

SENATE BILL 3643

By Yager

AN ACT to amend Tennessee Code Annotated, Title 4,
relative to creating an electronic system for certain
permits and licenses.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. Tennessee Code Annotated, Title 4, Chapter 3, Part 10, is amended by
adding the following as a new section thereto:

4-3-1021.

(a) By July 1, 2013, the department of finance and administration shall develop and implement an electronic permit and license tracking system to reduce permitting and licensure time, improve customer service and staff efficiency, enhance quality, create better internal management tools for gauging department efficiency and spotting problems, and document the volume of work completed and the revenue generated by each department. The system shall track progress of all permits and licenses issued by state departments where such electronic tracking is currently not available.

(b) The system shall have the capability of allowing a person to apply for a permit or license online and be given a tracking number. At any time prior to a permit or license being issued, renewed or denied, the applicant shall be able to use the tracking number by inputting it in an online system to determine where the permit is in the process and the estimated time frame for a decision to be made on issuance of such permit or license.

(c) If an application for a permit or license cannot be made online or is made in person or by mail, the department responsible for processing the application shall provide the applicant with a tracking number upon the receipt of the application that can be used to track the application in the online system.

(d) The system shall also have the capability to determine how long a particular employee has the permit or license application.

(e) The department of finance and administration shall also prepare annual performance reports for each permit and license type, to include the following information:

- (1) Total number of complete applications received during the year;
- (2) Total number of permits/licenses issued;
- (3) Total number of permits/licenses denied;
- (4) Average number of days to process each permit/license; and
- (5) Average number of days each employee who is involved in the permit/license process had such application in the employee's possession.

(f) An electronic copy of the annual performance report shall be sent to each member of the general assembly, the governor, the comptroller of the treasury and the commissioner of any department where permits are issued pursuant to this system.

SECTION 2. The commissioner of finance and administration is authorized to promulgate rules and regulations to effectuate the purposes of this act. All such rules and regulations shall be promulgated in accordance with Tennessee Code Annotated, Title 4, Chapter 5.

SECTION 3. This act shall take effect upon becoming a law, the public welfare requiring it.