

**The Executive Office of Governor John G. Rowland**  
**STATE OF CONNECTICUT**

**BY HIS EXCELLENCY**

**JOHN G. ROWLAND**

**EXECUTIVE ORDER NO. THREE**

WHEREAS, as Governor of Connecticut it is my duty to the people of this state to take whatever steps I can to ensure that they receive the respect and service they deserve from their state government; and

WHEREAS, the people of Connecticut have a right to receive from their state government in the form of service and cooperation all that they contribute in the form of tax dollars; and

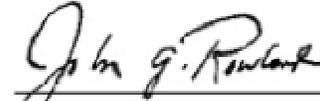
WHEREAS, state government can learn a great deal from the way successful private-sector businesses conduct their affairs and treat their customers; and

WHEREAS, the goal of making state government more responsive, user- and customer-friendly toward Connecticut's taxpayers is a priority of my administration.

NOW, THEREFORE, I, John G. Rowland, Governor of the State of Connecticut, acting by virtue of the authority vested in me by the Constitution and by the statutes of this state, do hereby ORDER and DIRECT:

1. That all state agency personnel will answer incoming telephone calls from the public by naming their agency, identifying themselves by name and asking how they can assist the caller. (Example- "Good Morning/Good Afternoon, this is John Rowland at the Governor's Office, how may I help you"?)
2. That there shall always be someone available during each agency's business hours to answer its primary incoming telephone line used by the public.
3. That no state agency shall resort to the use of "voice mail" in lieu of assigning at least one person to answer telephone calls received upon their primary incoming telephone line(s) from members of the public.
4. That no agency shall refer a citizen's telephone call to another state agency unless the agency that received the call has identified the department within the subsequent agency to whom the call should go.
5. That each department head shall examine, develop and implement a plan for delivering its services to Connecticut taxpayers in a manner befitting the efficiency and customer-friendliness of Connecticut's most successful private-sector businesses.
6. That this order shall take effect immediately.

Dated at Hartford, Connecticut, this 2nd day of February, 1995.

  
JOHN G. ROWLAND, Governor

Filed this 2nd day of February,  
1995.



---

Miles Rapoport, Secretary of the  
State

Content Last Modified on 8/27/2003 2:56:41 PM