

# 45:1-18

## LEGISLATIVE HISTORY CHECKLIST

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**LAWS OF:** 2010                   **CHAPTER:** 17

**NJSA:** 45:1-18 (Requires consumer complaints to licensing boards of regulated professions to be resolved within 120 days)

**BILL NO:** S936 (Substituted for A2297)

**SPONSOR(S)** Cardinale and Others

**DATE INTRODUCED:** February 1, 2010

**COMMITTEE:**               **ASSEMBLY:** Regulated Professions

**SENATE:** Commerce

**AMENDED DURING PASSAGE:** Yes

**DATE OF PASSAGE:**               **ASSEMBLY:** March 15, 2010

**SENATE:** March 22, 2010

**DATE OF APPROVAL:** May 6, 2010

**FOLLOWING ARE ATTACHED IF AVAILABLE:**

**FINAL TEXT OF BILL** (Second reprint enacted)

**S936**

**SPONSOR'S STATEMENT:** (Begins on page 3 of introduced bill) Yes

**COMMITTEE STATEMENT:**   **ASSEMBLY:** Yes

**SENATE:** Yes

(Audio archived recordings of the committee meetings, corresponding to the date of the committee statement, *may possibly* be found at [www.njleg.state.nj.us](http://www.njleg.state.nj.us))

**FLOOR AMENDMENT STATEMENT:** No

**LEGISLATIVE FISCAL NOTE:** No

**A1893**

**SPONSOR'S STATEMENT:** (Begins on page 4 of introduced bill) Yes

**COMMITTEE STATEMENT:**   **ASSEMBLY:** Yes

**SENATE:** No

**FLOOR AMENDMENT STATEMENT:** No

**LEGISLATIVE FISCAL NOTE:** No

(continued)

**VETO MESSAGE:** No

**GOVERNOR'S PRESS RELEASE ON SIGNING:** No

**FOLLOWING WERE PRINTED:**

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**REPORTS:** No

**HEARINGS:** No

**NEWSPAPER ARTICLES:** No

LAW/KR

[Second Reprint]  
**SENATE, No. 936**

**STATE OF NEW JERSEY**  
**214th LEGISLATURE**

INTRODUCED FEBRUARY 1, 2010

**Sponsored by:**

**Senator GERALD CARDINALE**

**District 39 (Bergen)**

**Senator PAUL A. SARLO**

**District 36 (Bergen, Essex and Passaic)**

**Assemblyman VINCENT PRIETO**

**District 32 (Bergen and Hudson)**

**Assemblyman PAUL D. MORIARTY**

**District 4 (Camden and Gloucester)**

**Assemblyman UPENDRA J. CHIVUKULA**

**District 17 (Middlesex and Somerset)**

**Co-Sponsored by:**

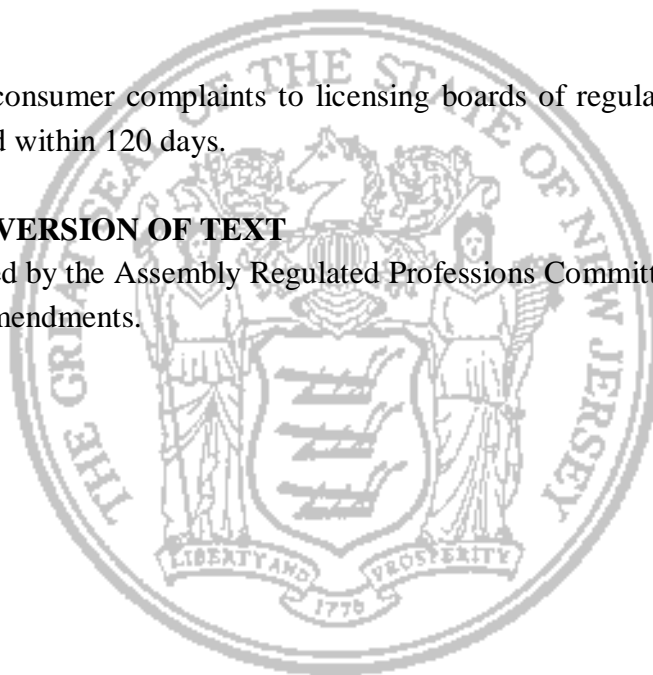
**Assemblyman DeAngelo**

**SYNOPSIS**

Requires consumer complaints to licensing boards of regulated professions to be resolved within 120 days.

