

## HR 5375

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

**Congress:** 115 (2017–2019, Ended)

**Chamber:** House

**Policy Area:** Taxation

**Introduced:** Mar 21, 2018

**Current Status:** Referred to the House Committee on Ways and Means.

**Latest Action:** Referred to the House Committee on Ways and Means. (Mar 21, 2018)

**Official Text:** <https://www.congress.gov/bill/115th-congress/house-bill/5375>

### Sponsor

**Name:** Rep. Reed, Tom [R-NY-23]

**Party:** Republican • **State:** NY • **Chamber:** House

### Cosponsors (2 total)

Cosponsor	Party / State	Role	Date Joined
Rep. Bishop, Mike [R-MI-8]	R · MI		Mar 21, 2018
Rep. Kelly, Mike [R-PA-3]	R · PA		Mar 21, 2018

### Committee Activity

Committee	Chamber	Activity	Date
Ways and Means Committee	House	Referred To	Mar 21, 2018

### Subjects & Policy Tags

**Policy Area:**

Taxation

### Related Bills

Bill	Relationship	Last Action
115 HR 5444	Related bill	Apr 19, 2018: Received in the Senate and Read twice and referred to the Committee on Finance.

This bill requires the Department of the Treasury to submit to Congress a comprehensive customer service strategy for the Internal Revenue Service.

The strategy must include:

- a plan to provide assistance that meets reasonable taxpayer expectations and conforms with best practices of customer service provided in the private sector;
- an assessment of self-service options;
- proposals to protect taxpayer identity and reduce identity theft;
- proposals to improve customer service in the short-term, medium-term, and long-term, and
- metrics and benchmarks for quantitatively measuring progress in meeting each element of the strategy.

#### **Actions Timeline**

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- **Mar 21, 2018:** Introduced in House
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