

A bill to require state agencies that establish internet web sites to make available on those web sites complaint and comment forms and certain other information; and to impose certain duties on certain agencies relating to those agencies' web sites.

**THE PEOPLE OF THE STATE OF MICHIGAN ENACT:**

1       Sec. 1. This act shall be known and may be cited as the  
2 "citizen's information act".

3       Sec. 2. As used in this act:

4       (a) "Complaint and comment form" means a form written in a  
5 clear and coherent manner, using words and phrases with common,  
6 everyday meanings, that an individual can complete to specify a  
7 complaint or comment relating to a state agency.

8       (b) "Internet web site" or "site" means the location at  
9 which letters, messages, and data may be transmitted or received

1 through a computer network or through a modem over common carrier  
2 lines.

3 (c) "Person" means an individual, partnership, corporation,  
4 association, or other legal entity.

5 (d) "State agency" means a department, board, commission,  
6 office, agency, authority, or other unit of state government,  
7 including an institution of higher education or community  
8 college.

9 Sec. 3. (1) By July 1, 1998 or within 6 months after the  
10 effective date of this act, whichever is later, each state agency  
11 internet web site shall include at a minimum all of the  
12 following:

13 (a) A complaint and comment form.

14 (b) Instructions on obtaining electronically the complaint  
15 and comment form described in subdivision (a), and instructions  
16 on the actions necessary to download, complete, and electroni-  
17 cally mail the completed form to the state agency.

18 (c) Notice of any employment opportunity with that state  
19 agency or a referral to the department of civil service internet  
20 web site with a statement specifying that employment opportuni-  
21 ties may be listed at that site.

22 (d) A newsletter or other document that describes the state  
23 agency's purpose and the services it provides.

24 (e) A list that includes the names, telephone numbers, and  
25 electronic mail addresses of persons within the state agency who  
26 may provide members of the public with specific information  
27 relating to the services provided by the state agency.

1       (f) A list of frequently asked questions submitted to the  
2 state agency by members of the public, accompanied by a written  
3 response to each of the listed questions.

4       (g) Instructions on the most efficient means to request and  
5 obtain information from the state agency.

6       (2) A state agency may determine who will be identified in a  
7 list prepared in accordance with subsection (1)(e).

8       (3) Each state agency shall update the information required  
9 to be disclosed on its internet web site under subsection (1) at  
10 least quarterly each calendar year.

11       Sec. 4. Beginning on the date that a state agency makes a  
12 complaint and comment form available on its internet web site in  
13 accordance with section 3, the state agency shall do all of the  
14 following:

15       (a) Advise individuals who seek to make a complaint by tele-  
16 phone that the following are available on the state agency's  
17 internet web site:

18       (i) The state agency's complaint and comment form.

19       (ii) If applicable, the state agency's complaint form relat-  
20 ing to persons licensed by the state and regulated by the state  
21 agency.

22       (b) Advise individuals who seek to make a complaint by tele-  
23 phone that many public libraries provide internet access.

24       (c) Provide the department of consumer and industry services  
25 with a copy of the state agency's complaint and comment form.

1       Sec. 5. To the extent that it is economically feasible, a  
2 state agency shall include its internet web site in telephone  
3 directories that contain the state agency's telephone number.

4       Sec. 6. The department of consumer and industry services  
5 shall compile the complaint and comment forms it receives under  
6 section 4(c) and make copies of those forms available to public  
7 libraries.