



21 September 2022

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Robin via FYI

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Tēnā koe Robin

### **OIA request 22/23 0161 Request for Citizenship Timeframes**

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 23 August 2022.

You requested –

- 1. Can you please provide - what was the number of pending applications as per their application month for last six months? I mean for each month for ex March 2022 - Need both paper and online based applications that were pending for each month before March 2022.*
- 2. Can you also break the data as per paper and as per online for each month please?*
- 3 What is the precise reason that June 2021 applications haven't been assigned yet for last 4 months?*
- 4 How many years will it take to process say July 2021 pending applications? or may be August 2021 applications so on?*
- 5 Applications for which months were being processed in July 2022 and August 2022 if not June 2021 applications? why was it done so?*

You were contacted on 7 September 2022 to clarify question one as we were not sure of what was being asked and unclear of the specific time frames requested. We did not receive a response therefore we have interpreted question one to mean the number of unassigned papers and online applications (and applications being processed) received in each of the past six months.

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

Questions one and two

<b>Online Applications from March 2022 to August 2022</b>				
<b>Month</b>	<b>Processing</b>	<b>Unassigned</b>	<b>Completed (Approved/Withdrawn)</b>	<b>Total</b>
<b>March</b>	144	1489	1428	<b>3061</b>
<b>April</b>	73	1465	1151	<b>2689</b>
<b>May</b>	63	1670	1152	<b>2885</b>
<b>June</b>	83	1609	1072	<b>2764</b>
<b>July</b>	123	1722	1059	<b>2904</b>
<b>August</b>	700	1922	481	<b>3103</b>
<b>Total</b>	<b>1186</b>	<b>9877</b>	<b>6343</b>	<b>17406</b>

<b>Paper Applications from March 2022 to August 2022</b>				
<b>Month</b>	<b>Processing</b>	<b>Unassigned</b>	<b>Completed (Approved/Withdrawn)</b>	<b>Total</b>
<b>March</b>	8	697	23	<b>728</b>
<b>April</b>	9	440	46	<b>495</b>
<b>May</b>	14	547	58	<b>619</b>
<b>June</b>	7	490	47	<b>544</b>
<b>July</b>	7	498	13	<b>518</b>
<b>August</b>	9	657	14	<b>680</b>
<b>Total</b>	<b>54</b>	<b>3329</b>	<b>201</b>	<b>3584</b>

**Caveats:**

- The statuses of the applications were collated at the date of 13 September 2022
- Applications within our system can be picked up by any Life and Identity Services Officer (LISO) - processes citizenship applications, in any office.
- As the data is extracted from a dynamic system, there may be small variances when compared with prior or future datasets.

**Question three**

Most applications received in June 2021 have been processed. In June 2021, we received a total of 3,328 applications. As at 9 September 2022, 2,910 of these applications had either been approved, withdrawn or declined. A further 382 are being processed and only 36 remained unassigned. This is likely to be because they have not met the automated checks and additional work is needed. Our priority is processing our oldest applications and we are currently training additional staff to be able to process them.

<b>Month Received</b>	<b>Approved/Withdrawn/Declined</b>	<b>Processing</b>	<b>Unassigned</b>	<b>Total</b>
<b>June-2021</b>	2910	382	36	3328

**Question Four**

It is difficult to predict when processing will be completed for these applications because it can be dependent on things like:

- whether the applicant has clearly met the criteria for citizenship or further information is needed either from the applicant or from an external agency dependent on the time taken for them to provide that information.
- if the application will require a submission to the Minister. Sometimes obtaining additional information can add significant time to an application, particularly if an applicant is required to contact overseas authorities for that information.

The Department is prioritising reducing the volume of unassigned applications, with a particular focus on the oldest applications.

**Question Five**

Our new online system lets us make automated checks to see if an applicant meets certain requirements for citizenship.

As an example of an automated check, the system matches an application with the Immigration New Zealand record. It then uses this information to calculate if a person meets the presence requirement.

This means that some applications are processed faster than others, because a case officer does not need to carry out as many manual checks. Applications that need extra manual checks may take longer.

Please see the link for further information <https://www.govt.nz/browse/passports-citizenship-and-identity/nz-citizenship/how-to-apply-for-nz-citizenship/application-timeframes/>

<b>Received month for Citizenship by Grant applications completed in July and August 2022</b>			
<b>Date Created</b>	<b>July-2022</b>	<b>August-2022</b>	<b>Total</b>
<b>April-2018</b>	1	0	1
<b>January-2019</b>	1	1	2
<b>April-2019</b>	2	0	2
<b>July-2019</b>	1	0	1
<b>October-2019</b>	0	3	3
<b>December-2019</b>	1	1	2
<b>January-2020</b>	1	1	2
<b>February-2020</b>	2	0	2
<b>May-2020</b>	1	0	1
<b>June-2020</b>	0	1	1
<b>July-2020</b>	3	1	4
<b>August-2020</b>	7	5	12
<b>September-2020</b>	5	3	8
<b>October-2020</b>	5	4	9
<b>November-2020</b>	16	1	17
<b>December-2020</b>	8	5	13
<b>January-2021</b>	16	16	32

<b>February-2021</b>	27	12	39
<b>March-2021</b>	27	32	59
<b>April-2021</b>	66	44	110
<b>May-2021</b>	571	111	682
<b>June-2021</b>	521	701	1222
<b>July-2021</b>	212	379	591
<b>August-2021</b>	283	248	531
<b>September-2021</b>	426	228	654
<b>October-2021</b>	235	223	458
<b>November-2021</b>	216	188	404
<b>December-2021</b>	265	153	418
<b>January-2022</b>	396	232	628
<b>February-2022</b>	529	130	659
<b>March-2022</b>	393	215	608
<b>April-2022</b>	838	97	935
<b>May-2022</b>	1007	139	1146
<b>June-2022</b>	453	626	1079
<b>July-2022</b>	21	946	967
<b>August-2022</b>	0	6	6
<b>All</b>	6556	4752	11308

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

Ngā mihi



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