

S 3455

Government Customer Service Improvement Act of 2012

Congress: 112 (2011–2013, Ended)

Chamber: Senate

Policy Area: Government Operations and Politics

Introduced: Jul 30, 2012

Current Status: Read twice and referred to the Committee on Homeland Security and Governmental Affairs.

Latest Action: Read twice and referred to the Committee on Homeland Security and Governmental Affairs. (Jul 30, 2012)

Official Text: <https://www.congress.gov/bill/112th-congress/senate-bill/3455>

Sponsor

Name: Sen. Warner, Mark R. [D-VA]

Party: Democratic • **State:** VA • **Chamber:** Senate

Cosponsors (1 total)

Cosponsor	Party / State	Role	Date Joined
Sen. Johnson, Ron [R-WI]	R · WI		Jul 30, 2012

Committee Activity

Committee	Chamber	Activity	Date
Homeland Security and Governmental Affairs Committee	Senate	Referred To	Jul 30, 2012

Subjects & Policy Tags

Policy Area:

Government Operations and Politics

Related Bills

Bill	Relationship	Last Action
112 HR 538	Related bill	Sep 12, 2012: Received in the Senate and Read twice and referred to the Committee on Homeland Security and Governmental Affairs.

Government Customer Service Improvement Act of 2012 - Directs the Director of the Office of Management and Budget (OMB) to: (1) develop performance measures to determine whether federal agencies are providing high-quality, timely, customer service and improving delivery service, (2) develop customer service and service delivery standards for such agencies, and (3) include achievements in meeting such performance measures and standards in agency performance updates.

Requires the head of each federal agency to designate an agency employee to be its service improvement officer, who shall issue guidelines to implement customer service standards and publish customer service contact information.

Directs the OMB Deputy Director of Management to establish a two-year Service Improvement Unit Pilot Program to provide assistance to agencies that do not meet such customer service standards and performance measures.

Requires the Director of the Office of Personnel Management (OPM) to: (1) report to Congress and the Comptroller General (GAO) on information submitted by each federal agency on its employees who are retiring, and (2) establish a timetable for the completion of its retirement systems modernization project.

Actions Timeline

- **Jul 30, 2012:** Introduced in Senate
- **Jul 30, 2012:** Read twice and referred to the Committee on Homeland Security and Governmental Affairs.