**CURRENT VERSION OF TEXT**

As reported by the Assembly Regulated Professions Committee on March 4, 2010, with amendments.



**(Sponsorship Updated As Of: 3/16/2010)**

1 AN ACT concerning consumer complaints of certain licensed  
2 professionals and amending P.L.1978, c.73.

3

4 **BE IT ENACTED** by the Senate and General Assembly of the State  
5 of New Jersey:

6

7 1. Section 5 of P.L.1978, c.73 (C.45:1-18) is amended to read  
8 as follows:

9 5. Whenever it shall appear to any board, the director or the  
10 Attorney General that a person has engaged in, or is engaging in  
11 any act or practice declared unlawful by a statute or regulation  
12 administered by such board, or when the board, the director or the  
13 Attorney General shall deem it to be in the public interest to inquire  
14 whether any such violation may exist, the board or the director  
15 through the Attorney General, or the Attorney General acting  
16 independently, may exercise any of the following investigative  
17 powers:

18 a. Require any person to file on such form as may be  
19 prescribed, a statement or report in writing under oath, or otherwise,  
20 as to the facts and circumstances concerning the rendition of any  
21 service or conduct of any sale incidental to the discharge of any act  
22 or practice subject to an act or regulation administered by the board;

23 b. Examine under oath any person in connection with any act  
24 or practice subject to an act or regulation administered by the board;

25 c. Inspect any premises from which a practice or activity  
26 subject to an act or regulation administered by the board is  
27 conducted;

28 d. Examine any goods, ware or item used in the rendition of a  
29 practice or activity subject to an act or regulation administered by  
30 the board;

31 e. Examine any record, book, document, account or paper  
32 prepared or maintained by or for any professional or occupational  
33 licensee in the regular course of practicing such profession or  
34 engaging in such occupation or any individual engaging in practices  
35 subject to an act or regulation administered by the board. Nothing  
36 in this subsection shall require the notification or consent of the  
37 person to whom the record, book, account or paper pertains, unless  
38 otherwise required by law;

39 f. For the purpose of preserving evidence of an unlawful act or  
40 practice, pursuant to an order of the Superior Court, impound any  
41 record, book, document, account, paper, goods, ware, or item used,  
42 prepared or maintained by or for any board licensee in the regular  
43 course of practicing such profession or engaging in such occupation  
44 or any individual engaging in a practice or activity subject to an act

**EXPLANATION – Matter enclosed in bold-faced brackets [ thus ] in the above bill is not enacted and is intended to be omitted in the law.**

**Matter underlined thus is new matter.**

**Matter enclosed in superscript numerals has been adopted as follows:**

**<sup>1</sup>Senate SCM committee amendments adopted February 4, 2010.**

**<sup>2</sup>Assembly ARP committee amendments adopted March 4, 2010.**

1 or regulation administered by the board. In such cases as may be  
2 necessary, the Superior Court may, on application of the Attorney  
3 General, issue an order sealing items or material subject to this  
4 subsection; and

5 g. Require any board licensee, permit holder or registered or  
6 certified person to submit to an assessment of skills to determine  
7 whether the board licensee, permit holder or registered or certified  
8 person can continue to practice with reasonable skill and safety.

