

115TH CONGRESS  
2D SESSION

# H. R. 5375

To require the Secretary of the Treasury to submit to Congress a comprehensive customer service strategy for the Internal Revenue Service.

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## IN THE HOUSE OF REPRESENTATIVES

MARCH 21, 2018

Mr. REED (for himself, Mr. KELLY of Pennsylvania, and Mr. BISHOP of Michigan) introduced the following bill; which was referred to the Committee on Ways and Means

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## A BILL

To require the Secretary of the Treasury to submit to Congress a comprehensive customer service strategy for the Internal Revenue Service.

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. COMPREHENSIVE CUSTOMER SERVICE STRAT-**  
4 **EGY.**

5 Not later than the date which is 1 year after the date  
6 of the enactment of this Act, the Secretary of the Treas-  
7 ury, after consultation with the National Taxpayer Advo-  
8 cate, shall submit to Congress a written comprehensive

1 customer service strategy for the Internal Revenue Serv-  
2 ice. Such strategy shall include—

3 (1) a plan to provide assistance to taxpayers  
4 that is designed to meet reasonable taxpayer expecta-  
5 tions and is in conformity with best practices of  
6 customer service provided in the private sector, in-  
7 cluding online services, telephone call back services,  
8 and training of employees providing customer serv-  
9 ices,

10 (2) a thorough assessment of the services that  
11 the Internal Revenue Service can offer as self-service  
12 options,

13 (3) proposals to protect taxpayer identity and  
14 to reduce taxpayer identity theft,

15 (4) proposals to improve Internal Revenue Serv-  
16 ice customer service in the short term (the current  
17 and following fiscal year), medium term (approx-  
18 imately 3 to 5 fiscal years), and long term (approx-  
19 imately 10 fiscal years), and

20 (5) identified metrics and benchmarks for quan-  
21 titatively measuring the progress of the Internal  
22 Revenue Service in meeting each element of such  
23 strategy.

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