



Legislation Text

File #: Int 1051-2016, **Version:** *

Int. No. 1051

By Council Members Rosenthal and Constantinides

A Local Law to amend the administrative code of the city of New York, in relation to the creation of a notification system for service requests and complaints

Be it enacted by the Council as follows:

Section 1. Section 23-301 of the administrative code of the city of New York, as added by local law number 29 for the year 2011, is amended to read as follows:

§ 23-301 Tracking information provided. a. 311 customer service center call takers shall provide the caller with a unique identifier for such call taker at the beginning of every call and a tracking number for every call that results in a request for service or complaint being filed with a city agency.

b. Notification system. The commissioner shall implement a system to notify callers, by email and text message, when the status of a request for service or complaint filed by such caller has changed, and to allow callers to respond by text and email. Such notice shall include a complete description of the action taken, whether the service request or complaint has been resolved and if not, a description of the reason why it was not resolved and a contact number for further information. If the complaint or request for service includes an inspection, an email or text message shall be sent to the caller that details the date and time the inspection is to take place.

§ 2. This local law shall take effect 120 days from enactment, except that the commissioner shall take such steps as are necessary for its implementation, including the promulgation of rules, prior to such effective date.

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