9 h. Whenever a board, the director through the Attorney  
10 General, or the Attorney General investigates a consumer  
11 complaint, the board, director or the Attorney General, as  
12 applicable, shall render a final disposition of the inquiry within 120  
13 days of the filing of the complaint<sup>1</sup>; except that the 120-day period  
14 shall be tolled, based upon the<sup>2</sup> [written] documented<sup>2</sup> approval of  
15 the Attorney General<sup>2</sup> or the Attorney General's designee<sup>2</sup>,  
16 whenever additional time is required: to obtain information, records  
17 or evidence sought pursuant to this section that is necessary for the  
18 investigation or disposition of the consumer complaint; for the  
19 board, director or the Attorney General, as the case may be, to  
20 consider additional information furnished more than 30 days after  
21 the filing of the complaint; to conduct an administrative hearing in a  
22 contested case; for expert consultation related to the subject matter  
23 under investigation; because a complaint is, or becomes, the subject  
24 of a criminal investigation or prosecution; or for other good cause  
25 shown due to extraordinary or unforeseen circumstances.<sup>2</sup>The  
26 number of consumer complaints for which tolling of the 120-day  
27 period is approved shall be reported to the Attorney General on a  
28 monthly basis, and this information shall be provided to the  
29 Legislature on a semi-annual basis.<sup>2</sup> Nothing in this subsection  
30 shall be construed as affecting the jurisdiction of a board, the  
31 director through the Attorney General or the Attorney General<sup>1</sup> .

32 In order to accomplish the objectives of this act or any act or  
33 regulation administered by a board, the Attorney General may hold  
34 such investigative hearings as may be necessary and the board,  
35 director or Attorney General may issue subpoenas to compel the  
36 attendance of any person or the production of books, records or  
37 papers at any such hearing or inquiry.

38 (cf: P.L.2001, c.307, s.1)

39

40 2. The Director of the Division of Consumer Affairs in the  
41 Department of Law and Public Safety shall adopt rules and  
42 regulations pursuant to the "Administrative Procedure Act,"  
43 P.L.1968, c.410 (C.52:14B-1 et seq.) to carry out the purposes of  
44 this act.

45

46 3. This act shall take effect on the 180th day after enactment,  
47 but the Director of the Division of Consumer Affairs in the

**S936 [2R] CARDINALE, SARLO**

4

- 1 Department of Law and Public Safety may take such anticipatory
- 2 administrative action in advance as shall be necessary for the
- 3 implementation of the act.

# SENATE, No. 936

## STATE OF NEW JERSEY 214th LEGISLATURE

INTRODUCED FEBRUARY 1, 2010

**Sponsored by:**

**Senator GERALD CARDINALE**

**District 39 (Bergen)**

**Senator PAUL A. SARLO**

**District 36 (Bergen, Essex and Passaic)**

**SYNOPSIS**

Requires consumer complaints to licensing boards of regulated professions to be resolved within 120 days.

**CURRENT VERSION OF TEXT**

As introduced.



1 AN ACT concerning consumer complaints of certain licensed  
2 professionals and amending P.L.1978, c.73.

3

4 **BE IT ENACTED** by the Senate and General Assembly of the State  
5 of New Jersey:

6

7 1. Section 5 of P.L.1978, c.73 (C.45:1-18) is amended to read  
8 as follows:

9 5. Whenever it shall appear to any board, the director or the  
10 Attorney General that a person has engaged in, or is engaging in  
11 any act or practice declared unlawful by a statute or regulation  
12 administered by such board, or when the board, the director or the  
13 Attorney General shall deem it to be in the public interest to inquire  
14 whether any such violation may exist, the board or the director  
15 through the Attorney General, or the Attorney General acting  
16 independently, may exercise any of the following investigative  
17 powers:

18 a. Require any person to file on such form as may be  
19 prescribed, a statement or report in writing under oath, or otherwise,  
20 as to the facts and circumstances concerning the rendition of any  
21 service or conduct of any sale incidental to the discharge of any act  
22 or practice subject to an act or regulation administered by the board;

23 b. Examine under oath any person in connection with any act  
24 or practice subject to an act or regulation administered by the board;

25 c. Inspect any premises from which a practice or activity  
26 subject to an act or regulation administered by the board is  
27 conducted;

28 d. Examine any goods, ware or item used in the rendition of a  
29 practice or activity subject to an act or regulation administered by  
30 the board;

