

The Commission may, of its own motion, investigate or make inquiry in a manner to be determined by it, as to any act or thing done or omitted to be done by any common carrier, railroad, street railroad, railroad corporation or street railroad corporation, or other corporation, subject to its supervision, and the Commission must make such inquiry in regard to any act or thing done or omitted to be done by any such common carrier or corporation in violation of any provision of law, or in violation of any order of the Commission.

Complaints may be made to the Commission by any person or corporation aggrieved, by petition or complaint in writing setting forth anything or act done or omitted to be done by any common carrier or corporation subject to its supervision, in violation, or claimed to be in violation, of any provision of law or of the terms and conditions of its franchise or charter, or of any order of the Commission, or as being unfair, unreasonable, unjustly discriminating or unduly preferential. Upon the presentation of such a complaint the Commission shall cause a copy thereof to be forwarded to the person or corporation complained of, accompanied by an order, directed to such person or corporation, requiring that the matter complained of to be satisfied, or that the charges be answered in writing within a time to be specified by the Commission. If the person or corporation complained of shall make reparation for any injury alleged and shall cease to commit or to permit, the violation of law, franchise or order charged in the complaint, and shall notify the Commission of that before the time allowed for answer, the Commission need take no further action upon the charge. If, however, the charges contained in such petition be not thus satisfied, and it shall appear to the Commission that there are reasonable grounds therefor, it shall investigate such charges in such manner and by such means as it shall deem proper, and take such action within its power as the facts justify.

Whenever the Commission shall investigate any matter complained of by any person or corporation aggrieved by any act or omission of a common carrier or other corporation subject to the provisions of this Act under this section, it shall be its duty to make and file an order either dismissing the petition or complaint or directing the common carrier complained of to satisfy the cause of complaint in whole or to the extent which the Commission may specify and require.

**JUST AND REASONABLE RATES AND SAFE AND ADEQUATE SERVICE
TO BE DETERMINED BY THE COMMISSION.**

SEC. 23. *And be it further enacted,* That whenever the Commission shall be of the opinion, after a hearing, upon its own