

9 FAM Appendix E, CORRESPONDENCE

(TL:VISA-408; 05-15-2002)

9 FAM 100 GENERAL INSTRUCTIONS

9 FAM 101 Guidelines

(TL:VISA-408; 05-15-2002)

The following guidelines have been devised to assist posts in determining the procedures to use in communicating with the Department, other posts, Congress, and the general public. It is important to keep in mind the public relations aspects when responding to all inquiries. Replies should be timely. Congressional inquiries should be answered within two or three working days, *regardless of whether the inquiry is by fax, phone, or e-mail*. Replies to the general public should be answered expeditiously, as a late response often generates another inquiry, which increases the post's workload and may diminish the inquirer's receptivity to the response. Replies should be complete and accurate. The Department often has been placed in the embarrassing position of trying to explain a refusal with very little background information on hand. Posts should remember that an inquiry from the Department is not a request for a change of decision.

9 FAM 102 Basic Identifying Data Required In All Cases

(TL:VISA-119; 07-03-1995)

The alien's full name, nationality (present and former), if any, date and place of birth, employment, and, if applicable, spouse's and parents' names should be provided in any initial communication to the Visa Office about a case. The communication should also indicate whether the alien's name is in CLASS and include the alien's INS A-file number and location, if known. Posts should add any other appropriate data specified under the indicators in Chapter 9 FAM Appendix E, 300.

9 FAM 103 Separating Specific Subjects From General Subjects

(TL:VISA-119; 07-03-1995)

When time and original thought have been devoted to general or procedural matters, they should be covered in a separate communication. In the past, valuable discussions on visa problems that would be of general interest have not always received the prompt attention that they deserve because the problems were discussed in communications concerning the case of an individual visa applicant. If necessary, such a communication should contain a cross-reference to the individual case in which the unresolved issue became apparent. Similarly, valuable procedural suggestions have not always received immediate consideration because the suggestions were added at the end of routine reports on other matters called for by Departmental instructions, rather than in an independent communication.