

APRIL 14, 2016

RULES COMMITTEE PRINT 114-49

**TEXT OF H.R. 4890, 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 CUS-
TOMER SERVICE STRATEGY.**

**[Showing the text of the bill as ordered reported by the
Committee on Ways and Means.]**

**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-

1 vided by the best in business and customer expecta-
2 tions;

3 (2) a thorough assessment of which services the
4 Internal Revenue Service can shift to self-service op-
5 tions; and

6 (3) proposals to improve customer service in the
7 short term (the current and following fiscal year),
8 medium term (approximately three to five fiscal
9 years), and long term (approximately ten fiscal
10 years).

11 (b) PROGRESS REPORTS.—The Secretary of the
12 Treasury, or the Secretary's delegate, shall submit reports
13 to the Congress on the status of its customer service strat-
14 egy and actions taken to improve customer service. Such
15 reports shall be submitted on a semiannual basis until the
16 comprehensive customer service strategy under subsection
17 (a) is fully implemented.

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

19 No additional funds are authorized to be appro-
20 priated or otherwise made available to carry out the re-
21 quirements of this Act. Such requirements shall be carried
22 out using amounts otherwise authorized to be appro-
23 priated or made available.

