

112<sup>TH</sup> CONGRESS  
2<sup>D</sup> SESSION

# H. R. 538

---

IN THE SENATE OF THE UNITED STATES

SEPTEMBER 12, 2012

Received; read twice and referred to the Committee on Homeland Security and  
Governmental Affairs

---

## 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 “Government Customer  
3 Service Improvement 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 improving service  
14 delivery to their customers; and

15 (B) standards to be met by Federal agen-  
16 cies in order to provide high-quality customer  
17 service and improve service delivery to their  
18 customers.

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

24 (b) CUSTOMER SERVICE INPUT.—The head of each  
25 Federal agency shall collect information from its cus-  
26 tomers regarding the quality of customer services provided

1 by the agency. Each Federal agency shall include this in-  
2 formation in its performance report submitted under sec-  
3 tion 1116 of title 31, United States Code.

4 (c) ANNUAL PERFORMANCE UPDATE.—The Director  
5 of the Office of Management and Budget shall include  
6 achievements by Federal agencies in meeting customer  
7 service performance measures and standards developed  
8 under subsection (a) in each update on agency perform-  
9 ance required under section 1116 of title 31, United  
10 States Code.

11 **SEC. 3. IMPLEMENTATION OF CUSTOMER SERVICE STAND-**  
12 **ARDS.**

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

19 (b) AGENCY REQUIREMENTS.—

20 (1) GUIDELINES AND CONTACT INFORMA-  
21 TION.—The head of each Federal agency, acting  
22 through its customer relations representative,  
23 shall—

24 (A) issue guidelines to implement the cus-  
25 tomer service standards developed under section

1           2 within the agency, including specific prin-  
2           ciples of customer service applicable to that  
3           agency; and

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

7           (2) AVAILABILITY.—The guidelines and the  
8           customer service contact information required under  
9           this subsection shall be available on the agency’s  
10          public website.

11 **SEC. 4. PERFORMANCE APPRAISAL.**

12          Compliance with customer service standards devel-  
13          oped under this Act shall be included in the performance  
14          appraisal systems referred to in sections 4302(a) and  
15          4312 of title 5, United States Code.

16 **SEC. 5. DEFINITIONS.**

17          In this Act:

18               (1) The term “customer”, with respect to a  
19          Federal agency, means any individual or entity, in-  
20          cluding a business, State or local government, other  
21          Federal agency, or Congress, to which the agency  
22          provides services or information.

23               (2) The term “Federal agency” has the mean-  
24          ing given the term “Executive agency” by section  
25          105 of title 5, United States Code, except that the

1 term does not include an agency if the President de-  
2 termines that this Act should not apply to the agen-  
3 cy for national security reasons.

4 **SEC. 6. DEFICIT REDUCTION.**

5 Any savings or reductions in expenditures resulting  
6 from this Act shall be used to offset the costs of implemen-  
7 tation of this Act, and any additional savings shall be used  
8 to reduce the deficit.

Passed the House of Representatives September 11,  
2012.

Attest:

KAREN L. HAAS,

*Clerk.*