

114TH CONGRESS
2D SESSION

H. RES. 833

Recommending the designation of the first Wednesday of December as
“Government Customer Service Day”.

IN THE HOUSE OF REPRESENTATIVES

JULY 14, 2016

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

RESOLUTION

Recommending the designation of the first Wednesday of
December as “Government Customer Service Day”.

Whereas the business of Government is the business of customer service;

Whereas polls show the majority of citizens have a negative view of Government;

Whereas polls show the majority of citizens believe the Federal Government can improve customer service;

Whereas polls show that quality service delivery increases citizen trust in Government;

Whereas the Government owes taxpayers effective, efficient, and responsible government;

Whereas the GPRA Act of 2010 (Public Law 111–352) resulted in a cross-agency priority goal of delivering world-

class customer service to citizens by making it faster and easier for individuals and businesses to complete transactions and have a positive experience with the Government;

Whereas the GPRA Act of 2010 resulted in President Obama issuing an executive order in 2011 to improve the quality of Government service to the public;

Whereas there are an untold number of hard working and dedicated Federal employees who are delivering exceptional customer service every day without getting the recognition they deserve; and

Whereas the first Wednesday of December should be designated as “Government Customer Service Day”: Now, therefore, be it

1 *Resolved*, That the House of Representatives—

2 (1) encourages the executive branch to find in-
3 novative ways to instill a culture of customer cen-
4 tered service; and

5 (2) encourages each agency to recognize em-
6 ployees who deliver outstanding levels of service to
7 the public.

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