

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.

