


**RECOMMENDATION AR 2007 -- 14**

*The Ombudsman recommends that USCIS define a program to ensure proper handling and monitoring of its records. The program should be assigned to a USCIS headquarters office element.* 

As described in last year's annual report (at p. 39), USCIS still needs to work on better communication and coordination with employers and government agencies at the federal, state, and local levels. At the same time, the necessity for such coordination and communication with these groups is rapidly increasing.

**CASE PROBLEM**

*A U.S. citizen petitioner filed a Form I-130 for her husband in August 2006 and the petition was approved in December 2006. The petitioner received the approval notice, which indicated that the notice was forwarded to the DOS National Visa Center (NVC). The petitioner waited the necessary period of time, called the NVC, and was told the case was not at the NVC. In early 2007, the petitioner filed Form I-824 (Application for Action on an Approved Application or Petition) with USCIS at an additional \$200 fee, to forward the petition to the NVC. This interagency transfer should have occurred without the filing of the I-824. As of the writing to the Ombudsman, the application remained pending.* 