

Union Calendar No. 383

114TH CONGRESS
2^D SESSION

H. R. 4890

[Report No. 114–501]

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.

IN THE HOUSE OF REPRESENTATIVES

APRIL 11, 2016

Mr. MEEHAN introduced the following bill; which was referred to the Committee on Ways and Means

APRIL 18, 2016

Additional sponsor: Mr. SESSIONS

APRIL 18, 2016

Reported with an amendment, committed to the Committee of the Whole House on the State of the Union, and ordered to be printed

[Strike out all after the enacting clause and insert the part printed in *italie*]

[For text of introduced bill, see copy of bill as introduced on April 11, 2016]

A BILL

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,*

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

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

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

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

21 *(3) proposals to improve customer service in the*
22 *short term (the current and following fiscal year), me-*
23 *dium term (approximately three to five fiscal years),*
24 *and long term (approximately ten fiscal years).*

1 **(b) PROGRESS REPORTS.**—*The Secretary of the Treas-*
2 *ury, or the Secretary’s delegate, shall submit reports to the*
3 *Congress on the status of its customer service strategy and*
4 *actions taken to improve customer service. Such reports*
5 *shall be submitted on a semiannual basis until the com-*
6 *prehensive customer service strategy under subsection (a)*
7 *is fully implemented.*

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

9 *No additional funds are authorized to be appropriated*
10 *or otherwise made available to carry out the requirements*
11 *of this Act. Such requirements shall be carried out using*
12 *amounts otherwise authorized to be appropriated or made*
13 *available.*

Union Calendar No. 383

114TH CONGRESS
2D Session

H. R. 4890

[Report No. 114-501]

A BILL

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.

APRIL 18, 2016

Reported with an amendment, committed to the Committee of the Whole House on the State of the Union, and ordered to be printed