ENGROSSED SENATE
BILL NO. 824

By: Maddox of the Senate

and

Paulk of the House

[state government - telephones answered by a person - prohibiting answering device - emergency]

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 3306 of Title 74, unless there is created a duplication in numbering, reads as follows:

A. At the central administrative office of every state agency and at every other state agency office normally contacted by the public that is not on the same agency telephone system as the central office, the primary telephone number designated to receive calls from the public shall be answered during normal business hours by an employee of the agency. For the purposes of this section, institutions, higher education centers, and other constituent agencies of The Oklahoma State System of Higher Education shall be considered state agencies.

B. In no instance shall an answering device be used to answer calls to the primary telephone designated to receive calls from the public during normal business hours, nor shall calls to the primary designated telephone be automatically forwarded to a telephone that is not answered by an employee of the agency. Agencies may, however, utilize answering devices to answer calls during other than normal business hours and calls to other numbers the agency maintains.

SECTION 2. It being immediately necessary for the preservation of the public peace, health and safety, an emergency is hereby declared to exist, by reason whereof this act shall take effect and be in full force from and after its passage and approval.

Passed the Senate the 1st day of March, 2000.

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President of the Senate

Passed the House of Representatives the ____ day of _____, 2000.

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Speaker of the House of Representatives