Legislation Details (With Text)

File #:	Int 1332-2019 **Version:** A	**Name:**	Office of constituent services.
Type:	Introduction	**Status:**	Enacted
		In control:	Committee on General Welfare
On agenda:	1/24/2019		
Enactment date:	9/14/2019	**Enactment #:**	2019/160

Title: A Local Law to amend the administrative code of the city of New York, in relation to an office of constituent services

Sponsors: Corey D. Johnson, Helen K. Rosenthal, Adrienne E. Adams, Donovan J. Richards, Public Advocate Jumaane Williams, Antonio Reynoso, Diana I. Ayala, Rafael Salamanca, Jr., Vanessa L. Gibson, Margaret S. Chin, Ben Kallos, Costa G. Constantinides, Alicka Ampry-Samuel, Deborah L. Rose, Carlina Rivera

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Date	Ver.	Action By	Action	Result
1/24/2019	*	City Council	Introduced by Council	
1/24/2019	*	City Council	Referred to Comm by Council	
2/4/2019	*	Committee on General Welfare	Laid Over by Committee	
2/4/2019	*	Committee on General Welfare	Hearing Held by Committee	
8/13/2019	*	Committee on General Welfare	Hearing Held by Committee	
8/13/2019	*	Committee on General Welfare	Amendment Proposed by Comm	
8/13/2019	*	Committee on General Welfare	Amended by Committee	
8/13/2019	A	Committee on General Welfare	Approved by Committee	Pass
8/14/2019	A	City Council	Approved by Council	Pass
8/14/2019	A	City Council	Sent to Mayor by Council	
9/14/2019	A	Administration	City Charter Rule Adopted	
9/16/2019	A	City Council	Returned Unsigned by Mayor	

Int. No. 1332-A

By The Speaker (Council Member Johnson) and Council Members Rosenthal, Adams, Richards, the Public Advocate (Mr. Williams), Reynoso, Ayala, Salamanca, Gibson, Chin, Kallos, Constantinides, Ampry-Samuel, Rose and Rivera

A Local Law to amend the administrative code of the city of New York, in relation to an office of constituent

services

Be it enacted by the Council as follows:

Section 1. Chapter 1 of title 21 of the administrative code of the city of New York is amended by adding a new section 21-142.2 to read as follows:

§ 21-142.2 Office of constituent services. a. There shall be an office of constituent services within the department. The duties of such office shall include, but not be limited to:

1. Establishing a system to receive and respond to comments, questions and complaints from clients;

2. Conducting a review of all inquiries from clients about cases where any public benefits administered by the department have been or will be terminated including, but not limited to, the reason for such termination, whether the recipient was notified that such public benefits have been or will be terminated and whether the department has complied with the applicable statutes, rules and regulations with respect to such cases;

3. Establishing and maintaining policies regarding communication with clients in a timely manner in response to inquiries;

4. Developing strategies and recommendations for the commissioner regarding client communication; and

5. Performing such other duties and functions as may be appropriate.

b. The department shall post on its website the phone number for the office of constituent services and a statement indicating that any person may contact such office if such person has a comment, question or complaint regarding any public benefit administered by the department.

§ 2. This local law takes effect 120 days after it becomes law, except that the commissioner may take such actions as are necessary for its implementation, including the promulgation of rules, prior to such date.

ACK
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8/6/2019 4:25pm