

By: Canales

H.B. No. 4990

A BILL TO BE ENTITLED

# 1 AN ACT

2 relating to compliance with the public information law, including  
3 establishment of an open records hotline to provide information  
4 about the requirements of the public information law.

5 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

6 SECTION 1. Subchapter A, Chapter 552, Government Code, is  
7 amended by adding Section 552.013 to read as follows:

8 Sec. 552.013. OPEN RECORDS HOTLINE. The attorney general  
9 shall operate an open records hotline that a member of the public or  
10 an employee or officer of a governmental body may access by calling  
11 a toll-free telephone number to ask any question regarding the  
12 requirements of this chapter, including the proper procedure to  
13 request information from a governmental body and for a governing  
14 body to comply with this chapter. The attorney general shall  
15 respond to the caller's questions as the attorney general considers  
16 appropriate to promote compliance with this chapter.

17 SECTION 2. Subchapter E, Chapter 552, Government Code, is  
18 amended by adding Section 552.236 to read as follows:

19 Sec. 552.236. COMPLAINT OF FAILURE TO PRODUCE INFORMATION.

20 (a) A person who has requested public information from a  
21 governmental body under this chapter and believes that the  
22 governmental body has failed to provide the information in  
23 compliance with this chapter may file a written complaint with the  
24 attorney general.

1           **(b) A person filing a complaint under this section must**  
2   **include with the complaint:**

3           **(1) the original request for information that is the**  
4   **subject of the complaint;**

5           **(2) any correspondence received from the governmental**  
6   **body that is the subject of the complaint in response to the**  
7   **request; and**

8           **(3) a statement setting forth how the complainant**  
9   **believes that the governmental body has failed to comply with the**  
10   **requirements of this chapter.**

11          **(c) The attorney general may submit written questions**  
12   **regarding the complaint to the governmental body that is the**  
13   **subject of the complaint. The governmental body shall respond in**  
14   **writing to the questions not later than the fifth business day after**  
15   **the date the questions are received by the governmental body.**

16          **(d) The attorney general shall review each complaint filed**  
17   **under this section and issue a written response to both the**  
18   **complainant and the governmental body that is the subject of the**  
19   **complaint not later than the 20th business day after the date the**  
20   **complaint is filed with the attorney general.**

21          SECTION 3. Section 552.269(a), Government Code, is amended  
22   to read as follows:

23          (a) A person who believes the person has been overcharged  
24   for being provided with a copy of public information may complain to  
25   the attorney general in writing of the alleged overcharge, setting  
26   forth the reasons why the person believes the charges are  
27   excessive. The attorney general shall review the complaint and

1 make a determination in writing not later than the 10th business day  
2 after the date the complaint is received by the attorney general as  
3 to the appropriate charge for providing the copy of the requested  
4 information. The governmental body shall respond to the attorney  
5 general to any written questions asked of the governmental body by  
6 the attorney general regarding the charges for providing the copy  
7 of the public information. The response must be made to the  
8 attorney general not later than the fifth [~~within 10~~] business day  
9 [~~days~~] after the date the questions are received by the  
10 governmental body. If the attorney general determines that a  
11 governmental body has overcharged for providing the copy of  
12 requested public information, the governmental body shall promptly  
13 adjust its charges in accordance with the determination of the  
14 attorney general.

15 SECTION 4. Section 552.269(a), Government Code, as amended  
16 by this Act, applies only to a complaint made to the office of the  
17 attorney general under that subsection on or after the effective  
18 date of this Act.

19 SECTION 5. This Act takes effect September 1, 2025.