

The following USCIS response was received as part of a collective response to several recommendations submitted by the CIS Ombudsman. The following response has been extracted from the original document received by the CIS Ombudsman for display and readability purposes.

USCIS Response to Ombudsman  
May 25, 2005

**USCIS provide customers with a single forms package per type of petition/application regardless of which district office or service center will process the petition/application.**

USCIS agreed with this recommendation, and as previously indicated has incorporated this strategy into our future Lock Box plans. This element calls for all forms to be centrally and uniformly filed. We have now instituted centralized filing for all family-based adjustment of status applications and, have standardized the filing of all I-90 applications for replacement of lost, stolen, or expired permanent resident cards (green cards). The I-90 applications will be filed at our new Lockbox at Los Angeles later this calendar year.