



22 October 2021

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Tēnā koe Sukhwinder

### **Official Information Act 1982 request 2021-0276 – Citizenship processing timeframes**

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 26 September 2021.

You requested –

- 1. Can you provide some further details like which month of paper applications are under process at Wellington office?*
- 2. In appendix file from last response it is not clear which month actual applications were submitted, are you able to provide any information on that?*
- 3. How many paper applications are in backlog until June 2021 to be assigned to a case officer?*

In response to your request I can provide you with the following information.

#### **Questions one and three**

There are 6037 paper applications submitted prior to 1 July 2021, that are yet to be assigned to a Life and Identity Services Officer for processing. The oldest unassigned paper application in the Wellington office was received on 4 November 2020.

#### **Question two**

Appendix A, that was included in response to your request OIA 2122-0169, provides you with the number of applications received, the number of applications that have begun processing, and the number of applications that have had an outcome for each month.

This means that the number in the 'Application Received' column does not correlate to the 'Applications Started Processing' or 'Application had an outcome' columns. The data is only a snap shot of how many applications are in what stage of the citizenship process for each month and does not capture the journey of an application i.e. the number that have been received, how many of those received have begun being processed and then completed.

As this information may be of interest to other members of the public, the Department has decided to proactively release a copy of this response on the DIA website. All requestor data including your name and contact details, will be removed prior to release. The released response will be made available here: [www.dia.govt.nz/Official-Information-Act-Requests-2](http://www.dia.govt.nz/Official-Information-Act-Requests-2).

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.

Ngā mihi



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Service Delivery and Operation