



4 November 2024

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Tēnā koe Kulwinder

Correction to: OIA 24/25 0322 Request for Grant Citizenship Application Process

Thank you for your information request dated 4 October 2024, about citizenship processing times.

You requested –

there are over 26,000 residents waiting to become New Zealanders. Even when an application has been submitted correctly, the Citizenship Office's online citizenship timeframes webpage currently states 94% of applicants are granted citizenship within 19 months

Soo poor system of assessment 😞

Few of applications get result with in 2 to 6weeks but most of application's waiting time around 1 to 2 years that very frustration for Applicants.

Requesting you for improve assessment system please. So people would get less waiting for assessment.apologise if any thing wrong with my (request)comment. What it's sound of common(immigrants)public who's completed all requirements for become New Zealander but still waiting.

2 year ago process time just 2 to 6 months time 2 year ago. I am worried about when RV2021 (1,65,000 immigrants all together get residency by labour government in covid) holders will start apply for citizenship by next year then time frame would be 4 to 5 years as per current situation. Please through light on it..

Do some effect to reduce process time.

Frustrated applicants while calling to DIA about processing there application than they got just one answer 18 to 20 months waiting..

Is there department doing something for reduce process time? (Requested)

On 10 October 2024, you were advised that your request does not specify due particularity as per the Ombudsman guidelines here: www.ombudsman.parliament.nz/. You were invited to clarify your request.

On 15 October 2024, you were advised that as no response had been received for clarification, the request would be closed.

We have since identified that your initial request did infact contain a question which was missed.

You requested –

- *Is there department doing something for reduce process time?*

My apologies the question was missed and in response, I can provide you with the following information.

I can advise that this information will be available on the Department's website in the coming weeks, via an Official Information Act response. This response is due to be proactively released here www.dia.govt.nz/Official-Information-Act-Requests-2 with the reference numbers 2425-0330.

The information you requested is therefore refused pursuant to section 18(d) of the Act; as the information requested is or will soon be publicly available.

It may also be of interest that there is a lot of publicly available information online about citizenship and the timeframes for processing citizenship applications. This information is published on the Department website via proactively released Official Information Act responses here: www.dia.govt.nz/Official-Information-Act-Requests-2. You can search the responses by using 'ctrl' + 'f' and typing 'citizenship' in the search field.

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 the DIA 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



Julia Taylor
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Service Delivery and Operations