
| Convictions..... | 736 |
| Administrative actions..... | 2,114 |
| Cost avoidance..... | \$170.6 million |
| Fines, restitutions and recoveries to the Postal Service..... | \$79 million |

HOTLINE CONTACTS

Total contacts, including calls, e-mails, mail, and faxes **101,014**

Audit

The OIG Office of Audit conducts and supervises objective and independent audits and reviews of Postal Service programs and operations, assesses compliance with laws and regulations, and evaluates internal controls. In addition, we keep Congress, the Postal Service Board of Governors and management informed of problems, deficiencies, and corresponding corrective actions.

Generally, our audit resources are aligned with those of the Postal Service vice presidents and major functional areas, allowing us to focus our efforts where there is the greatest potential risk to Postal Service management and operations.

Mission Operations

- Network Processing
- Transportation
- Delivery

Support Operations

- Facilities, Environmental and Sustainability
- Human Resources and Security
- Supply Management
- Planning, Innovation and Optimization

Financial Accountability

- Data Analysis and Performance
- Policy Formulation and Financial Controls
- Financial Reporting

Revenue and Systems

- Marketing and Service
- Cost, Pricing and Rates
- Information Technology
- Retail, Business and International

Investigations

The investigative efforts of OIG special agents, forensic examiners, analysts, and support staff assist the Postal Service in protecting the mail and help in maintaining the integrity of postal personnel. These Special Agents — federal law enforcement officers — investigate internal crimes and frauds against the Postal Service.

AREAS OF INVESTIGATIVE FOCUS

- Theft, delay, or destruction of mail by employees and contractors
- Injury compensation fraud
- Embezzlements and financial crimes
- Contract fraud
- Computer crimes
- Internal affairs and executive investigations
- Employee misconduct and general crimes
- Narcotics
- Whistleblower reprisals

We want to hear from you.

The OIG sponsors a blog and audit projects forum to collect feedback and ideas from our stakeholders and the general public. We encourage you to share your ideas, concerns, and comments at:

Pushing the Envelope Blog: blog.uspsoig.gov
Audit Project Pages: auditprojects.uspsoig.gov

To report fraud, waste, abuse or misconduct involving Postal Service employees and contractors contact us:



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