

**AMENDMENT IN THE NATURE OF A SUBSTITUTE  
TO H.R. 4890  
OFFERED BY MR. BRADY OF TEXAS**

Strike all after the enacting clause and insert the following:

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

1           (3) proposals to improve customer service in the  
2           short term (the current and following fiscal year),  
3           medium term (approximately three to five fiscal  
4           years), and long term (approximately ten fiscal  
5           years).

6           (b) **PROGRESS REPORTS.**—The Secretary of the  
7           Treasury, or the Secretary’s delegate, shall submit reports  
8           to the Congress on the status of its customer service strat-  
9           egy and actions taken to improve customer service. Such  
10          reports shall be submitted on a semiannual basis until the  
11          comprehensive customer service strategy under subsection  
12          (a) is fully implemented.

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

14          No additional funds are authorized to be appro-  
15          priated or otherwise made available to carry out the re-  
16          quirements of this Act. Such requirements shall be carried  
17          out using amounts otherwise authorized to be appro-  
18          priated or made available.

