



NEWS RELEASE

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October 28, 2002

INS Announces Case Status Online

Many Applicants for Benefits Can Check Case Status Using the Internet

WASHINGTON – The Immigration & Naturalization Service (INS) today announced the successful implementation of Case Status Online--a concrete example of INS' commitment to improving customer service while guaranteeing process integrity.

Customers who have a receipt number for an application or petition filed at an INS Service Center can check the status of their pending case online through the INS website and avoid prolonged waits on the phone or at a local office.

“We shared the frustration of customers and employees who complained that there was no easy way to check the status of a pending case.” said INS Commissioner James Ziglar. “We expect that the availability of Case Status Online will reduce the number of customers who need to call or visit INS in person for this information. It also allows local field offices to focus on providing services that are only available by appointment or in-person visit.”

Customers who do not have a receipt number will continue to receive information about their case by calling the National Customer Service Center at 1-800-375-5283 or 1-800-767-1833 (TTY for the hearing impaired) or by visiting their local INS field office.

The Case Status Online System is only the first of many improvements that will take place as the INS implements Immigration Services Modernization and will fundamentally transform and improve the Immigration Services' program. Immigration Services Modernization is centered on service to customers and stakeholders; employee development; process, technology and business improvements; and management infrastructure.

For more information, please access the INS web site: www.ins.gov or call the INS National Customer Service Center: 1-800-375-5283. Forms can be easily downloaded from the INS web site, or requested by calling 1-800-870-FORM.

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