

March 29, 1999

**H 636. CONSUMER SERVICE QUALITY ASSURANCE.** *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.* Enacts GS 147-64.15 establishing Customer Service Quality Assurance Program within Office of State Auditor, with purpose of monitoring performance of state agencies from perspective of consumer. Directs that Auditor make periodic reports to Joint Legislative Comm'n on Governmental Operations; permits employing agencies to place information received concerning particular employees in such employees personnel files. Appropriates \$280,360 for 1999-2000 from General Fund to Dep't of State Auditor to implement program, with \$254,000 to be in recurring funds. Effective July 1, 1999.

**Intro. by Owens.**

Ref. to Ways & Means

GS 147, APPROP

May 6, 1999

**H 636. CONSUMER SERVICE QUALITY ASSURANCE.** Intro. 3/29/99. House committee substitute makes the following changes to 1st edition. Allows State Auditor, in implementing customer service quality assurance program, to respond to consumer complaints. Makes additional technical change. Makes act effective July 1, 1999.