

GENERAL ASSEMBLY OF NORTH CAROLINA

SESSION 1999

H

2

HOUSE BILL 636  
Committee Substitute Favorable 5/6/99

Short Title: Consumer Service Quality Assurance.

(Public)

---

Sponsors:

---

Referred to:

---

March 29, 1999

A BILL TO BE ENTITLED

AN ACT TO SET UP A CUSTOMER SERVICE QUALITY ASSURANCE PROGRAM WITHIN THE STATE AUDITOR'S OFFICE, SO AS TO ENSURE THAT PERSONS RECEIVE QUALITY SERVICES FROM STATE AGENCIES.

The General Assembly of North Carolina enacts:

Section 1. Article 5A of Chapter 147 of the General Statutes is amended by adding a new section to read:

**"§ 147-64.15. Customer Service Quality Assurance Program.**

There is established within the Office of the State Auditor the Customer Service Quality Assurance Program. The purpose of the program is for the State Auditor to monitor the performance of State agencies from the perspective of the consumer. In such role, the State Auditor's office may respond to consumer complaints or act as a consumer of services or permit applicant before State agencies to verify the quality of services. The State Auditor shall report periodically to the Joint Legislative Commission on Governmental Operations on the positive and negative aspects of the review. In the case of deficiencies, the State Auditor shall note whether the deficiencies are the result of inadequate resources or training being provided to State employees providing the services, or from the performance of the employee. The Auditor shall also report on positive or negative service experiences. Employing agencies may place the information

1 received from the State Auditor's Customer Service Quality Assurance reviews in the  
2 employee's personnel file."

3           Section 2. There is appropriated from the General Fund to the Department of  
4 State Auditor for fiscal year 1999-2000 the sum of two hundred fifty-four thousand  
5 dollars (\$254,000) in recurring funds and twenty-six thousand three hundred sixty dollars  
6 (\$26,360) in nonrecurring funds to implement this act.

7           Section 3. This act becomes effective July 1, 1999.