



AUDIT AT A GLANCE

The Civil Service Commission's Adjudication of Appeals

What questions did the audit look at?

- ▶ Did the New York City Civil Service Commission (CSC) effectively adjudicate civil service appeals?

Why does it matter for New Yorkers?

The Civil Service Commission plays a critical oversight role in ensuring that City agencies maintain fair and lawful hiring and disciplinary practices. It reviews appeals from applicants disqualified from exams or removed from positions, as well as disciplinary cases, thereby contributing to both workforce stability and procedural justice. CSC's mission is to uphold integrity and trust in the City's employment systems.

When appeals are handled promptly and correctly: qualified applicants have a path to challenge improper disqualification; public employees are afforded due process in disciplinary matters; and agencies can rely on transparent procedures to fill vacancies and manage their workforce effectively.

The audit concluded that CSC is meeting its statutory obligations, reviewing and deciding appeals promptly and in accordance with the New York City Charter and applicable Civil Service Law provisions. Although CSC did not establish timeframes for reviewing and processing cases, the audit found that most cases were closed in under three months, and 93% of cases received acknowledgement letters in a week or less.

What changes did the agency commit to make following the audit?

- ▶ CSC agreed to establish timeframes for reviewing cases to ensure that cases are processed in a timely manner.

AUDIT FINDINGS



The Civil Service Commission is effectively fulfilling its statutory mandate.



The Civil Service Commission reviews appeals in a timely manner.



Audit Recommendations		Agency Response
1	Continue to audit all open cases in Law Manager on a monthly basis to ensure that all cases are processed in a timely and appropriate manner.	AGREED
2	Establish timeframes for reviewing cases to ensure that cases are processed in a timely manner.	AGREED



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