

## HR 538

### Government Customer Service Improvement Act

**Congress:** 112 (2011–2013, Ended)

**Chamber:** House

**Policy Area:** Government Operations and Politics

**Introduced:** Feb 8, 2011

**Current Status:** Received in the Senate and Read twice and referred to the Committee on Homeland Security and Governm

**Latest Action:** Received in the Senate and Read twice and referred to the Committee on Homeland Security and Governmental Affairs. (Sep 12, 2012)

**Official Text:** <https://www.congress.gov/bill/112th-congress/house-bill/538>

### Sponsor

**Name:** Rep. Cuellar, Henry [D-TX-28]

**Party:** Democratic • **State:** TX • **Chamber:** House

### Cosponsors (3 total)

| Cosponsor                          | Party / State | Role | Date Joined  |
|------------------------------------|---------------|------|--------------|
| Rep. Duncan, John J., Jr. [R-TN-2] | R · TN        |      | Aug 2, 2011  |
| Rep. McCaul, Michael T. [R-TX-10]  | R · TX        |      | Aug 2, 2011  |
| Rep. Goodlatte, Bob [R-VA-6]       | R · VA        |      | Sep 20, 2011 |

### Committee Activity

| Committee  | Chamber | Activity    | Date         |
|--|---------|-------------|--------------|
| Homeland Security and Governmental Affairs Committee | Senate  | Referred To | Sep 12, 2012 |
| Oversight and Government Reform Committee            | House   | Reported By | Jun 15, 2012 |

### Subjects & Policy Tags

#### Policy Area:

Government Operations and Politics

### Related Bills

| Bill       | Relationship | Last Action  |
|------------|--------------|--|
| 112 S 3455 | Related bill | <b>Jul 30, 2012:</b> Read twice and referred to the Committee on Homeland Security and Governmental Affairs. |

Government Customer Service Improvement Act - Requires the Director of the Office of Management and Budget (OMB) to: (1) develop performance measures to determine whether federal agencies are providing high-quality customer service and improving delivery service to their customers, (2) develop standards to be met by agencies to provide high-quality customer service and improve service delivery, and (3) include achievements in meeting customer service performance measures and standards in agency performance updates.

Requires each federal agency to: (1) collect information from its customers regarding the quality of its customer services, (2) include this information in its performance report to the President and Congress, and (3) designate an employee as the agency's customer relations representative to be responsible for implementing customer service standards.

Provides that employee compliance with agency customer service standards shall be measured in employee performance appraisals.

Authorizes the President to exempt an agency from the application of this Act for national security reasons.

Requires: (1) any savings or reductions in expenditures resulting from this Act to be used to offset the cost of implementing this Act, and (2) any additional savings to be used to reduce the deficit.

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### **Actions Timeline**

- **Sep 12, 2012:** Received in the Senate and Read twice and referred to the Committee on Homeland Security and Governmental Affairs.
- **Sep 11, 2012:** Mr. Walsh (IL) moved to suspend the rules and pass the bill, as amended.
- **Sep 11, 2012:** Considered under suspension of the rules. (consideration: CR H5778-5779)
- **Sep 11, 2012:** DEBATE - The House proceeded with forty minutes of debate on H.R. 538.
- **Sep 11, 2012:** Passed/agreed to in House: On motion to suspend the rules and pass the bill, as amended Agreed to by voice vote.(text: CR H5778)
- **Sep 11, 2012:** On motion to suspend the rules and pass the bill, as amended Agreed to by voice vote. (text: CR H5778)
- **Sep 11, 2012:** Motion to reconsider laid on the table Agreed to without objection.
- **Jun 15, 2012:** Reported (Amended) by the Committee on Oversight and Government Reform. H. Rept. 112-534.
- **Jun 15, 2012:** Placed on the Union Calendar, Calendar No. 382.
- **Apr 18, 2012:** Committee Consideration and Mark-up Session Held.
- **Apr 18, 2012:** Ordered to be Reported (Amended).
- **Feb 8, 2011:** Introduced in House
- **Feb 8, 2011:** Referred to the House Committee on Oversight and Government Reform.