



11 April 2022

45 Pipitea Street, Wellington 6011

Phone +64 4 495 7200

Sebastian

dia.govt.nz

[fyi-request-18550-](mailto:fyi-request-18550-dc9553cb@requests.fyi.org.nz)

[dc9553cb@requests.fyi.org.nz](mailto:fyi-request-18550-dc9553cb@requests.fyi.org.nz)

Tēnā koe Sebastian

Official Information Act request 2122-0628 – Citizenship timeframes

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 9 February 2022.

You have asked for information about the timeframe for improvements to the Department's online citizenship system, our intentions to publish data in a different format, and when we expect citizenship applications to be completed within a 3 to 5 month timeframe.

As explained in response to your request OIA 2122-0577, the new case management system is being designed iteratively, with new features and functionality being developed progressively. Improvements to speed up processing are a priority and are being made continuously.

We are now in a position to implement a series of changes which will make greater use of the system's automated checking ability and expect this to have a significant impact on the backlog in the next month and reduce processing times, on an on-going basis.

The Department anticipates that the current citizenship application waiting times will reduce by mid-2022.

The Department has chosen to publish data that provides the best overall picture of the number of unallocated citizenship applications. This information is accurate and provides our customers with the most up to date information available. We will take into account your feedback in considering what other information we could proactively publish.

I need to clarify that your belief that the Department has over 300,000 pending citizenship applications awaiting processing is incorrect. The most recent figure on the www.govt.nz of 37,089, is the total number of unallocated citizenship applications.

We are mindful that citizenship is of great importance to applicants and waiting is frustrating. I can assure you that we are doing everything we can to make sure we process applications as quickly as we can.

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.

Nāku noa nā

A handwritten signature in blue ink, appearing to read 'Natasha Weight', written in a cursive style.

Natasha Weight
Kaiwhakahaere Matua General Manager
Te Pāhekoheko Operations
Kāwai ki te Iwi Service Delivery and Operations