

GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2001

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HOUSE BILL 94
Committee Substitute Favorable 3/19/01

Short Title: Quality Assurance Program.

(Public)

Sponsors:

Referred to:

February 12, 2001

1 A BILL TO BE ENTITLED
2 AN ACT TO SET UP A CUSTOMER SERVICE QUALITY ASSURANCE
3 PROGRAM WITHIN THE STATE AUDITOR'S OFFICE, SO AS TO ENSURE
4 THAT PERSONS RECEIVE QUALITY SERVICES FROM STATE AGENCIES.

5 The General Assembly of North Carolina enacts:

6 SECTION 1. Article 5A of Chapter 147 of the General Statutes is amended
7 by adding a new section to read:

8 "**§ 147-64.15. Customer Service Quality Assurance Program.**

9 There is established within the Office of the State Auditor the Customer Service
10 Quality Assurance Program. The purpose of the program is for the State Auditor to
11 monitor the performance of State agencies from the perspective of the consumer. In
12 such role, the State Auditor's office may act as a consumer of services or permit
13 applicant before State agencies to verify the quality of services. The State Auditor shall
14 report quarterly to the Joint Legislative Commission on Governmental Operations on
15 the positive and negative aspects of the review. In the case of deficiencies, the State
16 Auditor shall note whether the deficiencies are the result of inadequate resources or
17 training being provided to State employees providing the services or from the
18 performance of the employee. The State Auditor shall also report on positive service
19 experiences."

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