

CHAPTER 6

(House Bill 461 of 1979)

AN ACT concerning

State Agencies - Citizen Response Plan

FOR the purpose of requiring State agencies to adopt procedures for the handling and response to any ~~inquiry, request, or complaint~~ communication made by a member of the public; and for the keeping of related records.

BY adding to

Article 41 - Governor - Executive and Administrative Departments
Section 14H
Annotated Code of Maryland
(1978 Replacement Volume and 1978 Supplement)

SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND, That section(s) of the Annotated Code of Maryland be repealed, amended, or enacted to read as follows:

Article 41 - Governor - Executive and Administrative Departments

14H.

(A) (1) IN THIS SECTION, THE FOLLOWING WORDS HAVE THE MEANING INDICATED.

(2) "AGENCY" MEANS EVERY DEPARTMENT, BOARD, BUREAU, COMMISSION, OR OTHER AGENCY OF THE STATE GOVERNMENT, EXCEPT THOSE IN THE LEGISLATIVE OR JUDICIAL BRANCHES.

(3) "~~COMPLAINT~~ COMMUNICATION" MEANS ANY INQUIRY, REQUEST, OR COMPLAINT MADE BY A MEMBER OF THE PUBLIC.

(B) NOT LATER THAN JANUARY 1, 1980 EVERY AGENCY SHALL ADOPT AND SUBMIT TO THE ADMINISTRATIVE, EXECUTIVE AND LEGISLATIVE REVIEW COMMITTEE WRITTEN PROCEDURES TO BE FOLLOWED BY EMPLOYEES OF THE AGENCY WHICH SET OUT:

(1) PROCEDURES TO BE FOLLOWED BY THE AGENCY AND ITS EMPLOYEES IN THE HANDLING OF ANY RESPONSE RESPONDING TO COMPLAINTS COMMUNICATIONS DIRECTED TO THE AGENCY BY MEMBERS OF THE PUBLIC; AND

(2) THE MANNER AND CIRCUMSTANCES IN WHICH RECORDS OF COMPLAINTS COMMUNICATIONS AND AGENCY RESPONSE SHALL BE MAINTAINED.