

By Mr. Bartley of Holyoke, petition of David M. Bartley for legislation to establish a citizen information and assistance bureau in the Department of Community Affairs. State Administration.

**The Commonwealth of Massachusetts**

In the Year One Thousand Nine Hundred and Sixty-Nine.

AN ACT TO ESTABLISH A CITIZEN INFORMATION AND ASSISTANCE BUREAU IN THE DEPARTMENT OF COMMUNITY AFFAIRS.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1 Chapter 23B of the General Laws is hereby amended by  
2 adding after section 10 the following four new sections under  
3 the caption "Citizen Information and Assistance Bureau":—

4 *Section 11.* There shall be established in the division of  
5 community services of the department of community affairs  
6 a "Citizens Information and Assistance Bureau," in these  
7 four sections called the bureau. It shall be headed by a direc-  
8 tor who shall be a person of skill and experience in state gov-  
9 ernment. The position of director shall not be subject to the  
10 provisions of chapter thirty-one or section nine of chapter  
11 thirty of the General Laws. He shall be appointed to his posi-  
12 tion by the commissioner of the department of community  
13 affairs with the approval of the governor, and shall serve un-  
14 til removed for cause.

15 The commissioner of the department of community affairs  
16 shall appoint and remove all employees of the bureau. Unless  
17 otherwise provided by law all such appointments and re-  
18 movals shall be made in accordance with chapter thirty-one  
19 of the General Laws.

20 *Section 12.* The bureau shall be the principal agency of  
21 the government of the Commonwealth to provide information  
22 for the general public.

23 To accomplish this objective the bureau is hereby author-  
24 ized, empowered and directed to:

25 (a) keep an index of all public documents of the common-  
26 wealth of Massachusetts;

27 (b) provide detailed information of the purposes, scope  
28 and procedures of all major programs or refer any person to  
29 the appropriate office which can provide said information;

30 (c) keep a record of the existence and procedure of all  
31 boards of appeal and similar agencies to which an aggrieved  
32 person may appeal for possible redress and relief;

33 (d) publish and publicize any state programs or portions  
34 of them as it may deem to be in the public interest.

35 In order to assist in the discharge of its duties, the bureau  
36 is hereby empowered to request and receive from any state or  
37 local government agency such assistance and data as will en-  
38 able it to properly execute its powers and duties.

39 *Section 13.* The bureau shall offer assistance to persons  
40 unfamiliar with the operation of state government in the  
41 commonwealth of Massachusetts; shall assist persons in the  
42 mechanics of filing legislation; and shall prepare a pamphlet,  
43 on the operation of state government in the commonwealth of  
44 Massachusetts, which shall be available for distribution to  
45 the general public.

46 *Section 14.* The county commissioner, at the request of  
47 the director of the bureau, shall make available appropriate  
48 office space in the facilities of the district courts. The director  
49 shall use this space, at specific hours selected by him, to en-  
50 able the residents of that area to utilize the facilities of the  
51 bureau. The specific hours the bureau member will be avail-  
52 able to the public in that district shall be publicized in  
53 advance.