



**United States Department of State**

***Visa Services***

***Washington, D.C. 20520***

December 1, 2000

Kenneth White, Esq  
40 Prechistenka Street  
Building 3, Suite 202  
Moscow, Russia 119034

Dear Mr. Kenneth White:

I have reviewed the correspondence you sent regarding your experience with the U.S. Embassy in Moscow. As you know, visa adjudication is undertaken abroad by US consular officers. Consequently I am unable to offer an opinion on the merits of any of the specific cases you mentioned. My colleagues and I are concerned that all persons, requiring consular assistance, receive courteous and efficient service when they visit our offices overseas. While we may not always be able to provide applicants with the response they desire, we certainly strive to treat our clientele with respect and in a manner that enables them to maintain their dignity. Our consular officers are continuously working to improve transparency and make the complex legalities of the visa process more comprehensible.

Moscow is dealing with a number of factors, including poor physical environment and staffing shortages. Efforts are underway to alleviate some of these problems, however, resources are limited. Moscow's consular section is working vigorously to improve public understanding of its role and operation. As part of a campaign against misinformation, local journalists were invited to observe procedures first hand. Reporters from five major daily and weekly newspapers participated in this first-of-its-kind event. The event was well received and generated the most positive press coverage in recent years. The ongoing goal is to provide the Russian public with correct information and help reduce frustration born of confusion. We hope that these efforts will continue and will lead to an improved atmosphere.

I receive a great deal of correspondence, some positive and some negative. Thank you for sharing your views.

Sincerely,

A handwritten signature in cursive script that reads "Catherine Barry".

Catherine Barry  
Managing Director