

GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2001

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HOUSE BILL 94

Short Title: Quality Assurance Program.

(Public)

Sponsors: Representative Owens.

Referred to: Rules, Calendar, and Operations of the House.

February 12, 2001

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 act as a consumer of services or permit applicant before State agencies to verify the quality of services. The State Auditor shall report quarterly 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 service experiences. Positive or negative information can also be placed in the State employee's personnel file."

SECTION 2. This act is effective when it becomes law.