



2 October 2023

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Tēnā koe Pradeep

**OIA request 23/24 0149 Request for information on the citizenship by grant processing timeframes.**

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 3 September 2023.

You requested –

- 1. What is the total number of unassigned and processing applications in workstream 1 at the time of providing this information?*
- 2. What is the total number of unassigned (and possibly processing) applications in workstream 2 at the time of providing this information?*
- 3. Could I please request status of applications submitted between 15th July - 15th August 2023 in each workstream ? ( if possible countrywise )*
- 4. What is the total number of applications that were submitted in August 2023 have been moved from workstream 2 to workstream 1?*
- 5. Will an application fail automated check if applicant ticked YES for a question - "have you ever had to return money to any government agency? ( IRD, WINZ etc). If applicant has ticked YES and has paid back the money, Will system logic fail the automated check despite all other checks have been passed? (example: An applicant has to return some tax to IRD due to increase in salary or due to payroll error)*
- 6. Are external checks part of the system logic (automated check) or done only manually during full assessment of the application?*
- 7. I have seen responses of other OIA requests (for example: 2322 - 0078), some of the applications are approved in workstream 2 without moving in other workstreams. Why is that ?*
- 8. How many LISOs are currently allocated for workstream 1 and 2?*

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

**Question one**

As of 12 September 2023, there are 8,188 unassigned citizenship by grant (CBG) applications and 2,139 CBG applications in process in workstream 1.

### **Question two**

As of 12 September 2023, there are 12,818 unassigned CBG applications and 1,119 CBG applications in process in workstream 2.

### **Question three**

Please refer to Appendix A attached. Appendix A provides you with a breakdown of the following –

- Table one – CBG applications submitted online and by paper between 15 July and 15 August 2023 broken down by workstream and status.
- Table two – CBG applications submitted online and by paper between 15 July and 15 August 2023 broken down by country of birth, workstream and status.

### **Question four**

As of 12 September 2023, five applications that were submitted in August 2023 have been moved from workstream 2 to workstream 1.

### **Question five**

This information has been withheld pursuant to section 9(2)(k) of the Act. This is because the withholding of the information is necessary to prevent the disclosure or use of official information for improper gain or improper advantage.

### **Question six**

External checks with Immigration New Zealand are done automatically by the system via the application programming interface. Other external checks are undertaken during the processing of an application. Regardless of the workstream an application is in, all applications (except if they are eligible under the Citizenship (Western Samoa) Act 1982 or are under 14 years of age) undergo compulsory manual checks for the good character requirement.

### **Question seven**

Prior to December 2022 citizenship by grant applications were allocated and processed in workstream 2. I would also like to note that if an applicant is approved for urgent processing their application could be processed in workstream 2 as well.

### **Question eight**

As of 7 September 2023, there are 38 Life and Identity Services Officers (LISO) assigned to workstream 1 and 47 LISOs assigned to workstream 2. Please note that some LISOs may be assigned to multiple workstreams.

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](http://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