

MAINE STATE LEGISLATURE

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ONE HUNDRED AND EIGHTH LEGISLATURE

Legislative Document

No. 723

H. P. 597

House of Representatives, March 3, 1977

On motion of Mr. Curran of South Portland, referred to the Committee on State Government. Sent up for concurrence and 1,800 copies ordered printed.

EDWIN H. PERT, Clerk

Presented by Mr. Henderson of Bangor.

Cosponsor: Mrs. Kany of Waterville.

STATE OF MAINE

IN THE YEAR OF OUR LORD NINETEEN HUNDRED
SEVENTY-SEVEN

AN ACT to Establish a Citizens' Service Center.

Be it enacted by the People of the State of Maine, as follows:

Sec. 1. 5 MRSA Pt. 18, c. 381, is enacted to read:

PART 18

CITIZENS' SERVICE CENTER

CHAPTER 381

GENERAL PROVISIONS

§ 8001. Title

This chapter shall be known and may be cited as the "Citizens' Service Center Act."

§ 8002. Definitions

As used in this chapter, unless the context otherwise indicates, the following words shall have the following meanings.

1. Agency. "Agency" means any department, organization, board, commission, council, institution or other governmental entity.

2. Person. "Person" means any individual, aggregate of individuals, corporation, partnership or unincorporated association.

3. State agency. "State agency" means to limit the definition in subsection 1 to agencies of the State Government of Maine.

§ 8003. Citizens' Service Center

There is established to carry out the purposes of this chapter a Citizens' Service Center in the Office of the Secretary of State. For the purposes of this chapter, the Citizens' Service Center shall be called the "service center."

1. Responsibility. It shall be the responsibility of the service center to develop the capability to assist persons in complying with state requirements relating to the issuance of licenses, permits, approvals and similar items. To this end, the service center shall:

A. Be authorized to seek and receive from the responsible state agencies, and where practical all other agencies, all forms concerning licenses, permits, approvals and similar items;

B. Be authorized to communicate and cooperate with all responsible agencies for the purpose of improving application procedures; and

C. Develop a plan for the administration and delivery of services necessary to effectively carry out the responsibilities under subsection 2.

2. Additional responsibility. It shall be the responsibility of the service center to assist persons in complying with state requirements relating to the issuance of licenses, permits, approvals and similar items. To this end, the service center shall:

A. Be a source of information for those persons seeking to comply with state requirements relating to the issuance of licenses, permits, approvals and similar items;

B. Upon receipt of a request from a person seeking to comply with state requirements, provide to the person copies of all necessary forms for licenses, permits, approvals and similar items appropriate to meeting the request; and

C. Upon request of the person seeking to comply with state requirements relating to the issuance of licenses, permits, approvals and similar items, receive the completed forms, review them for completeness and distribute them to the appropriate agency.

§ 8004. Director of Citizens' Service Center

1. Director. The executive head of the service center shall be the Director of Citizens' Service Center, who shall be appointed by and serve at the pleasure of the Secretary of State.

2. Powers and duties. The director shall exercise the powers of the service center and shall be responsible for the execution of its duties. The director:

A. May establish those procedures as he deems necessary for the operation of the service center not inconsistent with this chapter;

B. Shall not levy any fees for services provided by the service center, but this shall not refer to those fees required by the various offices for filing of applications;

C. May employ such assistants as may be necessary to carry out this chapter and is entitled to an office in the State Capitol Complex and adequate facilities for the transaction of business of the service center;

D. May seek and acquire funds from the Federal Government or from any individual, foundation or corporation to be expended for purposes consistent with this chapter; and

E. Shall cooperate and communicate with other state agencies currently involved in linkage and referral activities to State Government services in the development of the service center.

Sec. 2. Appropriation. There is appropriated to the Office of the Secretary of State, Citizens' Service Center, from the General Fund the sum of \$72,000. The breakdown shall be as follows:

| | 1977-78 | 1978-79 |
|-------------------------------|--------------|--------------|
| SECRETARY OF STATE, OFFICE OF | | |
| Citizens' Service Center | | |
| Personal Services | (2) \$23,000 | (4) \$45,000 |
| All Other | 2,000 | 2,000 |
| | <hr/> | <hr/> |
| | \$25,000 | \$47,000 |

Sec. 3. Effective date. This Act shall become effective July 1, 1977, except for section 8003, subsection 2, which shall become effective July 1, 1978, for the purpose of delivering service to the citizens of Maine.

STATEMENT OF FACT

The purpose of this bill is to assist individuals in dealing with government bureaucracy, especially those procedures relating to the issuance of licenses, permits, approvals and similar items required by the State.