



21 June 2021

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Daniel

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dia.govt.nz

Dear Daniel

OIA request 20/21 0563 Request for citizenship information

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 11 May 2021.

You requested –

1. Underneath check processes are from Citizenship Guide November 2020. Can you please tell how many hours efforts(department wise) it takes for a case officer to collect information from these department ? Please add in reply if there is any extra department to collect information by Citizenship case officer.

- *New Zealand Police (some convictions are assessed under section 9A of the Citizenship Act)*
- *New Zealand Security Intelligence Service*
- *Ministry of Social Development*
- *Ministry of Justice*
- *Inland Revenue Department*
- *Ministry of Business, Innovation and Employment.*

2. Time taken by a citizenship case officer to approve citizenship (till approved citizenship) for a normal person with no bad credit, no traffic offense, no tax due, etc? Please add in reply if there are more checks? Please provide data from Jan 2021 to June 2021.

3. Number of Citizenship files processed per day by a Citizenship case officer (till approved Citizenship), Please provide data from Jan 2020 to June 2021?

4. How many Citizenship case officers are there in DIA by City wise to process the citizenship files? How many in Auckland, Wellington etc?

5. Number for citizenship files allocated to per case officer?

6. Time taken by a case officer to process the file? (till approved citizenship) Please provide data from Jan 2020 to June 2021.

7. How frequently the citizenship ceremonies are happening? Just asking months and frequency in a month? Please provide data from Jan 2021 to June 2021

8. Number for citizenship files applied in Auckland? How many online and paper based? Please provide data from Jan 2020 to June 2021.

9. Citizenship applications Approved by month (Jan 2021- June 2021)?

10. Currently which months citizenship files are in processing or allocated to citizenship cases officers for Auckland?

I note that in our previous letter to you of 9 June 2021, all information requested was provided with the exception of the data requested in questions two and six.

In response to question two, I can confirm between 1 January 2021 and 31 May 2021 it has taken an average of 42 business days for applications to be approved after having been allocated to a case officer.

As noted in our previous letter, when we refer to an application being approved, this is when the Minister or delegated official has approved for citizenship to be granted to an applicant, in most cases, pending their attendance of a citizenship ceremony.

Please refer to the table below for a monthly breakdown of the average number of business days taken for an application to be approved after having been allocated to a case officer, requested in question six.

Month	Average processing time
January 2020	33
February 2020	33
March 2020	28
April 2020	56
May 2020	55
June 2020	56
July 2020	46
August 2020	50
September 2020	46
October 2020	41
November 2020	35

December 2020	45
January 2021	47
February 2021	41
March 2021	41
April 2021	49
May 2021	38

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