Form G-1592-004 Extension - Responses to 60-day FRN Public Comments

Public Comments (regulations.gov): USCIS-2022-0001
60-day FRN Citation (federalregister.gov): 91 FR 3913
Publish Dates: January 29, 2026 – March 30, 2026

Comment ID	Comment Summary	USCIS Response
	Commenter: Sylvi Miller	
0016	The commenter expressed concerns with this system, describing it as ineffective, confusing, and burdensome. They highlight multiple issues below that make it difficult to obtain updates or assistance regarding pending cases. 1. **Request for More Information:** Commenter includes that more information is being asked for in this information collection, which would make this system more complicated. 2. **Inquiry Restrictions:** System does not allow users to make inquiries about long-pending cases unless the case is more than 60 days past the "normal" processing time. However, these processing times fluctuate by months. 3. **Delayed and Unhelpful Responses:** When an inquiry is finally allowed, the response arrives 90 days later and provides no useful information. The process repeats, with subsequent responses also being generic and unhelpful, such as "sorry it is taking longer than normal." 4. **Inconsistent Processing Times:** Applications of the same type filed on the same day are processed at different speeds. 5. **Cumbersome Online Form:** Users have to complete a lengthy online inquiry form first, which often takes several minutes. Frequently, the system rejects the submission, requiring users to start over. 6. **Receipt Notice Issues:** If a receipt notice has not been issued, the system cannot be used because it requires a receipt number. Without a receipt notice provided by USCIS, users cannot submit an inquiry. 7. **Application Type Error:** Sometimes the system claims the application type is incorrect, even when the user has the correct application receipt number. This prevents users from submitting inquiries.	**Response:** This extension action is to keep this information collection approved for use under the Paperwork Reduction Act and USCIS did not propose any changes to the e-Request Tool Process. However, we will take note of the commenter's concerns and consider them in the next revision of this collection.

Form G-1592-004 Extension - Responses to 60-day FRN Public Comments

Public Comments (regulations.gov): USCIS-2022-0001
60-day FRN Citation (federalregister.gov): 91 FR 3913
Publish Dates: January 29, 2026 – March 30, 2026

	8. **Ineffective Phone Support:** The 1-800 phone number provided for assistance is unhelpful.	
	Commenter: Anonymous	
0017	This commenter included attachments that were out of scope for this information collection.	**Response:** This comment was out of scope for this information collection and did not provide feedback on the nature of the information collection. This extension action is to keep this information collection approved for use under the Paperwork Reduction Act.