

(Original Signature of Member)

114TH CONGRESS  
2D SESSION

# 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 customer service strategy.

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IN THE HOUSE OF REPRESENTATIVES

Mr. Meehan introduced the following bill; which was referred to the  
Committee on Ways and Means

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## A BILL

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,*

3 **SECTION 1. BAN ON IRS BONUSES UNTIL IRS DEVELOPS**

4 **COMPREHENSIVE CUSTOMER SERVICE**

5 **STRATEGY.**

6 (a) IN GENERAL.—The Secretary of the Treasury,

7 and the Secretary's delegate, may not pay a bonus, award,

1 or similar cash payment to any employee of the Internal  
2 Revenue Service until the Secretary, or the Secretary's  
3 delegate, develops and submits to Congress a comprehen-  
4 sive customer service strategy that has been reviewed and  
5 approved by the Treasury Inspector General for Tax Ad-  
6 ministration. Such strategy shall include—

7           (1) appropriate telephone and correspondence  
8           levels of service, which shall be based on service pro-  
9           vided by the best in business and customer expecta-  
10          tions;

11          (2) a thorough assessment of which services the  
12          Internal Revenue Service can shift to self-service op-  
13          tions; and

14          (3) proposals to improve customer service in the  
15          short term (the current and following fiscal year),  
16          medium term (approximately three to five fiscal  
17          years), and long term (approximately ten fiscal  
18          years).

19          (b) **PROGRESS REPORTS.**—The Secretary of the  
20 Treasury, or the Secretary's delegate, shall submit reports  
21 to the Congress on the status of its customer service strat-  
22 egy and actions taken to improve customer service. Such  
23 reports shall be submitted on a semiannual basis until the  
24 comprehensive customer service strategy under section (a)  
25 is fully implemented.

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

2 No additional funds are authorized to be appro-  
3 priated or otherwise made available to carry out the re-  
4 quirements of this Act and the amendments made by this  
5 Act. Such requirements shall be carried out using amounts  
6 otherwise authorized to be appropriated or made available.