



Inland Revenue
Te Tari Taake

7 May 2021

Anatoly Kern
fyi-request-15114-8c23a533@requests.fyi.org.nz

Dear Mr Kern

Thank you for your request of 9 April 2021, made under the Official Information Act 1982 (OIA). You requested:

I have noted the practice of providing anonymous responses without any signature using various group emails within IRD. I am interested in obtaining a copy of any internal instructions (if any) that regulate/clarify such use of communication tools as well as a list of people with corresponding allowances (full name, position).

Internal instructions for staff about emailing customers from a shared mailbox without signing the email, and a list of the staff members allowed to do so

Inland Revenue does not have internal instructions specifically for when staff members email customers from a shared mailbox.

Our Governance & Ministerial Services team uses a shared "OIA" email address to send OIA responses. However, OIA responses are always signed by a member of staff who provides their full name and position.

Your request is therefore refused under section 18(g) of the OIA, as Inland Revenue does not hold the information.

Right of review

If you disagree with my decision on your OIA request, you can ask an Inland Revenue review officer to review my decision. To ask for an internal review, please email the Commissioner of Inland Revenue at: CommissionersCorrespondence@ird.govt.nz.

Alternatively, under section 28(3) of the OIA, you have the right to ask the Ombudsman to investigate and review my decision. You can contact the office of the Ombudsman at: info@ombudsman.parliament.nz.

Thank you for your request.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'JG'.

Josh Green
Domain Lead, Governance & Ministerial Services