

**SUSPEND THE RULES AND PASS THE BILL, HR. 404, WITH AN
AMENDMENT**

**(THE AMENDMENT STRIKES ALL AFTER THE ENACTING
CLAUSE AND INSERTS A NEW TEXT)**

110TH CONGRESS
1ST SESSION

H. R. 404

To require the establishment of customer service standards for Federal
agencies.

IN THE HOUSE OF REPRESENTATIVES

JANUARY 11, 2007

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

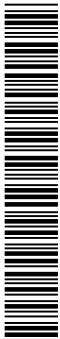
A BILL

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 “Federal Customer
5 Service Enhancement Act”.



1 **SEC. 2. DEVELOPMENT OF PERFORMANCE MEASURES AND**
2 **STANDARDS FOR CUSTOMER SERVICE PRO-**
3 **VIDED BY FEDERAL AGENCIES.**

4 (a) REQUIREMENT.—

5 (1) PERFORMANCE MEASURES AND STAND-
6 ARDS.—The Director of the Office of Management
7 and Budget shall develop—

8 (A) performance measures to determine
9 whether Federal agencies are providing high-
10 quality customer service; and

11 (B) standards to be met by Federal agen-
12 cies in order to provide high-quality customer
13 service.

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

19 (b) CUSTOMER SERVICE INPUT.—The head of each
20 Federal agency shall collect information from its cus-
21 tomers regarding the quality of customer services provided
22 by the agency. The information shall be collected through
23 a survey, focus groups, or other appropriate methods.
24 Each Federal agency shall include this information in its
25 performance report submitted under section 1116 of title
26 31, United States Code.



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

6 **SEC. 3. IMPLEMENTATION OF CUSTOMER SERVICE STAND-**
7 **ARDS.**

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

14 (b) AGENCY REQUIREMENTS.—

15 (1) GUIDELINES AND CONTACT INFORMA-
16 TION.—

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

20 (i) issue guidelines to implement the
21 customer service standards developed
22 under section 2 within the agency, includ-
23 ing specific principles of customer service
24 applicable to that agency; and



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

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

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

15 **SEC. 4. REPORT BY GOVERNMENT ACCOUNTABILITY OF-**
16 **FICE.**

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

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



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

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

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

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

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

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

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

24 **SEC. 6. DEFINITIONS.**

25 In this Act:



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

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

