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| Bill no.: | <u>H.R. 538</u> |
| Amendment no.: | <u>1</u> |
| Date offered: | <u>4-18-12</u> |
| Disposition: | <u>passed, voice vote</u> |

AMENDMENT IN THE NATURE OF A SUBSTITUTE
TO H.R. 538
OFFERED BY MR. ISSA

Strike all after the enacting clause and insert the following:

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.

(2) REQUIREMENT TO TAKE INTO ACCOUNT CERTAIN INFORMATION.—The standards under paragraph (1) shall be developed after taking into account the information collected by Federal agencies under subsection (b).

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

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

19 SEC. 3. IMPLEMENTATION OF CUSTOMER SERVICE STAND-
20 ARDS.

(a) CUSTOMER RELATIONS REPRESENTATIVE.—The head of each Federal agency shall designate an employee to be the customer relations representative of the agency. Such representative shall be responsible for implementing

1 the customer service standards developed under section 2
2 and the agency requirements under subsection (b).

3 (b) AGENCY REQUIREMENTS.—

4 (1) GUIDELINES AND CONTACT INFORMA-
5 TION.—The head of each Federal agency, acting
6 through its customer relations representative,
7 shall—

8 (A) issue guidelines to implement the cus-
9 tomer service standards developed under section
10 2 within the agency, including specific prin-
11 ciples of customer service applicable to that
12 agency; and

13 (B) publish customer service contact infor-
14 mation, including a mailing address, telephone
15 number, and e-mail address.

16 (2) AVAILABILITY.—The guidelines and the
17 customer service contact information required under
18 this subsection shall be available on the agency's
19 public website.

20 **SEC. 4. PERFORMANCE APPRAISAL.**

21 Compliance with customer service standards devel-
22 oped under this Act shall be an element of the perform-
23 ance appraisal systems referred to in sections 4302(a) and
24 5307(d) of title 5, United States Code.

1 **SEC. 5. 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.

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

15 Federal agencies shall implement this Act from funds
16 available to the agency and may reprogram funds as nec-
17 essary for such purposes.

18 **SEC. 7. DEFICIT REDUCTION.**

19 Any savings or reductions in expenditures resulting
20 from this Act shall be used to offset the costs of implemen-
21 tation of this Act, and any additional savings shall be used
22 to reduce the deficit.

