**AMENDMENT IN THE NATURE OF A SUBSTITUTE TO H.R. 1660**

**OFFERED BY MR. ISSA.**

Strike all after the enacting clause and insert the

following:

**SECTION 1. SHORT TITLE.**

This Act may be cited as the ‘‘Government Customer Service Improvement Act of 2013’’.

**SEC. 2. DEFINITIONS.**

In this Act:

(1) AGENCY.—The term ‘‘agency’’—

(A) means an Executive agency (as defined

under section 105 of title 5, United States

Code) that provides significant services directly

to the public or other entity; and

(B) does not include an Executive agency

if the President determines that this Act should

not apply to the Executive agency for national

security reasons.

(2) CUSTOMER.—The term ‘‘customer’’, with

respect to an agency, means any individual or entity

that is directly served by an agency.

**SEC. 3. DEVELOPMENT OF CUSTOMER SERVICE STANDARDS.**

(a) GOVERNMENT-WIDE STANDARDS.—

(1) IN GENERAL.—The Director of the Office of

Management and Budget shall develop Government

wide standards for customer service delivery, which

shall be included in the Federal Government Performance Plan required under section 1115 of title 31, United States Code.

(2) REQUIREMENTS.—The standards developed

under paragraph (1) shall include—

(A) Government-wide goals for continuous

service improvements and efforts to modernize

service delivery; and

(B) where appropriate, Government-wide

target response times for telephone calls, electronic mail,

mail, benefit processing, and payments.

(b) AGENCY STANDARDS.—

(1) IN GENERAL.—The Performance Improvement Officer for each agency shall establish customer service standards in accordance with the Government-wide standards developed under subsection (a), which shall be included in the Agency Performance Plans required under section 1115 of title 31,United States Code.

(2) REQUIREMENTS.—Agency standards established under paragraph (1) shall include, if appropriate—

(A) target call wait times during peak and non-peak hours;

(B) target response times for correspondence, both by mail and electronic mail;

(C) procedures for ensuring all applicable metrics are incorporated into service agreements with nongovernmental individuals and entities;

(D) target response times for processing benefits and making payments; and

(E) recommendations for effective publication of customer service contact information, including a mailing address, telephone number, and email address.

(c) CUSTOMER SERVICE Feedback Pilot Program.—

(1) Establishment.—The Director of the Office of Management and Budget shall establish a Customer Service Feedback Pilot Program. The pilot program shall include participation by the Internal Revenue Service, and a minimum of two agencies selected by the Director and shall continue for a period of at least three years. The Director shall require participating agencies to implement a customer service feedback system to collect information from customers of the agency regarding the quality of customer service provided by the agency, including –

(A) information on the extent to which agency performance complies with the Government-wide standards developed under subsection (a); and

(B) feedback on the quality of customer service provided by the agency employee or employees with whom the customer interacted.

(2) LIMITATION.—An agency may use information collected under the feedback system that is specific to a named employee only for purposes of complying with section 4.

(3) In developing the performance report made available by the agency under section 1116 of title 31, United States Code, each agency participating in the customer service feedback pilot program—

(A) shall include the information collected under this subsection; and

(B) may include aggregate data collected under paragraph (1)(B) without including names of specific agency employees.

(4) Report to Congress on Customer Service Feedback Pilot Program.— Not later than two years after the implementation of the customer service feedback pilot program established under this subsection, the Comptroller General shall submit to the Congress a report assessing the customer service feedback pilot program and a recommendation on whether such program should be expanded government-wide.

(d) ANNUAL PERFORMANCE UPDATE.—The Director of the Office of Management and Budget shall include achievements by agencies in meeting the customer service performance standards developed under subsection (a) in each update on agency performance required under section 1116 of title 31, United States Code.

**SEC. 4. PERFORMANCE APPRAISAL.**

Compliance with customer service standards developed under this Act shall be included in employee appraisal systems establish by agencies, including the performance appraisal systems referred to in chapter 43 of

8 title 5, United States Code.

