



04 DEC 2019

Mehoul

fyi-request-11628-36ec2f7a@requests.fyi.org.nz

File No: DOIA 1920-0755

Dear Mehoul

Thank you for your email of 9 November 2019, requesting the following information under the Official Information Act 1982 (the OIA):

I am seeking answer for the following question and also seeking required materials for the same. When an Immigration case officer from INZ open the file for a resident visa application what guidelines, the officer follow to make decision? On what basis or with reference to which source the officer makes decision?

Our response

On 15 November 2019 and 21 November 2019 we contacted you to clarify your requests. However, no response has been received up to date.

In the email dated 15 November 2019, information has been provided as follows:

Immigration officers make decisions in line with Immigration Instructions, which are publicly available at: <https://www.immigration.govt.nz/about-us/policy-and-law/how-the-immigration-system-operates/immigration-instructions>.

In addition, to support the visa application decision making process, immigration officers may rely on advice relating to the interpretation of immigration instructions, which is also generally publicly available at:

- <https://www.immigration.govt.nz/about-us/policy-and-law/how-the-immigration-system-operates/immigration-instructions/advice-to-immigration-staff>, and
- <https://www.immigration.govt.nz/about-us/policy-and-law/how-the-immigration-system-operates/immigration-instructions/internal-administration-circulars>;

This is my final response to your OIA, since no further email clarification has been received from you. You have the right to seek an investigation and review by the Ombudsman of this decision.

Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss any aspect of your request or this response, please contact Aurora Tang, Operations Support, Immigration New Zealand at Aurora.Tang@mbie.govt.nz.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Nicola Hogg', is positioned above the typed name.

Nicola Hogg
General Manager – Border and Visa Operation
Immigration New Zealand
Ministry of Business, Innovation and Employment