



14 September 2021

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Thayr

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[dia.govt.nz](http://dia.govt.nz)

Dear Thayr

**OIA request 21/22 0152 Request for information relating to citizenship processing timeframes**

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 17 August 2021.

You requested –

- *According to previous requests, the main reason for the slower application process is implementing and using a new system. Can you provide which particular parts or issues of the new system cause this big delay ?*
- *The average of application processed was 2600 per month in 2019,2018 , but the average of application processed between January-May 2021 is 1300 application, Why even after more than one year of implementing new system average number of application proceed per month between January-May 2021 much less than 2018 or 2019 ? even though the number of people who are working processing applications are the same or even more.*
- *Why didn't DIA decide to go back to using the old system if it was much faster and took less to process an application after one year of trying the new system for the whole year?*
- *DIA said it will hire more people to help clear the backlog in August, did newly hired people start working on processing applications or not yet ?*
- *Can you provide number of processed application from June 2021 to August 2021 ?*

In response to your request, I can advise that pursuant to section 15(1)(b) of the Act, the Department has decided to provide you with the information you seek. However, we are still working to prepare the Information for release and will provide it as soon as practicable. We anticipate having the requested information to you no later than 8 October 2021.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely

Julia Taylor

Manager Operational Policy and Official Correspondence  
Service Delivery and Operations