



21 September 2022

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John

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dia.govt.nz

Tēnā koe John

OIA request 22/23 0169 Request for information relating to citizenship processing buckets

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 25 August 2022.

You requested –

- *Percentage of Citizenship by Grant applications that pass and fail the automated checks for the months of April and May 2022.*
- *Percentage of the reasons (and its description) the Citizenship by Grant applications failed the automated checks (i.e, 24% issues with photo, 17% failed presence requirements and etc.) for the months of April and May 2022.*

Please note, on point 2, I would like to receive a description of all the reasons in which Citizenship by Grant applications failed the automated checks and in percentage format for the months of April and May 2022.

Please include a detailed description of the reason for each category while presenting the percentage on point 2.

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

Percentage of Citizenship by Grant applications that passed and failed the automated checks

	April 2022	May 2022
Passed all automated checks	76%	74%
Failed to pass all automated checks	24%	26%

Automated check that the citizenship by grant applications failed, broken down by percentage

	April 2022	May 2022
Failed presence	25%	30%
Failed photo	17%	15%
Failed character	34%	33%
Failed more than one criteria	24%	23%

Caveats

- The tables above do not include Citizenship (Western Samoa) Act 1982 application type. This is because these are assessed under a different set of criteria.
- The tables above also do not include paper applications, only ones that were submitted online.
- For Group applications, if one application fails the automated checks then the whole group are considered to fail.
- The numbers are correct at time of publication. The numbers come from a dynamic system environment and may differ slightly from previous or future reporting.

If an application fails an automated check, it is because they have not met all of the criteria set out in the relevant link provided below.

Presence-

[Presence in NZ requirements | New Zealand Government \(www.govt.nz\)](http://www.govt.nz)

Photo-

I note there is no page dedicated solely to photo requirements but if you click on the following link and scroll down, you will locate the photo requirements here; [What to get ready before you apply for NZ citizenship | New Zealand Government \(www.govt.nz\)](http://www.govt.nz)

Character-

[Character requirements | New Zealand Government \(www.govt.nz\)](http://www.govt.nz)

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