

118TH CONGRESS
1ST SESSION

H. R. 5887

To amend chapter 3 of title 5, United States Code, to improve Government service delivery, and build related capacity for the Federal Government, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

OCTOBER 3, 2023

Mr. KHANNA (for himself, Mr. TIMMONS, Mr. DONALDS, and Mr. LOUDERMILK) introduced the following bill

OCTOBER 25, 2023

Referred to the Committee on Oversight and Accountability

A BILL

To amend chapter 3 of title 5, United States Code, to improve Government service delivery, and build related capacity for the Federal Government, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Government Service
5 Delivery Improvement Act”.

1 **SEC. 2. FEDERAL GOVERNMENT SERVICE DELIVERY.**

2 (a) AMENDMENT.—Chapter 3 of title 5, United
3 States Code, is amended by adding at the end the fol-
4 lowing:

5 “SUBCHAPTER III—FEDERAL GOVERNMENT
6 SERVICE DELIVERY

7 “§ 321. Definitions

8 “In this subchapter:

9 “(1) AGENCY.—The term ‘agency’ means the
10 agencies listed in section 901(b) of title 31.

11 “(2) DIRECTOR.—The term ‘Director’ means
12 the Director of the Office of Management and Budg-
13 et.

14 “(3) GOVERNMENT SERVICE DELIVERY.—The
15 term ‘Government service delivery’ means any action
16 by the Federal Government related to providing a
17 benefit or service to an individual, business, or orga-
18 nization (such as a grantee or State, local, or Tribal
19 entity) that interacts with an agency or program (in-
20 cluding an interaction with a Federal employee,
21 agency contractor acting on behalf of a Federal
22 agency, or through a Federal information system or
23 internet based interface) including any point of the
24 Government service delivery process (such as the ap-
25 plication for or receipt of a Government service or
26 benefit, the request or filing of an agency document

1 or record, or the use of a Federal facility or prop-
2 erty).

3 “(4) GOVERNMENT SERVICE DELIVERY CHAN-
4 NEL.—The term ‘Government service delivery chan-
5 nel’ means a significant interaction with the Federal
6 Government that is in-person, by mail, through a
7 digital service, by telephone, through a contact cen-
8 ter, through outreach and communication, and
9 through collaboration with a third party and other
10 ways in which an individual or entity significantly
11 interacts with the Federal Government.

12 “(5) HIGH IMPACT SERVICE PROVIDER.—The
13 term ‘high impact service provider’ means an agency
14 program identified by the Director due to the scale
15 and impact of the public-facing services of the agen-
16 cy.

17 **“§ 322. Federal Government service delivery**

18 “(a) FEDERAL GOVERNMENT SERVICE DELIVERY
19 LEAD.—The Director shall designate or appoint a senior
20 official as the Federal Government Service Delivery Lead
21 within the Office of Management and Budget whose pri-
22 mary responsibility is to coordinate governmentwide ef-
23 forts to improve Government service delivery and related
24 experiences. The individual shall have the following duties
25 and authorities:

1 “(1) Facilitate and coordinate governmentwide
2 efforts to improve Government service delivery pro-
3 vided by agencies, particularly with respect to high
4 impact service providers.

5 “(2) Carry out the duties and powers prescribed
6 by the Director.

7 “(3) Serve as the lead official responsible for
8 Government service delivery by the Federal Govern-
9 ment.

10 “(4) Advise the Director concerning the contin-
11 uous improvement of Government service delivery
12 provided by agencies.

13 “(5) Develop and oversee implementation of
14 governmentwide Government service delivery stand-
15 ards, policies, and guidelines for services and pro-
16 grams provided by agencies, including standards,
17 policies, and guidelines to—

18 “(A) understand needs from the perspec-
19 tive of an individual or entity interacting with
20 a Government service or program;

21 “(B) solicit and consider voluntary feed-
22 back;

23 “(C) assess key aspects of the experience
24 of individuals and entities with agencies; and

1 “(D) consider the factors of ease, effi-
2 ciency, transparency, accessibility, fairness, bur-
3 den (as defined in section 3502 of title 44), and
4 duration, including wait and processing times,
5 with respect to the interaction of an individual
6 or entity with a Government service or pro-
7 gram.

8 “(6) Evaluate the quality of Government service
9 delivery provided by agencies using the standards,
10 policies, and guidelines developed in paragraph (5)
11 to improve and enhance Government service delivery.

