

**AMENDMENT IN THE NATURE OF A SUBSTITUTE  
TO H.R. 1660  
OFFERED BY MR. ISSA OF CALIFORNIA**

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 of 2013”.

**4 SEC. 2. DEFINITIONS.**

5       In this Act:

6           (1) AGENCY.—The term “agency”—

7                   (A) means an Executive agency (as defined  
8                   under section 105 of title 5, United States  
9                   Code) that provides significant services directly  
10                  to the public or other entity; and

11                  (B) does not include an Executive agency  
12                  if the President determines that this Act should  
13                  not apply to the Executive agency for national  
14                  security reasons.

15           (2) CUSTOMER.—The term “customer”, with  
16           respect to an agency, means any individual or entity  
17           that is directly served by an agency.

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

3 (a) GOVERNMENT-WIDE STANDARDS.—

4 (1) IN GENERAL.—The Director of the Office of  
5 Management and Budget shall develop Government-  
6 wide standards for customer service delivery, which  
7 shall be included in the Federal Government Per-  
8 formance Plan required under section 1115 of title  
9 31, United States Code.

10 (2) REQUIREMENTS.—The standards developed  
11 under paragraph (1) shall include—

12 (A) Government-wide goals for continuous  
13 service improvements and efforts to modernize  
14 service delivery; and

15 (B) where appropriate, Government-wide  
16 target response times for telephone calls, elec-  
17 tronic mail, mail, benefit processing, and pay-  
18 ments.

19 (b) AGENCY STANDARDS.—

20 (1) IN GENERAL.—The Performance Improve-  
21 ment Officer for each agency shall establish cus-  
22 tomer service standards in accordance with the Gov-  
23 ernment-wide standards developed under subsection  
24 (a), which shall be included in the Agency Perform-  
25 ance Plans required under section 1115 of title 31,  
26 United States Code.

1           (2) REQUIREMENTS.—Agency standards estab-  
2           lished under paragraph (1) shall include, if appro-  
3           priate—

4                   (A) target call wait times during peak and  
5                   non-peak hours;

6                   (B) target response times for correspond-  
7                   ence, both by mail and electronic mail;

8                   (C) procedures for ensuring all applicable  
9                   metrics are incorporated into service agree-  
10                  ments with nongovernmental individuals and  
11                  entities;

12                  (D) target response times for processing  
13                  benefits and making payments; and

14                  (E) recommendations for effective publica-  
15                  tion of customer service contact information, in-  
16                  cluding a mailing address, telephone number,  
17                  and email address.

18       (c) CUSTOMER SERVICE INPUT.—

19           (1) ESTABLISHMENT.—The Director of the Of-  
20           fice of Management and Budget shall establish a  
21           Customer Service Feedback Pilot Program. The  
22           pilot program shall include participation by the In-  
23           ternal Revenue Service and a minimum of two addi-  
24           tional agencies selected by the Director and shall  
25           continue for a period of at least three years. The Di-

1 rector shall require participating agencies to imple-  
2 ment a customer service feedback system to collect  
3 information from customers of the agency regarding  
4 the quality of customer service provided by the agen-  
5 cy, including—

6 (A) information on the extent to which  
7 agency performance complies with the Govern-  
8 ment-wide standards developed under sub-  
9 section (a); and

10 (B) feedback on the quality of customer  
11 service provided by the agency employee or em-  
12 ployees with whom the customer interacted.

13 (2) LIMITATION.—An agency may not publish  
14 or make publically available information collected  
15 under the feedback system that is specific to a  
16 named employee.

17 (3) ADDITIONAL INFORMATION IN PERFORM-  
18 ANCE REPORT.—In developing the performance re-  
19 port made available by the agency under section  
20 1116 of title 31, United States Code, each agency—

21 (A) shall include the information collected  
22 under this subsection; and

23 (B) may include aggregate data collected  
24 under paragraph (1)(B) without including  
25 names of specific agency employees.

1           (4) REPORT TO CONGRESS ON CUSTOMER SERV-  
2           ICE FEEDBACK PILOT PROGRAM.—Not later than  
3           two years after the implementation of the Customer  
4           Service Feedback Pilot Program established under  
5           this subsection, the Comptroller General shall sub-  
6           mit to Congress a report assessing the pilot program  
7           and a recommendation on whether such program  
8           should be expanded Government-wide.

9           (d) ANNUAL PERFORMANCE UPDATE.—The Director  
10          of the Office of Management and Budget shall include  
11          achievements by agencies in meeting the customer service  
12          performance standards developed under subsection (a) in  
13          each update on agency performance required under section  
14          1116 of title 31, United States Code.

15       **SEC. 4. PERFORMANCE APPRAISAL.**

16          Compliance with customer service standards devel-  
17          oped under this Act shall be included in employee ap-  
18          praisal systems establish by agencies, including the per-  
19          formance appraisal systems referred to in chapter 43 of  
20          title 5, United States Code.

