

## YOUR WORKING CHECKLIST

# Unavailable civil documents and official country guidance

## What should I do when a civil record is listed as unavailable or cannot be obtained?

Distinguish a document officially listed as unavailable from a record you cannot obtain for another reason. Follow the Department of State country and case instructions; do not invent a substitute certificate or assume that translating a personal explanation resolves the missing evidence.

Check the boxes on screen or by hand. Use the notes area for records to find and questions to ask.

### Your preparation checklist

- ☐ Check the official availability section
- ☐ Record the actual retrieval obstacle
- ☐ Preserve issuer responses
- ☐ Follow the process for alternative evidence

### Notes and questions to follow up

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### Source links and current instructions

Sources checked October 25, 2026. Follow current instructions at the linked institution.

#### U.S. Department of State: Civil documents for immigrant visa processing

<https://travel.state.gov/content/travel/en/us-visas/immigrate/the-immigrant-visa-process/step-5-collect-financial-evidence-and-other-supporting-documents/step-7-collect-civil-documents.html>

#### U.S. Department of State: Civil documents frequently asked questions

<https://travel.state.gov/content/travel/en/us-visas/immigrate/civil-documents-faq.html>

#### USCIS: Policy Manual: evidence

<https://www.uscis.gov/policy-manual/volume-1-part-e-chapter-6>

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### Return to the complete guide

<https://immigrantinsider.com/documents/unavailable-civil-documents/>

### General information

This free organizer is not a government form and does not submit an application, establish eligibility, preserve a deadline or replace individual legal advice. Government filing fees and professional services are separate.