

**LOCAL LAWS
OF
THE CITY OF NEW YORK
FOR THE YEAR 2019**

No. 160

Introduced by The Speaker (Council Member Johnson) and Council Members Rosenthal, Adams, Richards, the Public Advocate (Mr. Williams), Reynoso, Ayala, Salamanca, Gibson, Chin, Kallos, Constantinides, Ampry-Samuel, Rose and Rivera.

A LOCAL LAW

To amend the administrative code of the city of New York, in relation to an office of constituent services

Be it enacted by the Council as follows:

Section 1. Chapter 1 of title 21 of the administrative code of the city of New York is amended by adding a new section 21-142.2 to read as follows:

§ 21-142.2 Office of constituent services. a. There shall be an office of constituent services within the department. The duties of such office shall include, but not be limited to:

1. Establishing a system to receive and respond to comments, questions and complaints from clients;

2. Conducting a review of all inquiries from clients about cases where any public benefits administered by the department have been or will be terminated including, but not limited to, the reason for such termination, whether the recipient was notified that such public benefits have been or will be terminated and whether the department has complied with the applicable statutes, rules and regulations with respect to such cases;

3. Establishing and maintaining policies regarding communication with clients in a timely manner in response to inquiries;

4. Developing strategies and recommendations for the commissioner regarding client communication; and

5. Performing such other duties and functions as may be appropriate.

b. The department shall post on its website the phone number for the office of constituent services and a statement indicating that any person may contact such office if such person has a comment, question or complaint regarding any public benefit administered by the department.

§ 2. This local law takes effect 120 days after it becomes law, except that the commissioner may take such actions as are necessary for its implementation, including the promulgation of rules, prior to such date.

THE CITY OF NEW YORK, OFFICE OF THE CITY CLERK, s.s.:

I hereby certify that the foregoing is a true copy of a local law of The City of New York, passed by the Council on August 14, 2019 and returned unsigned by the Mayor on September 16, 2019.

MICHAEL M. McSWEENEY, City Clerk, Clerk of the Council.

CERTIFICATION OF CORPORATION COUNSEL

I hereby certify that the form of the enclosed local law (Local Law No. 160 of 2019, Council Int. No. 1332-A of 2019) to be filed with the Secretary of State contains the correct text of the local law passed by the New York City Council, presented to the Mayor and neither approved nor disapproved within thirty days thereafter.

STEPHEN LOUIS, Acting Corporation Counsel.