21       **SEC. 5. SERVICE IMPROVEMENT UNIT PILOT PROGRAM.**

22          (a) ESTABLISHED.—The Director of the Office of  
23          Management and Budget shall establish a pilot program,  
24          to be known as the Service Improvement Unit Pilot Pro-  
25          gram (in this section referred to as the “pilot program”),

1 to provide assistance to agencies that do not meet the Gov-  
2 ernment-wide standards developed under section 3.

3 (b) PERSONNEL.—The heads of agencies with exper-  
4 tise in change management, process improvement, and in-  
5 formation technology innovation shall detail employees to  
6 the Office of Management and Budget to work on the pilot  
7 program, based on the expertise and skills required to ad-  
8 dress service improvement goals.

9 (c) RESPONSIBILITIES.—Under the pilot program,  
10 the Office of Management and Budget shall work with  
11 agencies that are not meeting the customer service stand-  
12 ards developed under section 3 to improve and modernize  
13 service delivery to develop solutions, including—

14 (1) evaluating the efforts of the agency to im-  
15 prove service delivery;

16 (2) developing a plan to improve within existing  
17 resources and by drawing on expertise and assist-  
18 ance from other agencies (including the Office of  
19 Management and Budget) where necessary;

20 (3) monitoring implementation by the agency of  
21 the plan developed under paragraph (2) until the  
22 customer service standards are met; and

23 (4) submitting to the Director of the Office of  
24 Management and Budget monthly reports on the

1 progress being made to improve service at the agen-  
2 cy until the customer service standards are met.

3 (d) REPORT.—Not later than 2 years after the date  
4 of enactment of this Act, the Director of the Office of  
5 Management and Budget shall submit to Congress a re-  
6 port on the accomplishments and outcomes of the pilot  
7 program and any recommendations relating to achieving  
8 the customer service standards developed under section 3.

9 (e) SUPPORT.—The Administrator of General Serv-  
10 ices shall provide administrative and other support in  
11 order to implement the pilot program under this section.  
12 The heads of agencies shall, as appropriate and to the ex-  
13 tent permitted by law, provide at the request of the Direc-  
14 tor of the Office of Management and Budget up to 2 per-  
15 sonnel authorizations who have expertise in change man-  
16 agement, process improvement, and information tech-  
17 nology innovation to support the pilot program.

18 (f) TERMINATION.—The authority to carry out the  
19 pilot program shall terminate 2 years after the date of  
20 enactment of this Act.

21 **SEC. 6. RETIREMENT REPORTING.**

22 (a) DEFINITION.—In this section, the term “agency”  
23 has the meaning given that term in section 551 of title  
24 5, United States Code.

25 (b) REPORTS.—

1           (1) IN GENERAL.—Except as provided in para-  
2           graph (2) and not later than 90 days after the date  
3           of enactment of this Act, and every month there-  
4           after, the Director of the Office of Personnel Man-  
5           agement shall submit to Congress and the Comp-  
6           troller General of the United States, and issue pub-  
7           licly (including on the website of the Office of Per-  
8           sonnel Management), a report that—

9                   (A) for each agency, evaluates the timeli-  
10                  ness, completeness, and accuracy of information  
11                  submitted by the agency relating to employees  
12                  of the agency who are retiring; and

13                  (B) indicates—

14                       (i) the total number of applications  
15                       for retirement benefits, lump sum death  
16                       benefits, court ordered benefits, phased re-  
17                       tirement, and disability retirement that are  
18                       pending action by the Office of Personnel  
19                       Management; and

20                       (ii) the number of months each such  
21                       application has been pending.

22           (2) SUSPENSION OF REPORTING REQUIRE-  
23           MENT.—Paragraph (1) shall not apply to the Direc-  
24           tor of the Office of Personnel Management for any  
25           month immediately following an 18-month period in

1       which the average processing time of applications de-  
2       scribed in paragraph (1)(B) reaches 90 days or less.

3       (c) MODERNIZATION TIMELINE.—The Director of  
4 the Office of Personnel Management shall establish—

5           (1) a timetable for the completion of each com-  
6       ponent of the customer-focused retirement proc-  
7       essing system of the Office of Personnel Manage-  
8       ment, including all data elements required for accu-  
9       rate completion of adjudication; and

10          (2) the date by which all Federal payroll proc-  
11       essing entities will electronically transmit all per-  
12       sonnel data to the Office of Personnel Management.

13       (d) BUDGET REQUEST.—The Office of Personnel  
14 Management shall include a detailed statement regarding  
15 the progress of the Office of Personnel Management in  
16 completing the customer-focused retirement processing  
17 system of the Office of Personnel Management in each  
18 budget request of the Office of Personnel Management  
19 submitted as part of the preparation of the budget of the  
20 President submitted to Congress under section 1105(a) of  
21 title 31, United States Code.

1 **SEC. 7. NO INCREASE IN EXPENDITURES.**

2 No additional funds are authorized to carry out this  
3 Act. This Act shall be carried out using amounts otherwise  
4 authorized or appropriated.

