



# Te Kawa Mataaho

Public Service Commission

17 November 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: OIA 2022-0179**

I refer to your official information request received on 29 October 2022 where you have asked:

*“Is PSC current monitoring Immigration NZ’s performance? Yes or No.*

*If yes, why it was decided by PSC to care about people that are outside New Zealand and not residents that paying their taxes and are waiting a long time for the citizenship applications to be processed?*

*What can a taxpayer do to request PSC to take interest in a public service department towards its performance to avoid further damage to the public wellbeing and mental health?”*

## Our Response

The role of the Commissioner is defined in the Public Service Act 2020, to provide leadership of the Public Service, including the performance and integrity of the system. However, the appropriate avenue for you to raise the matters you have outlined in your request in respect of Immigration NZ, in the first instance, is with Carolyn Tremain, the Chief Executive who holds the accountability for Immigration NZ.

This is because, under section 52 of the Public Service Act 2020 each departmental chief executive is responsible to their appropriate Minister or Ministers for the discharge of their responsibilities. This includes the running of their own department, their provision of advice and assistance to the Minister, and how they should assist the Public Service as a whole, to improve how it works. This over-riding responsibility to the Minister is further emphasised by the provisions of the Public Finance Act under which chief executives are responsible to Ministers for the financial conduct of the department.

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

A handwritten signature in blue ink, appearing to read 'Nicky Dirks', with a stylized, cursive script.

Nicky Dirks

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