

National Visa Center suspends public inquiry line

Claiming that it wants to "address critical backlogs," the National Visa Center (NVC) suspended its public inquiry telephone line, effective May 23, 2022. This means that any member of the public who wishes to contact the NVC can no longer talk to a customer service representative on the phone. Now, the only way for immigrant visa seekers to contact the NVC is to use the [Public Inquiry Form](#). Individuals can also look for answers to general questions by visiting the NVC's website, <https://nvc.state.gov>.

What is the NVC?

The NVC is part of the U.S. Department of State's Bureau of Consular Affairs. The NVC, which is located in New Hampshire, provides a clerical function in the processing of immigrant visas. The NVC's job is to prepare immigrant visa applications for consular officers abroad to review and adjudicate. After receiving an approved immigrant petition from U.S. Citizenship and Immigration Services, the NVC works with individuals on their visa application packages. The agency collects immigrant visa processing fees, reviews forms and documents, schedules visa interviews at embassies and consulates overseas, provides applicants with interview instructions, and sends completed case files to the interviewing consular officers so they are prepared for the interview.

The Department of State's announcement regarding the suspension of the NVC's public inquiry line may be found [here](#).