

STATE OF OKLAHOMA

2nd Session of the 46th Legislature (1998)

HOUSE BILL NO. 2682

By: Deutschendorf

AS INTRODUCED

An Act relating to state government; directing state agencies to make complaint and comment forms available on the Internet; requiring website to have certain instructions; directing state agencies to accept complaints against licensees on the Internet; requiring website to have certain instructions on filing a complaint; requiring state agencies to inform individuals of the electronic complaint process and accessibility to the Internet; requiring agencies to include BASIC HTML tags on every Internet document; including higher education institutions in definition of state agency; providing for codification; and providing an effective date.

BE IT ENACTED BY THE PEOPLE OF THE STATE OF OKLAHOMA:

SECTION 1. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 3106.2 of Title 74, unless there is created a duplication in numbering, reads as follows:

A. On or before January 1, 1999, or within six (6) months of the establishment of an Internet website, whichever is later, state

agencies shall make available on their Internet websites a plain-language form through which individuals can register complaints or comments relating to the performance of that agency. The Internet website shall provide instructions on filing the complaint electronically, or on the manner in which to download, complete, and mail the complaint form to the state agency, or both, consistent with whichever method the agency establishes for the filing of complaints.

B. On or before January 1, 1999, or within six (6) months of the establishment of an Internet website, whichever is later, any printed complaint form used by a state agency as part of the process of receiving a complaint against any licensed individual, group, or corporation subject to regulation by that agency shall be made available on the Internet website of the agency. The Internet website shall provide instructions on filing the complaint electronically, or on the manner in which to download, complete, and mail the complaint form to the state agency, or both, consistent with whichever method the agency establishes for the filing of complaints.

C. State agencies making a complaint form available on their Internet website shall, to the extent feasible:

1. Advise individuals, calling the state agency to lodge a complaint, of:
 - a. the availability of the complaint form on the Internet website, and
 - b. the availability of Internet access provided by many public libraries; and
2. Include their Internet website address in the telephone directory in order that citizens will be made aware that they may contact the state agency via the Internet or by telephone.

D. On or before January 1, 1999, or within six (6) months of the establishment of an Internet website, whichever is later, state

agencies shall include BASIC HTML tags on every document published on the Internet by that agency. BASIC HTML tags shall include the TITLE tag and the META description tag which serve to identify the web page and the contents of the web page.

E. For purposes of this section, state agency shall include each institution within The Oklahoma State System of Higher Education.

SECTION 2. This act shall become effective November 1, 1998.

46-2-8014

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