

**CHAPTER 21 OFFICE OF CUSTOMER EXPERIENCE (OCE)**

**PART 1 DELEGATION OF AUTHORITY FROM THE ADMINISTRATOR TO THE  
ASSOCIATE ADMINISTRATOR FOR CUSTOMER EXPERIENCE**

<b>Delegated Authority</b>	<b>Limitations</b>
<b>1. Specific authorities</b>	
(RESERVED)	
<b>2. Human Capital Authorities</b>	
(See Part 1, Chapter 2, of this Manual)	
<b>3. Common Authorities</b>	
(See Part 2, Chapter 2, of this Manual)	
<b>4. Financial Management Authorities</b>	
(See CFO P 5450.1)	

**PART 2 DELEGATION OF AUTHORITY FROM THE ASSOCIATE ADMINISTRATOR  
FOR CONGRESSIONAL AND INTERGOVERNMENTAL AFFAIRS  
TO OCIA OFFICIALS**

**(RESERVED)**