



4 December 2023

Matthew Smith

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DOIA 2324-1016

Tēnā koe Matthew

Thank you for your email of 6 November 2023 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), the following:

It has been nearly two years since the 2021 Resident Visa was made available and since then over 100,000 people have become residents. As such, a large number of people will be eligible for a Permanent Resident (PR) visa in the next few months and beyond.

Has INZ got a plan in place to process the large amount of PR visas that will be coming through your doors, especially since it is processed via paper application.

Is there any plans in the near future (ie the next couple of months) to make this an electronic application to speed up the process? will you be allocating extra people resource? or has any other plan been put in place?

Our Response

Question: Has INZ got a plan in place to process the large amount of PR visas that will be coming through your doors, especially since it is processed via paper application. Is there any plans in the near future (ie the next couple of months) to make this an electronic application to speed up the process?

Immigration New Zealand (INZ) is expecting a significant increase in the number of Permanent Resident Visa (PRV) applications next year due to the number of 2021 Resident Visa applicants who will become eligible to apply. Currently, customers can only apply for a PRV using a paper application form. INZ is committed to continuously improving our customer experience and we are moving the PRV application process to our enhanced Immigration Online platform in the new year.

By moving applications into our enhanced Immigration Online platform, customers will have more visibility over the status of their PRV application and can expect to receive an outcome more quickly compared to paper-based applications. In the meantime, customers are still able to apply for PRV through paper applications, and we will communicate any changes once finalised.

Question: will you be allocating extra people resource? or has any other plan been put in place?

In addition to implementing an online solution early in 2024, INZ is currently developing plans to increase resources for PRV. INZ is continually monitoring its visa processing, and we are mindful of the need to manage the upcoming influx of PRV applications.



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.

If you wish to discuss any aspect of your request or this response, please contact inzoias@mbie.govt.nz

Nāku noa, nā

A handwritten signature in blue ink, appearing to read 'Jock Gilray', with a stylized flourish at the end.

Jock Gilray
Director Visa
Chief Operating Officer Branch
Immigration New Zealand
Ministry of Business, Innovation and Employment