



17 December 2020

R Rajan

fyi-request-14184-1bbbc085@requests.fyi.org.nz

Ref: DOIA 2021-1047

Dear R Rajan,

Thank you for your email of 23 November 2020 requesting under the Official Information Act 1982 (the OIA), the following information:

“Good day. Could I please request the processing time frame for the second person check aka 2PC. I couldn't find any timeline for the quality check anywhere”

Our Response

Your request is refused under s18(f) of the OIA, because the information requested is not held in a reportable format and cannot be made available without substantial collation or research.

Immigration New Zealand (INZ) measure average processing times in calendar days from the time an application is accepted for processing, to when the application has been finalised in the Immigration Application Management System (AMS).

When an application has been assessed and a decision is ready to be finalised the standard timeframe for when a second person check should be completed on an application is within 3 days of the decision being made. Note this does not mean that a final decision will then be made on the application. In some cases the second person check may raise an issue which will then need to be resolved before a final decision on the application can be made.

An application that is in the second person check stage has not yet been finalised, therefore to provide the information you have requested would require a staff member to manually check all individual applications that have been finalised to determine when an application was sent for a second person check, and when that second person check was completed and handed back to the case officer.

Providing this information would remove Ministry staff from their core duties and therefore the greater public interest in the effective and efficient administration of the public service would not be served. I have considered whether the Ministry would be able to respond to your request given extra time or the ability to charge for the information requested. I have concluded that, in both cases, the Ministry's ability to undertake its work would still be prejudiced.

You have the right to seek an investigation and review by the Ombudsman of the decision to refuse parts of your request. 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 Lautalie Leausa Vaa, Senior Business Advisor, Operations Support, Immigration New Zealand at Lautalie.Leausavaa@mbie.govt.nz.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Nicola Hogg', with a stylized flourish at the end.

Nicola Hogg
General Manager - Border and Visa Operations
Immigration New Zealand