## SOUTH CAROLINA DEPARTMENT OF TRANSPORTATION COMMISSION

## **STATEMENT OF POLICY**

Policy No.	5
Subject:	<b>Process for Handling Constituent Requests</b>
References:	Section 57-3-350(F), S. C. Code of Laws, 1976, as amended

Pursuant to Section 57-3-350(F) of the S. C. Code of Laws, the Commission or a member thereof is prohibited from entering into the day-to-day operations of the Department except in an oversight role with the Secretary of Transportation, and is specifically prohibited from taking part in any of the following matters:

- (1) the awarding of contracts;
- (2) the selection of a consultant or contractor or the prequalification of any individual consultant or contractor;
- (3) the selection of a route for a specific project;
- (4) the specific location of a transportation facility;
- (5) the acquisition of rights of way or other properties necessary for a specific project or program; and
- (6) the granting, denial, suspension, or revocation of any permit issued by the Department.

In response to the statutory mandate, the Commission establishes the following process for handling constituent requests and inquiries:

- (1) Forward the initial request or inquiry with a request for assistance to the appropriate Director (District Engineering Administrator or Headquarters Director) or Commission Assistant for processing.
- (2) If unresolved in a timely manner or if the constituent wants to appeal the decision made at the local level, elevate the request for assistance to the appropriate Deputy Secretary.
- (3) If the constituent wants to appeal the Deputy Secretary's decision or if unresolved in a timely manner, the issue will be elevated to the Secretary of Transportation for disposition.

This Policy was adopted by the Commission at its July 20, 2017, meeting.

Effective date: July 20, 2017

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**Commission Chairman**