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GOVERNOR

STATE OF CONNECTICUT
EXECUTIVE CHAMBERS

TESTIMONY PRESENTED TO THE GENERAL LAW COMMITTEE

February 26, 2008

M. Jodi Rell
Governor
State of Connecticut

Regarding House Bill No. 5030: "An Act Establishing an Electronic Citizen's Forum."

Senator Colapietro, Representative Stone, and members of the General Law Committee, it is my pleasure to submit testimony in favor of House Bill No. 5030, "**An Act Establishing an Electronic Citizen's Forum.**"

The Bill seeks to establish a single electronic portal for citizens and interested parties to directly contact state agencies. The use of the internet for submittal of comments leads to the quick, accurate, and inexpensive sharing of data and ideas to further advance and improve State government.

The Department of Consumer Protection is ideally suited to house the Electronic Citizen's Forum. The Department has a long history of receiving thousands of consumer complaints, and has been using an automated electronic database to track and monitor this information for several years. Maintaining the Electronic Citizen's Forum will require similar expertise.

Efficiency in government is a priority, and State government making use of the internet will save time and resources while simplifying the filing of complaints or comments with our many diverse agencies. Also, with this proposal, the State demonstrates that it will continue to keep pace with the advance of technology and the current communications mediums used by our residents. Since e-mail and use of the internet has become so commonplace in the private sector, we must reap the benefits of this technology by changing the way the State of Connecticut does business. Residents will only benefit from this creative use of technology by the State.

I strongly support passage of this proposal to create an Electronic Citizen's Forum for the benefit of Connecticut residents.

I thank the Chairs and members of the General Law Committee for the opportunity to present the above testimony in support of House Bill 5030.