

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

No. 171

Introduced by Council Members Deutsch, Ayala, Kallos, Adams, Constantinides, Rose, Rivera and Barron.

A LOCAL LAW

To amend the administrative code of the city of New York, in relation to requiring the department of social services/human resources administration to report annually on comments, questions and complaints by clients

Be it enacted by the Council as follows:

Section 1. Section 21-142.2 of the administrative code of the city of New York, as added by a local law for the year 2019 amending the administrative code of the city of New York in relation to an office of constituent services, as proposed in introduction number 1332-A, is amended by adding new subdivisions c and d to read as follows:

c. Beginning on January 31, 2020, the office of constituent services shall submit monthly reports to the commissioner indicating:

- 1. The number of comments, questions and complaints received;*
- 2. The number of comments, questions and complaints received in which information was provided and the matter resolved;*
- 3. The number of comments, questions and complaints received in which the matter was escalated for resolution, disaggregated by the 20 most frequent categories of inquiries; and*
- 4. Recommendations made pursuant to paragraph 4 of subdivision a of this section.*

d. No later than January 31, 2021 and annually thereafter, the commissioner shall post on the department's website and submit to the mayor and the speaker of the council a report that shall include a compilation of the monthly reports submitted pursuant to subdivision c of this section during the preceding calendar year.

§ 2. This local law takes effect on the same date as a local law of the city of New York for the year 2019 amending the administrative code of the city of New York relating to an office of constituent services, as proposed in introduction number 1332-A, takes effect.

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. 171 of 2019, Council Int. No. 1403-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.