**Plain Language Summary**

**Current Introduction Number:**

Int. No. 1403-A

**Prime Sponsors:**

By Council Members Deutsch, Ayala, Kallos, Adams, Constantinides, Rose, Rivera and Barron

**Bill Title:**

A Local Law to amend the administrative code of the city of New York, in relation to requiring the department of social services/human resources administration to report annually on comments, questions and complaints by clients

**Bill Summary:**

**This plain language summary is for informational purposes only and does not substitute for legal counsel. For more information, you should review the full text of the bill, which is available online at legistar.council.nyc.gov.**

This bill would require the Department of Social Services/Human Resources Administration’s (“DSS/HRA”) Office of Constituent Services to submit monthly reports to the DSS/HRA Commissioner on the number of comments, questions and complaints received from clients. The number of comments, questions and complaints would be disaggregated by the 20 most frequent categories of inquiries. DSS/HRA would also be required to submit to the Council and post on the DSS/HRA website an annual report on comments, questions and complaints received.

**Effective Date:**

On the same date as a local law of the city of New York for the year 2019 amending the Administrative Code of the City of New York relating to an office of constituent services, as proposed in Int. 1332-A.

**Legislative Impact:**

**☐ Agency Rulemaking Required**: Is City agency rulemaking required?

**☒ Report Required**: Is a report due to Council required?

**☐ Sunset Date Included**: Does the legislation have a sunset date?

**☐ Council Appointment Required**: Is an appointment by the Council required?

**☐ Other Appointment Required**: Are other appointments not by the Council required?

**Note:** In the full bill text online at legistar.council.nyc.gov, language in proposed consolidated laws that is enclosed by [brackets] would be deleted, and language that is underlined would be new. Language in proposed unconsolidated laws, in contrast, will not have brackets or underlining because it would be entirely new. Consolidation means that the law is placed in the New York City Charter or Administrative Code.

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