

Union Calendar No. 382

112TH CONGRESS
2^D SESSION

H. R. 538

[Report No. 112-534]

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

JUNE 15, 2012

Additional sponsors: Mr. McCAUL, Mr. DUNCAN of Tennessee, and Mr. GOODLATTE

JUNE 15, 2012

Reported with an amendment, committed to the Committee of the Whole House on the State of the Union, and ordered to be printed

[Strike out all after the enacting clause and insert the part printed in *italie*]

[For text of introduced bill, see copy of bill as introduced on February 8, 2011]

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 “Government Customer*
5 *Service Improvement Act”.*

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

9 *(a) REQUIREMENT.—*

10 *(1) PERFORMANCE MEASURES AND STAND-*
11 *ARDS.—The Director of the Office of Management and*
12 *Budget shall develop—*

13 *(A) performance measures to determine*
14 *whether Federal agencies are providing high-*
15 *quality customer service and improving service*
16 *delivery to their customers; and*

17 *(B) standards to be met by Federal agencies*
18 *in order to provide high-quality customer service*
19 *and improve service delivery to their customers.*

20 *(2) REQUIREMENT TO TAKE INTO ACCOUNT CER-*
21 *TAIN INFORMATION.—The standards under paragraph*
22 *(1) shall be developed after taking into account the in-*
23 *formation collected by Federal agencies under sub-*
24 *section (b).*

1 (b) *CUSTOMER SERVICE INPUT.*—The head of each
2 Federal agency shall collect information from its customers
3 regarding the quality of customer services provided by the
4 agency. Each Federal agency shall include this information
5 in its performance report submitted under section 1116 of
6 title 31, United States Code.

7 (c) *ANNUAL PERFORMANCE UPDATE.*—The Director of
8 the Office of Management and Budget shall include achieve-
9 ments by Federal agencies in meeting customer service per-
10 formance measures and standards developed under sub-
11 section (a) in each update on agency performance required
12 under section 1116 of title 31, United States Code.

13 **SEC. 3. IMPLEMENTATION OF CUSTOMER SERVICE STAND-**
14 **ARDS.**

15 (a) *CUSTOMER RELATIONS REPRESENTATIVE.*—The
16 head of each Federal agency shall designate an employee
17 to be the customer relations representative of the agency.
18 Such representative shall be responsible for implementing
19 the customer service standards developed under section 2
20 and the agency requirements under subsection (b).

21 (b) *AGENCY REQUIREMENTS.*—

22 (1) *GUIDELINES AND CONTACT INFORMATION.*—
23 The head of each Federal agency, acting through its
24 customer relations representative, shall—

1 (A) issue guidelines to implement the cus-
2 tomer service standards developed under section
3 2 within the agency, including specific prin-
4 ciples of customer service applicable to that agen-
5 cy; and

6 (B) publish customer service contact infor-
7 mation, including a mailing address, telephone
8 number, and e-mail address.

9 (2) *AVAILABILITY.*—The guidelines and the cus-
10 tomer service contact information required under this
11 subsection shall be available on the agency’s public
12 website.

13 **SEC. 4. PERFORMANCE APPRAISAL.**

14 Compliance with customer service standards developed
15 under this Act shall be included in the performance ap-
16 praisal systems referred to in sections 4302(a) and 4312
17 of title 5, United States Code.

18 **SEC. 5. DEFINITIONS.**

19 In this Act:

20 (1) The term “customer”, with respect to a Fed-
21 eral agency, means any individual or entity, includ-
22 ing a business, State or local government, other Fed-
23 eral agency, or Congress, to which the agency provides
24 services or information.

1 (2) *The term “Federal agency” has the meaning*
2 *given the term “Executive agency” by section 105 of*
3 *title 5, United States Code, except that the term does*
4 *not include an agency if the President determines*
5 *that this Act should not apply to the agency for na-*
6 *tional security reasons.*

7 **SEC. 6. FUNDING FROM EXISTING BUDGETS.**

8 *Federal agencies shall implement this Act from funds*
9 *available to the agency and may reprogram funds as nec-*
10 *essary for such purposes.*

11 **SEC. 7. DEFICIT REDUCTION.**

12 *Any savings or reductions in expenditures resulting*
13 *from this Act shall be used to offset the costs of implementa-*
14 *tion of this Act, and any additional savings shall be used*
15 *to reduce the deficit.*

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