



20 June 2023

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dia.govt.nz

Fardeen

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Tēnā koe Fardeen

OIA request 22/23 0893 Request for processing timeframe data

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 24 May 2023.

You requested –

- *What is the Average time to allocate to case officer if applicant fails Citizenship Atuo check?*
- *Maximum time to allocate?*
- *Minimum Time to allocate?*

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

The data provided is for the month of May, as this is the most recent and up to date estimates available.

Citizenship by Grant Applications allocated during May 2023

Average Time	Maximum Time	Minimum Time
165 working days / 7.5 months	279 working days / 13 months	2 working days

Applications that have not passed the automated checks are allocated in date order unless they have been approved for out of queue processing due to an urgent need. You can find the criteria for urgent requests on the website <https://www.govt.nz/browse/passports-citizenship-and-identity/nz-citizenship/how-to-apply-for-nz-citizenship/application-timeframes/>.

The Department publishes citizenship timeframe datasets on data.govt.nz. Please see the link <https://catalogue.data.govt.nz/dataset/status-of-citizenship-by-grant-applications-by-date-received-at-dia/resource/712409ae-d154-4ac9-a511-75627d4a9eb0> which gives you information on the status of citizenship by grant applications by date received.

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 its 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

A handwritten signature in black ink, appearing to be 'KR', with a horizontal line extending from the end of the signature.

Kate Raggett
Manager Operational Policy and Official Correspondence
Service Delivery and Operations