

112TH CONGRESS
1ST SESSION

H. R. 538

To require the establishment of customer service standards for Federal agencies.

IN THE HOUSE OF REPRESENTATIVES

FEBRUARY 8, 2011

Mr. CUELLAR introduced the following bill; which was referred to the Committee on Oversight and Government Reform

A BILL

To require the establishment of customer service standards for Federal agencies.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Federal Customer
5 Service Enhancement Act”.

6 **SEC. 2. DEVELOPMENT OF PERFORMANCE MEASURES AND**
7 **STANDARDS FOR CUSTOMER SERVICE PRO-**
8 **VIDED BY FEDERAL AGENCIES.**

9 (a) REQUIREMENT.—

1 (1) PERFORMANCE MEASURES AND STAND-
2 ARDS.—The Director of the Office of Management
3 and Budget shall develop—

4 (A) performance measures to determine
5 whether Federal agencies are providing high-
6 quality customer service; and

7 (B) standards to be met by Federal agen-
8 cies in order to provide high-quality customer
9 service.

10 (2) REQUIREMENT TO TAKE INTO ACCOUNT
11 CERTAIN INFORMATION.—The standards under
12 paragraph (1) shall be developed after taking into
13 account the information collected by Federal agen-
14 cies under subsection (b).

15 (b) CUSTOMER SERVICE INPUT.—The head of each
16 Federal agency shall collect information from its cus-
17 tomers regarding the quality of customer services provided
18 by the agency. The information shall be collected through
19 a survey, focus groups, or other appropriate methods.
20 Each Federal agency shall include this information in its
21 performance report submitted under section 1116 of title
22 31, United States Code.

23 (c) ANNUAL REPORT.—The Director of the Office of
24 Management and Budget shall issue an annual report on
25 the success of Federal agencies in meeting the customer

1 service performance measures and standards developed
2 under subsection (a).

3 **SEC. 3. IMPLEMENTATION OF CUSTOMER SERVICE STAND-**
4 **ARDS.**

5 (a) CUSTOMER RELATIONS REPRESENTATIVE.—The
6 head of each Federal agency shall designate an employee
7 to be the customer relations representative of the agency.
8 Such representative shall be responsible for implementing
9 the customer service standards developed under section 2
10 and the agency requirements under subsection (b).

11 (b) AGENCY REQUIREMENTS.—

12 (1) GUIDELINES AND CONTACT INFORMA-
13 TION.—

14 (A) IN GENERAL.—The head of each Fed-
15 eral agency, acting through its customer rela-
16 tions representative, shall—

17 (i) issue guidelines to implement the
18 customer service standards developed
19 under section 2 within the agency, includ-
20 ing specific principles of customer service
21 applicable to that agency; and

22 (ii) publish customer service contact
23 information, including a mailing address,
24 telephone number, and e-mail address.

1 (B) AVAILABILITY.—The guidelines and
2 the customer service contact information re-
3 quired under this paragraph shall be available
4 on the agency’s public Web site.

5 (2) STATIONERY REQUIREMENTS.—Each Fed-
6 eral agency shall include its address and phone num-
7 ber on any agency stationery. In the case of cor-
8 respondence originating from a regional or local of-
9 fice of a Federal agency, the agency shall include the
10 address and phone number of the regional or local
11 office on the stationery.

12 **SEC. 4. REPORT BY GOVERNMENT ACCOUNTABILITY OF-**
13 **FICE.**

14 (a) REPORT REQUIRED.—Not later than two years
15 after the date of the enactment of this Act, the Comp-
16 troller General shall submit to the Committee on Over-
17 sight and Government Reform of the House of Represent-
18 atives and the Committee on Homeland Security and Gov-
19 ernmental Affairs of the Senate a report analyzing the in-
20 formation reported by agencies under section 2(b).

21 (b) MATTERS COVERED.—The report shall include—

22 (1) whether agencies are implementing the cus-
23 tomer service standards;

1 (2) whether there is an increase in overall qual-
2 ity in customer service in the Federal Government;
3 and

4 (3) any recommendations the Comptroller Gen-
5 eral may have to improve performance measures and
6 standards for customer service in the Federal Gov-
7 ernment.

8 (c) USE OF REPORT.—The report may be used by
9 Congress as well as the Director of Office of Management
10 and Budget to update performance measures for customer
11 service.

12 **SEC. 5. INCENTIVES FOR CUSTOMER SERVICE.**

13 (a) AWARD PROGRAM.—The head of a Federal agen-
14 cy may establish an awards program to pay a cash award
15 under chapter 45 of title 5, United States Code, to em-
16 ployees for demonstrated excellence in customer service.

17 (b) PERFORMANCE APPRAISAL.—Compliance with
18 customer service standards developed under this Act shall,
19 to the extent practicable, be an element of a performance
20 appraisal system referred to in section 5307(d) of title 5,
21 United States Code.

22 **SEC. 6. DEFINITIONS.**

23 In this Act:

24 (1) The term “customer”, with respect to a
25 Federal agency, means any individual or entity, in-

1 including a business, State or local government, other
2 Federal agency, or Congress, to which the agency
3 provides services or information.

4 (2) The term “Federal agency” has the mean-
5 ing given the term “Executive agency” by section
6 105 of title 5, United States Code, except that the
7 term does not include an agency if the President de-
8 termines that this Act should not apply to the agen-
9 cy for national security reasons.

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