



17 December 2021

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Thayr

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Tēnā koe Thayr

OIA request 21/22 0415 Request for Request for citizenship data

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 16 November 2021.

You requested –

1. *Can I get how many unallocated paper citizenship application per month between Jan 2021 to April 2021 ?*
2. *Can I get how many unallocated online citizenship application per month between Jan 2021 to April 2021 ?*
3. *Also can we get those information monthly upload it on citizenship website instead keep asking for it here ?*

You then advised in an email of 9 December 2021 –

Just for clarification I am asking for the remain unallocated application per month between Jan 2021 to April 2021.

As explained in our reply of 14 December 2021, we had interpreted the initial wording of your request to be for the average number of unallocated applications per month.

In accordance with section 15(1AA) of the Act, your clarified request was therefore to be treated as a new request, replacing the original. We advised the deadline for response changed accordingly to 27 January 2022, but that we would respond as soon as practicable.

I can now confirm in response to your request that the Department will release the data you seek on our website here; www.govt.nz/citizenshiptimeframes, and will continue to provide monthly updates. We anticipate having the first set of data published within the next week.

The information requested in questions one and two is therefore refused pursuant to section 18(d) of the Act; the information requested is or will soon be publicly available.

As noted in previous correspondence to you, the Department has now responded to several requests from you for information relating to citizenship processing timeframes. I would again like to confirm that the Department has no further information to provide regarding the citizenship backlog and processing timeframes, and considers the responses already provided to you to have been comprehensive.

I also again wish to acknowledge the frustration experienced by many surrounding the current citizenship processing times and can assure you the Department has initiatives underway to reduce the citizenship application backlog, speed up processing, and improve general customer experience.

Should you have an application in that is of concern to you, I encourage you to contact the citizenship office directly on 0800 22 52 52 or at citizenship@dia.govt.nz for an update. However, I trust this letter has addressed the last of your concerns regarding official information.

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: <https://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 or freephone 0800 802 602.

Ngā mihi



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