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Comment Submitted by Sylvi Miller

Posted by the **U.S. Citizenship and Immigration Services** on Jan 30, 2026[Docket \(/docket/USCIS-2022-0001\)](/docket/USCIS-2022-0001) / [Document \(USCIS-2022-0001-0014\) \(/document/USCIS-2022-0001-0014\)](/document/USCIS-2022-0001-0014)
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The current system is almost useless. First the system won't let you may an inquiry on a long pending case because it is not beyond 60 days past "normal" processign times. But those fluctuate by months. Then when you did get a response it is 90 days later and the information is useless. Then do it all over and again useless response like sorry it is taking longer than normal. Then processing times for the same types of application filed on the same day are divergent. Finally you have to complete the entire online form inquiry first which takes several minutes and many times it just rejects it and you have to start over. So now you want more information, WHY? It is just going to make it more complicated and harder to get useful information out of USCIS. Also when a receipt notice has not been issued, this system does not work because it requires a receipt number, but USCIS has not sent the receipt notice so you don't have one to submit. Finally sometimes it says that it is not right type of application. But I am looking at the application receipt number and it is, but the USCIS system has it wrong, so now I can't get anything submitted. Further the 1 800 is equally useless!

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