

HR 1660

Government Customer Service Improvement Act of 2013

Congress: 113 (2013–2015, Ended)

Chamber: House

Policy Area: Government Operations and Politics

Introduced: Apr 19, 2013

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

Latest Action: Received in the Senate and Read twice and referred to the Committee on Homeland Security and Governmental Affairs. (Aug 1, 2013)

Official Text: <https://www.congress.gov/bill/113th-congress/house-bill/1660>

Sponsor

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

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

Cosponsors (2 total)

Cosponsor	Party / State	Role	Date Joined
Rep. McCaul, Michael T. [R-TX-10]	R · TX		Apr 19, 2013
Rep. Lankford, James [R-OK-5]	R · OK		Jul 30, 2013

Committee Activity

Committee	Chamber	Activity	Date
Homeland Security and Governmental Affairs Committee	Senate	Referred To	Aug 1, 2013
Oversight and Government Reform Committee	House	Markup By	Jul 24, 2013

Subjects & Policy Tags

Policy Area:

Government Operations and Politics

Related Bills

Bill	Relationship	Last Action
113 S 760	Related bill	Apr 18, 2013: Read twice and referred to the Committee on Homeland Security and Governmental Affairs.

Government Customer Service Improvement Act of 2013 - Requires the Director of the Office of Management and Budget (OMB) to develop government-wide standards for customer service delivery, which shall be included in the Federal Government Performance Plan. Requires such standards to include: (1) government-wide goals for continuous service improvements and efforts to modernize service delivery; and (2) government-wide target response times for telephone calls, electronic mail, mail, benefit processing, and payments.

Directs: (1) the Performance Improvement Officer for each executive agency to establish customer service standards in accordance with such government-wide standards, which shall be included in agency performance plans; (2) the Director of OMB to establish a Customer Service Feedback Pilot Program which shall include participation by the Internal Revenue Service (IRS) and two additional agencies to collect information from agency customers on the quality of customer service provided; and (3) the Director to include agency achievements in meeting customer service performance standards in each required update on agency performance.

Requires: (1) compliance with customer service standards developed under this Act to be included in agency employee appraisal systems, (2) the Director of OMB to establish a two-year Service Improvement Unit Pilot Program to provide assistance to agencies that do not meet such government-wide customer service standards, and (3) the Administrator of General Services (GSA) to provide administrative and other support to implement such Program.

Requires the Director of the Office of Personnel Management (OPM) to: (1) submit to Congress and the Comptroller General (GAO) and issue publicly every month a report on information submitted by each federal agency about its employees who are retiring and pending applications for retirement benefits, (2) establish a timetable for completion of OPM's customer-focused retirement processing system and a deadline by which all federal payroll processing entities will electronically transmit all personnel data to OPM, and (3) include in each OPM annual budget request a statement on progress in completing its customer-focused retirement processing system.

Actions Timeline

- **Aug 1, 2013:** Received in the Senate and Read twice and referred to the Committee on Homeland Security and Governmental Affairs.
- **Jul 31, 2013:** Mr. Meadows moved to suspend the rules and pass the bill, as amended.
- **Jul 31, 2013:** Considered under suspension of the rules. (consideration: CR H5207-5209)
- **Jul 31, 2013:** DEBATE - The House proceeded with forty minutes of debate on H.R. 1660.
- **Jul 31, 2013:** Passed/agreed to in House: On motion to suspend the rules and pass the bill, as amended Agreed to by voice vote.(text: CR H5207-5208)
- **Jul 31, 2013:** On motion to suspend the rules and pass the bill, as amended Agreed to by voice vote. (text: CR H5207-5208)
- **Jul 31, 2013:** Motion to reconsider laid on the table Agreed to without objection.
- **Jul 24, 2013:** Committee Consideration and Mark-up Session Held.
- **Jul 24, 2013:** Ordered to be Reported (Amended) by Voice Vote.
- **Apr 19, 2013:** Introduced in House
- **Apr 19, 2013:** Referred to the House Committee on Oversight and Government Reform.