



# Te Kawa Mataaho

Public Service Commission

28 October 2022

John

[fyi-request-20814-40ed8b15@requests.fyi.org.nz](mailto:fyi-request-20814-40ed8b15@requests.fyi.org.nz)

Dear John

## Official Information Request

**Our Ref: 2022-0161**

I refer to your official information request received on 10 October 2022 where you asked:

- *Did PSC reach out to DIA's Citizenship Office to understand, query, or monitor the performance of the processing of Citizenship By Grant Applications regarding its huge delays?*
- *If there is any, can you please provide any communications, e-mails and etc from PSC requesting information regarding the delays of Citizenship by Grant applications?*
- *If it hasn't been considered, could you please provide the reason PSC didn't manage to question DIA regarding the Citizenship by Grant application processing delays and offer support and/or guidance?*

## Our Response

Te Kawa Mataaho Public Service Commission has not reached out the Department of Internal Affairs (DIA) Citizenship Office to understand, query or monitor their performance of the processing of "Citizenship By Grant Applications". We have also not requested any information from DIA on this matter as Agency operational matters (such as you have outlined) are the responsibility of the agency Chief Executive.

Therefore, we are refusing your request in full under section 18(e) of the Official Information Act 1982 on the grounds the information requested does not exist.

If you wish to discuss this decision with us, please feel free to contact [Ministerial.Services@publicservice.govt.nz](mailto:Ministerial.Services@publicservice.govt.nz).

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.

Please note that we intend to publish this letter (with your personal details removed) on the Te Kawa Mataaho Public Service Commission's website.

Yours sincerely

Nicky Dirks

**Manager – Ministerial and Executive Services**  
**Te Kawa Mataaho Public Service Commission**