

110<sup>TH</sup> CONGRESS  
1<sup>ST</sup> SESSION

# H. R. 404

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## AN ACT

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,*

1 **SECTION 1. SHORT TITLE.**

2 This Act may be cited as the “Federal Customer  
3 Service Enhancement Act”.

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

7 (a) REQUIREMENT.—

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

11 (A) performance measures to determine  
12 whether Federal agencies are providing high-  
13 quality customer service; and

14 (B) standards to be met by Federal agen-  
15 cies in order to provide high-quality customer  
16 service.

17 (2) REQUIREMENT TO TAKE INTO ACCOUNT  
18 CERTAIN INFORMATION.—The standards under  
19 paragraph (1) shall be developed after taking into  
20 account the information collected by Federal agen-  
21 cies under subsection (b).

22 (b) CUSTOMER SERVICE INPUT.—The head of each  
23 Federal agency shall collect information from its cus-  
24 tomers regarding the quality of customer services provided  
25 by the agency. The information shall be collected through  
26 a survey, focus groups, or other appropriate methods.

1 Each Federal agency shall include this information in its  
2 performance report submitted under section 1116 of title  
3 31, United States Code.

4 (c) ANNUAL REPORT.—The Director of the Office of  
5 Management and Budget shall issue an annual report on  
6 the success of Federal agencies in meeting the customer  
7 service performance measures and standards developed  
8 under subsection (a).

9 **SEC. 3. IMPLEMENTATION OF CUSTOMER SERVICE STAND-**  
10 **ARDS.**

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

17 (b) AGENCY REQUIREMENTS.—

18 (1) GUIDELINES AND CONTACT INFORMA-  
19 TION.—

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

23 (i) issue guidelines to implement the  
24 customer service standards developed  
25 under section 2 within the agency, includ-

1           ing specific principles of customer service  
2           applicable to that agency; and

3                   (ii) publish customer service contact  
4           information, including a mailing address,  
5           telephone number, and e-mail address.

6           (B) AVAILABILITY.—The guidelines and  
7           the customer service contact information re-  
8           quired under this paragraph shall be available  
9           on the agency’s public website.

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

17 **SEC. 4. REPORT BY GOVERNMENT ACCOUNTABILITY OF-**  
18 **FICE.**

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

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

2 (1) whether agencies are implementing the cus-  
3 tomer service standards;

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

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

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

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

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

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

1 **SEC. 6. DEFINITIONS.**

2 In this Act:

3 (1) The term “customer”, with respect to a  
4 Federal agency, means any individual or entity, in-  
5 cluding a business, State or local government, other  
6 Federal agency, or Congress, to which the agency  
7 provides services or information.

8 (2) The term “Federal agency” has the mean-  
9 ing given the term “Executive agency” by section  
10 105 of title 5, United States Code, except that the  
11 term does not include an agency if the President de-  
12 termines that this Act should not apply to the agen-  
13 cy for national security reasons.

Passed the House of Representatives July 23, 2007.

Attest:

*Clerk.*



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