**SEC. 5. SERVICE IMPROVEMENT UNIT PILOT PROGRAM.**

(a) ESTABLISHED.—The Director of the Office of Management and Budget shall establish a pilot program, to be known as the Service Improvement Unit Pilot Program (in this section referred to as the ‘‘pilot program’’), to provide assistance to agencies that do not meet the Gov

ernment-wide standards developed under section 3.

(b) PERSONNEL.—The heads of agencies with expertise in change management, process improvement, and information technology innovation shall detail employees to the Office of Management and Budget to work on the pilot program, based on the expertise and skills required to address service improvement goals.

(c) RESPONSIBILITIES.—Under the pilot program, the Office of Management and Budget shall work with agencies that are not meeting the customer service standards developed under section 3 to improve and modernize service delivery to develop solutions, including—

(1) evaluating the efforts of the agency to improve service delivery;

(2) developing a plan to improve within existing resources and by drawing on expertise and assistance from other agencies (including the Office of Management and Budget) where necessary;

(3) monitoring implementation by the agency of the plan developed under paragraph (2) until the customer service standards are met; and

(4) submitting to the Director of the Office of Management and Budget monthly reports on the progress being made to improve service at the agency until the customer service standards are met.

(d) REPORT.—Not later than 2 years after the date of enactment of this Act, the Director of the Office of Management and Budget shall submit to Congress a report on the accomplishments and outcomes of the pilot program and any recommendations relating to achieving the customer service standards developed under section 3.

(e) SUPPORT.—The Administrator of General Services shall provide administrative and other support in order to implement the pilot program under this section. The heads of agencies shall, as appropriate and to the extent permitted by law, provide at the request of the Director of the Office of Management and Budget up to 2 personnel authorizations who have expertise in change management, process improvement, and information technology innovation to support the pilot program.

(f) TERMINATION.—The authority to carry out the pilot program shall terminate 2 years after the date of enactment of this Act.

**SEC. 6. RETIREMENT REPORTING.**

(a) DEFINITION.—In this section, the term ‘‘agency’’ has the meaning given that term in section 551 of title 5, United States Code.

(b) REPORTS.—

(1) IN GENERAL.—Except as provided in paragraph (2) and not later than 90 days after the date of enactment of this Act, and every month thereafter, the Director of the Office of Personnel Management shall submit to Congress and the Comptroller General of the United States, and issue publicly (including on the website of the Office of Personnel Management), a report that—

(A) for each agency, evaluates the timeliness, completeness, and accuracy of information submitted by the agency relating to employees of the agency who are retiring; and

(B) indicates—

(i) the total number of applications for retirement benefits, lump sum death benefits, court ordered benefits, phased retirement, and disability retirement that are

pending action by the Office of Personnel Management; and

(ii) the number of months each such application has been pending.

(2) SUSPENSION OF REPORTING REQUIREMENT.—Paragraph (1) shall not apply to the Director of the Office of Personnel Management for any month immediately following an 18-month period in which there are no applications described in paragraph (1)(B) that have been pending, on average, for more than 90 days.

(c) MODERNIZATION TIMELINE.—The Director of the Office of Personnel Management shall establish—

(1) a timetable for the completion of each component of the customer-focused retirement processing system of the Office of Personnel Management, including all data elements required for accurate completion of adjudication; and

(2) the date by which all Federal payroll processing entities will electronically transmit all personnel data to the Office of Personnel Management.

(d) BUDGET REQUEST.—The Office of Personnel Management shall include a detailed statement regarding the progress of the Office of Personnel Management in completing the customer-focused retirement processing system of the Office of Personnel Management in each

budget request of the Office of Personnel Management submitted as part of the preparation of the budget of the President submitted to Congress under section 1105(a) of title 31, United States Code.

**SEC. 7. NO INCREASE IN EXPENDITURES.**

No additional funds are authorized to carry out this Act. This Act shall be carried out using amounts otherwise authorized or appropriated.