

**AMENDMENT IN THE NATURE OF A SUBSTITUTE
TO H.R. 538
OFFERED BY M . _____**

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.

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.

