

(H. B. 2627)

(No. 33)

(Approved April 2, 2008)

## **AN ACT**

To establish the “Public Service Quality Monitoring Program” in every public agency, instrumentality or corporation rendering direct services to the population; to define the responsibilities of the public entities and for other related purposes.

### **STATEMENT OF MOTIVES**

The government of Puerto Rico has made, through legislation or regulations, through efforts to make the public service offered to the citizenry more efficient and complete.

The untiring efforts to improve the services of the Commonwealth to the citizens, hinge upon the increasingly accepted vision of treating the people served by the government as service consumers who deserve efficient, responsible and diligent attention. Many administrations have established initiatives toward this direction in order for the government’s efficiency to be at par with that of the private sector in the design of the client service component to which so many entrepreneurial sector’s resources and strategies are directed.

Hence, this Legislature deems it necessary and convenient to establish a Public Service Quality Monitoring Program, so that public entities may develop and implement procedures that allow them to know the opinion of the citizens on the quality of the services offered by their officers and employees, and thus be able to adopt strategies to modify, review, and

eliminate practices, policies or procedures that affect the quality of the service rendered.

Thus, the Commonwealth may count on an efficient tool to refine the quality of the public service and strengthen the capability of the government to address the need for a public service of excellence.

Pursuant to the above, the “Public Service Quality Monitoring Program” is established through this Act in every public agency, instrumentality or corporation rendering direct services to the population; the responsibilities of public bodies are defined, and other related purposes are addressed.

**BE IT ENACTED BY THE LEGISLATURE OF PUERTO RICO:**

Section 1.- The Executive Branch of the Commonwealth of Puerto Rico shall strengthen the manner in which direct services shall be rendered to the citizenry by establishing a “Public Service Quality Monitoring Program.” Through said Program, the public agencies, instrumentalities and corporations shall implement and develop the strategies and procedures set forth in the present Act, so that they may be able to monitor in a more effective manner the quality of the service offered and translate it into an information base that is useful for refining the quality of the service provided to the public.

Section 2.- In discharging the responsibilities established in this Act, the Executive Branch components shall have the following duties and functions:

- a) Place devices or mailboxes to allow the citizens served to place in the same their comments, opinions, and observations on the quality and adequacy of the service provided by the officers or employees of each public entity. Said evaluation may include the analysis of

the information gathered through forms, Webpages, and telephone exchange systems for monitoring quality as an element to be considered in evaluating the performance of said employees. This shall not limit the components of the Executive Branch from providing any other effective mechanism in order for clients to submit their comments.

- b) Provide and make available to the public assisted, special forms that allow them to state their comments and observations referred to in the above subsection.
- c) Train their Human Resources or Personnel Directors to establish a mechanism to periodical monitor and evaluate the quality of the service rendered, designating personnel specially assigned to perform such function and taking into account the comments and observations received from citizens.
- d) Provide a space in Webpages and telephone exchange systems of the entity for the public assisted to make their comments, observations and recommendations on the quality of the service offered.
- e) Keep records of the evaluations made and the data obtained by virtue of this Act.
- f) Use the product or results of the implementation of the present Act in the periodical evaluations made of the personnel working for the entity. The provisions of this Act shall apply to Individual Administrators, as provided in Act No. 184 of August 3, 2004.
- g) Take any other steps, measures or initiatives in connection with the purposes of this Act.

Section 3.- It shall be the duty of every public agency, instrumentality or corporation to ensure compliance with the duties and functions set forth by this Act, once the “Public Service Quality Monitoring Program” is implemented, as contemplated in this Act.

Section 4.- The Office of Management and Budget shall likewise periodically evaluate the “Public Service Quality Monitoring Program,” in order to determine the effectiveness, efficiency and quality of the measures adopted by virtue of the Program. Furthermore, it shall make recommendations to the Governor and the Legislature on the necessary changes to strengthen, improve and make more efficient the service rendered to citizens. The Office of Management and Budget shall remit preliminary reports to the heads of agencies or other entities, with the findings and recommendations resulting from the evaluations of their monitoring programs, who shall take the necessary steps to assure quality, effectiveness and efficiency of services. The Office of Management and Budget shall render an annual report, not later than January 30 of each year to the Governor and the Clerk of the House of Representatives and the Secretary of the Senate of Puerto Rico which shall state the results of the Program created by this Act, and the measures and initiatives adopted by the agencies by virtue of such results, and the recommendations and measures by the Office of Management and Budget to strengthen the quality of the public service and make more effective the government services quality monitoring mechanisms.

Section 5.- Public agencies, instrumentalities and corporations are hereby authorized and directed to adopt the necessary procedures and measures to comply with the provisions of this Act.

Section 6.- This Act shall take effect six (6) months after its approval. During said time, the components of the Executive Branch shall design the proper procedure to fully comply with the purposes of this Act.

## CERTIFICATION

I hereby certify to the Secretary of State that the following Act No. 33 (H.B. 2627) of the 7<sup>th</sup> Session of the 15<sup>th</sup> Legislature of Puerto Rico:

**AN ACT** to establish the “Public Service Quality Monitoring Program” in every public agency, instrumentality or corporation rendering direct services to the population; to define the responsibilities of the public entities and for other related purposes,

has been translated from Spanish to English and that the English version is correct.

In San Juan, Puerto Rico, today 16<sup>th</sup> of May of 2008.

Kevin Miguel Rivera-Medina  
Sub-Director