



Legislation Text

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Int. No. 362

By Council Members Rosenthal, Brannan, Salamanca and Yeger

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 amended by local law number 30 for the year 2017, is amended by adding a new subdivision c to read as follows:

c. Notification system. The commissioner of the department of information technology and telecommunications 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 takes effect 120 days after it becomes law, except that the commissioner of the department of information technology and telecommunications shall take such steps as are necessary for its implementation, including the promulgation of rules, prior to such effective date.

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