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
December 17, 2004

Recommend that 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.

The USCIS agrees with the intent of this recommendation. Standardized filing via
the lockbox as the single point of entry for applications will discourage the need and the
use of unique instructions previously designed by local offices. It must be understood
that the unique instructions were aids for customers that local offices had developed that
included such information as particular office hours that certain application types were
reviewed, instructions on how to access certain locations because of security requirements
in a particular building, and other such unique filing instructions that may have developed
because of space and information technology challenges in a particular office. In other
situations, USCIS offices developed addendums to forms and variances in processes
because of court decisions that necessitated a special procedure in specific locations, or
because a local office had uncovered a fraud pattern in its geographic area and instituted
specific actions to deal with that issue. Although USCIS strives to standardize processes
such as forms packages, it must retain the flexibility to support the integrity of processes
and the systems needs. It must be noted that these additional forms instructions were
provided in the best interest of the customer and are meant to enhance customer service
not hinder it.

However, USCIS believes lock box filing will result in a reduction of local
variations in forms and procedures, and we encourage suggestions concerning local
variations that may or should continue under the lockbox procedure.