12 “(7) Establish metrics, to be collected and re-
13 ported through existing Office of Management and
14 Budget reporting mechanisms, to evaluate the qual-
15 ity of Government service delivery provided by agen-
16 cies, including metrics to assess the quality of Gov-
17 ernment service delivery provided by agencies and
18 the process of high impact service providers in im-
19 proving services.

20 “(8) Engage with stakeholders to identify best
21 practices in service design and Government service
22 delivery that would improve Government service de-
23 livery across agencies.

1 “(9) Encourage the adoption of commercial
2 products and services in accordance with section
3 3307 of title 41.

4 “(10) Ensure agency service delivery initiatives,
5 including those related to the 21st Century Inte-
6 grated Digital Experience Act (15 U.S.C. 3501 note;
7 Public Law 115–336), are prioritized in congres-
8 sional budget justifications.

9 “(11) Coordinate with Office of Management
10 and Budget stakeholders, including the Adminis-
11 trator of the United States Digital Service and the
12 Administrator of the Office of Information and Reg-
13 ulatory Affairs, and other agency stakeholders, in-
14 cluding the Administrator of General Services and
15 the Director of the Office of Personnel Management,
16 on Government service delivery.

17 “(12) In coordination with stakeholders, ensure
18 that websites of agencies, including those designated
19 as high impact service providers, are consistent with
20 the objectives of this subchapter, the 21st Century
21 Integrated Digital Experience Act, and any other
22 applicable law.

1 **“§ 323. Lead agency officials for Government service**
2 **delivery**

3 “(a) RESPONSIBILITY FOR GOVERNMENT SERVICE
4 DELIVERY.—The head of each agency shall be responsible
5 for the Government service delivery of the agency which
6 shall, at a minimum, include continuously improving and
7 enhancing Government services to better achieve the mis-
8 sion of the agency and build and maintain trust, trans-
9 parency, and accountability.

10 “(b) LEAD AGENCY SERVICE DELIVERY OFFI-
11 CIALS.—Not later than one year after the date of the en-
12 actment of this subchapter, the head of each agency shall
13 designate or appoint a senior official of the agency (who
14 may be the deputy head of the agency) to implement this
15 subchapter who shall have the following duties and au-
16 thorities:

17 “(1) Report directly to the head or deputy head
18 of the agency.

19 “(2) Possess sufficient operational authority to
20 effectuate implementation of Government service de-
21 livery improvements within the agency, particularly
22 high impact government service providers.

23 “(3) Coordinate and execute, as appropriate,
24 under the direction of the head of the agency, efforts
25 to improve and enhance the Government service de-
26 livery provided by their agency.

1 “(4) Submit to the Federal Government Service
2 Delivery Lead an implementation plan for improving
3 agency Government service delivery.

4 “(5) Coordinate the development and use of
5 qualitative and quantitative metrics on Government
6 service delivery.

7 “(6) Facilitate collaboration among and be-
8 tween offices, components, and within the agency to
9 improve and enhance Government service delivery.

10 “(7) Assist with the implementation by the
11 agency of the 21st Century Integrated Digital Expe-
12 rience Act (15 U.S.C. 3501 note; Public Law 115–
13 336) and provide improved digital services and serv-
14 ice delivery.

15 “(8) Assist in the incorporation of the Govern-
16 ment service delivery requirements by the agency es-
17 tablished under this subchapter in agency plans and
18 learning agendas.”.

19 (b) CLERICAL AMENDMENT.—The table of sections
20 for chapter 3 of title 5, United States Code, is amended
21 by adding at the end the following:

“SUBCHAPTER III—FEDERAL GOVERNMENT SERVICE DELIVERY

“321. Definitions.

“322. Federal Government service delivery.

“323. Lead agency officials for government service delivery.”.

22 (c) GAO REPORT.—Not later than 2 years after the
23 date of the enactment of this Act, the Comptroller General

1 of the United States shall submit to the relevant congress-
2 sional committees a report that includes the following:

3 (1) An assessment of the implementation and
4 effectiveness of subchapter III of chapter 3 of title
5 5, United States Code, as added by subsection (a).

6 (2) Specific recommendations to further the im-
7 plementation and effectiveness of such subchapter.

8 (d) NO NEW FUNDS AUTHORIZED.—No new funds
9 are authorized to be appropriated by this Act or any
10 amendment made by this Act and the head of each agency
11 shall comply with this Act and any amendment made by
12 this Act using existing funds.

13 (e) AGENCY DEFINED.—In this section, the term
14 “agency” means each agency listed in section 901(b) of
15 title 31, United States Code.

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