

March 26, 2003

**S 536. SMALL BUSINESS OMBUDSMAN OFFICE.** *TO ESTABLISH THE SMALL BUSINESS OMBUDSMAN OFFICE IN THE DEPARTMENT OF COMMERCE.* Creates new Part 19 of Art. 10, Ch. 143B as title indicates. Office shall establish a resource center to provide information concerning conducting business in NC; work with the small business community in identifying problems with inefficient and ineffective state services to those businesses; track all contacts and inquiries received by Office; work with agency business coordinators to determine status of information requests and resolve disputes between those agencies and businesses; and make recommendations to General Assembly and agencies concerning the need to improve information dissemination and licensing procedures. Adds new GS 143B-472.92(b), effective Oct. 1, 2003, to require that Sec'y of Commerce report to the Jt. Legis. Comm'n on Governmental Operations prior to Nov. 1 of each year concerning problems with communicating with and obtaining information from state agencies and make recommendations to address problems identified. Adds new GS 147-54.17(4a) and (4b) to direct business coordinator of each agency to determine status of Office requests for information and reasons for delay and to resolve disputes. Changes name of agency "business license coordinator" to "business coordinator." Makes technical corrections. Unless otherwise indicated above, effective Oct. 1, 2006.

**Intro. by Hoyle.**

Ref. to Commerce	GS 143B, 147
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