

AMENDED IN ASSEMBLY MARCH 18, 1997

CALIFORNIA LEGISLATURE—1997–98 REGULAR SESSION

ASSEMBLY BILL

No. 206

Introduced by Assembly Member Hertzberg

February 4, 1997

An act to add Chapter 5.1 (commencing with Section 8321) to Division 1 of Title 2 of the Government Code, relating to state government.

LEGISLATIVE COUNSEL'S DIGEST

AB 206, as amended, Hertzberg. Citizen Complaint Act of 1997.

Existing law provides for the establishment and operation of state agencies.

This bill would require ~~each~~ state ~~agency~~ *agencies*, including the California State University, to make available on ~~its~~ *their* Internet web ~~site~~ *sites*, on or before July 1, 1998, or within 6 months of the establishment of such a site, whichever is later, a ~~form~~ *in* plain language *form* through which residents of the state can register complaints relating to the performance of ~~a~~ *that* state agency. This bill would require a state ~~agency~~ *agencies* making a complaint form available on ~~its~~ *their* Internet web ~~site~~ *sites* to advise individuals calling to lodge a complaint of specified information, *to include their Internet web site address in the telephone directory, to respond within an unspecified number of days of the receipt of a completed complaint form, and to forward a copy of the form to the Department of Consumer Affairs.* This bill would

also require public libraries, to the extent permitted through donations, to provide Internet access to their patrons and to advertise that they provide Internet access. These provisions would be known as the Citizen Complaint Act of 1997.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. Chapter 5.1 (commencing with Section
2 8321) is added to Division 1 of Title 2 of the Government
3 Code, to read:

4
5 CHAPTER 5.1. CITIZEN COMPLAINT ACT OF 1997
6

7 8321. This chapter shall be known and may be cited
8 as the Citizen Complaint Act of 1997.

9 ~~8322. (a) Each state agency, in consultation with the
10 Department of Consumer Affairs, shall make available on
11 its Internet web site, on or before July 1, 1998, or within
12 six months of the establishment of a web site, whichever
13 is later, a form in plain language through which residents
14 of the state can register complaints relating to the
15 performance of a state agency.~~

16 ~~(b) A state agency making a complaint form available
17 on its Internet web site shall advise individuals calling the
18 state agency to lodge a complaint of both of the following:~~

19 ~~(1) The nearest public library providing Internet
20 access.~~

21 ~~(2) The availability of the complaint form on the
22 Internet web site.~~

23 ~~(c)~~

24 8322. (a) *State agencies shall make available on their
25 Internet web sites, on or before July 1, 1988, or within six
26 months of the establishment of such a site, whichever is
27 later, a plain-language form through which residents of
28 California can register complaints relating to the
29 performance of that agency. The Internet web site shall
30 provide instructions on filing the complaint electronically*



1 or on the manner in which to download, complete, and
2 mail the complaint form to the state agency.

3 (b) Any printed complaint form used by a state agency
4 as part of the process of receiving a complaint against any
5 licensed individual or corporation subject to regulation
6 by that agency shall make the form available on its
7 Internet web site, on or before July 1, 1998, or within six
8 months of the establishment of such a site, whichever is
9 later. The Internet web site shall provide instructions on
10 filing the complaint electronically or on the manner in
11 which to download, complete, and mail the complaint
12 form to the state agency.

13 (c) State agencies making a complaint form available
14 on their Internet web site shall:

15 (1) Advise individuals calling the state agency to lodge
16 a complaint of both of the following:

17 (A) The availability of the complaint form on the
18 Internet web site.

19 (B) That public libraries provide Internet access.

20 (2) To the extent feasible, include their Internet web
21 site address in the telephone directory in order that
22 citizens will be aware that they may contact the state
23 agency via the Internet or by telephone.

24 (3) Respond within _____ days of receipt of the
25 completed form referred to in subdivision (a).

26 (4) Forward a copy of the form to the Department of
27 Consumer Affairs which shall compile all of these forms
28 and make them available on the Internet for distribution
29 to public libraries so that citizens may familiarize
30 themselves with a form prior to filing a complaint
31 electronically.

32 (d) Public libraries, to the extent permitted through
33 donations, shall do each of the following:

34 (1) Provide Internet access to their patrons.

35 (2) Advertise that they provide Internet access.

36 (e) Notwithstanding subdivision (a) of Section 11000,
37 state agency as used in this section includes the California
38 State University.

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