31 e. Examine any record, book, document, account or paper  
32 prepared or maintained by or for any professional or occupational  
33 licensee in the regular course of practicing such profession or  
34 engaging in such occupation or any individual engaging in practices  
35 subject to an act or regulation administered by the board. Nothing  
36 in this subsection shall require the notification or consent of the  
37 person to whom the record, book, account or paper pertains, unless  
38 otherwise required by law;

39 f. For the purpose of preserving evidence of an unlawful act or  
40 practice, pursuant to an order of the Superior Court, impound any  
41 record, book, document, account, paper, goods, ware, or item used,  
42 prepared or maintained by or for any board licensee in the regular  
43 course of practicing such profession or engaging in such occupation  
44 or any individual engaging in a practice or activity subject to an act  
45 or regulation administered by the board. In such cases as may be

**EXPLANATION** – Matter enclosed in bold-faced brackets **[thus]** in the above bill is not enacted and is intended to be omitted in the law.

Matter underlined thus is new matter.



1 necessary, the Superior Court may, on application of the Attorney  
2 General, issue an order sealing items or material subject to this  
3 subsection; and

4 g. Require any board licensee, permit holder or registered or  
5 certified person to submit to an assessment of skills to determine  
6 whether the board licensee, permit holder or registered or certified  
7 person can continue to practice with reasonable skill and safety.

8 h. Whenever a board, the director through the Attorney  
9 General, or the Attorney General investigates a consumer  
10 complaint, the board, director or the Attorney General, as  
11 applicable, shall render a final disposition of the inquiry within 120  
12 days of the filing of the complaint.

13 In order to accomplish the objectives of this act or any act or  
14 regulation administered by a board, the Attorney General may hold  
15 such investigative hearings as may be necessary and the board,  
16 director or Attorney General may issue subpoenas to compel the  
17 attendance of any person or the production of books, records or  
18 papers at any such hearing or inquiry.

19 (cf: P.L.2001, c.307, s.1)

20

21 2. The Director of the Division of Consumer Affairs in the  
22 Department of Law and Public Safety shall adopt rules and  
23 regulations pursuant to the "Administrative Procedure Act,"  
24 P.L.1968, c.410 (C.52:14B-1 et seq.) to carry out the purposes of  
25 this act.

26

27 3. This act shall take effect on the 180th day after enactment,  
28 but the Director of the Division of Consumer Affairs in the  
29 Department of Law and Public Safety may take such anticipatory  
30 administrative action in advance as shall be necessary for the  
31 implementation of the act.

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#### STATEMENT

35

36 This bill requires that consumer complaints involving  
37 professions and occupations regulated by the Division of Consumer  
38 Affairs in the Department of Law and Public Safety be resolved  
39 within 120 days of the filing of the complaint.

40 Section 5 of P.L.1978, c.73 (C.45:1-18), authorizes State boards  
41 of regulated professions and occupations, the Director of the  
42 Division of Consumer Affairs, or the Attorney General, as  
43 applicable, to undertake investigations of suspected violations of  
44 statutes or regulations, but does not specify a time for rendering a  
45 final disposition of an investigation. This bill would require that  
46 investigations initiated by consumers be resolved within 120 days  
47 of the filing of such complaint.

# SENATE COMMERCE COMMITTEE

## STATEMENT TO

### **SENATE, No. 936**

with committee amendments

# **STATE OF NEW JERSEY**

DATED: FEBRUARY 4, 2010

The Senate Commerce Committee reports favorably and with committee amendments Senate Bill No. 936.

This bill requires that consumer complaints involving professions and occupations regulated by the Division of Consumer Affairs in the Department of Law and Public Safety be resolved within 120 days of the filing of the complaint. The bill contains provisions providing for the tolling of this 120-day period, based upon the written approval of the Attorney General, whenever additional time is required: to obtain information, records or evidence sought pursuant to this section that is necessary for the investigation or disposition of the consumer complaint; for the board, director or the Attorney General, as the case may be, to consider additional information furnished more than 30 days after the filing of the complaint; to conduct an administrative hearing in a contested case; for expert consultation related to the subject matter under investigation; because a complaint is, or becomes, the subject of a criminal investigation or prosecution; or for other good cause shown due to extraordinary or unforeseen circumstances.

