

114TH CONGRESS
2D SESSION

H. R. 4890

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 Advoca-
8 te.

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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