



22 September 2023

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Tēnā koe Sweta

OIA request 23/24 0139 Request for Citizenship Timeframes

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 26 August 2023.

You requested –

- 1. Can you please let me know the percentage of auto assessed applications vs manually processed applications for citizenships during the month of August.*
- 2. Also, what was the average time for the processing of auto assessed application in August (2023)*

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

Caveats to Data

- The data was collated on, and is accurate of 5 September 2023
- The numbers come from a dynamic system environment and may differ slightly from previous or future reporting.

Question one response

The data provided for you in the table below has been given in percentages and grouped in 'mostly' automated and 'mostly' non automated workstreams. It may be helpful for me to explain that all applications require some manual assessment by a Life and Identity Service Officer (LISO) therefore, technically none of the workstreams are fully automated or non-automated.

Applications are grouped into workstreams according to the checks the system can make compared with those that require a person to assess. Workstreams 3 and 6 are classified as automated queues. However, workstream 5 for example, can be assessed using most of the same automated checks as workstream 3 and 6, even though it is classified as non-automated.

Percentage of citizenship by grant applications getting an outcome during August 2023 by Workstream

Workstream	August 2023 Applications
Mostly automated	40%
Mostly non-automated	60%

There are six different workstreams for managing citizenship by grant applications. All applications start off by being placed into Workstream 2. They are then filtered into other workstreams using system logic or automated assessment of applications. An overview of the workstreams is below:

- *Workstream one* – Applications from workstream 2 that were not automatically able to go into workstreams 3, 4, 5 or 6, and that have been pre-assessed by an administrator for completeness. Applications filtered to workstreams 3, 5 and 6 may also be transferred to workstream 1, if after the initial manual assessment, it is deemed that further manual assessment is required.
- *Workstream two* – All applications begin in this queue and are filtered to other queues using system logic. Applications that are not automatically able to go to workstream 3, 4, 5 and 6 remain in this queue until they are picked up by an administrator and pre-assessed for completeness, before then being moved to workstream 1.
- *Workstream three* – Online applications that meet all automated checks.
- *Workstream four* – Applications assessed under the Citizenship (Western Samoa) Act 1982.
- *Workstream five* – Online applications that meet all automated checks except presence and/or English. Manual assessment is required.
- *Workstream six* – Applications submitted on paper that meet all automated checks.

All new applications enter the queue in workstream 2. The system logic outlined above is run on a weekly basis, and applications are moved to workstream 3, 4, 5, or 6, or remain in workstream 2 until an administrator or LISO pre-assesses it. Once pre-assessed, the application will be moved to workstream 1. It is also possible for applications to shift between workstreams if LISOs identify issues that require additional manual intervention.

Question two response

Average working days taken from received to outcome for applications receiving an outcome during August 2023

Workstream	Average working days
All workstreams	139
Mostly automated	21
Mostly non-automated	217

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 'K. Raggett', written in a cursive style.

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