

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”.

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

9 (a) REQUIREMENT.—

1 (1) PERFORMANCE MEASURES AND STAND-
2 ARDS.—The Comptroller General and the Director
3 of the Office of Management and Budget shall joint-
4 ly develop—

5 (A) performance measures to determine
6 whether Federal agencies are providing high
7 quality customer service; and

8 (B) standards to be met by Federal agen-
9 cies in order to provide high quality customer
10 service.

11 (2) REQUIREMENT TO TAKE INTO ACCOUNT
12 CERTAIN INFORMATION.—Such standards shall be
13 developed after taking into account the information
14 collected by Federal agencies under subsection (b).

15 (b) CUSTOMER SERVICE INPUT.—The head of each
16 Federal agency shall collect information from its cus-
17 tomers regarding the quality of those services. The infor-
18 mation shall be collected through a survey, focus groups,
19 or such other appropriate methods as may be approved
20 by the Comptroller General. Not later than one year after
21 the date of the enactment of this Act, the head of each
22 Federal agency shall submit to the Comptroller General
23 a report on the information collected.

1 **SEC. 3. IMPLEMENTATION OF CUSTOMER SERVICE STAND-**
2 **ARDS.**

3 (a) CUSTOMER RELATIONS REPRESENTATIVE.—The
4 head of each Federal agency shall designate an employee
5 to be the customer relations representative of the agency.
6 Such representative shall be responsible for implementing
7 the customer service standards developed under section 2
8 and the agency requirements under subsection (b).

9 (b) AGENCY STANDARDS.—Subject to subsection (c),
10 the head of each Federal agency, acting through its cus-
11 tomer relations representative, shall prescribe regulations
12 to implement the customer service standards developed
13 under section 2 within the agency. The regulations shall
14 include specific principles of customer service applicable
15 to that agency and shall be available on the agency's pub-
16 lic website.

17 (c) APPROVAL BY DIRECTOR.—The regulations devel-
18 oped under subsection (b) may be prescribed only after
19 approval by the Director of the Office of Management and
20 Budget.

21 **SEC. 4. INSPECTIONS AND REPORTS BY GOVERNMENT AC-**
22 **COUNTABILITY OFFICE.**

23 (a) INSPECTIONS.—The Comptroller General shall in-
24 spect each Federal agency each year and analyze each
25 such agency's customer service performance to determine

1 whether it is meeting the standards for customer service
2 developed under section 2.

3 (b) REPORTS TO AGENCIES.—After inspecting a Fed-
4 eral agency pursuant to subsection (a), the Comptroller
5 General shall annually provide to the agency a report on
6 its customer service performance.

7 (c) REPORT TO CONGRESS.—The Comptroller Gen-
8 eral shall annually submit to the Committee on Govern-
9 ment Reform of the House of Representatives and the
10 Committee on Homeland Security and Governmental Af-
11 fairs of the Senate a report on the performance of cus-
12 tomer service by Federal agencies.

13 **SEC. 5. AWARDS FOR EXEMPLARY CUSTOMER SERVICE.**

14 The Comptroller General may give an award to a
15 Federal agency to recognize the provision of exemplary
16 customer service by the agency, as determined by the
17 Comptroller General based on an inspection under section
18 4 or such other evaluation determined appropriate by the
19 Comptroller General.

20 **SEC. 6. DEFINITIONS.**

21 In this Act:

22 (1) The term “customer”, with respect to a
23 Federal agency, means any individual or non-Fed-
24 eral Government entity to which the agency provides
25 services.

1 (2) The term “Federal agency” has the mean-
2 ing given the term “Executive agency” by section
3 105 of title 5, United States Code, except that the
4 term does not include an agency if the President de-
5 termines that this Act should not apply to the agen-
6 cy for national security reasons.

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