

114<sup>TH</sup> CONGRESS  
2<sup>D</sup> SESSION

# H. R. 4890

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## AN ACT

To impose a ban on the payment of bonuses to employees of the Internal Revenue Service until the Secretary of the Treasury develops and implements a comprehensive customer service strategy.

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

1 **SECTION 1. BAN ON IRS BONUSES UNTIL IRS DEVELOPS**  
2 **COMPREHENSIVE    CUSTOMER    SERVICE**  
3 **STRATEGY.**

4       (a) **IN GENERAL.**—The Secretary of the Treasury,  
5 and the Secretary’s delegate, may not pay a bonus, award,  
6 or similar cash payment to any employee of the Internal  
7 Revenue Service until the Secretary, or the Secretary’s  
8 delegate, develops and submits to Congress a comprehen-  
9 sive customer service strategy that has been reviewed and  
10 approved by the Treasury Inspector General for Tax Ad-  
11 ministration. Such strategy shall include—

12               (1) appropriate telephone and correspondence  
13 levels of service, which shall be based on service pro-  
14 vided by the best in business and customer expecta-  
15 tions;

16               (2) a thorough assessment of which services the  
17 Internal Revenue Service can shift to self-service op-  
18 tions; and

19               (3) proposals to improve customer service in the  
20 short term (the current and following fiscal year),  
21 medium term (approximately 3 to 5 fiscal years),  
22 and long term (approximately 10 fiscal years).

23       (b) **PROGRESS REPORTS.**—The Secretary of the  
24 Treasury, or the Secretary’s delegate, shall submit reports  
25 to the Congress on the status of its customer service strat-  
26 egy and actions taken to improve customer service. Such

1 reports shall be submitted on a semiannual basis until the  
2 comprehensive customer service strategy under subsection  
3 (a) is fully implemented.

4 (c) CONSULTATION WITH TAXPAYER ADVOCATE.—  
5 In developing the comprehensive customer service strategy  
6 pursuant to this section, the Secretary, or the Secretary's  
7 delegate, shall consult with the National Taxpayer Advo-  
8 cate.

9 **SEC. 2. NO ADDITIONAL FUNDS AUTHORIZED.**

10 No additional funds are authorized to be appro-  
11 priated or otherwise made available to carry out the re-  
12 quirements of this Act. Such requirements shall be carried  
13 out using amounts otherwise authorized to be appro-  
14 priated.

Passed the House of Representatives April 21, 2016.

Attest:

*Clerk.*

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