



2020-11-19

To: Public Advocate (PUB ADV)

From: Municipal Library Staff

The New York City Charter, Chapter 49, Section 1133, requires that agencies submit to the Department of Records and Information Services (DORIS) all reports, documents, studies and publications required by local law, executive order, or mayoral directive to be published, issued, or transmitted to the City Council or Mayor, within 10 business days of their publication. For any report that is not received within 10 business days of the publication date, DORIS is required to email the agency to request the report, and to provide the text of that email in place of the report in the Government Publications Portal.

Consistent with these requirements, DORIS hereby requests the transmission of the report shown below, which DORIS has not received as of 2020-11-19. Please submit this report to the Government Publications Portal. If you have questions, please contact staff at the Municipal Library at [munilib@records.nyc.gov](mailto:munilib@records.nyc.gov).

**Required Report Type:** Annual Report

**Report Description:** Report shall include a statistical summary of the complaints received during such fiscal year, categorized by agency, type of complaint, agency response, mode of resolution, and such other factors as the public advocate deems appropriate; an analysis of recurring complaints and the public advocate's recommendations for administrative, legislative or budgetary actions to resolve the underlying problems causing the complaints; a summary of the findings and recommendations of the agency program reviews conducted during the fiscal year and a summary of the agency responses to such findings and recommendations; a summary of the charter requirements which, in the opinion of the public advocate are not being implemented by the city agencies and officers subject to them, including a description of the nature and extent of the failure to comply and a summary of the responses of the agencies or officers to the public advocate's conclusions; and a summary of improvements in charter compliance since the public advocate's last annual report . The report shall include an assessment of the fiscal implications of any recommendations presented

**Reporting Frequency:** Every 1 Year

**Report Due Date:** 2020-11-02

**Authorizing Resource (Charter and Code):** New York City Charter  
Chapter 2, Section 24(n)

**Authorizing Resource (Local Law):** LL 19/1993, LL 32/1945, LL 63/1953,  
LL 82/1969, LL 27/2002