



17 May 2023

John Luke

[fyi-request-22676-6a185d6b@requests.fyi.org.nz](mailto:fyi-request-22676-6a185d6b@requests.fyi.org.nz)

DOIA 2223-2538

Tēnā koe John,

Thank you for your email of 3 May 2023 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following:

*"I noted,*

<https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.stuff.co.nz%2Fnational%2Fimmigration%2F131869995%2Fimmigration-nz-mistakenly-issues-115-visas-family-told-they-could-be-deported&data=05%7C01%7CMinisterialServices%40mbie.govt.nz%7C0740fdf278834e7da34b08db4bb37837%7C78b2bd11e42b47eab0112e04c3af5ec1%7C0%7C0%7C638187006424703339%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=6yuqXVcxq76q4AqVBFfb%2FLlrXf4zc4CmECJ6un1TFf8%3D&reserved=0>

- 1. Can you please let me know, for the past 5 years, 2022,2021,2020,2019 and 2018, how many visas you have issued by mistake.*
- 2. When someone issue the visa by mistake, what internal training or if any warning you will give to that immigration officer? What sort of the process you will be follow after you find out an immigration officer is at fault when doing something wrong, e.g., mistakenly issue the visa.*
- 3. What compensation you will provide to people effecting by your mistake."*

## **Our Response**

**Question One:** The number of visas granted in error that have been identified by INZ is refused under s18(f) of the Act, as the information cannot be made available without substantial collation or research. This information is not held in a reportable format, as visas granted in error are identified and remedied in many different ways.

**Question Two:** A range of remedial activities can be considered, these can include further training, additional guidance, or monitoring, depending on the individual's needs.

**Question Three:** There are range of remedies which INZ may offer depending on the nature of the issue. These will vary according to the circumstances. These may include reconsideration of the visa application, grant of a visa or refund of the application fee.

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.

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](mailto:inzoias@mbie.govt.nz)

Nāku iti nei, nā

A handwritten signature in black ink, appearing to read 'R Owen', followed by a period.

**Richard Owen**

General Manager (Acting), Border and Visa Operations  
Immigration New Zealand