Section 5 of P.L.1978, c.73 (C.45:1-18) authorizes State boards of regulated professions and occupations, the Director of the Division of Consumer Affairs, or the Attorney General, as applicable, to undertake investigations of suspected violations of statutes or regulations, but does not specify a time for rendering a final disposition of an investigation. This bill would require that investigations initiated by consumers be resolved within 120 days of the filing of such complaint, unless tolled for the reasons set forth above.

The committee amendments to the bill:

- establish provisions to provide for the 120-day period for resolving investigations initiated by consumer complaints to be tolled, based upon the written approval of the Attorney General, for the reasons set forth above.

# ASSEMBLY REGULATED PROFESSIONS COMMITTEE

## STATEMENT TO

[First Reprint]

## **SENATE, No. 936**

with committee amendments

# **STATE OF NEW JERSEY**

DATED: MARCH 4, 2010

The Assembly Regulated Professions Committee reports favorably and with committee amendments Senate Bill No. 936 (1R).

As amended, this bill requires that consumer complaints involving professions and occupations regulated by the Division of Consumer Affairs in the Department of Law and Public Safety be resolved within 120 days of the filing of the complaint. The bill contains provisions providing for the tolling of this 120-day period, based upon the documented approval of the Attorney General, or the Attorney General's designee, whenever additional time is required: to obtain information, records or evidence necessary for the investigation or disposition of the consumer complaint; for the board, director or the Attorney General, as the case may be, to consider additional information furnished more than 30 days after the filing of the complaint; to conduct an administrative hearing in a contested case; for expert consultation related to the subject matter under investigation; because a complaint is, or becomes, the subject of a criminal investigation or prosecution; or for other good cause shown due to extraordinary or unforeseen circumstances. The number of consumer complaints for which tolling of the 120-day period is approved shall be reported to the Attorney General on a monthly basis, and this information shall be provided to the Legislature on a semi-annual basis.

Section 5 of P.L.1978, c.73 (C.45:1-18) authorizes State boards of regulated professions and occupations, the Director of the Division of Consumer Affairs, or the Attorney General, as applicable, to undertake investigations of suspected violations of statutes or regulations, but does not specify a time for rendering a final disposition of an investigation. This bill would require that investigations initiated by consumers be resolved within 120 days of the filing of such complaint, unless tolled for the reasons set forth above.

COMMITTEE AMENDMENTS

The committee amended the bill to require documented approval, as opposed to written approval, of the Attorney General or the Attorney General's designee, to toll the 120-day period to render a final disposition of an inquiry. The bill, as heard by the committee, required the written approval of the Attorney General to toll the 120-day period.

The committee also amended the bill to require that the number of consumer complaints for which tolling of the 120-day period is approved shall be reported to the Attorney General on a monthly basis, and this information shall be provided to the Legislature on a semi-annual basis.

This bill, as reported by the committee, is identical to Assembly Bill No. 2297, as amended and reported by the committee today.

# ASSEMBLY, No. 2297

## STATE OF NEW JERSEY 214th LEGISLATURE

INTRODUCED FEBRUARY 25, 2010

**Sponsored by:**

**Assemblyman VINCENT PRIETO  
District 32 (Bergen and Hudson)**

**Co-Sponsored by:**

**Assemblyman DeAngelo**

**SYNOPSIS**

Requires consumer complaints to licensing boards of regulated professions to be resolved within 120 days.

**CURRENT VERSION OF TEXT**

As introduced.



