



State of New York
Executive Chamber

STATE OF NEW YORK
DEPARTMENT OF STATE

No. 23

FILED SEP 8 1983

E X E C U T I V E O R D E R


Secretary of State

ESTABLISHING THE OFFICE OF
NEW YORK STATE OMBUDSMAN

WHEREAS, it is incumbent upon government to assure that the needs and desires of the people of New York State are appropriately considered in the development of governmental programs; and

WHEREAS, there is a need to identify, coordinate and compile information on existing programs intended to deliver services to the people of New York; and

WHEREAS, there is a need to provide persons seeking information or assistance regarding programs and services with access to such information or assistance;

NOW, THEREFORE, I, Mario M. Cuomo, Governor of the State of New York, by virtue of the authority vested in me by the Constitution and laws of the State of New York, do hereby designate the Secretary of State as the New York State Ombudsman. The Secretary shall establish the Office of New York State Ombudsman in the Department of State.

I. General Powers.

The New York State Ombudsman shall have the following functions, powers and duties which shall be carried out by the Office of New York State Ombudsman:

- a. to advise and assist the Governor in developing State programs designed to meet the needs of the people of the State;
- b. to identify, coordinate and compile information on existing State programs and activities intended to provide services to the people of the State;
- c. to serve as a clearinghouse for information relating to services to which the people of the State are entitled;
- d. to refer persons seeking advice, assistance and available services to the appropriate departments and agencies of the State, Federal and local governments or to agencies providing services by contract with such governmental entities;
- e. to investigate specific complaints concerning the delivery of services by State agencies, to report deficiencies to the heads of the agencies involved and, where appropriate, to the Governor and to propose remedies for the deficiencies and complaints;

f. to cooperate with State agencies to assure that the services to which the people are entitled are, in fact, provided;

g. to prepare for the Governor legislative proposals designed to improve the quality and delivery of services to the people of New York; and

h. to cooperate with and assist municipalities of the State in the development of local Ombudsman programs.

II. Cooperation of State Agencies.

All heads of State agencies and programs are hereby directed to cooperate with the Secretary of State in assuring that the purposes of this Executive Order are carried out. The Office of New York State Ombudsman shall have access to State personnel responsible for establishing policies affecting the delivery of services to the people of the State. All heads of State agencies and programs shall designate a liaison to respond to the requests of the Office of New York State Ombudsman.

III. Personnel.

The Secretary of State may employ such staff and assistants as may be necessary at a compensation to be fixed by the Secretary within the amounts available therefor and subject to the approval of the Director of the Budget.

IV. Revocation of Prior Executive Order.

Executive Order Number 81, promulgated on January 15, 1979, is revoked and superseded by this Executive Order as of the date hereof.



G I V E N under my hand and the
Privy Seal of the State in the
City of Albany this first day
of September in the year one
thousand nine hundred eighty-
three.

Mauro Cuomo

BY THE GOVERNOR

Michael J. Del Giudice
Secretary to the Governor

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A. S. S.
Secretary of State