HB 1606-FN - AS INTRODUCED

2024 SESSION

24-2395
12/08

HOUSE BILL ***1606-FN***

AN ACT relative to contact information on agency web pages.

SPONSORS: Rep. C. Brown, Graf. 10; Rep. Spillane, Rock. 2; Rep. Rochefort, Graf. 1; Rep. Ouellet, Coos 3; Sen. Gendreau, Dist 1

COMMITTEE: Executive Departments and Administration

ANALYSIS

This bill creates a uniform system for the public to contact state agencies via their web sites.

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Explanation: Matter added to current law appears in ***bold italics.***
Matter removed from current law appears [~~in brackets and struckthrough.~~]
Matter which is either (a) all new or (b) repealed and reenacted appears in regular type.

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STATE OF NEW HAMPSHIRE

In the Year of Our Lord Two Thousand Twenty Four

AN ACT relative to contact information on agency web pages.

Be it Enacted by the Senate and House of Representatives in General Court convened:

1 New Section; Department Web Sites; Contact Information. Amend RSA 21-G by inserting after section 21-G:6-b the following new section:

21-G:6-c Department Web Sites; Contact Information.

I. All executive branch departments listed in RSA 21-G:6-b and agencies, divisions, bureaus and sections as defined in RSA 21-G:5 that have a web page for public access shall have a "contact" or "contact us" button prominently displayed at the top of that web page.

II. The "contact" or "contact us" button shall be clearly visible and easily found by citizens needing to contact their state agency and of uniform design, color and size. The contact or contact us button shall provide:

(a) The central telephone number and toll-free number if one exists to the main line of the government entity whose web page is being viewed. Messages on this telephone line from the public will be monitored daily to ensure a prompt response.

(b) A direct e-mail link to connect the individual from the public directly to the appropriate employee within the agency, division and or bureau.

(c) A direct link to the state of New Hampshire employee telephone/e-mail directory.

(d) A direct link to the government entity's web-based contact process.

(e) A direct link to all web sites that exist for the departments described in RSA 21-G:6-b.

III. The department of information technology shall develop the design of the "contact" or "contact us" button to comply with this section.

2 Effective Date. This act shall take effect 60 days after its passage.

LBA
24-2395
12/11/23

HB 1606-FN- FISCAL NOTE
AS INTRODUCED

AN ACT relative to contact information on agency web pages.

FISCAL IMPACT:

The Office of Legislative Budget Assistant is unable to complete a fiscal note for this bill, as introduced, as it is awaiting information from the Department of Information Technology. The Department was originally contacted on 10/31/23 and most recently contacted on 12/04/23 for a fiscal note worksheet. When completed, the fiscal note will be forwarded to the House Clerk's Office.

AGENCIES CONTACTED:

Department of Information Technology