

20 July 2023

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Engr via FYI

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Tēnā koe Engr

OIA request 2223-0960: Request for processing timeframe data

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 21 June 2023.

You requested –

*Based on the response from **OIA 2223 0893**, regarding the average time allocated to the case officer if the applicant fails the Citizenship Auto check, the maximum time, and the minimum time.*

- 1. In the above response, how have maximum and minimum times been calculated? In light of the information provided in the above-mentioned response link, how do you handle applications if they exceed the maximum allocation time?*
- 2. In addition, please provide a frequency histogram of the duration of the applications assigned to case officers. What is the number of applications allocated in five days, fifteen days, etc.? Based on actual data, how many applications have been allocated in five days, fifteen days, etc?*

For the purpose of understanding, the following example is provided.

Time is taken to allocate Case officers' Number of applications:

5 days 50

10 days 100

20 days and so on and so forth 150

For clarity, I have provided the excerpt from OIA 2223 0893 that you are referring to in your request:

'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.'

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

Please be advised that ‘case officer’ will be referred to as Life and Identity Service Officer (LISO) for this response.

Question 1 Response

The Department does not place a minimum or maximum time limit on allocating a LISO to assess an application.

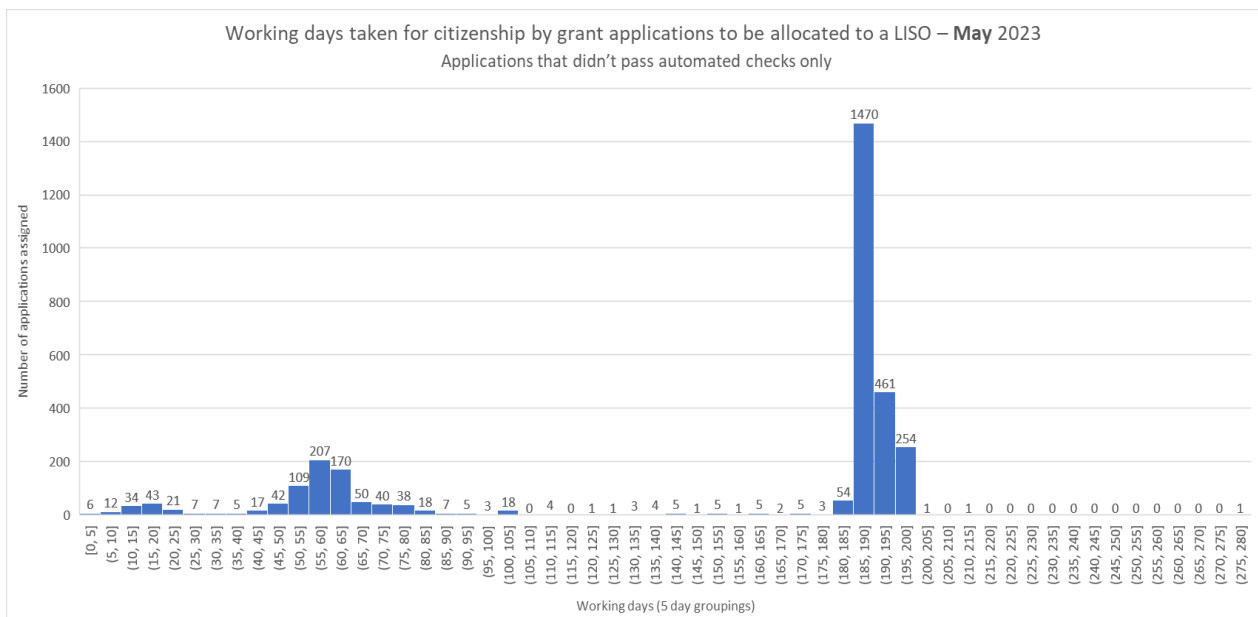
The minimum and maximum times referred to in OIA 2223 0893 (excerpt above) are referring to the application(s) that took the fewest number of days to be allocated to a LISO and the application(s) that took the greatest number of days to be allocated to a LISO during the month in question. This will change month to month depending on a range of factors. For example, for applications allocated in June 2023 (that did not meet the automated checks) the minimum was less than 5 working days and the maximum was up to 305 working days to be allocated.

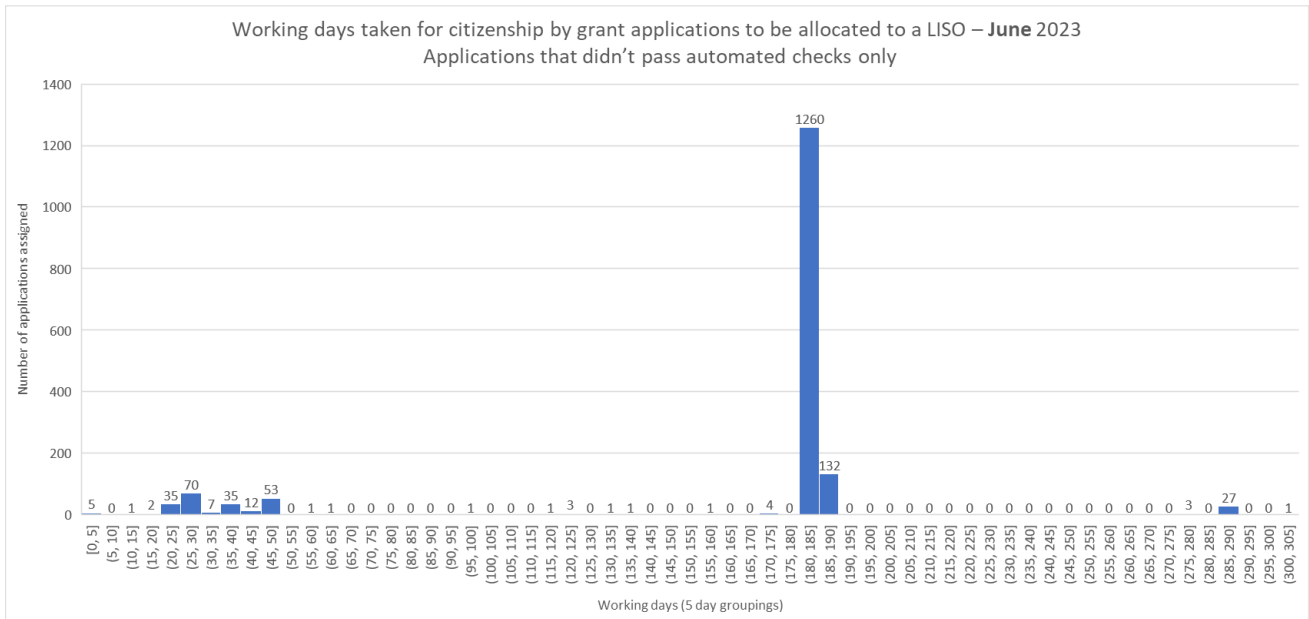
Question 2 Response

The graphs below show the number of working days taken to allocate a citizenship by grant application to a LISO in May and June 2023.

Caveats

- This data relates only to applications that did not pass the automated checks.
- This data was collated on, and is accurate as at 4 July 2023
- As the data is extracted from dynamic systems, there may be small variances when compared with prior or future datasets.





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