



17 March 2021

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Dear Daniel

Official Information Act 1982 request 2021-0453

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 18 February 2021.

You requested—

When is the case officer is assigned to the application after submitting the citizenship application?

In response to your request, please refer to Appendix A, attached. Appendix A provides you with the average length of time for citizenship applications to be assigned by a case officer.

Appendix A illustrates the impact of COVID-19 coinciding with the implementation of a new system, on the average wait time for Citizenship by Grant applications to be picked assigned by case officers.

As with any new system there were teething issues that created outages and delays, which is unfortunate but not unexpected. The Department has successfully deployed updates to this system over recent months, which we anticipate will enable us to deliver more timely outcomes in the citizenship space.

You also sent the Department a follow up email on 25 February 2020, raising a number of concerns relating to processing timeframes and asking for the following information:

Is 5-7 months' time the whole completion process for citizenship application?

It is important to reiterate the Department's response provided to you for your request OIA 2021-0305; that the citizenship application processing timeframes you have referred to are indicative only. There is no set standard processing timeframe for citizenship application because every application is different. For that reason, there is no 'normal' timeframe.

The processing timeframe covers the entire application process, which starts when an applicant submits their application. The application then undergoes an assessment, validation & a decision on the outcome is made. Only when an applicant receives their Citizenship certificate (or confirmation that their application has not been approved) is the process complete.

Most applicants will be advised of the outcome from their application within 7 to 12 months of submitting a correct and complete application, which is consistent with the information provided to you by the Department's contact centre.

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.

Yours sincerely



Julia Taylor
Manager Operational Policy and Official Correspondence
Service Delivery and Operations