

Bill 21

**An Act to optimize government action
in delivering public services to citizens
and businesses**

Amendment number AM 1 has been withdrawn and now bears number AM g

Bill 21

**An Act to optimize government action
in delivering public services to citizens
and businesses**

Amendment number AM 2 has been withdrawn and now bears number AM b

Bill 21

**An Act to optimize government action
in delivering public services to citizens
and businesses**

Amendment number AM 3 has been withdrawn and now bears number AM h

Bill 21

**An Act to optimize government action
in delivering public services to citizens
and businesses**

Amendment number AM 4 has been withdrawn and now bears number AM i

Bill 21

**An Act to optimize government action
in delivering public services to citizens
and businesses**

Amendment number AM 5 has been withdrawn and now bears number AM j

Bill 21

**An Act to optimize government action
in delivering public services to citizens
and businesses**

Section 5

AMENDMENT:

Replace proposed section 57.4 by:

“57.4. The Minister must adopt a policy for the examination and processing of complaints received in respect of the delivery of services and the implementation of measures or programs under the Minister’s authority.

“57.5. To process such complaints, the Minister designates an administrative unit separate from the units responsible for delivering services or implementing measures or programs under the Minister’s authority.

“57.6. Complaints received by the administrative unit must be processed promptly and must be examined and analyzed, unless they are clearly unfounded, including if they do not pertain to one of the matters governed by this Act.

“57.7. The complainant must be informed of the results of the examination of the complaint, as well as of any applicable remedy procedures.

The first paragraph does not operate to allow the disclosure of confidential information.

“57.8. In the department’s annual management report, the Minister reports on the policy described in section 57.4, and states the number of complaints received, the nature of the complaints, the means used to settle them, the follow-up given to the complaints, and the level of satisfaction of complainants.”

People
5B

Bill 21

**An Act to optimize government action
in delivering public services to citizens
and businesses**

Section 2

AMENDMENT:

Replace proposed paragraph 2 by:

(2) by adding the following paragraph after the second paragraph:

“In the area of services to citizens and businesses, the Minister’s mission is to provide a single window in order to procure simplified access to public services throughout Québec. To do so, the Minister shall

(1) see that integrated service delivery is developed in a manner that guarantees its efficiency and ensure a government presence in all regions of Québec, based on the directions determined by the Government;

(2) provide information to citizens and businesses and referral services with respect to the delivery of the services that are available to them;

(3) ensure that the department provides a main gateway to business start-up and development services, including ready access to the forms and procedures needed to complete registration, modification, declaration and other formalities;

(4) ensure optimal use of information technologies in the delivery of services while taking into consideration the choice of citizens and businesses regarding the mode of service delivery;

(5) facilitate access to public documents by citizens and businesses in keeping with the provisions of the Act respecting Access to documents held by public bodies and the Protection of personal information (chapter A-2.1);

(6) foster concerted action and partnership in the delivery of services;
and

(7) propose to any person, department or body the Minister may enter into agreements with, means to enhance the delivery of services to citizens and businesses.”

Bill 21

**An Act to optimize government action
in delivering public services to citizens
and businesses**

Section 9

AMENDMENT:

Strike out section 9.

*Next
off*

Bill 21

**An Act to optimize government action
in delivering public services to citizens
and businesses**

Section 10.1

AMENDMENT:

Insert before section 11:

10.1. Section 38 of the Individual and Family Assistance Act (chapter A-13.1.1) is amended by striking out “and establish a complaint processing procedure for matters governed by this Act” in the first paragraph.

Alvite
STB

Bill 21

**An Act to optimize government action
in delivering public services to citizens
and businesses**

SCHEDULE 1

AMENDMENT:

Replace Schedule I by:

SCHEDULE I

(*section 20*)

GOODS AND SERVICES FUND

2013-2014 EXPENDITURE AND INVESTMENT ESTIMATES

Revenue	\$97,004,537
Expenditures	<u>\$96,833,937</u>
Surplus (deficit) for the fiscal year	<u><u>\$170,600</u></u>

Investments

Capital investments \$7,318,279

Balance of loans and advances (\$9,143,978)

Bill 21

**An Act to optimize government action
in delivering public services to citizens
and businesses**

Section 26

AMENDMENT:

Replace "section 57.4" by "sections 57.4 to 57.8".

*Adopted
5/5*

Bill 21

**An Act to optimize government action
in delivering public services to citizens
and businesses**

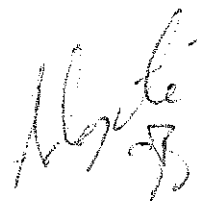
Sections 26.1 and 27

AMENDMENT:

Replace section 27 by:

26.1. This Act has effect from 1 April 2013 and all acts performed by Services Québec from that date until *(insert the date of assent to this Act)* are deemed to have been performed by the Minister.

27. This Act comes into force on *(insert the date of assent to this Act)*.

A handwritten signature in dark ink, appearing to be 'Albete' with a stylized flourish below it.

Bill 21

**An Act to optimize government action
in delivering public services to citizens
and businesses**

Section 8

AMENDMENT:

Add at the end of proposed section 73.1:

This section does not apply to administrative bodies exercising adjudicative functions.

Adopted
7/3