

HOUSE BILL 424

P1

2lr0104
CF SB 191

By: **Chair, Health and Government Operations Committee (By Request – Departmental – Comptroller)**

Introduced and read first time: February 1, 2012

Assigned to: Health and Government Operations

A BILL ENTITLED

1 AN ACT concerning

2 **Comptroller – Monitoring and Recording of Telephone Calls – Training and**
3 **Quality Assurance**

4 FOR the purpose of authorizing the Comptroller of the State to manage the monitoring
5 and recording of certain telephone calls for certain purposes; requiring
6 monitored telephone calls to contain a certain notice; and generally relating to
7 the monitoring of telephone calls by the Comptroller.

8 BY adding to
9 Article – Tax – General
10 Section 2–114
11 Annotated Code of Maryland
12 (2010 Replacement Volume and 2011 Supplement)

13 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF
14 MARYLAND, That the Laws of Maryland read as follows:

15 **Article – Tax – General**

16 **2–114.**

17 **(A) NOTWITHSTANDING THE PROVISIONS OF § 9–602 OF THE CRIMINAL**
18 **LAW ARTICLE, AND SUBJECT TO SUBSECTIONS (B) AND (C) OF THIS SECTION,**
19 **THE COMPTROLLER MAY MANAGE THE MONITORING AND RECORDING OF**
20 **INCOMING TELEPHONE CONVERSATIONS TO EMPLOYEES OF THE**
21 **COMPTROLLER’S CALL CENTERS, TO TELEPHONES WITHIN THE OFFICES OF THE**
22 **COMPTROLLER, FOR TRAINING AND QUALITY CONTROL PURPOSES.**

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



1 **(B) ANY MONITORED TELEPHONE CALL SHALL CONTAIN A NOTICE TO**
2 **THE TELEPHONE CALLER THAT “YOUR CALL MAY BE RECORDED OR MONITORED**
3 **FOR TRAINING AND QUALITY CONTROL PURPOSES”.**

4 **(C) (1) THE COMPTROLLER MAY ONLY RECORD OR MONITOR**
5 **INCOMING CALLS TO THE AUTOMATED CALL DISTRIBUTION SYSTEM.**

6 **(2) THE COMPTROLLER MAY NOT RECORD OR MONITOR CALLS**
7 **TO OR FROM DIRECT INDIVIDUAL LINES IN THE OFFICE OF THE COMPTROLLER.**

8 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect
9 July 1, 2012.