

HR 4688

Federal Agency Customer Experience Act of 2021

Congress: 117 (2021–2023, Ended)

Chamber: House

Policy Area: Government Operations and Politics

Introduced: Jul 26, 2021

Current Status: Ordered to be Reported (Amended) by Voice Vote.

Latest Action: Ordered to be Reported (Amended) by Voice Vote. (Dec 2, 2021)

Official Text: <https://www.congress.gov/bill/117th-congress/house-bill/4688>

Sponsor

Name: Rep. Connolly, Gerald E. [D-VA-11]

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

Cosponsors (2 total)

Cosponsor	Party / State	Role	Date Joined
Rep. Fitzpatrick, Brian K. [R-PA-1]	R · PA		Jul 26, 2021
Rep. Khanna, Ro [D-CA-17]	D · CA		Jul 26, 2022

Committee Activity

Committee	Chamber	Activity	Date
Oversight and Government Reform Committee	House	Markup By	Dec 2, 2021

Subjects & Policy Tags

Policy Area:

Government Operations and Politics

Related Bills

Bill	Relationship	Last Action
117 S 671	Related bill	Jun 23, 2022: Held at the desk.

Summary (as of Jul 26, 2021)

Federal Agency Customer Experience Act of 2021

This bill requires certain agencies to collect voluntary customer experience feedback with respect to their services and transactions. Each of the agencies must (1) annually publish such feedback on its website and report on such feedback to the Office of Management and Budget, and (2) report on the solicitation of such feedback.

The Government Accountability Office shall publish a report assessing the data collected and reported by the agencies.

The feedback may not be used in any appraisal of job performance of a federal employee.

Actions Timeline

- **Dec 2, 2021:** Committee Consideration and Mark-up Session Held.
- **Dec 2, 2021:** Ordered to be Reported (Amended) by Voice Vote.
- **Jul 26, 2021:** Introduced in House
- **Jul 26, 2021:** Referred to the House Committee on Oversight and Reform.