
DIGEST

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HB No. 1069

Abstract: Requires the following for certain state departments that provide services to the public through a website that enables a website user to submit information, questions, or comments to provide on the website: ability 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 the state agencies provided for below that provide 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" means the following:
 - (a) Department of Agriculture and Forestry.
 - (b) Department of Children and Family Services.
 - (c) Department of Environmental Quality.
 - (d) Department of Transportation and Development.
 - (e) Department of Health and Hospitals.
 - (f) Vital records registry and state registrar of vital records.
 - (g) Louisiana Workforce Commission.
 - (h) Office of motor vehicles.
 - (i) Office of state police.
 - (j) Department of State.
 - (k) Department of Revenue.
 - (l) Department of Wildlife and Fisheries.
 - (m) Louisiana State Employees' Retirement System.
 - (n) Teachers' Retirement System of Louisiana.
 - (o) School Employees' Retirement System.
 - (p) State Police Pension and Retirement System.
 - (q) Office of State Group Benefits.
 - (r) Office of Elderly Affairs.
 - (s) Office of community development.
 - (t) Office of Student Financial Assistance.
 - (u) Office of Financial Institutions.
 - (v) Louisiana Board of Ethics.

Further 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) The ability for a website user to 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)

Summary of Amendments Adopted by House

Committee Amendments Proposed by House Committee on Appropriations to the original bill.

1. Defined certain departments to which proposed law will apply.
2. Deleted requirement that a department provide a customer satisfaction survey on the website.