**(Sponsorship Updated As Of: 3/5/2010)**

1 AN ACT concerning consumer complaints of certain licensed  
2 professionals and amending P.L.1978, c.73.

3

4 **BE IT ENACTED** by the Senate and General Assembly of the State  
5 of New Jersey:

6

7 1. Section 5 of P.L.1978, c.73 (C.45:1-18) is amended to read  
8 as follows:

9 5. Whenever it shall appear to any board, the director or the  
10 Attorney General that a person has engaged in, or is engaging in  
11 any act or practice declared unlawful by a statute or regulation  
12 administered by such board, or when the board, the director or the  
13 Attorney General shall deem it to be in the public interest to inquire  
14 whether any such violation may exist, the board or the director  
15 through the Attorney General, or the Attorney General acting  
16 independently, may exercise any of the following investigative  
17 powers:

18 a. Require any person to file on such form as may be  
19 prescribed, a statement or report in writing under oath, or otherwise,  
20 as to the facts and circumstances concerning the rendition of any  
21 service or conduct of any sale incidental to the discharge of any act  
22 or practice subject to an act or regulation administered by the board;

23 b. Examine under oath any person in connection with any act  
24 or practice subject to an act or regulation administered by the board;

25 c. Inspect any premises from which a practice or activity  
26 subject to an act or regulation administered by the board is  
27 conducted;

28 d. Examine any goods, ware or item used in the rendition of a  
29 practice or activity subject to an act or regulation administered by  
30 the board;

31 e. Examine any record, book, document, account or paper  
32 prepared or maintained by or for any professional or occupational  
33 licensee in the regular course of practicing such profession or  
34 engaging in such occupation or any individual engaging in practices  
35 subject to an act or regulation administered by the board. Nothing  
36 in this subsection shall require the notification or consent of the  
37 person to whom the record, book, account or paper pertains, unless  
38 otherwise required by law;

39 f. For the purpose of preserving evidence of an unlawful act or  
40 practice, pursuant to an order of the Superior Court, impound any  
41 record, book, document, account, paper, goods, ware, or item used,  
42 prepared or maintained by or for any board licensee in the regular  
43 course of practicing such profession or engaging in such occupation  
44 or any individual engaging in a practice or activity subject to an act

**EXPLANATION – Matter enclosed in bold-faced brackets [thus] in the above bill is not enacted and is intended to be omitted in the law.**

**Matter underlined thus is new matter.**

1 or regulation administered by the board. In such cases as may be  
2 necessary, the Superior Court may, on application of the Attorney  
3 General, issue an order sealing items or material subject to this  
4 subsection; and

5 g. Require any board licensee, permit holder or registered or  
6 certified person to submit to an assessment of skills to determine  
7 whether the board licensee, permit holder or registered or certified  
8 person can continue to practice with reasonable skill and safety.

9 h. Whenever a board, the director through the Attorney  
10 General, or the Attorney General investigates a consumer  
11 complaint, the board, director or the Attorney General, as  
12 applicable, shall render a final disposition of the inquiry within 120  
13 days of the filing of the complaint; except that the 120-day period  
14 shall be tolled, based upon the written approval of the Attorney  
15 General, whenever additional time is required: to obtain  
16 information, records or evidence sought pursuant to this section that  
17 is necessary for the investigation or disposition of the consumer  
18 complaint; for the board, director or the Attorney General, as the  
19 case may be, to consider additional information furnished more than  
20 30 days after the filing of the complaint; to conduct an  
21 administrative hearing in a contested case; for expert consultation  
22 related to the subject matter under investigation; because a  
23 complaint is, or becomes, the subject of a criminal investigation or  
24 prosecution; or for other good cause shown due to extraordinary or  
25 unforeseen circumstances. Nothing in this subsection shall be  
26 construed as affecting the jurisdiction of a board, the director  
27 through the Attorney General or the Attorney General.

28 In order to accomplish the objectives of this act or any act or  
29 regulation administered by a board, the Attorney General may hold  
30 such investigative hearings as may be necessary and the board,  
31 director or Attorney General may issue subpoenas to compel the  
32 attendance of any person or the production of books, records or  
33 papers at any such hearing or inquiry.

