



10 July 2023

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Fardeen

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Tēnā koe Fardeen

OIA request 22/23 0943 Request for citizenship timeframes

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 14 June 2023.

You requested –

- 1. Can you explain regarding citizenship application internal check?*
- 2. when internal check start after submit online application?*
- 3. How long internal check take for those who failed automatic check, roughly?*
- 4. what is next step after internal check done?*

Clarification of your request was sought on 22 June 2023. You confirmed on the same day that internal check means “internal agencies checks”. We have interpreted this to be referring to the manual checks required for some citizenship applications to determine their eligibility for citizenship.

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

Question one

A Life and Identity Services Officer (LISO) trained in processing citizenship applications completes various checks as part of assessing a citizenship by grant application. The checks undertaken by a LISO are to assess whether the applicant has provided the information required and whether they meet the requirements for a grant of New Zealand citizenship.

Should you be interested, the *Citizenship Guidance Document* is published on the Department’s website here, <https://www.dia.govt.nz/Citizenship-Guidance-Document>. This document is a guide for applicants, officials who process citizenship applications within the Department, and the Minister of Internal Affairs in decision-making on citizenship applications.

Question two

It may be helpful for me to explain that the checks begin once the citizenship by grant application has been allocated to a LISO for processing. We have previously provided you with the data for *citizenship by grant applications allocated during May 2023* in response to your previous OIA request, 2223 0893. This has been proactively released on the Department's website, <https://www.dia.govt.nz/Official-Information-Act-Requests-2>.

Question three

I can advise that information on *the processing time for applications that require manual assessment* will be proactively released on the Department's website. The reference number will be 2223-0911. Therefore, I am refusing this portion of your request pursuant to section 18(d) of the Act: the information requested is or will soon be publicly available.

Should it be of interest to you, data on *the average time for an application to be assigned to an officer in each workstream* will also be proactively release on the Department's website under reference number 2223-0911.

Question four

Once all the checks have been completed, the citizenship by grant application is either approved or presented to the Minister for a decision.

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



Kate Raggett
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Service Delivery and Operations