
DIGEST

The digest printed below was prepared by House Legislative Services. It constitutes no part of the legislative instrument. The keyword, one-liner, abstract, and digest do not constitute part of the law or proof or indicia of legislative intent. [R.S. 1:13(B) and 24:177(E)]

Tim Burns

HB No. 1069

Abstract: Requires each state department, office, and agency that provides services to the public through a website that enables a website user to submit information, questions, or comments to provide on the website: a customer service survey for users to submit and post on the website a rating of the service received and comments on such service; the ability for the department, office, or agency to submit and post responses to such comments; and contact information.

Proposed law requires each state agency that provides services to the public through a website that enables a website user to submit information, questions, or comments to the agency via the website to provide for certain content on the website as follows:

- (1) Provides that "state agency" includes each department, office, or agency in the executive branch of state government. Provides that "provides services" means issues or provides credentials, licenses, insignia, forms to be completed and submitted to the agency, or other items or products otherwise provided to agency clients in the course of agency business; or receives applications, filings, or submissions; or receives and responds to questions submitted by individuals to the agency.
- (2) Requires each state agency to which proposed law is applicable as provided above to provide the following on the website through which it provides services by not later than Jan. 1, 2013:
 - (a) A customer satisfaction survey by which a website user may submit to the agency and post on the website a rating of and comments on the service the website user received from the agency.
 - (b) The ability for the agency to submit and post on the website responses to comments on the service received submitted by website users.
 - (c) Contact information, including the name of one or more agency contacts; a mailing address; an e-mail address; a website address; and a phone number.
- (3) Requires the commissioner of administration to take appropriate action to provide for implementation of proposed law and authorizes him to adopt rules and regulations in accordance with the Administrative Procedure Act necessary therefor.

- (4) Requires the legislative auditor to work with the commissioner of administration to ensure that each state agency complies with proposed law.
- (5) Requires implementation by Jan. 1, 2013, if the website is in operation and the service offered on Jan. 1, 2013. Otherwise requires implementation at the time the service is offered via a website.

(Adds R.S. 49:1311-1315)