

9 FAM APPENDIX E, 600 INSTRUCTIONS FOR CORRESPONDENCE TO U.S. GOVERNMENT ADDRESSEES IN THE UNITED STATES, OTHER THAN MEMBERS OF CONGRESS

*(CT:VISA-1299; 09-15-2009)
(Office of Origin: CA/VO/L/R)*

9 FAM APPENDIX E, 601 CORRESPONDENCE TO A FEDERAL AGENCY

(CT:VISA-1299; 09-15-2009)

- a. Posts must prepare letters regarding individual visa applications addressed to any U.S. Government agency, except Department of Homeland Security (DHS), in an original and two copies. The original, with one (courtesy) copy may be mailed directly to the Federal agency by open air mail or pouch, as appropriate. A second copy of the letter is to be transmitted to the Department in an envelope marked "Attention Visa Office (VO)" if such a copy has been requested by VO. Posts should insert the full name of the drafting officer on the copy prepared for the Department. Any number of these copies may be transmitted in one envelope. Posts are authorized to communicate directly with DHS offices on individual cases, and no copy *needs to* be sent to the Department. (See 9 FAM 40.4 N2.)
- b. When correspondence is by e-mail, the appropriate visa office employee should be included as a cc addressee. See the list of "Who's Who in the Visa Office" for a list of persons in each division and their responsibilities.

9 FAM APPENDIX E, 602 COPIES OF CORRESPONDENCE FOR THE DEPARTMENT

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Posts should scan into the Consular Consolidated Database (CCD) copies of letters or e-mails to interested parties in the United States to the Department in the following categories:

- (1) Any case of Congressional interest when the Department has

requested a copy of the post's reply, or has requested to be kept informed of developments in the case, *or is likely to result in significant Congressional interest*; and

- (2) Any case in which active or potential public relations aspects are present, including those relating to complaints, visa refusals, and other controversial issues.