34 (cf: P.L.2001, c.307, s.1)

35

36 2. The Director of the Division of Consumer Affairs in the  
37 Department of Law and Public Safety shall adopt rules and  
38 regulations pursuant to the "Administrative Procedure Act,"  
39 P.L.1968, c.410 (C.52:14B-1 et seq.) to carry out the purposes of  
40 this act.

41

42 3. This act shall take effect on the 180th day after enactment,  
43 but the Director of the Division of Consumer Affairs in the  
44 Department of Law and Public Safety may take such anticipatory  
45 administrative action in advance as shall be necessary for the  
46 implementation of the act.

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STATEMENT

This bill requires that consumer complaints involving professions and occupations regulated by the Division of Consumer Affairs in the Department of Law and Public Safety be resolved within 120 days of the filing of the complaint. The bill contains provisions providing for the tolling of this 120-day period, based upon the written approval of the Attorney General, whenever additional time is required: to obtain information, records or evidence sought pursuant to this section that is necessary for the investigation or disposition of the consumer complaint; for the board, director or the Attorney General, as the case may be, to consider additional information furnished more than 30 days after the filing of the complaint; to conduct an administrative hearing in a contested case; for expert consultation related to the subject matter under investigation; because a complaint is, or becomes, the subject of a criminal investigation or prosecution; or for other good cause shown due to extraordinary or unforeseen circumstances.

Section 5 of P.L.1978, c.73 (C.45:1-18) authorizes State boards of regulated professions and occupations, the Director of the Division of Consumer Affairs, or the Attorney General, as applicable, to undertake investigations of suspected violations of statutes or regulations, but does not specify a time for rendering a final disposition of an investigation. This bill would require that investigations initiated by consumers be resolved within 120 days of the filing of such complaint, unless tolled for the reasons set forth above.



# ASSEMBLY REGULATED PROFESSIONS COMMITTEE

## STATEMENT TO

### **ASSEMBLY, No. 2297**

with committee amendments

# **STATE OF NEW JERSEY**

DATED: MARCH 4, 2010

The Assembly Regulated Professions Committee reports favorably and with committee amendments Assembly Bill No. 2297.

As amended, this bill requires that consumer complaints involving professions and occupations regulated by the Division of Consumer Affairs in the Department of Law and Public Safety be resolved within 120 days of the filing of the complaint. The bill contains provisions providing for the tolling of this 120-day period, based upon the documented approval of the Attorney General, or the Attorney General's designee, whenever additional time is required: to obtain information, records or evidence necessary for the investigation or disposition of the consumer complaint; for the board, director or the Attorney General, as the case may be, to consider additional information furnished more than 30 days after the filing of the complaint; to conduct an administrative hearing in a contested case; for expert consultation related to the subject matter under investigation; because a complaint is, or becomes, the subject of a criminal investigation or prosecution; or for other good cause shown due to extraordinary or unforeseen circumstances. The number of consumer complaints for which tolling of the 120-day period is approved shall be reported to the Attorney General on a monthly basis, and this information shall be provided to the Legislature on a semi-annual basis.

Section 5 of P.L.1978, c.73 (C.45:1-18) authorizes State boards of regulated professions and occupations, the Director of the Division of Consumer Affairs, or the Attorney General, as applicable, to undertake investigations of suspected violations of statutes or regulations, but does not specify a time for rendering a final disposition of an investigation. This bill would require that investigations initiated by consumers be resolved within 120 days of the filing of such complaint, unless tolled for the reasons set forth above.

COMMITTEE AMENDMENTS

The committee amended the bill to require documented approval, as opposed to written approval, of the Attorney General or the Attorney General's designee, to toll the 120-day period to render a final disposition of an inquiry. The bill, as heard by the committee, required the written approval of the Attorney General to toll the 120-day period.

The committee also amended the bill to require that the number of consumer complaints for which tolling of the 120-day period is approved shall be reported to the Attorney General on a monthly basis, and this information shall be provided to the Legislature on a semi-annual basis.

This bill, as reported by the committee, is identical to Senate Bill No. 936 (1R), as amended and reported by the committee today.