

15 NOV 2019



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Ref: DOIA 1920-0625

Dear Mr Mr Bamal

I refer to your request under the Official Information Act 1982 (the OIA) received on 15 October 2019 requesting the following information:

- I would like to understand how many SMC Applications got assigned to a case officer who fulfilled the INZ internal Criteria in the year 2019 and when did this practice became effective, and how many application from the normal (not prioritized ones) SMC queues have got case officer assigned from Dec 2018 to Oct 2019 (Month wise). I am also interested to understand how long (in the number of months/days) is INZ taking to get a case officer assigned to an application once the application is lodged in year 2019.*

On 17 October 2019 you were contacted by Penny Hazlett to clarify your request. After further email correspondence, you confirmed your request to be the following:

- How many Case Officers (irrespective of new or existing CO) are assigned in each month of 2019 on the Application that has met INZ internal criteria of prioritizing Application (1. criteria of being working for a govt organization, 2. work requiring occupational registration like doctor and nurses 3. People earning a salary above high remuneration which is more than 106K/year).*
- When (which Month to specific) did the INZ put this practice of prioritizing SMC Application (based on three points I have mentioned in question 1) and is INZ still following this process?*
- How many SMC Applications (non-prioritised) were assigned to Case Officers from the Managed queue in each month from 1 Dec 2018 up to Oct 2019 (each month's detailed break up).*
- How long (in the number of days) is INZ taking to assign Case Officers to the SMC Applications that are in Normal (not meeting the internal criteria of INZ) queue?*

I am writing to advise you that the Ministry will provide a response but needs to extend the time available to answer your request. The Ministry's response will be with you no later than 6 December 2019.

The reason for the extension relies on s15A(1)(b) of the OIA - consultations necessary to make a decision on the request are such that a proper response to the request cannot be made within the original time limit.

You have the right to seek an investigation and review of our decision to extend the time limit by the Ombudsman. Information is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

I will respond to you sooner if I am able to.

Yours sincerely



Jock Gilray  
National Manager  
Immigration New Zealand  
Ministry of Business, Innovation and Employment