



Rakesh Bansal

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**11 FEB 2020**

File No: DOIA 1920 – 1038

Dear Rakesh Bansal

Thank you for your email on 05 January 2020, requesting the following information under the Official Information Act 1982 (the OIA):

*I am writing to understand the processing time-frames for SMC visa application. As per website as on 5th January 2019, it takes 14 months to process 90% of applications but in reality the processing times are way longer. I will appreciate if you could advise on following questions: 1) What's the average waiting time for an application (which do not fall under internal priority criteria) to be assigned to an Case officer. 2) Whats the oldest application in the system that still awaits assigning to a case officer as on 5th January 2020. 3) How many applications lodged before 1st of Feb 2019 still awaits allocation to a case officer. 4) When is an application lodged and acknowledged around mid January 2019 is likely to be assigned to a case officer.*

#### **Our response**

*1) What's the average waiting time for an application (which do not fall under internal priority criteria) to be assigned to a case officer.*

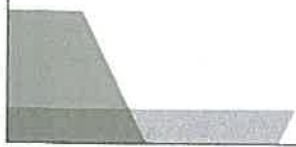
Based on publically available information on Immigration New Zealand's website, 50% of applications are completed within 6 months and 90% of applications are completed within 15 months. This is based on data from the previous three months.

However, the average wait time for a non-prioritised application to be assigned to an immigration officer is approximately 13 months.

*2) What is the oldest application in the system that still awaits assigning to a case officer as on 5th January 2020.*

As at 27 January 2020, the oldest unallocated application in the Skilled Migrant Category queue is 413 days old.

*3) How many applications lodged before 1st of Feb 2019 still awaits allocation to a case officer.*



As at 27 January 2020 there are 640 files under the Skilled Migrant Category, lodged before Feb 1<sup>st</sup> 2019, which were unallocated.

*4) When is an application lodged and acknowledged around mid-January 2019 is likely to be assigned to a case officer.*

As at 27 January 2020, a non-priority application lodged mid-January 2019 is likely to be allocated around mid-2020.

Please note that allocation timeframes are subject to change.

If you wish to discuss any aspect of your request or this response, please contact Margaret Huang, Business Advisor, Operations Support, Immigration New Zealand at [Margaret.huang@mbie.govt.nz](mailto:Margaret.huang@mbie.govt.nz).

Yours sincerely



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