



Felix Lee

fyi-request-21021-805b69a4@requests.fyi.org.nz

Ref: DOIA 2223-0910

Dear Felix,

Thank you for your email of 3 November 2022 requesting, under the Official Information Act 1982 (the Act), the following information:

I would like to request the time required to process NZeTA applications from the time the form is submitted to when the client is notified of success/failure.

Please provide data in .csv or .xlsx format.

X axis: May 2022, June 2022, July 2022...to the latest (incomplete) month you have data for

Y axis: 0-10 minutes, 10.01-30 minutes, 30.01-60 minutes, 60.01minutes-6 hours, 6h - 12h, 12hr-24hr, 1-2d, 2-3d, 3days+

Cells: total number of NZeTA processed within that timeframe for that month.

Our Response

Please see Table 1 below for the processing times for New Zealand Electronic Travel Authorities (NZeTAs) from 1 May 2022 to 23 November 2022, broken down by decision month and time taken to decide the NZeTAs.

Table 1

Time from when NZeTA is submitted to decided	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	Total
00-02 minutes	19092	23614	33384	38110	49771	68291	42595	274857
02-05 minutes	861	1466	1536	1595	3066	4153	2762	15439
05-10 minutes	848	1593	1747	1726	2782	2921	2248	13865
10-20 minutes	632	1502	2425	2180	3410	3286	2767	16202
20-60 minutes	1092	2592	3440	5611	7067	7904	4654	32360
>01-02 hours	1552	2124	1639	4476	3816	6716	4339	24662
>02-06 hours	1912	4512	2403	9843	4416	9458	4046	36590
>06-12 hours	2075	2313	3003	10391	5248	9921	1883	34834
>12-24 hours	2748	3548	3781	5028	5625	13008	3652	37390
>24-36 hours	845	964	991	1660	1901	4258	5563	16182
>36-48 hours	664	597	973	1088	1466	3413	3894	12095
>48-60 hours	225	503	869	874	1128	2689	2751	9039

>60-72 hours	257	450	1146	812	496	2841	1612	7614
>72 hours	279	78	30	3589	216	1502	2646	8340
Total	33082	45856	57367	86983	90408	140361	85412	539469

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.

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact inzoias@mbie.govt.nz

Yours sincerely,



Nicola Hogg
General Manager - Border and Visa Operations
Immigration New Zealand
Ministry of Business, Innovation & Employment